

Business Resource Guide



NAVIGATING CITY PROCESSES & SERVICES
RELATED TO BUSINESS STARTUP & PERMITS



Welcome to the City of Thornton.

We are excited you have decided to locate your business in our community!

You will find a tremendous amount of opportunity here. Our elected officials, business commissioners and city staff dedicate a substantial amount of effort toward creating a business friendly atmosphere that provides businesses with every possible advantage.

This Business Resource Guide can also be found online at www.businessinthornton.com/local-business. The guide outlines the steps and processes of opening a business in Thornton, provides information on the city of Thornton's business service programs, and outlines additional resources available in the community to help your business grow and prosper.

The principal focus of Thornton's Local Business Support Program is to provide excellent customer service and support while accessing a wide variety of resources and services tailored to meet the unique needs of your business. Our customer-focused approach to local expansion and retention delivers value to Thornton's large and small business community by quickly connecting you to local resources and removing barriers to business growth.



We hope you find the information of value. If you have any questions, please reach out to the Local Business Administrator in the city of Thornton Economic Development office at 303.538.7605. For the most up-to-date information, please visit the Thornton Economic Development website at www.businessinthornton.com.

Again, welcome to the city of Thornton!
Mayor Jan Kulmann

About BTAC: and Alianza

The Businesses of Thornton Advisory Commission (BTAC) and Alianza de Negocios are commissions of the city council made up of appointed representatives from Thornton's business community. The general purpose of BTAC is to discuss and share both the challenges and successes experienced by Thornton businesses. Alianza shares the same purpose but focuses primarily on the Hispanic business community.

BTAC and Alianza provide recommendations for a set of business support programs providing resources to aid local businesses in accelerating the improvement projects necessary to support their ongoing success and encourage the expansion of their Thornton facilities.

Interested in getting involved? Contact Economic Development at 303.538.7605 for more information or for an application.



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About Thornton, Colorado



City Facts & Demographics

Thornton is a diverse community with a strong commitment to quality of life and environmental issues.

The community is:

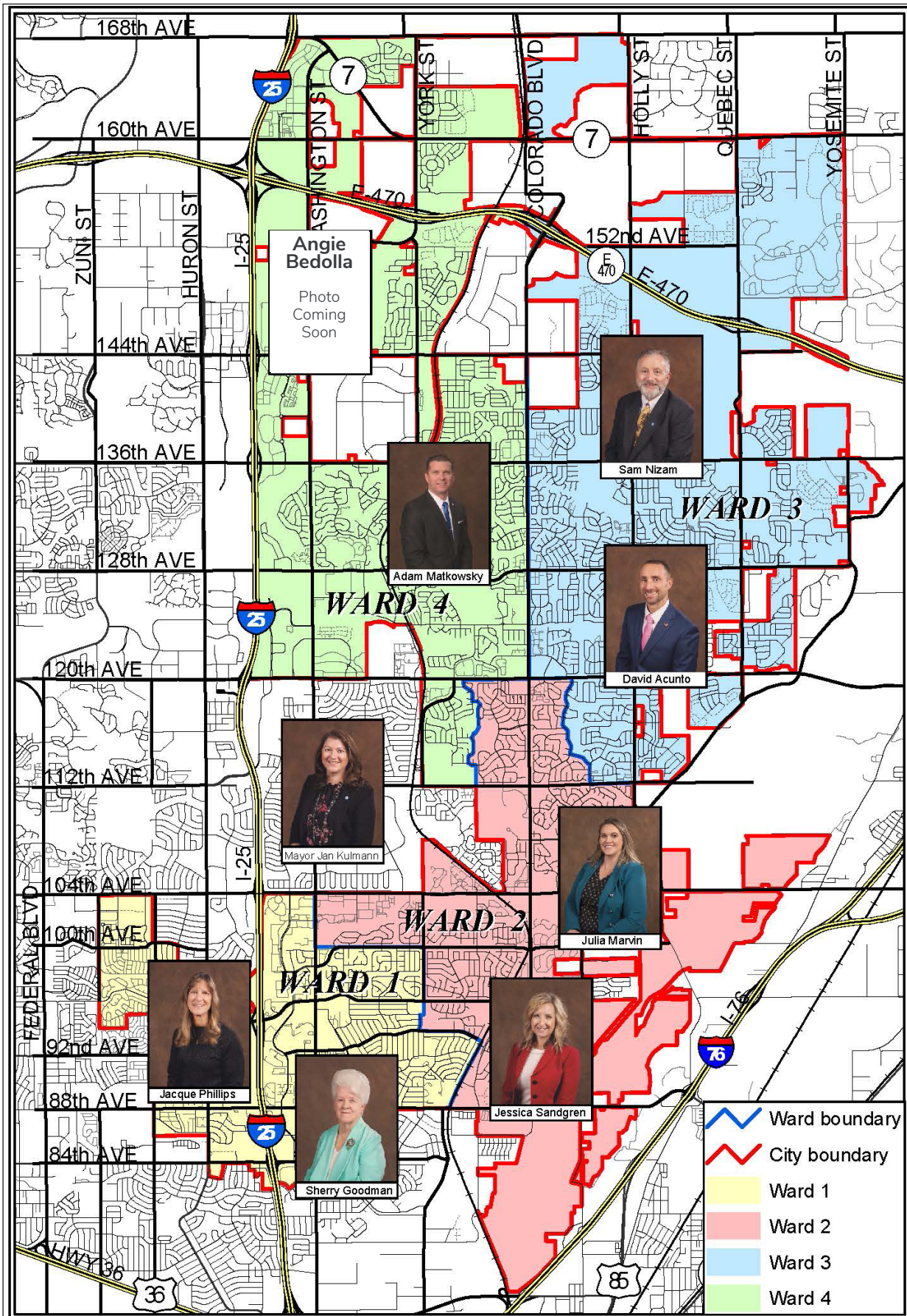
- ▣ 10 miles north of downtown Denver
- ▣ Adjacent to Interstate 25, providing high visibility for business while still allowing easy access to various transportation routes.
- ▣ The 6th largest city in Colorado

Thornton City Limits:

Population:142,963
 Avg HH Income: \$92,384
 Total HH: 48,042
 Avg HH Income:\$92,384
 Median Age:33.8
 Avg Home Value: \$366,070



City of Thornton, Colorado WARDS & CITY COUNCIL MEMBERS MAP



Thornton Business Start-up Process Map

Business Start-Up Planning & Research

For assistance with starting a business for the first time, contact the **North Metro Small Business Development Center**: 303.460.1032 · northmetrosbdc.org or **Mi Casa Resource Center**: 303.573.1302 · micasaresourcecenter.org.

SEE PAGES 8–10 FOR MORE INFORMATION ON STEPS 1–4.

1

Create your business plan

2

Determine your legal structure & business name

Licensing Your Business with City of Thornton

SEE PAGE 11 FOR MORE INFORMATION

5

A

Apply for a Thornton business license with Sales Tax Division

B

Apply for Special Case business licenses with the City Clerk's Office 303.538.7230 (liquor license, pawn brokers, massage parlors, etc.)

Permits & In

SEE PAGE 15 FOR MORE

6

A

B

C

Hiring

SEE PAGE 23 FOR MORE INFORMATION

9

Hiring employees

3

Identify business
location & resources

Contact the **Thornton Local Business Administrator** to assist with locating your business in Thornton. 303.538.7393

4

Register your business with state, county and federal agencies (Tri-County Health Department, State of Colorado, IRS).

SEE PAGE 10 FOR MORE INFORMATION

Inspections

INFORMATION

7

Inspections: Building & Fire Department

8

Certificate of Occupancy

Applying for permits through the Building Division 303.538.7250

Small business support through Local Business Administrator

Code requirements and permit information for permits through City Development 303.538.7295

Contact the Thornton Local Business Administrator for small business support with permits and inspection processes: 303.538.7393

Resources & Services

SEE PAGE 24 FOR MORE INFORMATION

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Staying connected

Business Start-up Planning & Research

STEP 1: Create Your Business Plan

Before starting your business, you must first know your product, industry and market, marketing plan, operation plan, and financial needs. For free help with creating a business plan, research, marketing, financial planning, and more contact:

☐ **Mi Casa Resource Center:** 303.573.1302 · www.micasaresourcecenter.org

☐ **North Metro Small Business Development Center:**
303.460.1032 · www.northmetrosbdc.com · **See page 40 for more information.**

☐ **SCORE:** “Counselors to America’s Small Business”: 1.800.634.0245 · www.score.org

Be sure to download the **Colorado Business Resource Book**, an excellent resource for start-up businesses: www.coloradosbdc.org/resources/resource-book

STEP 2: Determine Your Legal Structure and Business Name

Legal Structure: Determining your legal structure is important when filing your taxes and determining which tax form to file. Your legal structure can affect your personal liability and assets when owning a business. You should consult a lawyer when determining your legal structure. For more information visit www.sba.gov/starting-business/choose-your-business-structure

Register your business name: Colorado Secretary of State
www.sos.state.co.us · 303.894.2200 · 1700 Broadway #200, Denver, CO

You must register your business with the Colorado Secretary of State. To find out if a business name is already in use, you can search the business name database at www.sos.state.co.us by clicking on “Business, trademarks, trade names” then click “Name availability” under the “Search and File” section. The State of Colorado allows for more than one business entity to operate under the same trade name. If you would like exclusivity to a name, you can also file for a trademark with the Secretary of State.

Step 3: Identify Your Business Location, Resources Available to Assist You

Where you locate your business is important, there are many factors to consider when making this decision. One important factor to consider is what the business climate is like in the city where you will be locating. What resources and support will you receive as a small business owner?

The city of Thornton values its local business community and provides a small business program budget of \$500,000, dedicated to providing services and resources to our small business community. The Thornton Economic Development Office has a Local Business Administrator to help you locate your business in Thornton, navigate city processes and connect with local resources and business support programs.

Contact Robin Martinez: 303.538.7393, robin.martinez@thorntonco.gov

Before signing your lease:

- ☐ Schedule a one-to-one Business Health Checkup meeting with the Local Business Administrator to determine if you qualify for Thornton's business grants and to obtain technical assistance with licensing, permits, inspections and more.
- ☐ Remember to check city, State and Federal regulations on zoning, parking, building type, licensing requirements, building and sign permits, Tenant Improvement Permits, and local business support programs before signing your lease.
- ☐ If you are purchasing an existing business or building in Thornton, be sure to do a check and balance on the purchase before you buy. Ask questions such as "Are there liens against the property? Is the equipment included in the sale of the business? If yes, is money owed? Is the building lease transferable? Are there any outstanding/open building permits or code violations?" Check with the city, county, and state to make sure there are no debts owed against the property or business. For more information see the Colorado Business Resource Book on line at www.coloradosbdc.org/resources/resource-book



STEP 4: Register Your Business

The type of business you are starting will determine your registration process. Be sure to check with the State, Federal and local organizations to determine what your specific business requirements will be.

- ☐ **Tri-County Health Department:** The type of business you are opening will determine if a health department approval is necessary. Contact the Tri-County Health Department at 303.692.2000 if you are opening a business in the following industries: Food, Child Care, Public Pool or Spa, or Body Art/Piercing. You must have a letter of review in-hand from the Tri-County Health Department when applying for a certificate of occupancy with the city of Thornton. www.tchd.org.
- ☐ **State of Colorado Taxes and ID Number - Colorado Business Express.** Colorado Business Express is a quick and easy way to register a business with the Colorado Department of Revenue and/or the Colorado Department of Labor and Employment. Colorado Business Express will guide you through the process of applying for a state sales tax account, withholding account, and/or an unemployment insurance account. www.mybiz.colorado.gov
- ☐ **Federal taxes and Federal Employer Identification Number (FEIN)** - All forms of businesses except sole proprietors with no employees must have a Federal Employer Identification Number (this is a unique identification number issued by the IRS to identify a business operating in the United States). Contact the Internal Revenue Service for more information. www.irs.gov · 800.829.1040

Licensing Your Business with the City of Thornton

Step 5: Apply for your Thornton Business License

1

Complete a Business License application online at www.salestaxonline.com or contact Sales & Use Tax Division: 303.538.7400.

2

Sales Tax will forward the application to Planning & Zoning, Building, City Clerk's Office, and Economic Development (if applicable) for review.

3

Building will verify if a Tenant Improvement permit is needed. Planning will determine if the use is permitted.

4

The Building Inspection Division will issue a Building Permit and contact you to schedule a Certificate of Occupancy inspection.

5

The Building Inspection Division will notify the Fire Department of the inspection date.

6

Inspection Completed.

7

Certificate of Occupancy and Business License are issued and mailed out to the business.

If a Tenant Improvement Permit is needed, contact the Thornton Local Business Administrator for assistance with the permit application process: 303.538.7393

If your tenant improvements include more than one licensed contractor, you may be required to hire a General Contractor for the project.

You will receive a call to schedule your inspection one to two weeks after you submit your application.

If Inspection fails, business should contact the Building Inspection Division to reschedule inspection: 303.538.7250

Certificate of Occupancy and Business License should be posted in a visible location in your place of business.

City of Thornton Sales Tax Division: 303.538.7400 · salesusetax@thorntonco.gov
www.salestaxonline.com

When licensing your business in Thornton, you must first complete a Home or Commercial Sales and Use Tax business license application packet with the city of Thornton Sales Tax Division.

All commercial and home-based business operations require a business license from the city of Thornton. Businesses located outside of the city may also be required to obtain a Thornton business license.

Examples of when a license is required:

- ☐ Selling goods and/or services to Thornton residents
- ☐ Soliciting through sales or agent representatives in Thornton
- ☐ Performing service work under maintenance agreements
- ☐ Leasing equipment to a Thornton resident or business
- ☐ Installing tangible goods in Thornton
- ☐ You may complete the application for your Sales and Use Tax business license online at www.salestaxonline.com or in-person at the Sales and Tax Division, 9500 Civic Center Drive, Thornton, 2nd Floor, 303.538.7400
- ☐ There is no fee for any license and no annual renewal requirement. However, all commercial businesses must obtain a certificate of occupancy inspection prior to opening. This inspection does require a \$25 fee at the time you submit your application.



Sales and Use Tax

The city's Sales Tax Division is also responsible for collection of the following taxes and fees: sales, use, lodging, pawn, marijuana, franchise fees, telephone taxes, and E911 surcharges. They assist businesses and the public in understanding how Thornton's taxes apply to their operations or purchases. The Sales Tax Division is also responsible for auditing businesses to ensure they comply with city code.

SALES TAX RATES FOR THORNTON BUSINESSES:

- ☐ State Tax Rate: 2.90%
- ☐ Adams County Tax Rate: .75%
- ☐ City of Thornton Tax Rate: 3.75%
- ☐ Scientific Cultural District Tax Rate: 1.1%
- ☐ City Total Rate: 8.50%

Allow two to three weeks for processing of your Sales and Use Tax business license application. Upon approval, you will receive in the mail, your business license and an informational packet regarding tax return filing requirements. If you have further questions about the business license application process or sales/use tax questions, contact Sales Tax Division at 303.538.7400.

Special Case Business Licenses

In addition to your Thornton business license, you may be required to apply for additional Special Case licenses depending on the type of business. See page 14 for a list of Special Case business licenses.

Contact Thornton City Clerk: 303.538.7230 · citymanager@thorntonco.gov
www.gocot.net/cityclerk

APPLYING FOR YOUR SPECIAL CASE BUSINESS LICENSE

1

Contact City Clerk at 303.538.7230 if you will need a new license, license transfer, or change of structure license for liquor, marijuana, or other special license.

2

Submit application to the City Clerk.

A temporary permit will be issued on a business license transfer.

Applicant will also submit to City Clerk a completed zoning referral form from the Planning Division.

3

The City Clerk will:

- Forward application to Police Department for background check
- Forward application to Sales & Use Tax for review
- Forward application to Legal for review

4

A hearing will be set for the next local licensing board meeting.

5

Approved application sent to the State.

6

City issues city liquor license after receiving State license and proof of Certificate of Occupancy and Sales & Use Tax license.

If you have a liquor license, building modifications **CANNOT** be made without city and state approval.

If your business requires a special case license and you are changing ownership or structure of the business you must contact the City Clerk at 303.538.7230.

Special Case Business Licenses:

- ☐ Amusement Device
- ☐ Carnival
- ☐ Commercial Animal
- ☐ Ice Cream Vendors
- ☐ Massage Parlors
- ☐ Non-Alcoholic Entertainment Club
- ☐ Pawnbrokers
- ☐ Sexually-Oriented Businesses
- ☐ Sound Permits
- ☐ Alcohol Permits
- ☐ Marijuana



Permits & Inspections

STEP 6: Applying for Permits

Building Inspection Division (Northeast entrance of City Hall)

General Information: 303.538.7250 · buildings@thorntonco.gov

www.thorntonco.gov/citydevelopment

Never start work without approved plans and a Building Permit!

City Development's goal is to make every effort to preserve quality and assure that safe measures are employed whether you are looking to develop land, repair a sewer line, or even build a deck. We aim to assist you in accomplishing your goals in a timely manner while protecting the best interests of the community.

City Development and Economic Development have formed a new Small Business Support Team (staff from Planning, Landscape, Fire, Building and Economic Development) to assist local business owners and their contractors as they navigate through the regulatory processes of applying for permits and inspections in the city of Thornton. We want to ensure our local businesses understand the steps and processes required when applying for permits, and receive an excellent customer service experience along the way.

Tenant Improvement Permit

If you plan to make changes to your building (interior or exterior) and do not have a general contractor representing you, or if you are changing the use of the space (previous use was an office and your business is a restaurant), a Tenant Improvement Permit may be required.

We recommend you schedule a meeting with the Local Business Administrator to discuss your project and receive assistance from the Small Business Support Team, contact:

Robin Martinez · 303.538.7393 · robin.martinez@thorntonco.gov

Small Business Support when applying for permits

Below is a step-by-step process on what to expect when working with our Small Business Support Team. The Local Business Administrator will assist you every step of the way. The entire process may take up to three months, depending on the complexity of your project and your response time to city requests. When working with the Small Business Support Team, we will make every effort to ensure your project progresses in a timely manner and without unnecessary delay. **For more information, see the chart below.**

SMALL BUSINESS SUPPORT PROCESS FOR TENANT FINISH OR IMPROVEMENT PROJECTS

- 1 Schedule a **Business Health Checkup** with the Local Business Administrator (LBA) to discuss business and project.
- 2 **Small Business Support Team** will meet with business owner for a Meet & Greet at place of business to review the details of the project and determine what permits and contractors are required for the project (you should receive written response within five business days).
- 3 Business to hire licensed contractors, create architectural drawings (if applicable) and complete **building permit application and minor development application, if required.**
- 4 Business owner and licensed contractors submit building permit application and **architectural drawings.**

Option to schedule a pre-submittal meeting with Small Business Support Team if additional questions exist.
- 5 Small Business Support team will provide **written comments** on building permit application and architectural drawings for modification or approval (usually within 10 business days).
- 6 Business owner/contractor will make necessary **modifications** to the plans and resubmit to the Small Business Support Team (if applicable).
- 7 City will **process approved application**, check contractor licensing, determine fees and contact contractor and LBA for pick up (usually within five business days).
- 8 Business owner/contractor will **pick up permit** and pay fees.
- 9 **Construction** work as identified in building permit application may begin.
- 10 Business to contact building permit office and LBA to schedule **required inspections**, depending on the requirements of your permit and scope of the project.

Do not furnish space or install equipment until approved by inspector.
- 11 Upon approval of final inspection, permit will be closed and **Certificate of Occupancy** will be issued.

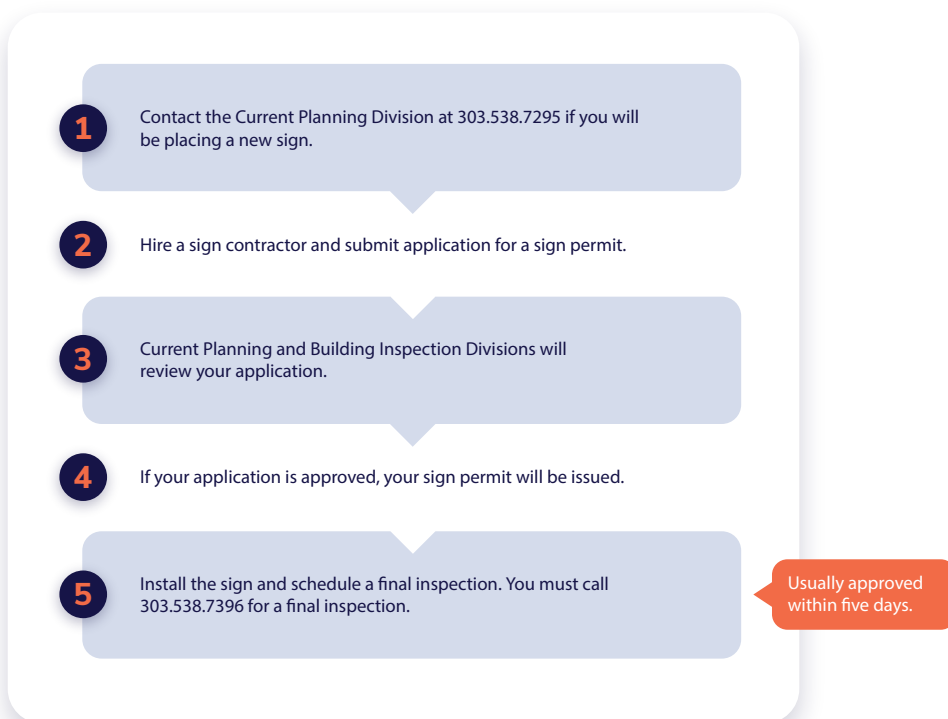
Current Planning (Northeast entrance of City Hall)

City Development Current Planning Division · M-F, 8 a.m. – 5 p.m.

General Information: 303.538.7295 · citydevelopment@thorntonco.gov

Signage Permits

The display of signs is regulated throughout the city in order to prevent visual clutter, proliferation, and inappropriate placement of signage. Signage permit application fee is based on valuation of project, including materials and labor. The approval time frame may take up to two weeks.

APPLYING FOR SIGN PERMITS

PERMANENT SIGNS

Permanent signs are generally classified under two different types: attached signs (signs affixed to a building) and freestanding signs (signs installed in the ground - monument signs and pole signs).

Permanent signs on private property require a sign permit with a few exceptions:

- ☐ Signs placed on private property that are not legible or intended to be read from the public right-of-way do not require a permit.
- ☐ Message substitutions, including face changes or panel swapping, do not require a permit.

TEMPORARY SIGNS

The criteria for temporary signs depends on where the sign will be located (distance from intersections or property line).

Most small businesses are entitled to a maximum of 60 square feet of temporary signage without a permit.

No permit is required for freestanding signs, banners, and feather flags, but these types of temporary signs are subject to restrictions (listed below):

- ☐ Each property can display one sign for up to 180 days. All other temporary signs displayed at the same time on the same property can only be displayed for 30 days.
- ☐ Banners, freestanding signs and feather flags must be securely fastened to the ground or building to prevent them from falling or blowing over.
- ☐ Balloons, air dancers, pennant strands, inflatable devices, air dancers, and other signage used for a special event may require a special event sign permit.

Signage allowances and restrictions are based on a property's zoning classification, among other factors. For complete regulations, refer to Sec. 18-760 and 18-761 of the Thornton City Code. If you have questions pertaining to regulations, such as sign height and location, contact: City Development - Current Planning at 303.538.7295.

For more information on temporary signs, go to www.thorntonco.gov and type "temporary signs" in the search bar.

Minor Development Permit

City Development - Current Planning: 303.538.7295 · citydevelopment@thorntonco.gov
www.thorntonco.gov/citydevelopment

A Minor Development Permit application fee is \$100. The approval time frame may take up to four weeks.

A Minor Development Permit may be required for any exterior building modifications such as building additions, replacement of fascia or exterior facade covering, change of the exterior colors, or changes to the site/property such as parking layout modification, landscaping or lighting changes, or construction of small accessory buildings.

Please reference the city of Thornton Minor Development Permit Submittal Requirements Checklist for additional information, or contact City Development Current Planning for more information. 303.538.7285 · www.thorntonco.gov/citydevelopment (click on Current Planning and Zoning)

Temporary Use Permit

A Temporary Use Permit application fee is \$90. The approval time frame may take up to two weeks.

The Temporary Use Permit provides a means for allowing certain uses in locations where they would not be appropriate on a permanent basis, to provide for those uses that are temporary in nature, and to provide for development standards appropriate for such temporary uses.

Please reference the city of Thornton Temporary Use Permit Submittal Requirements Checklist for additional information. Contact Current Planning at 303.538.7295 or citydevelopment@thorntonco.gov with questions. www.thorntonco.gov/citydevelopment (click on Current Planning and Zoning)

The following is a list of Temporary Use Permits along with the applicable City Code section providing complete regulations:

- ☐ Christmas tree lots (Sec. 18-360)
- ☐ Farmers market (Sec. 18-362)
- ☐ Seasonal sales stand (Sec. 18-363) (includes grand opening events, tent sales, special events, etc.)
- ☐ Temporary concrete or asphalt batch plant (Sec. 18-364)
- ☐ Temporary construction yard, or construction or sales office (Sec. 18-365)
- ☐ Temporary grazing (Sec. 18-366)
- ☐ Temporary living quarters (Sec. 18-367)
- ☐ Traveling show, carnival, circus, or special event (Sec. 18-368)
- ☐ Vending cart sales (Sec. 18-369)
- ☐ Temporary donation collection bin (Sec. 18-370)

STEP 7: Inspections

Building Inspection Division (Northeast entrance of City Hall)

The Building Inspection Division currently enforces the 2018 international series of building codes.

Inspection Request Line: 303.538.7396

buildings@thorntonco.gov · www.thorntonco.gov/citydevelopment

The Building Inspection Division can assist with:

- ☐ Permits and license applications and process
- ☐ Schedule a building inspection
- ☐ Contractor licenses
- ☐ Local licensed contractor list
- ☐ Licensed contractor list

Typical items reviewed by inspectors during a Certificate of Occupancy inspection:

- ☐ Exit doors and hardware
- ☐ Exit signs
- ☐ Emergency lights
- ☐ Fire extinguishers
- ☐ Address or suite number posted and visible from the street
- ☐ If the building has a fire alarm system, the applicant will provide a set of keys that open all exterior doors
- ☐ Owner contact information
- ☐ Storage height
 - ☐ Minimum two-feet from the ceiling in a building without a fire sprinkler system
 - ☐ Minimum 18-inches from the ceiling in a building with a fire sprinkler system
- ☐ Electrical outlets/circuit breakers properly labeled
- ☐ Permanent electrical appliances connected to an outlet or a power strip (not an extension cord)
- ☐ Keep combustibles out of boiler, mechanical and electrical rooms

- ☐ Ensure restrooms have required signage and are operational.
- ☐ Required accessible features are installed and secure.

Fire Prevention and Fire Code Enforcement

The Fire Department works in conjunction with the Building Department. For fire inspections and approvals, you should submit your full remodel or tenant improvement plans to the Building Inspection Division.

Thornton Fire Department currently enforces the 2018 International Fire Code, 2019 NFPA 13 and 72 and locally adopted amendments.

303.538.7602 (non-emergency) · firedept@thorntonco.gov · www.thorntonco.gov/fire

Important questions to consider when applying for permits and preparing for your inspections:

- ☐ Does the building have an existing fire sprinkler or fire alarm system? If so, it is likely that changes to these systems will be required. A licensed fire sprinkler and/or fire alarm contractor will need to be hired to submit drawings and perform the work. A permit from the Building Inspection Division will be required.
- ☐ Will your business have a kitchen that produces grease-laden vapors? If so, it is likely that a kitchen hood suppression system will be required. The Building Department will determine if a suppression system is necessary. A licensed kitchen hood suppression contractor will need to be hired to submit drawings and perform the work. A permit from the Fire Department will be required.
- ☐ If fire protection plans (fire sprinkler, fire alarm, kitchen hood, etc) are required, these plans and a permit application must be submitted before the Fire Department will release the building permit. Deferred submittals are not normally accepted.
- ☐ Are you changing the use of the space? For example, was the previous use an office and your business is a restaurant? Sometimes in these cases, additional requirements are necessary to meet building and fire code provisions. Depending on the scope of work, it is advised to request small business support from the Local Business Administrator. **See page 15.**



If your project requires a fire protection submittal(s), the Fire Department will perform additional inspections with your contractor(s).

If your project requires plumbing, electrical or other Tenant Improvement permit requirements, the work will be reviewed on a case-by-case basis. See Step 6 Applying for Permits, **page 15**.

Step 8: Obtain Your Certificate of Occupancy from the City of Thornton

You must obtain your Certificate of Occupancy (CO) from the city of Thornton before opening your doors to the public. A CO is required anytime there is a change to ownership of a building or business, change in the business name, or change in the use of the building.

Once you have submitted your Thornton business license application along with the \$25.00 fee to the Sales and Use Tax office or online, your application is forwarded to the Current Planning and Building Inspection Division for review and approval.

The Current Planning Division verifies that the use conforms to the land use and zoning code. The plans examiner checks to verify if a Tenant Finish Permit is required and general code provisions are met. Upon approval, the application returns to the permit technician for final processing and permit issuance.

The permit technician will contact the business owner or contact person to schedule a convenient time for a building inspector to perform a safety inspection of the building or space. The inspector will return the results of the inspection to the permit technician. If the inspection passes, the permit technician will issue and mail out the Certificate of Occupancy.

☐ Should the inspection not be approved, the inspector will reschedule a follow-up inspection in ten days. The business owner may also contact the Building Inspection Division if a different inspection date is needed or if they have any questions regarding the inspection.

☐ If a Tenant Improvement permit is required, see Step 6, **page 15**.

The applicant should post the Certificate of Occupancy in a conspicuous place on the premises as required by city code.

STEP 9 : Hiring Employees

If you are hiring employees, there are many laws you must follow as an employer. You must obtain your FEIN number, pay additional taxes, report tax-withholding information, and obtain workers compensation insurance and more. See the SBDC Colorado Business Resource Book for more information. www.coloradosbdc.org/resources/resource-book

Colorado Department of Labor and Employment also has a very informative website and checklist for starting your business, as well as other employer requirement information: www.colorado.gov/cdle. You can find the CDLE at 633 17th St. #201, Denver, CO · 303.318.8000

For FREE assistance in finding, hiring and retaining employees, contact:

Adams County Workforce Center

Pete Mirelez Human Services Center

11860 N. Pecos St.
Westminster, CO 80234

Phone: 720.523.2400

Open: M-F, 8 a.m. - 4:30 p.m.

- ☐ Job Postings and Hiring Events
- ☐ Facility Use
- ☐ Industry Partnerships
- ☐ Training and Retraining
- ☐ Skills Assessment
- ☐ Incentive Programs
- ☐ Workforce Intelligence and Data Analysis



STEP 10: Staying Connected

Thornton Economic Development Office

9500 Civic Center Drive, Thornton, CO 80229
303.538.7605 · business@thorntonco.gov
www.businessinthornton.com/local-business/

Thornton Economic Development Business Support Programs

Small Business Technical Assistance

The city of Thornton Economic Development office wants to ensure our business community stays connected. We foster communication among business owners, community partners and city offices in an effort to help Thornton businesses prosper and grow. Our small business programming services are designed to support, educate, and market our local business community.

Economic Development Small Business Program Services:

- ☐ Business events and workshops
- ☐ Business grants
- ☐ Business Health Check-Ups
- ☐ Business site selection
- ☐ Commercial graffiti removal
- ☐ Greening Your Business resources
- ☐ Shop Thornton First initiative
- ☐ Small Business Technical Assistance (business plans)

Business Site Selection

Considering moving your business to or expanding within Thornton? The city of Thornton Economic Development office is here to help you explore Thornton as the new or expanded location for your business. We can assist with real estate searches, utility information, coordination with city permitting, labor market information, incentive negotiation and many other services. ED staff will work closely with you throughout the relocation process to provide the information and resources needed to make the best decision for your business.

Business Health Check-Ups

A Business Health Check-Up provides business owners and representatives not only an opportunity to get to know your Local Business Administrator, but also a chance to assess the overall health and development of your business. The one-on-one check-up lets you share thoughts and ideas about improving business and services in the city of Thornton. In addition, you will learn more about a variety of available resources such as grant and tax credit programs, financial lending programs, workforce development and analysis, marketing, procurement, small business growth and development workshops, and much more.

Business Grants

South Thornton Attraction & Revitalization (STAR) Grant

The purpose of the STAR Grant is to revitalize commercial areas located in the South Thornton Development Authority area by attracting and supporting new and expanding businesses to the area. The STAR Grant is designed to assist business owners with interior and exterior building improvements and equipment needs, as well as the cost of permitting, licensing, and payment of city permitting and licensing fees. Go to www.businessinthornton.com for an application and program guidelines.

Business Improvement Grant

The purpose of the city of Thornton Business Improvement Grant is to support existing small businesses, revitalize existing structures, create new job opportunities for Thornton residents, and transform commercial corridors into thriving and inviting neighborhood centers.

Since its start in 2010, the city has awarded almost \$2 million in Business Improvement Grants to benefit more than 120 local businesses. These grants have benefited the community with over \$3.6 million in total reinvestment in Thornton businesses. Go to www.businessinthornton.com for an application and program guidelines.

Business Events & Workshops

For a current list of events visit www.businessinthornton.com/events.

Business Appreciation Awards

Thornton is proud to be home to nearly 1,800 businesses of all sizes and across all industry sectors. This event celebrates their contributions to the economic vitality of the city of Thornton. Businesses are nominated by business owners, managers, employees, and customers. Award winners and nominees are honored at this annual springtime event.

Business Networking

The Businesses of Thornton Advisory Commission, Alianza de Negocios, and the Economic Development office host multiple business networking events per year. These events are a great way to meet fellow business owners and managers, market your business, share and gain new ideas, and to meet your local business commissioners, Economic Development staff and Thornton City Council Members.

Why should you get involved with BTAC or Alianza?

- To GROW your business to the next level through education and support from your local community
- To CONNECT with the businesses and consumer community
- To create a SUPPORT SYSTEM and VOICE among Thornton business owners
- Access FREE resources to help you with your business
- Because YOU are the driving force for the City of Thornton and your business is ESSENTIAL to our community

What services are available to assist you?

- Grant funding for building / tenant space improvements, equipment, signage, and marketing needs
- Business education workshops
- Business networking and appreciation events
- Opportunities to connect with other industry related business owners
- Free graffiti removal services
- Referrals to community partners and services
- Business 1:1 counseling and technical assistance related to business ownership and operations
- Technical assistance with navigating through business licensing, building permit processes, city services, and more
- Business relocation services

How can you get involved?

- Register your business with Thornton Economic Development to receive business related updates on events, services and grant funding availability.
- Attend one of our free networking or business appreciation events
- Participate in a business education workshop
- Follow and like our Facebook page @OEDThornton and share your posts with us for more exposure
- Share your business story for a chance to be selected for a Thornton business highlight segment
- Nominate your business for the annual business appreciation award recognition event
- Share your thoughts on how the city of Thornton can better serve you and your business community
- Schedule a Business Health Checkup meeting with a small business representative of the city of Thornton

Business Workshops

The city of Thornton offers a variety of free workshops related to operating a business. The topics range from Marketing to Human Resources and much more. The facilitators are expert consultants in their field and are familiar with the needs and challenges of small business owners. Check our calendar of events for upcoming workshops: www.businessinthornton.com/events.

Other Programs and Services

Commercial Graffiti Removal Program

Property owners are eligible to take advantage of the city of Thornton's free graffiti removal program. The city will remove graffiti on buildings, houses, fences, walls, and signs that are accessible by the city's equipment. The graffiti removal program operates Monday-Friday 8 a.m. to 5 p.m. To participate, the property owner must complete and sign a waiver and consent form allowing city staff to enter the property to remove the graffiti. For more information, go to www.thorntonco.gov and type "graffiti removal" in the search box.

Graffiti Hotline: 720.977.5099 · graffiti@thorntonco.gov

Greening Your Business

It's easy being green! Improve your bottom line and help protect the environment by "greening" your business.

There are many resources available to assist our businesses to reduce their carbon footprint, conserve resources, keep Thornton beautiful, and help build a more sustainable future. Below are some options currently available:

- ☐ Energy Efficiency Programs
- ☐ PACE – Partners for a Cleaner Environment
- ☐ Water Efficiency Programs

For more info, visit www.businessinthornton.com/local-business.

Social Media Marketing

One of the most essential and cost-effective ways to promote your business is through social media. A free and easy way to share your business information with the community is through the Facebook/OEDThornton page. Follow the page and send a direct message when you have sales, events, promotions, or news updates...we'll share as much as possible! Be sure to join our BTAC or Alianza groups as well; this is a great way to communicate business-to-business.

Business Services Matrix

	Adams County Workforce & Business Center 720.523.6900 co.adams.co.us	Anythink Libraries 303.405.3200 anythinklibraries.org	Thornton City Clerk 303.538.7230 www.gocot.net/ cityclerk	Thornton City Development Department 303.538.7295 cityofthornton.net	City of Thornton Contracts & Purchasing Division 303.538.7325 cityofthornton.net	City of Thornton Economic Development Department 303.538.7605 businessinthornton.com	City of Thornton Environmental Services Division 720.977.6200 www.cityofthornton. net/trashrecycling
Access to Capital	•					•	
Business Licenses							
Business Retention & Expansion						•	
Business Seminars/ Education	•	•				•	
City Regulations				•			
Code Compliance				•			
Community Information		•				•	
Contractors License				•			
Design Standards				•			
Incentives	•					•	
Employee Recruitment	•						
Employee Testing & Assessment	•						
Employee Training	•					•	
Energy Audits/Rebate Programs							•
Financial Analysis							
Government Procurement					•		
Graffiti Removal				•		•	
Grants/Money Saving Opportunities	•					•	
Labor Market Information	•	•					
Layoff Assistance	•						
Liquor Licenses			•				
Market Research	•	•				•	
Marketing Opportunities/ Information						•	
Networking						•	
Permits & Inspections				•			
Planning & Growth	•			•		•	
Sales Tax Information							
Site Selection						•	
Special Licenses			•				
Start-Up Assistance		•				•	
Tax Filing & Compliance Information							
Trash & Recycling							•
Zoning Information				•		•	

City of Thornton Sales Tax Division 303.538.7400 cityofthornton.net	Colorado Department of Labor & Unemployment 303.318.9000 colorado.gov	Colorado PTAC (Government contract Assistance) 719.667.3845 coloradoptac.org	El Mi Casa Resource Center 303.573.1302 elmicasaresourcecenter.org	North Metro Small Business Development Center 303.460.1032 northmetrosbdc.org	Xcel Energy 800.895.1999 xcelenergy.com	United Power 303.637.1300 unitedpower.com	
							Access to Capital
							Business Licenses
							Business Retention & Expansion
							Business Seminars/ Education
							City Regulations
							Code Compliance
							Community Information
							Contractors License
							Design Standards
							Incentives
							Employee Recruitment
							Employee Testing & Assessment
							Employee Training
							Energy Audits/Rebate Programs
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							Government Procurement
							Graffiti Removal
							Grants/Money-Saving Opportunities
							Labor Market Information
							Layoff Assistance
							Liquor Licenses
							Market Research
							Marketing Opportunities/ Information
							Networking
							Permits & Inspections
							Planning & Growth
							Sales Tax Information
							Site Selection
							Start-Up Assistance
							Tax Filing & Compliance Information
							Trash & Recycling
							Zoning Information

City of Thornton Contact Information

Thornton Police Department Crime Prevention Unit

720.977.5024 (non-emergency) · www.thorntonco.gov/police

Fire Prevention and Fire Code Enforcement

303.538.7602 (non-emergency) · firedept@thorntonco.gov · www.thorntonco.gov/fire

Street Maintenance

Street Operations Division: 720.977.6464 · streetsdept@thorntonco.gov
www.thorntonco.gov/streetops

Traffic Engineering Division

720.977.6490 · trafficengineering@thorntonco.gov

Drainage, Sidewalk & Street Sweeping, Snow & Ice Control

City of Thornton Infrastructure & Street Operations Division: 720.977.6464

Pavement Issues & Potholes: The city of Thornton Street Operations Division provides repair services for Thornton streets. Such repairs may include potholes, crack sealing, street failures, and unimproved road grading. To report an issue, use the My Thornton app or text 720.410.6178.

Street Signage & Traffic Signals Not Working

Contact the city of Thornton Traffic Division. To report an issue, use the My Thornton app or text or call 720.977.6490.

Street Lights: Once approved by the city, streetlights are installed and maintained by Xcel Energy or United Power depending on the area of the city.

To investigate the need for a street light: 720.977.6490

To report street light outages, contact Xcel Energy: 1.800.895.4999

Property Maintenance Standards

City of Thornton Code Compliance Division: 303.538.7517 · code@thorntonco.gov
www.thorntonco.gov/neighborhood

Our neighborhoods, including our business communities, are the environment in which we live, work and play. In order to maintain the quality of the community, the city has adopted specific maintenance standards for both public and private properties. These include standards for weeds and landscaping, trash and debris, vehicles, snow removal, building and parking lot maintenance, and many others. Owners are encouraged to engage in regular maintenance activities to ensure their business and the area around it is attractive and welcoming to customers.

City Communications

Thornton Cable 8: www.cityofthornton.tv

T-Alerts Emergency Notification System

The city of Thornton has implemented an emergency notification system — a system that will contact city residents and businesses via phone, text or email in case of fire emergencies or critical or severe weather situations.

Go to the link below to register your cellular number, voice over IP number, and/or email address with the city of Thornton Alert Emergency Notification System: <https://talerts.cityofthornton.net>

My Thornton App

The My Thornton app provides a mobile connection to the city's services and information. You can:

- ☐ Review Thornton news and information
- ☐ View local points of interest, including restaurants and shopping
- ☐ Pinpoint the location of an issue using GPS and provide a photo
- ☐ Report a concern such as a pothole, graffiti, or streetlight outage

My Thornton is available as a free app to Android and Apple users and can be downloaded through Google Play or the App Store.

Android: <https://play.google.com/store/apps/details?id=com.qscend.report2gov.mythornton>

iTunes: <https://itunes.apple.com/us/app/my-thornton/id1364591839?mt=8>

Other Ways to Report Issues

Residents can also report problems by texting 720.410.6178, by Twitter using @MyThorntonApp, or through the My Thornton website at www.gocot.net/mythornton. Submitters can choose to be notified by phone, text, or email about the actions taken on their request.



Social Media

City of Thornton Government

www.facebook.com/ThorntonColorado

[@CityofThornton](https://www.twitter.com/cityofthornton)

City of Thornton Economic Development

www.facebook.com/OEDThornton

Join our Facebook groups: BTAC and Alianza de Negocios

www.instagram.com/OEDThornton

www.linkedin.com/groups/Economic-Development-in-Thornton-CO

City of Thornton Fire Department

www.twitter.com/ThorntonFire

City of Thornton Police Department

www.twitter.com/ThorntonPolice

City of Thornton Festivals & Events

www.facebook.com/COTEvents

City of Thornton Contracts and Purchasing Divisions

303.538.7325 · supscvsmail@thorntonco.gov

In the city of Thornton, all procurements exceeding \$2,500 are the responsibility of the Contract Administration Division and Purchasing Division. You must schedule an appointment if you would like to meet with either.

Thornton Water

Watersense Commercial Rebates · Free Inspections
www.thorntonwater.com/rebates.html

Water Resources Division

12450 Washington Street
 Thornton, CO 80241

720.977.6600 · water@thorntonwater.com

General City Contact Information · www.thorntonco.gov

Building Inspections	buildings@thorntonco.gov · 303.538.7250
City Clerk	clerk@thorntonco.gov · 303.538.7230
City Development	citydevelopment@thorntonco.gov · 303.538.7295
Code Enforcement	code@thorntonco.gov · 303.538.7517
Economic Development	business@thorntonco.gov · 303.538.7605
Fire Department	firedept@thorntonco.gov · 303.538.7602
Police Department	policedept@thorntonco.gov · 720.977.5330
Sales & Use Tax	salesusetax@thorntonco.gov · 303.538.7400
Utility Billing	utilbilling@thorntonco.gov · 303.538.7370
Utility Operations	utiloperation@thorntonco.gov · 720.977.6500
Water Resources	water@thorntonwater.com · 720.977.6600

Other Expertise & Resources

Business & Consumer Reference

Bad Check Restitution Program

Developed by the 17th Judicial District Attorney to assist local merchants with bad check losses.
1.800.574.6719 · www.adamsbroomfieldda.org

The Denver/Boulder Better Business Bureau

The BBB is dedicated to promoting and fostering the highest ethical relationships between businesses and the public through voluntary self-regulation, consumer and business education, and service excellence.

303.758.2100 · www.bbb.org/denver

County Information

Adams County Government Offices

4430 S Adams County Pkwy, Brighton, CO 80601
303.659.2120

Tri-County Health Department

303.692.2000 · www.tchd.org

Federal Information

Internal Revenue Service

800.829.1040 · www.irs.gov

Funding Resources

Colorado Enterprise Fund

The mission of CEF is to accelerate community prosperity by financing and supporting entrepreneurs and small businesses in Colorado.

303.860.0242 · microloans@coloradoenterprisefund.org · www.coloradoenterprisefund.org

Colorado Housing & Finance Authority

CHFA strengthens Colorado by investing in affordable housing and community development. They offer financial resources to strengthen home ownership, affordable rental housing, and businesses.

303.297.432 · www.chfainfo.com

Colorado Lending Source

CLS can help you with financing to turn your side hustle into a dream business.

303.657.0010 · info@coloradolendingsource.org · www.coloradolendingsource.org

Colorado Office of Economic Development & International Trade

OEDIT works with statewide partners to create a positive business climate that encourages economic development and sustainable job growth.

303.892.3840 · www.choosecolorado.com

FirstBank, Thornton Branch

For assistance with large or small business loans, FirstBank is always a great first option. The Office of Economic Development has formed a unique partnership with FirstBank to provide helpful lending options for our business grant recipients and local business customers.

Jessica Jessen: 303.255.6460 · Jessica.Jessen@efirstbank.com

Rocky Mountain Microfinance Institute

The RMMFI is a non-profit organization that provides learning, lending, and coaching to grow community entrepreneurs who build businesses to advance along the pathway to self-sufficiency and self-worth.

720.941.5037 · www.rmmfi.org

Government Procurement

Colorado Procurement Technical Assistance Center (PTAC)

PTAC is dedicated to helping your business start, grow, and prosper through government contracting.

303.453.8512 · www.coloradoptac.org

US Department of Transportation Small Business Transportation Resource Center

SBTRC helps small and disadvantaged businesses make the right connections with large federally funded contractors in the construction and transportation industries.

303.800.3711 · info@westcentralsbtrc.com · www.westcentralsbtrc.com

Highways & Toll Roads

Colorado Department of Transportation

303.759.2368 · www.codot.gov

Express Tolls

303-537-3470 · www.expresstoll.com

International Trade

US Department of Commerce, Export Assistance Center

Get started in exporting or increase your exports through loan programs, education, training and counseling.

303.844.6623 · www.export.gov

World Trade Center Denver

The WTC Denver facilitates international trade in the Rocky Mountain Region and connects members to a global network of 330 World Trade Centers in 100 countries.

303.592.5757 · institute@wtcdenver.org · www.wtcdenver.org

Promotion & Networking Programs

Metro North Partnership - the Regional Chamber

Metro North Partnership - the Chamber is a regional commercial entity that fosters business development and promotes economic vitality within the region.

303.288.1000 · www.metronorthchamber.com

Denver Metro Chamber of Commerce

DMCC helps your business by making connections, promoting your business, offering discounts for members, and more.

303.534.8500 · www.denverchamber.org

Metro Denver Economic Development Corporation

MDEDC is a regional economic development group who represents and furthers the economic interests of the entire region.

303.620.8092 · www.metrodenver.org

Adams County Economic Development

The mission of ACED is to attract, retain, and serve the primary businesses in Adams County.

303.453.8516 · www.adamscountyed.com

Small Business Development

Anythink Libraries

Providing resources and services to small businesses such as databases, research assistance, legal forms, private meeting rooms, co-working areas, low-cost printing and faxing, and classes and workshops.

Anythink Wright Farms · 303.405.3200 · www.anythinklibraries.org

Anythink Huron Street · 303.452.7534 · www.anythinklibraries.org

Mi Casa Resource Center

The Mi Casa Women's Business Center offers entrepreneurial training, individual business counseling, technology training and networking opportunities to help aspiring entrepreneurs and emerging businesses achieve their goals. Mi Casa offers business development programs in English and Spanish.

303.573.1302 · www.micasaresourcecenter.org

SCORE

SCORE is a nonprofit association dedicated to helping small businesses get off the ground, grow and achieve their goals through education and mentorship.

1.800.634.0245 · www.score.org

State of Colorado

Colorado Secretary of State

303.894.2200 · www.sos.state.co.us

Colorado Business Express

Colorado Business Express is a quick and easy way to register a business with Colorado Department of Revenue and/or Colorado Department of Labor and Employment.

www.mybiz.colorado.gov

Utilities

United Power

Commercial rebates may be available to your business.

303.659.0551 · www.unitedpower.com

Xcel Energy

Rebates and incentives may be available to your business.

1.800.481.4700 · www.xcelenergy.com



Workforce Development & Training

Adams County Education Consortium (ACEC)

ACEC is a county-wide partnership bridging the gap between students and businesses to ensure that learners in the county gain 21st Century skills.

303.453.8515 · www.adamscountyleducation.org

Adams County Workforce & Business Center

The Adams County Workforce & Business Center provides valuable services designed to assist companies in recruiting highly trained and qualified employees.

720.523.6900 · www.adcogov.org/WBC

Front Range Community College

FRCC provides corporate solutions and training.

303.404.5000 · www.frontrange.edu

North Metro Small Business Development Center (SBDC)

Helps new and existing business owners to start, grow and sustain their business by providing free and confidential consulting and no- or low-cost training programs.

303.460.1032 · www.northmetrosbdc.com



FREE, CONFIDENTIAL ONE-ON-ONE CONSULTING

- ⇒ We will match you with one of our business consultants whose experience and expertise can best assist you
- ⇒ Consulting is free, confidential and tailored to your business
- ⇒ Provide specific, in-depth assistance with your business
- ⇒ Our consultants can advise you on a wide range of business opportunities and challenges

STARTING YOUR BUSINESS



- ◇ Business Planning
- ◇ Demographic and Industry Data
- ◇ Licensing and Registration



SUSTAINING YOUR BUSINESS

- ◇ Disaster preparedness
- ◇ Lean manufacturing
- ◇ Capital formation

GROWING YOUR BUSINESS



- ◇ Financial Analysis
- ◇ Marketing, advertising and sales
- ◇ Social media and websites
- ◇ Pricing products and services



HELPING YOU PROSPER

- ◇ Expanding locations and products
- ◇ Business calculations
- ◇ Rebranding and retooling
- ◇ Exit strategies

REQUEST INITIAL ASSISTANCE

New to the SBDC? To request your first consulting appointment through Colorado SBDC website, www.northmetrosbdc.com consulting or call 303.460.1032 to schedule an appointment today!



Front Range Community College, 3645 W. 112th Ave. Westminster CO 80031

Ph: 303.460.1032 Email: northmetro.sbdc@frontrange.edu



Notes







City of Thornton, Colorado
Office of Economic Development

9500 Civic Center Drive
Thornton, CO 80229

(303) 538-7605
www.BusinessInThornton.com