



## **Indian Trail creates ‘One-Stop Shop’ for Entrepreneur’s**

### Indian Trail to improve customer service to businesses

**Town of Indian Trail, NC, April 19, 2010** – In an effort to create more jobs, entrepreneur investment, and to help improve the quality of service we provide to local businesses in Indian Trail, the Town of Indian Trail has created a ‘One-Stop Shop’ for businesses. This new entity will be called the ‘Business Development Team’ (BDT). The BDT will consist of key Town staff and the Town Manager. It will also be common to invite the Chamber of Commerce, the Union County Partnership for Progress, and perhaps the County Public Utility staff to these meetings.

“I believe local government's role is to serve the public interest. The reality is that often entrepreneur’s with little or no experience in purchasing property, developing sites or starting a business view the regulations, rules and processes of government as complex, rigid, confusing or unnecessary. However, the Town of Indian Trail recognizes that business startups require a different, more personal approach”, said Joe Fivas Indian Trail Town Manager.

Town staff will actively contact prospective projects that might find the BDT tool useful. By proactively seeking out prospects during the planning stage, the Town hopes to provide education on issues related to building, planning, zoning, engineering, etc. Although seemingly subtle, contact of prospects during the planning stage is critical in averting conflict that places the Town in the position of resolving noncompliance with zoning or building regulations. We can also sell ourselves and our recent ‘Business Friendly Act’ proposals which have been helping entrepreneurs in reducing their start-up costs.

Town staff will also prepare a Project Resource Guide (PRG), which will outline project specific requirements that address zoning, building, infrastructure and other pertinent issues. The goal is to develop a document that provides guidance on Town processes and procedures to make it easier for the entrepreneur’s to navigate.

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