

Business Resource Guide



NAVIGATING CITY PROCESSES & SERVICES
RELATED TO BUSINESS STARTUP & PERMITS



Welcome to the City of Thornton.

We're excited you're locating your business in our community!

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

This Business Resource 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 extended community to help your business grow and prosper. An online version of this guide can also be found online at businessinthornton.com/local-business.

The principal focus of our Office of Economic Development is to provide excellent customer service and support while helping you access 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 enclosed information of value. If you have any questions, please reach out to the Alliance Business Assistance Center at 720.674.3547 or by email at alliance@ThorntonCO.gov. For the most up-to-date information, please visit the Office of Economic Development website at businessinthornton.com.

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

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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.

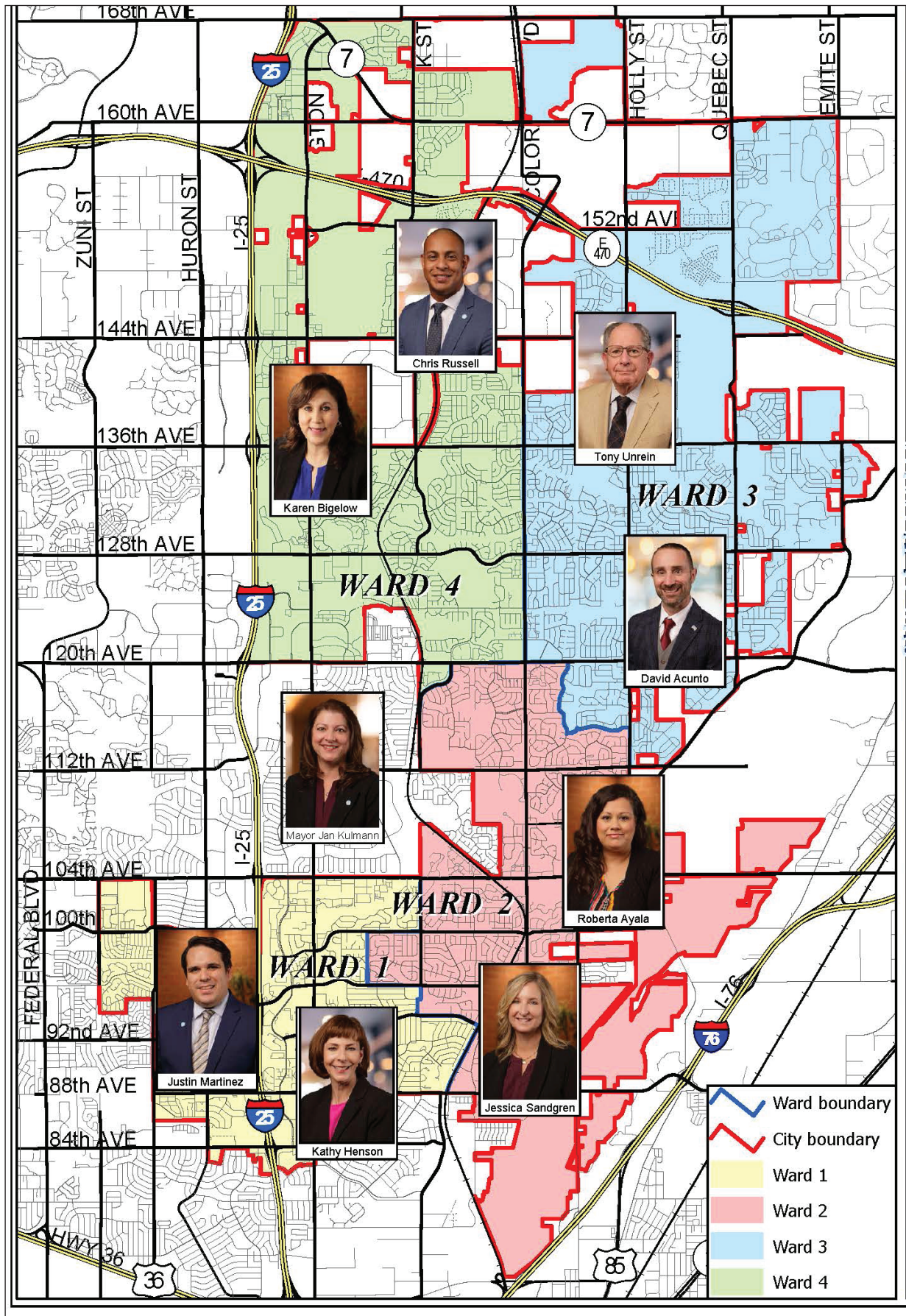
The community is:

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

Thornton City Limits:

Population:150,584
 Avg Household Income: \$115,528
 Total # Households: 53,926
 Median Age:34.5
 Avg Home Value: \$481,827





Thornton Business Start-Up Process Map

Business Start-Up Planning & Research

For assistance with starting a business for the first time, contact the **Alliance Business Assistance Center (ABAC)**: 720.674.3547 · businessinthornton.com/local-business.

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, salestaxonline.com

B

Apply for Liquor, Transfer, or Special Case business licenses with the City Clerk's Office 303.538.7230 (Special Case may include: pawn brokers, massage parlors, sound permits, etc.)

Permits & Inspections

SEE PAGE 15 FOR MORE INFORMATION

6

A

B

Hiring

SEE PAGE 23 FOR MORE INFORMATION

9

Hiring employees

3

Identify business
location & resources

Contact the **ABAC** to assist with
locating your business in
Thornton, 720.674.3547

4

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

SEE PAGE 10 FOR MORE INFORMATION

Inspections

SEE PAGE 10 FOR MORE INFORMATION

Apply for permits through the
Building Department
303.538.7250.

For more information about sign
permits see page 17.

7

Inspections: Building &
Fire Department

8

Certificate of Occupancy

Contact the ABAC for small business
support with permits and inspection
processes: 720.674.3547

Resources & Services

SEE PAGE 24 FOR MORE INFORMATION

10

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:



Alliance Business Assistance Center
550 E. Thornton Pkwy, Ste 170
720.674.3547
businessinthornton.com/local-business.

Be sure to download the **Colorado Business Resource Book**, another excellent resource for start-up businesses: 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 sba.gov/starting-business/choose-your-business-structure

Register your business name: Colorado Secretary of State
sos.state.co.us · 303.894.2200 · 1700 Broadway STE 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 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.

Schedule a free legal business counseling session with the Alliance Business Assistance Center by calling 720.674.3547.

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 Office of Economic Development has the Alliance Business Assistance Center to help you locate your business in Thornton, navigate city processes, and connect with local resources and business support programs.

**Contact Alliance Business Assistance Center 720.674.3547,
alliance@ThorntonCO.gov.**

Before signing your lease:

- § Schedule a free business counseling session with the Alliance Business Assistance Center to determine if you qualify for Thornton's business grants and to obtain technical assistance with licensing, permits, inspections, legal inquiries, 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 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 state, federal and local organizations to determine what your specific business requirements will be.

- § **Adams County Health Department:** The type of business you are opening will determine if a health department approval is necessary. Contact the Adams County Health Department at 303.220.9200 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 Adams County Health Department when applying for a certificate of occupancy with the city of Thornton. adamscountyhealthdepartment.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. 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. 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 salestaxonline.com or contact the Sales Tax Division: 303.538.7400.
- 2 Sales Tax will forward the application to **Planning & Zoning, Building, City Clerk's Office, and Office of Economic Development (if applicable)** for review.
- 3 Building will verify if a **Tenant Improvement** permit is needed. Development Engineering will determine if any **Exterior Infrastructure** permits are 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 Contact the **Fire Prevention Department** to schedule a fire inspection. 303.538.7007
- 6 Inspections Completed.
- 7 Certificate of Occupancy and Business License are issued and mailed out to the business.

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

Additional permits may be required if work is being completed outside the building.

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

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
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 salestaxonline.com or in-person at the Sales and Tax Division, 9500 Civic Center Drive, Thornton, 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 · clerk@ThorntonCO.gov
goCOT.net/CityClerk

GENERAL STEPS FOR APPLYING FOR YOUR LIQUOR LICENSE OR TRANSFER

1

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.

2

The City Clerk will review the application and inform applicant if corrections or additional documents are needed.

3

Once the application is deemed complete and all necessary documents are submitted, a hearing will be scheduled with the Local Licensing Authority.

4

Approved application sent to the **State**.

5

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's Office at 303.538.7230.

Special Case Business Licenses:

- § Carnival
- § Commercial Animal
- § Ice Cream Vendors
- § Liquor License
- § Massage Parlors
- § Non-Alcoholic Entertainment Club
- § Pawnbrokers
- § Sexually-Oriented Businesses
- § Sound Permits
- § Alcohol Permits (not the same as a liquor license)
- § Marijuana
- § Food Trucks (Contact Fire Protection and Sales Tax)

Permits & Inspections

STEP 6: Applying for Permits

§ **Building Inspection Division**

General Information: 303.538.7250 · buildings@ThorntonCO.gov
goCOT.net/development

§ **Development Engineering Inspection (Infrastructure)**

General Information: 303-538-7295 · citydevelopment@ThorntonCO.gov
goCOT.net/development

§

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 the Office of Economic Development have formed a Small Business Support Team (staff from Planning, Landscape, Fire, Building, Development Engineering, and the Office of 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 or other permits may be required.

We recommend you schedule a meeting with the Alliance Business Assistance Center to discuss your project and receive assistance from the Small Business Support Team, contact: **720.674.3547** or alliance@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 Alliance Business Assistance Center 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 an appointment with the Alliance Business Assistance Center (ABAC) to discuss business and project.
- 2 **Small Business Support Team** will meet with business owner 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 **permit applications, 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 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 departments for permit 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.

Building Department

City Development Current Planning Division

General Information: 303.538.7295 · citydevelopment@ThorntonCO.gov

Sign Permits

The display of signs is regulated throughout the city in order to prevent visual clutter, proliferation, and inappropriate placement of signage. Sign permit application fees are based on valuation of project, including materials and labor. Sign permit review is five days for each submittal.

For more information about Thornton Sign Codes:

<https://ThorntonCO.gov/government/citydevelopment/Pages/Signs.aspx>

APPLYING FOR SIGN PERMITS**1**

Contact the Building Department at 303-538-7250 if you will be placing a **new sign**.

2

Hire a **sign contractor** and submit application for a **sign permit** through the online CityView portal: cityviewportal.thorntonco.gov

3

Current Planning and **Building Inspection Divisions** will review your application.

4

If your application is approved, your **sign permit will be issued**.

5

Install the sign and schedule a final inspection. **You must** call 303.538.7396 for a final inspection.

Usually approved
within five days.

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 temporary 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.

Sign allowances and restrictions are based on a property's zoning classification, among other factors. For complete regulations for temporary signs, 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 ThorntonCO.gov and type "temporary signs" in the search bar.

Minor Development Permit

City Development - Current Planning: 303.538.7295 · citydevelopment@ThorntonCO.gov
goCOT.net/development

A Minor Development Permit application fee is \$100. The approval time frame may take a minimum of 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. 303.538.7295 · goCOT.net/development (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. goCOT.net/development (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

The Building Inspection Division currently enforces the 2021 international series of building codes.

Inspection Request Line: 303.538.7396

buildings@ThorntonCO.gov · goCOT.net/development

Additional inspections may be required if there is infrastructure work to be completed outside the building. Example: water, sewer, drainage, or any site design work.

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

Fire Prevention works in conjunction with the Building Department. For fire inspections and approvals, you should submit your full remodel or tenant improvement plans to the CityView Portal: <https://cityviewportal.ThorntonCO.gov>.

Thornton Fire Department currently enforces the 2021 International Fire Code, 2022 NFPA 13 and 72 and locally adopted amendments.

303.538.7007 (for plan review & to schedule inspections) · fireprevention@ThorntonCO.gov · 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 Fire Prevention 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. Fire Prevention 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 Fire Prevention will release the building permit. Deferred submittals are not 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 Alliance Business Assistance Center. See page 15.

Common mistakes made by new business owners

- § Inadequate Market Research and Location Selection: Failing to thoroughly research the local market and understand the target audience's needs can lead to poor location choices.
- § Underestimating Startup Costs: Not accurately estimating initial costs can strain finances and affect business stability.
- § Poor Financial Planning: Neglecting detailed financial planning can lead to instability, especially if location impacts sales.
- § Missing Business Plan: Operating without a clear plan can hinder direction and funding opportunities.
- § Rushed Hiring: Hiring without careful selection can affect your ability to serve your target market.
- § Weak Marketing Strategy: Neglecting marketing efforts can hinder brand visibility and customer acquisition.
- § Avoiding New Technology: As small business owners, technology can be intimidating but it can also provide new opportunities, help us do our work more efficiently and even help us save money.
- § Underspending: While there are certainly ways to start and grow a business with limited funds, going too far and not investing any kind of capital in your business can severely limit your potential for success.

If your project requires a fire protection submittal(s), Fire Prevention 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 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. coloradosbdc.org/resources/resource-book

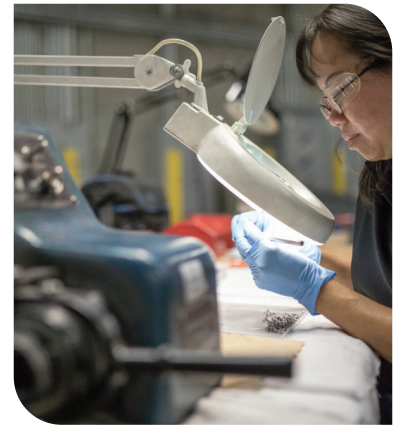
Colorado Department of Labor and Employment also has a very informative website and checklist for starting your business, as well as other employer requirement information: colorado.gov/cdle. You can find the CDLE at 633 17th St. STE 201, Denver, CO · 303.318.8000

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

Adams County Workforce & Business Center

adcogov.org/workforce-business-center
wbccep@adcogov.org
ph. **720.523.2400**
Pete Mirelez Human Services Center
11860 N. Pecos St., Ste. 2200
Westminster, CO 80234

- § 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

Office of Economic Development
9500 Civic Center Dr., Thornton, CO 80229
303.538.7605 · business@ThorntonCO.gov
businessinthornton.com

Alliance Business Assistance Center
550 E Thornton Pkwy #170, Thornton, CO 80229
720.674.3547 · alliance@ThorntonCO.gov
TheAllianceBusinessCenter.com



Office of Economic Development Business Support Programs

Small Business Technical Assistance

The Office of 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.

Alliance Business Assistance Center

The Alliance Business Assistance Center is an alliance of private, public and nonprofit small business resource providers joined together under one roof to support and help local businesses start, grow, and thrive.

We partner with these groups to provide you the best information and experience:



What We Offer:

- All services are FREE
- Services in English and Spanish
- Startup and business growth consulting and assistance
- Business grants and loans for licensed Thornton businesses
- Additional business grant and loan information - access to capital
- Meeting space
- Co-working space
- WiFi and use of laptops on site
- Business workshops
- Liaison services to Thornton business regulatory compliance.
- Thornton business marketing support
- Business site selection and local demographic data reports

Walk-ins welcome or call to schedule an appointment.

550 Thornton Pkwy, STE 170, Thornton, CO 80229
720.674.3547 · Alliance@ThorntonCO.gov
TheAllianceBusinessCenter.com



Business Site Selection

Considering moving your business to or expanding within Thornton? The Office of Economic Development 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 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 businessinthornton.com/local-business/support-programs/business-financial-assistance 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 \$3.5 million in Business Improvement Grants to benefit more than 200 local businesses. Go to businessinthornton.com/local-business/support-programs/business-financial-assistance for an application and program guidelines.

Business Events & Workshops

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

Business Appreciation Awards

Thornton is proud to be home to nearly 2,500 licensed 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 Office of Economic Development hosts multiple business networking events per year. These free 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, Office of Economic Development staff, and Thornton City Council Members.

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: 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. 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 goCOT.net/Code.

Graffiti Hotline: 720.977.5099 · graffiti@ThorntonCO.gov

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 and Instagram/OEDThornton pages. Follow the pages and send a direct message when you have sales, events, promotions, or news updates...we'll share as much as possible!

Business Commissions

BTAC and Alianza



Another great way to communicate business-to-business is to join our BTAC or Alianza business advisory groups.

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 various support programs to staff and City Council.

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 business and consumer community
- To create a SUPPORT SYSTEM and VOICE among Thornton business owners
- Because YOU are the driving force for the city of Thornton and your business is ESSENTIAL to our community

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

Thornton Area Business Safety (TABS) Program

In conjunction with the Thornton Police Department. More program information coming soon.

City of Thornton Contact Information

Thornton Police Department Crime Prevention Unit

720.977.5024 (non-emergency) · Thorntonpd.org

Fire Prevention and Fire Code Enforcement

303.538.7007 (for plan review & to schedule inspections) · fireprevention@ThorntonCO.gov · ThorntonCO.gov/Fire

Street Maintenance

Street Operations Division: 720.977.6464 · streetsdept@ThorntonCO.gov
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
goCOT.net/Code

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.

Community Connections: 720.977.5800 · connections@ThorntonCO.gov
goCOT.net/Connections

Thornton's Community Connections Division has a Homeless Outreach Team (HOT) that serves the unhoused, homeless service providers, and the community, including Thornton businesses. To report an encampment, learn more about HOT, or if you suspect someone may be unhoused and in need of support, contact the team at the HOTline, 720.977.5900.

City Communications

Thornton Cable 8: ThorntonCO.tv

T-Alerts Email Newsletters

Subscribe: talerts.ThorntonCO.gov

Thornton CodeRED Emergency Notification System

The city of Thornton uses the CodeRED Emergency Notification System to warn residents of potential life safety dangers and other emergencies like wildfires, floods, criminal activity, evacuations, and water utility outages. The system has the ability to send alerts to individual households, neighborhoods, or the entire city based on the risk to the community, however it requires residents to sign-up. The alerts come in the form of a telephone call, text message, email, social media, mobile alerts to the CodeRED app, and may include the use of the Federal Integrated Public Alert and Warning System (IPAWS).

Three Easy Ways to Sign-up for CodeRED

- Visit goCOT.net/coderedsignup.
- Text ThorntonCO to 99411.
- Call Thornton Dispatch non-emergency line at 720-977-5150.



My Thornton App

My Thornton App allows residents to report new issues using their smartphone's GPS and camera capabilities, review existing requests, send updates, and receive phone and email notifications of status changes on their issues. 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>

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

Other Ways to Report Issues

Residents can also report problems by phone 303-538-7200 or goCOT.net/mythornton. You can choose to be notified by phone or emailed updates to your service request. City staff will provide updates to keep residents informed as the work is being completed.

Social Media

City of Thornton Government

facebook.com/ThorntonColorado

instagram.com/cityofthornton

twitter.com/CityofThornton

City of Thornton Economic Development

facebook.com/OEDThornton

Join our Facebook groups: BTAC and Alianza de Negocios

facebook.com/OEDThornton

linkedin.com/groups/4231762

City of Thornton Fire Department

facebook.com/thorntonfireCO

City of Thornton Festivals & Events

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 and Purchasing Divisions. You must schedule an appointment if you would like to meet with either.

Thornton Water

Watersense Commercial Rebates · Free Inspections

thorntonwater.com/rebates

Water Resources Division

12450 Washington St.

Thornton, CO 80241

720.977.6600 · water@thorntonwater.com

General City Contact Information · ThorntonCO.gov/contactthornton

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 Prevention	fireprevention@ThorntonCO.gov · 303.538.7007
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

Better Business Bureau Great West + Pacific

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 · bbb.org/denver

County Information

Adams County Community Safety & Well-Being – Race Equity Office

The Adams Race Equity Division leads with a social equity and justice lens to elevate people, improve systems, and strengthen neighborhoods.

720.523.6939 · adcogov.org/community-safety-well-being

Adams County Government Offices

4430 S. Adams County Pkwy., Brighton, CO 80601
303.659.2120
adcogov.org

Adams County Health Department

303.220.9200 · adamscountyhealthdepartment.org

Federal Information

Internal Revenue Service

800.829.1040 · irs.gov

Funding Resources

B:Side Fund

The B:Side Fund can help you with financing to turn your side hustle into a dream business.
303.657.0010 · bsidefund.org

Colorado Enterprise Fund (CEF)

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

303.860.0242 · coloradoenterprisefund.org

Colorado Housing & Finance Authority (CHFA)

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 · chfainfo.com

Colorado Minority Business Office (MBO)

The Minority Business Office helps minority-, woman-, and veteran-owned businesses learn how to best market themselves as a certified business and secure government contracts.

oedit.colorado.gov/minority-business-office-of-colorado

Colorado Office of Economic Development & International Trade (OEDIT)

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

303.892.3840 · oedit.colorado.gov

DreamSpring Business Loans

DreamSpring is an award-winning nonprofit organization that increases access to credit, makes loans, and provides a community of support to help entrepreneurs realize their dreams.

800.508.7624 · dreamspring.org

Rocky Mountain Microfinance Institute (RMMFI)

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 · rmmfi.org

Government Procurement

Colorado APEX Accelerator (formerly PTAC)

The purpose of the Colorado APEX Accelerator is to provide consultation services to companies who aspire to enter or expand their business to government agencies.

info@coloradoptac.org · coloradoptac.org

U.S. Department of Transportation Small Business Transportation Resource Center (SBTRC)

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 · westcentralsbtrc.com

Health Services

Centers for Disease Control and Prevention (CDC)

The CDC is the national public health agency of the United States.
800.232.4636 cdc.gov

Colorado Department of Public Health and Environment (CDPHE)

CDPHE serves Coloradans by providing public health and environmental protection services that promote healthy people in healthy places.

303.692.2000 cdphe.colorado.gov

World Health Organization (WHO)

The WHO is a specialized agency of the United Nations responsible for international public health.

202.974.3000 who.int

Highways & Toll Roads

Colorado Department of Transportation

303.759.2368 · codot.gov

ExpressToll

303-537-3470 · expresstoll.com

International Trade**U.S. Department of Commerce, Export Assistance Center**

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

303.844.6623 · export.gov

World Trade Center Denver (WTC)

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 · wtcdenver.org

Legal**3i Law**

For assistance with business-related legal questions, 3i Law can help. The Office of Economic Development has formed a unique partnership with 3i Law to provide free legal counseling sessions for our local businesses.

303.245.2100 · 3ilawfirm.com

Colorado Bar Association

303.860.1115 · cobar.org

Colorado Legal Aid Foundation

303.863.9544 · legallaidfoundation.org

Promotion & Networking Programs**Adams County Regional Economic Partnership (ACREP)**

The mission of ACREP is to attract, retain, and serve the primary businesses in Adams County.
720.758.8380 · adamscountyrep.com



Colorado Hispanic Chamber of Commerce (CHCC)

The CHCC is a membership driven organization comprised of small business owners, corporate representatives, community leaders, and association members representing various professions.

303.534.7783 · hispanicchamberdenver.com

Denver Metro Chamber of Commerce (DMCC)

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

303.534.8500 · denverchamber.org

Metro Denver Economic Development Corporation (MDEDC)

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

303.620.8092 · metrodenver.org

Thornton Area Chamber of Commerce (TACC)

The TACC focuses on creating opportunities for businesses to partner with each other, schools, governments, and nonprofits to drive increased business success and balanced life in the area. They also provide direct services and consulting for members to ensure they have access to best practices and thought leaders.

thorntonareachamber.com info@tachamber.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 · anythinklibraries.org

Anythink Huron Street · 303.452.7534

Anythink York Street · 303.405.3234

Mi Casa Resource Center

Mi Casa works to advance the economic success of Latino and working families by expanding opportunities for educational, professional and entrepreneurial advancement.

303.573.1302 micasaresourcecenter.org

Mile High United Way for Business (MHUWB)

MHUWB provides support for women- and minority-owned small businesses to strengthen under-resourced communities and help our small business community thrive.

303.433.8383 unitedwaydenver.org/community-programs/united-for-business

North Metro Small Business Development Center (SBDC)

Helps existing and new businesses grow and prosper by providing free and confidential consulting and no- or low-cost training programs.

303.460.1032 northmetrosbdc.com

SCORE

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

800.634.0245 score.org

Small Business Administration

Created in 1953, the U.S. Small Business Administration (SBA) continues to help small business owners and entrepreneurs pursue the American dream. SBA is the only cabinet-level federal agency fully dedicated to small business and provides counseling, capital, and contracting expertise as the nation's only go-to resource and voice for small businesses.

sba.gov

State of Colorado

Colorado Secretary of State

303.894.2200 · 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.

mybiz.colorado.gov/intro

Utilities

Public Utilities Commission

An authority of the Colorado Department of Regulatory Agencies, the Public Utilities Commission regulates and investigates issues with gas, electric, and phone companies..

303.894.2000 puc.colorado.gov/

United Power

Commercial rebates may be available to your business.

303.659.0551 · unitedpower.com

Xcel Energy

Rebates and incentives may be available to your business.

1.800.481.4700 · 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 · adamscountyeducation.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 · adcogov.org/WBC

Connecting Colorado Workforce

Connecting Colorado is part of a state- and county-run system that delivers immediate, tangible results for your future. Post a résumé, apply for a specific job or do a self-directed job search through a database.

connectingcolorado.com

Equal Employment Opportunity Commission

The EEOC is a federal agency that was established via the Civil Rights Act of 1964 to administer and enforce civil rights laws against workplace discrimination.

800.669.4000 · eeoc.gov

Front Range Community College (FRCC)

FRCC provides corporate solutions and training.

303.404.5000 · frontrange.edu

Notes



City of Thornton, Colorado
Office of Economic Development

9500 Civic Center Drive
Thornton, CO 80229

(303) 538-7605
www.BusinessInThornton.com