Best Practices for Promoting a Business-Friendly Climate
A Self-Evaluation

KEY:
+ Has service formally in place
* Service provided informally
/ In the Works
- Does not have service

Planning: The community has…
(-) Adopted an economic development plan with vision, goals, strategies, and metrics
(-) Adopted a comprehensive plan that identifies future commercial growth areas
(-) Identified targeted industry clusters for business attraction, expansion, and investment
(-) Pre-permitted sites for industrial and commercial development
(+) Appointed a citizen committee to pursue economic development policies, programs and projects
(-) Adopted policies for granting a Tax Increment Financing (TIF) district
(-) Developed a working relationships with K-12 schools, community college and university
(+) Developed a partnership with neighboring towns to pursue regional economic opportunities
(/) Developed a local and/or regional branding and marketing presence

Communications with Applicants:
(*) The community has designated a Single Point of Contact (SPOC) to consult with businesses
(*) SPOC maintains listing sheets with available commercial properties for lease or sale
(*) SPOC can direct businesses to resources, such as counseling, financing, and training
(*) SPOC can describe available utilities, including water, sewer, 3-phase power, gas, broadband
(*) SPOC can interpret technical guidance from department heads, boards, and consultants
(*)Other municipal staff are cross-trained to assist the SPOC
(/) There is written guidance on the permitting process
(+ /) There is a checklist of submittable requirements for applications
(/) There is a flow chart of the site plan approval process
(+) Forms, permits, notices, and agendas are available on the community's website

Technical Review: Municipal staff will…
(+) Host a pre-application meeting to discuss preliminary concepts and designs
(+) Convene a Project Technical Review Team to review applications
(+) Obtain third party consulting assistance when necessary
(+) Coordinate concurrent reviews by multiple boards
(+) Schedule combined public hearings for multiple boards
(+) Ensure volunteers receive adequate training and preparation to carry out their board duties

Standardizing the Permitting Process: The community has…
(-) Adopted predictable impact fees
(+) Outlined objective criteria to approve conditional zoning, special permits, waivers, etc.
(+) Minimized the use of contract zones with by-right zoning
(+) Adopted clear site plan approval standards
(+) Delegated minor decisions to staff
(+) Created a two-tier assessment process to review small v. large-scale projects of the same nature
(/) Created an electronic filing process for applicants
(+ /) Developed an electronic system to track the status of permits and applications