

Business Assistance Program Plan



FINAL REPORT - DECEMBER, 2016

Technical

Strategy	Eligibility	Timing	Lead Staff/ Partners	Budget/ Resource Impact	Status & Notes
Business Assistance Program Liaison to be the “go to” person for a business seeking assistance	Tier 1, Tier 2	June 2015 – December 2017	Econ Dev, Transportation Planner	Within existing budget	Completed ahead of schedule
Pre-construction Packet containing construction details, single point of contact, <i>In This Together</i> worksheet, Survival Toolkit, etc.	Tier 1, Tier 2	September 2015 – December 2017	Econ Dev, County Exec, Chamber	\$2,000	Completed
Customer Demographic Data collected and shared to facilitate expanded customer identification	Tier 1, Tier 2	September 2015	CVPED	Within existing budget	Completed
Marketing & Communications Workshops onsite on topics to include: customer loyalty, social media, marketing planning, brand building. In advance of the workshops, a survey will be circulated to businesses on possible topics.	Tier 1, Tier 2	January 2016	Econ Dev, EDA, SBDC, SCORE, Chamber	\$15,000 from EDA for this item and consulting	Completed, 14 workshops with 72 attendees
One-on-One Consulting on positioning strategies for a slowdown – expand sales channels, share costs, cut unnecessary inventory, revisit business plan, reassess financing, includes peer mentor matching	Tier 2	October 2015	Econ Dev, SBDC, SCORE	See above	Completed, 34 consultations
Business Referrals – as part of the Chamber’s regular practice of directing interested businesses to various financial resources, they will pay particular attention to construction impact area firms in advance, during and after construction	To be determined by the Chamber	To be determined by the Chamber	Chamber	Within existing budget	Completed

Marketing

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Marketing Bootcamp Program hosted onsite	Tier 2	October 2015 January 2016	County Exec and partners	Within existing budget	Completed
Collective Marketing Campaign , including creation of a group website and regular advertising of construction updates and business access using a quadrant approach, also includes advertising templates distributed to eligible businesses	Tier 2	January 2016 – December 2017	County Exec & Outside Agency	\$100,000 total \$95,000 in FY16 (carryover from FY15 ED budget) \$5,000 in FY17	Completed ahead of schedule and under budget by approximately \$22,000
Matching Grant for business-specific construction-based advertising. Applicants will be required to have attended at least one training event and to partner on marketing with at least one other business.	Tier 2	Applications: October 2015 Award: January 2016	Econ Dev and EDA	\$50,000 (budgeted in FY 16 Economic Opportunity Fund)	Completed ahead of schedule and under budget by approximately \$15,000
Buy Local Campaign for the design-builder and other construction firms; identify businesses along the corridor that offer pertinent goods and services – eg. printing, signs, lunch. Encourage lunch promotions for construction workers to encourage repeat patronage.	Tier 1, Tier 2	September 2015 – December 2017	Econ Dev	Within existing budget	Completed
After Hours Events, Coupon Book, and Passport Program , in partnership with the Chamber, to maintain customer traffic	Tier 2	TBD	Chamber	TBD	Completed with three After Hours events held in the project footprint

Communication

Strategy	Eligibility	Timing	Lead Staff/ Partners	Budget/ Resource Impact	Status & Notes
Conduct Regular Surveys of businesses and citizens to assess communication needs and concerns and measure effectiveness of communications	Tier 1, Tier 2	August 2015 - December 2017	Econ Dev, County Exec	Within existing budget	Completed with two online surveys and five on site canvasses of the area
Recruit “Quadrant Captains” to meet regularly with project staff onsite and serve as a sounding board for issues	Tier 2	June 2015 – December 2017	Econ Dev	Within existing budget	Completed
Get-Around Guide with graphics to ensure easy wayfinding during construction/detours.	Tier 1, Tier 2	October 2015	VDOT, Chamber	VDOT to fund	Completed with 25,000 maps distributed
Regular Email Updates with graphics and photos to keep both businesses and customers abreast of construction status, both before and during construction.	Tier 1, Tier 2	January 2016 – December 2016	County Exec, VDOT	Within existing budget	Completed
Communications Liaison to serve as coordinator between VDOT and Design-Builder and businesses	Tier 1, Tier 2	September 2015 – December 2016	County Exec, VDOT	Within existing budget	Completed
Project Office at the Northside Library to serve as a resource center and face-to-face meeting place throughout construction	Tier 1, Tier 2	February 2016 – September 2016	County Exec, VDOT	\$2,000 (carryover from FY15 ED budget)	Completed
Inform Navigation/GPS Companies to communicate pertinent traffic information	Tier 1, Tier 2	April 2016 – December 2016	VDOT	Within existing budget	Completed

Regulatory & Financial

Strategy	Eligibility	Timing	Lead Staff/ Partners	Budget/ Resource Impact	Status & Notes
Implement Expedited Review with Single Point-of-Contact for non-legislative processes, including zoning clearances, site plans, signage, ARB review	Tier 2 (existing businesses only)	January, 2016 – September 2017	Comm Dev	Within existing budget	Completed as needed
Small Area Plan and zoning review to establish standards that reduce or avoid the need for rezoning applications, special use permits, waivers, variations.	Tier 2	FY 16	Comm Dev, community and business stakeholders	Approved CIP item in FY 16 budget	Small area plan work underway
Sign Permit Fee Modifications for temporary and new permanent signs resulting from construction impacts to existing signs	Tier 2	Fall 2015	Comm Dev		Completed as needed
Establish Baseline Economic Indicators , including property values, sales tax revenues, and BPOL revenues	Tier 2	June 2015 – December 2017	Econ Dev, Finance	Within existing budget	Underway with annual data being provided to the Board