

BUSINESS ASSISTANCE RESOURCES

Northwest Extension business owners are encouraged to utilize Valley Metro's many resources to help plan and prepare for success during construction.



Arizona Commerce Authority

Online Resources | azcommerce.com/smallbiz

Arizona Commerce Authority's Small Business Services (SBS) online resource center is the centralized resource for information to start, operate and grow a business in Arizona. SBS provides contact information, resources and assistance for every stage of small business development.



City of Phoenix, Community and Economic Development Department

The City of Phoenix Community and Economic Development Department is committed to helping businesses remain "Happy, Healthy and Phoenix". Get access to resources such as navigating available city programs, private sector consultants to assist with marketing, finance packaging, procurement and general business planning - all at NO COST for eligible businesses.

City of Phoenix, Planning and Development Department

The City of Phoenix Planning and Development Department provides assistance with preproject research, identifying plan submittal requirements, coordination between the design team and city staff, resolving technical issues and provides a central point of contact for the customer.



Friends of Transit

Rachelle Hadland | 602.277.0911 | friendsoftransit.org

Friends of Transit sponsored grassroots business outreach and marketing programs during construction of the original light rail line, which included underwriting the cost of discount offers for businesses in impacted areas and hosting promotional events. With efforts designed to attract new customers to businesses affected by construction, Friends of Transit commits to similar programs for future light rail extensions.

BUSINESS ASSISTANCE RESOURCES (CONT.)



Greater Phoenix Chamber of Commerce

Debbie Drotar | 602.495.6483 | phoenixchamber.com

The Greater Phoenix Chamber of Commerce, Arizona's largest and oldest business organization, celebrates its 125th anniversary in 2013. The Phoenix Chamber promotes free markets, thriving communities and economic prosperity for members who network with peers, save money, win public agency bids and connect with government agencies. Find out how Chamber membership can help your business grow by visiting www.phoenixchamber.com or contacting Debbie Drotar.



Greater Phoenix | SCORE

602.745.7250 | greaterphoenix.score.org

- Free mentoring and business development workshops
- Basic business tools, templates and online training



Local First Arizona

Kimber Lanning | 602.956.0909 | localfirstaz.com

Local First Arizona is a statewide, non-profit organization working to strengthen Arizona's economy by supporting and celebrating locally-owned businesses. Local First Arizona offers tools and resources to help market locally owned business in an online directory that gets 40,000 searches per month.



Maricopa Small Business Development Center - Phoenix

David Copeland Norcross | 480.784.0595 | maricopasbdc.com

- One-on-one business counseling at no cost
- Business plan assistance
- Assistance in locating funding to grow your business

U.S. Small Business Administration - Arizona District Office

James Pipper | 602.745.7200 | sba.gov

- Technical, financial, contracting, education and disaster assistance
- Small business advocacy and special interests
- Guidance with civil rights compliance
- SBA Loan Clinic: 1st Wednesday of every month at 9 a.m.
- SBA Federal Contracting Seminar: 1st Wednesday of every month at 1 p.m.



For updates on the Northwest Extension project, visit: valleymetro.org/northwest

To receive this information in alternative formats, call 602.253.5000 / TTY 602.251.2039.
Para recibir esta información en formatos alternativos llame al 602.253.5000 / TTY 602.251.2039.



SHOP ON

19TH AVE

Business Assistance

..... NORTHWEST LIGHT RAIL EXTENSION

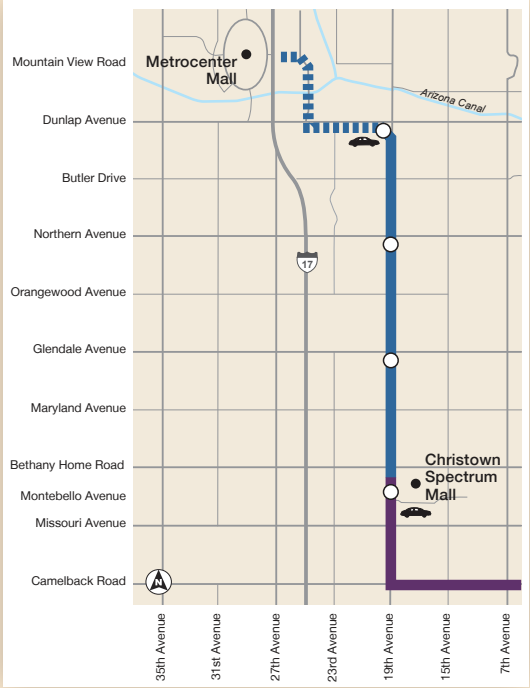
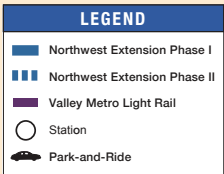


LRT2376/v4/08-22-2013



ABOUT THE NORTHWEST LIGHT RAIL EXTENSION

In spring 2012, Valley Metro and the city of Phoenix approved the advancement of the Northwest Extension Phase I from 2023 to early 2016. Phase I is a 3.2-mile extension north from the current end-of-line at Montebello to Dunlap Avenue. It includes three stations at Glendale, Northern and Dunlap avenues and a park-and-ride on the southwest corner of 19th Avenue and Dunlap. The light rail investment will not only support regional mobility, but also generate greater economic activity for northwest Phoenix.



ABOUT THE BUSINESS ASSISTANCE PROGRAM

It is a priority for Valley Metro and the city of Phoenix to support existing businesses during the construction of the Northwest Extension. A wide array of business assistance programs have been and will continue to be developed to provide you with the resources to keep your business well positioned during the construction phase.

NORTHWEST EXTENSION FAST FACTS

- 3.2-mile extension
- Three stations on 19th Avenue: Glendale, Northern and Dunlap avenues
- Park-and-ride at the southwest corner of 19th and Dunlap avenues
- Construction began in early 2013
- Completion expected in 2016 or earlier
- Service will operate on current schedule – every 12 minutes on weekdays

YOUR POINT OF CONTACT



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Business Assistance Coordinator
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Cell: 602.316.6664 / Email: jllamas@valleymetro.org
Website: valleymetro.org/northwest
Facebook: [facebook.com/metrorailconstruction](https://www.facebook.com/metrorailconstruction)
Twitter: @metrorail
Join the Northwest Extension email distribution list by contacting Jorge Llamas.



VALLEY METRO BUSINESS ASSISTANCE

CONSTRUCTION OUTREACH

Valley Metro's Community Relations team is on-call 24 hours a day, seven days a week and keeps you informed of light rail's progress and assists with any issues or concerns. Valley Metro's Business Assistance Coordinator, Jorge Llamas, provides one-on-one support to businesses throughout construction.

24-HOUR HOTLINE

The Valley Metro hotline is available to give business owners and residents the ability to ask questions or report problems that may arise during light rail construction. Call 602.254.RAIL, 24 hours a day, seven days a week.

COMMUNITY ADVISORY BOARD

The Valley Metro Community Advisory Board (CAB) consists of residents and business representatives along the Northwest Extension who serve as the voice of the community during construction.

The CAB meets regularly to evaluate how well the contractor manages and minimizes the impacts of light rail construction to the community. Board members review activities that may require the contractor to alleviate concerns and determines the contractor's effectiveness in resolving construction-related issues in the community. The CAB is another opportunity for you to work directly with Valley Metro and the contractor.

METRO MAX REWARDS PROGRAM

The METRO Max program offers consumers an incentive to visit businesses along the Northwest Extension. To participate, offer a discount or incentive to customers. These discounts are publicized online, in print and through social media channels. Take advantage of this marketing opportunity that targets a local and valley-wide audience!

ADDITIONAL VALLEY METRO PROGRAMS

- General marketing support
- Multi-media marketing campaigns
- Peer-to-peer business forums



CITY OF PHOENIX BUSINESS ASSISTANCE

The City of Phoenix is committed to providing free support to Phoenix businesses along the Northwest Extension. Here's how:

BUSINESS ADVOCATE

- Dedicated support to assist businesses impacted by Northwest Extension construction
- One-on-one meeting to analyze your immediate and long term needs
- Assign private sector consultants to help address your business needs

BUSINESS CONSULTING SERVICES

Business-to-business private sector consultants specializing in:

- Marketing and web design
- General business
- Organizational development
- Procurement
- Finance & loan packaging
- Accounting
- Human resources
- Information systems

BUSINESS ACCESSIBILITY

- Dedicated Business Access Coordinator
- 19th Avenue Connector bus service

MICROLOAN PROGRAM PILOT

Increase capital available to small and emerging businesses

Microlending terms and conditions:

- Loan amount: \$3,000 - \$50,000
- Interest rates: Based on a number of risk factors
- Maturity: Short term maturities, not to exceed 7 years
- Must have the capacity to service the debt

CONTACT

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City of Phoenix