GUIDE TO OPERATING A BUSINESS IN THE CITY OF TUCSON

City of Tucson
Small Business Commission

The City of Tucson and the Tucson Small Business Commission welcome your interest in operating a business in Tucson, Arizona. This information is designed to explain the various steps, requirements and resources available to those starting and operating a business in our City. Whether you are just beginning your venture or are relocating your business, the following information is just for you!

We recommend you involve the City of Tucson in the planning and initial stages of your business to avoid unnecessary and perhaps unpleasant surprises after you have spent time, effort and money on your venture. If you are not sure which City Department should be contacted or what steps need to be taken, call the City's Business Hotline at 791-2519 for further assistance.

Si usted desea explicacion de partes de Como Enpezar e Manejar una empresa en la Ciudad de Tucson, esta informacion en espanol, favor de llamar al telefono 791-5093. Cuando llame, favor de indicar el titulo y el tema. Gracias.

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CITY OF TUCSON WARD MAP

Mayor's Office
255 W. Alameda St.
City Hall, 10th Floor
Tucson, AZ 85701
791-4201

Ward I
940 W. Alameda St.
Tucson, AZ 85745
791-4040

Ward II
7575 E. Speedway
Tucson, az 85710
791-4687

Ward III
1510 E. Grant Rd.
Tucson, AZ 85719
791-4711

Ward IV
8123 E. Poinciana
Tucson, az 85730
791-3199

Ward V
4300 S. Park
Tucson, AZ 85714
791-4321

Ward VI
2205 E. Speedway
Tucson, az 85719
791-4601

BUSINESS ASSISTANCE

Office of Economic Development
166 W. Alameda
P.O. Box 27210
Tucson, AZ 85726-7210
Phone: **(520) 791-5093**
Fax: (520) 791-5413
Web site: www.cityoftucson.org

The Office of Economic Development (OED) delivers a variety of services designed to stimulate business and community development within the City of Tucson. OED's mission is to diversify and stabilize the local economy by providing services designed to expand local business opportunities, thereby helping to create and retain jobs, enhance the local tax base, and revitalize distressed portions of the City.

Recognizing the importance of linking regional economic expansion with the needs of the community, the Office of Economic Development strives to promote neighborhood commercial revitalization and the economic well-being of Tucson's neighborhoods by preparing local residents for high quality jobs through skills training programs.

OED's primary focus is on the growth, retention and expansion of local businesses through facilitation, communication and advocacy. The following are some of the tools and programs that OED offers that can help you and your business succeed in today's competitive business climate.

Advocacy/Facilitation for Private Sector
Assists private firms with City regulations and procedures.

Business Hotline (791-2519)
A 24-hour service available to help existing or prospective businesses with assistance or other source of information relating to any business activity.

Commercial Revitalization
Supports existing businesses through grants, training and loans and recruits new development to targeted areas.

Manufacturing Program/Supply Chain Development
Assisting regional manufacturers in becoming more competitive through implementation of improved business methods and processes. Efforts also include regional business-to-business sales promotion and expanded supply chain participation opportunities through the BusinessLINC program.

Tucson Film Office
Works to promote Tucson and Southern Arizona as a location to the motion picture, television, and advertising industries and works closely with local artists and trades to link them to productions planning to film in Tucson.

Tucson's Commercial Property Online
(www.ci.tucson.az.us/ed/ed.htm) Identifying and mapping current industrial properties for use in industrial development as well as determining future needs.

City of Tucson Small Business Commission (SBC):
If you have concerns regarding the local business community? The City of Tucson Small Business Commission (SBC) is a group of 17 small business owners and managers from throughout Tucson that advise City Council on policies affecting local business. Members of the Commission welcome any comments and suggestions on how to make the City government more "User Friendly" to small businesses. For more information on the SBC, check the website at www.cityoftucson.org/oed

BUSINESS INCENTIVE PROGRAMS

Tucson/South Tucson Enterprise Zone
An incentive program consisting of State income tax credits for the creation of net new jobs and a property tax reclassification program for manufacturers who meet capital investment criteria.

Empowerment Zone
Assists businesses and residents in the inner city with tax, hiring, and investment incentives.

Foreign-Trade Zone #174
Advantages to businesses locating in a Foreign-Trade Zone include deferral, reduction, or possible elimination of U.S. Customs Duties.

Work Force Development and Training Grant Program
Assists in writing grant applications; to date OED has worked with local companies that have received nearly $8 million in state grant funds.

MINORITY AND WOMEN-OWNED BUSINESSES

Equal Opportunity Office
100 N. Stone, suite 610
Tucson, Az 85701
Phone: **(520) 791-4593** Fax: (520) 791-5140

The City of Tucson's Equal Opportunity Office administers the City's Minority and Women-owned Business Enterprise (MWBE) program.

If you are a minority and/or woman-owned business, you may be eligible to participate in the MWBE Program. To be eligible it is required that you become certified by the Equal Opportunity Office. Advantages are that your company will be listed in the City's MWBE Directory, which is distributed to City departments and prime contractors; if you are a construction firm, your company will have a chance to bid on contracts with MWBE participation goals; and, if your firm provides goods/services, you will be eligible for a 2.5% price preference.

INFORMATION AND RESEARCH

Main Library - Tucson-Pima Public Library (TPPL)
101 North Stone Avenue
Library TDD: 791-2517
Web Address: www.lib.ci.tucson.az.us
Email Reference: prickly@ci.tucson.az.us
Dial-in Access to the Library catalog: **(520) 791-3258**

INFOLINE: 791-4010
Infoline, the Library's telephone information service, provides information at your fingertips. Call infoline for information on businesses, trade associations, and leading economic statistics.

E-mail Reference Service: mailto:prickly@ci.tucson.az.us
This free service is designed to answer specific questions with brief answers or to lead you to sources at the Library or on the Internet.

TPPL Internet Small Business Information Center: www.lib.ci.tucson.az.us
Start with the Library Home Page for Internet links to the Library catalog; EbscoHost magazine database with full text access to over 1,000 business and general interest magazines; E-mail Reference, City of Tucson and Pima County Governments; and the World Wide Web. Select Small Business Information Center for Internet links to directories, demographics, and other key business planning and development resources.

BizNews: TPPL's free e-mail small business newsletter
www.lib.ci.tucson.az.us/biznews/
BizNews is TPPL's FREE, monthly electronic newsletter highlighting its services, resources, and programs which will help you succeed in business. BizNews will keep you up to date on local small business workshops and special events, and help you discover web sites dedicated to making your business grow.

Business Reference Collection
The Business Reference Collection is on the 3rd floor of the Main Library. This collection includes sources covering demographic and industry trends, company listings, franchise opportunities, export-import information, finance and venture capital, government regulations, and legal issues specific to small business. Featured electronic databases include Dun & Bradstreet's Million Dollar Database and ReferenceUSA for company information, and National Trade Data Bank for export research.

General planning guides and general information on small business startup and operation are available for checkout at Main and other branch libraries.

The Tucson-Pima Public Library is funded jointly by the City of Tucson and Pima County.

BUILDING PERMITS, TENANT IMPROVEMENTS, LAND DEVELOPMENT

Development Services Center
201 North Stone Avenue, 1st floor N.
Phone: **(520) 791-5550** Fax: (520) 791-4340

The City's Development Services Center (DSC) is a one-stop planning and construction center that promotes quality land development and facilities plan reviews. This department serves as the first point of contact for anyone seeking assistance with development-related issues within the City of Tucson.

Review Process
The Community Design Review Committee (CDRC) reviews subdivision and development plans. In addition, Development Services staff reviews site, building and engineering plans. **Daily walk-through reviews** for commercial tenant improvements are available Monday-Friday, 8:00am - 9:30am. Walk-through reviews for residential additions or remodeling are also available Monday-Friday, 8:00am-4:00pm. Staff members from Planning, Engineering, Floodplain, Fire, Water and Sanitation are on hand to answer your questions and/or concerns regarding procedural and technical issues. You may pay by check or cash for your plan review and permit fee.

Inspections
The DSC field inspection staff performs all building inspections and authorizes the issuance of Certificates of Occupancy. Inspections for permitted work are conducted within one workday of the inspection request.

Project Managers
For major projects, the DSC's Project Managers are available to conduct multi-agency pre-submittal conferences for your projects. Project Managers will help facilitate and coordinate the project review and track your case through the review system. DSC staff will ensure that the review and approval process proceeds smoothly and with a minimum of delays.

If one of the permits below is applicable to you and your business, please go to Development Services Center for review, approval and permit issuance:

- Building Permit
- Mechanical Permit
- Boiler Permit
- Certificate of Occupancy
- Plumbing Permit
- Site Plan
- Sign Permit
- Underground Storage Tank Permit
- Subdivision Plat
- Pool Permit
- Wall/Fence Permit
- Manufactured Housing
- Tent/Canopy
- Gas Permit
- Fire Sprinklers
- Excavation Permit
- Development Standards Modification
- Development Plan
- Curb Cut/Sidewalk/Driveway Permit
- Demolition Permit
- Grading Permit

LICENSE, PERMITS AND TAXES

Finance Department
255 West Alameda - 1st Floor

Finance Administration	**(520) 791-4893**
	Fax: (520) 791-4941
Revenue Division	**(520) 791-4080**
Business License Section	**(520) 791-4566**
	Fax: (520) 791-5082
Revenue Investigation Section	**(520) 791-4247**
	Fax: (520) 791-2523
Audit Division	**(520) 791-4681**

Licenses, Permits and Taxes
For businesses located within the City of Tucson, you will need to obtain a **business privilege (sales) tax license and/or an occupational or liquor business license**. The Business License Section issues and processes these licenses. If you are unsure as to what is needed, please call the **Business License Section, 791-4566**.

The **Audit Division** is available to talk with you over the phone or visit your business to discuss record keeping and tax liability issues. This division also presents monthly workshops that provide up to date tax information while addressing specific aspects of the business privilege tax and licensing requirements. Remember that knowledge of tax obligations and payments thereof are the business owner's responsibility. For more information on these seminars, call the **Audit Division, 791-4681**.

Business Privilege (Sales) Tax License
The one time application fee for a business privilege tax license is $10.00. The City of Tucson asks that you pay another $10.00 if the business location, business name or ownership changes. The 2% City sales tax is paid monthly on gross income, less applicable deductions, on such activities as retail sales, restaurants, utility services, communications, swap meets, transportation, mining, railroad/aircraft, peddlers, rental of real property, contracting, etc.

Occupational Tax License
This license is issued to businesses engaged in activities or services not subject to sales tax, such as accountants, barbers, repair labor, consulting services, etc. The fee for this license is paid quarterly and is based on the number of employees in the business.

The fee schedule is:

Number of Employees	Quarterly Taxes	Prepaid Annual Tax
0-10	$24.00	$91.20
11-35	$48.00	$182.40
36-100	$123.00	$467.40
Over 100	$186.00	$706.80

If you pay the prepaid annual tax, you are receiving a 5% discount, when compared with making individual quarterly payments.

Home-Based Business
If your business is going to be operated out of your home located within the City of Tucson, a home occupation application must be completed. For more information on compliance specifically geared to a home-based business, please call the **Planning Department, 791-4541**. For more information on a home-based business, please call the **Business License Section, 791-4566**.

City Liquor Business License
It is required that you pay fixed quarterly fees for a liquor license within the City of Tucson. In addition to this license, you will also have to apply for a State Liquor License (please see the following paragraph for more information). If you have a restaurant, all liquor sales, whether in the form of a poured drink or in the original container, are subject to a 2% sales tax. For information on fees and sales tax, please call the **Business License Section, 791-4566**.

State Liquor License Application
The State of Arizona regulates liquor licenses. Applications are obtained locally from the Arizona Department of Liquor Licenses and Control at 400 West Congress Street, Room 150, **628-6595**, or in Phoenix at 800 West Washington, Suite 500, Phoenix, AZ 85007, **1-800-241-3552**. The State forwards a copy of your

application to the **City Clerk's Office, 791-4213** for processing. Upon receipt, the City requires a non-refundable application fee, depending on the type(s) of application(s) you file. A Public Notice will be posted at the proposed business location for 20 days, and the application will go before the City Council for consideration. Under normal circumstances, the entire application process should not exceed 105 days. If you need additional information or assistance with the City's portion of your application, please contact the **City Clerk's Office, 791-4213 or the Business License Section, 791-4566**.

Solicitation or Peddlers Permit

This permit is needed if you travel from house to house and/or are selling products, goods and services from a vehicle. Regulations for peddlers include the following.

- Peddlers occupying 50 sq. ft or less are licensed under the occupational license for two quarters then are switched to the Business Privilege license for 2% sales tax.
- Peddlers occupying more than 50 sq. ft. are licensed under the Business Privilege (Sales) tax.
- Peddlers selling on private property must have written permission from property owner visible when they are selling.
- Peddlers selling on City property must have a Right of Entry permit issued by the City's Engineering Department.
- Peddlers on City property under the control of a department are issued the permit based on that department's guidelines, i.e. Library, TCC, Parks and Rec. All peddlers setting up on City property must have liability insurance naming the City as a co-insured in the amount of $100,000/$300,000.

Special Permits

If your business falls under one of the following categories, you will need to obtain a special permit at the Business License Section of City Hall:

- Promoter license when vendors sell to the public
- Street Fair ($17.50)
- Swap Meet Proprietor
- Retail Tobacco Sales ($100.00)
- Dealer Trade Show ($28.00 for 20 consecutive days)
- Youth Dance hall 2 classes, 14-18 yr. old; 18-21 yr. old either daily at $25.00; annually at $100.00

You will need either a background check through Tucson

Police Department (TPD) and/or approval by Development Services Center and Planning/Zoning for the following regulated activities:

- Auctioneer - Bond Required
- Going out of business permit - $25.00 fee for 30 consecutive days, renewable for an additional $25.00 for an additional 30 consecutive days.
- Fortune telling - background check through TPD
- Vending machine distributor - background check through TPD
- Adult Entertainment Enterprise (Employee, Entertainer, Location) - background check through TPD and Bond Required
- Massage Therapy - background check through TPD
- Massage Establishment - background check through TPD
- Escort, Escort Bureau - background check through TPD and Bond Required
- Adult care facility - Annual Inspection by Development Services Center, Zoning Compliance Certificate

ZONING, PARKING AND PAVING

Planning Department
255 West Alameda, 3rd floor

Administrative:	**(520) 791-4505**
	Fax: (520) 791-4130
Zoning and Compliance:	**(520) 791-4541**
Zoning Code	**(520) 791-4571**
Planning and Research	**(520) 791-4505**

The Tucson Planning Department is responsible for preparing land use plans as part of the City's General Plan and providing various types of land use, zoning, and related information to the public.

Zoning Compliance and Business License Reviews: 791-4541
All property within the incorporated limits of the City of Tucson is assigned a zoning designation, which regulates the use of a specific property. Before you buy property or sign a lease, we encourage you to contact the Zoning Administration and Compliance division to ensure that your intended use is permitted at the location and to determine if any additional site improvements will be required. Having the proper zoning is only one of the issues involved. Additional on-site improvements such as parking, paving, landscaping and screening may be required when you open a business; build, alter or add to existing structures; or change the land use. Planning staff is available to assist you at **791-4541**.

This Division also reviews and approves all business licenses, including home occupation applications, liquor licenses, Arizona Department of Transportation (car sales) licenses, adult activity licenses, child care and adult residential licenses. Staff also coordinates the applications and reviews for variances, setback reductions, temporary uses, non-conforming uses and conditional uses. Please note, variances must be approved before occupancy. Appearing in front of the City's Board of Adjustment may do this.

Zoning, and Rezoning Process: 791-4571
We encourage all landowners proposing to develop vacant property, add to or alter existing structures, or change land uses, to contact the Planning Department before proceeding.

The Planning Department processes rezoning application requests. Pre-submittal conferences are available for all new rezoning cases. These conferences are designed to provide information early in the process so that problems and concerns can be adequately addressed. Zoning related information or a rezoning pre-submittal can be obtained by calling **791-4571**.

Planning and Research: 791-4505
The Regional Planning and Research Division supports local businesses and new business formations by providing basic geographic and market information. Staff is available to provide you information about demography, statistics, census matters, population estimates, projections, local and future economic growth and development. Staff from the Community Planning Division can assist you in interpreting the development opportunities and constraints that are in Comprehensive General, Regional, Area and Neighborhood Plans. For more information call **791-4505**.

This information is also available through our Web site at www.ci.tucson.az.us/planning/index.htm

ROADS, SIDEWALKS AND CURBS

Transportation Department
201 N. Stone Avenue, 6th floor
Administration: **(520) 791-4371** Fax: (520) 791-4608

The Transportation Department handles nearly every aspect of transportation, including design of new streets and roadways, planning for transit improvements, street maintenance and drainage improvement.

Working in City Right of Way (Permits and Plans)**: 791-5550**
If you plan to do work in a City right-of-way (e.g. curb cuts, sidewalks, pavement cuts, etc.) you must submit plans and complete an application for an **Excavation Permit**. In addition, if facilities are being built or changed or paving/parking is needed, a grading plan must also be submitted. These requests are submitted through the Development Services Center. For more information, contact Development Services, **791-5550 and ask for an engineering staff person**. Permit Fee Schedule can be found at www.ci.tucson.az.us/transpor/engineering. Click on "Section Information", then "Permits and Codes".

New Public Streets: 791-4942
If any public streets are created, Street Development Standards must be followed. These standards are available for public purchase at the Planning Department, 255 West Alameda. For more information, please call the **Transportation Engineering -Development Section, 791-4942.**

Floodplains: 791-4914
For further information regarding whether or not you are located or locating in a floodplain area within **City limits**, please come in and speak to staff at 201 North Stone Ave., 3rd floor, NE corner, or contact the **Transportation Engineering Division - Floodplain Section at 791-4914.** Floodplain maps and other floodplain information are available at www.ci.tucson.az.us/transpor/engineering. Click on "Section Information", then "Floodplain".

This information is also available through our Web site at www.ci.tucson.az.us/citydept.htm

WATER ISSUES

Tucson Water
310 W. Alameda

Administration	**(520) 791-2666**
	Fax: (520) 791-3293
Customer Service:	**(520) 791-3242**
Backflow Prevention:	**(520) 791-2650**
Public Information:	**(520) 791-4331**
Conservation:	**(520) 791-4556**
24-Hr Emergency Service:	**(520) 791-4133**

Tucson Water is the municipal water utility for the City of Tucson and much of Eastern Pima County. Established in 1900 to service 623 customers, the utility has grown along with the city. Tucson Water now serves 180,000 accounts, representing more than 630,000 customers within and outside the city limits.

Turning Water On/Off - Billing Inquiries: 791-3242
The Customer Service Office will provide you immediate response to billing questions, change of billing, account status, sale information, reading and maintenance of all water meters and information regarding service by calling the **Tucson Water's Customer Service Office at 791-3242**. A one-day notice is required to initiate service and a one-time service charge will be applied to the first monthly water and sewer bill. Commercial accounts require a deposit equal to two months billing. When new water service is needed, the developer or owner must come into the office at 310 W. Alameda St., with a recorded legal description of the property, the official address, plus pay the appropriate meter fees. After the meter application is approved, the meter will be installed in approximately three to four weeks.

Backflow Prevention: 791-2650
Tucson Water can assist you and your business in case you may need to install a backflow prevention assembly to prevent non-potable water from your property from re-entering the public water supply. Tucson Water will

contact you if your property is in need of such an assembly. In most instances, the inspections determine that customers do not require backflow assembly. If backflow regulations apply, a Tucson Water inspector may be able to offer you assistance to meet the regulations without installing the backflow assembly. You are given 45 days to come into compliance. If you feel the backflow assembly requirement is unnecessary for your property, **you may appeal this decision by contacting 791-2650**.

Conservation Programs and Materials: 791-4556
Your business can become more active in our community by becoming educated on water related issues including conservation, ordinances affecting water use and desert-adapted landscaping. For more information on how to be "Water Smart", **contact 791-4556**.

Public Information: 791-4331
General information on water related issues is available to you through Tucson Water's Public Information Office. Information on water rates, water resources, and our community's water future can be found by calling **791-4331**.

24-Hour Emergency Service: 791-4133
Emergency services are available to you on a 24-hour basis; for example, Tucson Water will interrupt a service if your place of business experiences a leak and needs the water turned off until the leak can be repaired.

This information and much more on how the Tucson Water Department can assist you and your business is also available through our Web site at www.ci.tucson.az.us/water

POLICE ISSUES

Tucson Police Department
270 South Stone Avenue
(520) 791-4452

Tucson Police Department emphasizes community-oriented policing, where more effort is spent on preventing crime, rather than merely reacting to it.

Tucson's False Alarm Ordinance: 791-4099
If you have any type of entry or intrusion alarm in your business, or you are planning on installing such an alarm, please become familiar with the City False Alarm Ordinance **(TCC11-2).** The False Alarm Ordinance refers to alarm devices, which are "Used to protect buildings or premises from criminal acts or unauthorized entries." A copy of this ordinance can be obtained by calling **791-4099**.

Identification Procedures: 791-4697
The Identification (ID) Section is open 8:00 a.m. - 5:00 p.m. for phone calls. Fingerprinting and picture ID cards are required for employees of some Adult Entertainment businesses **(TCC7-217),** which can be obtained Monday through Friday. For further information, call ID at **791-4697**.

Illegal Activities
The Police Department closely monitors a variety of criminal activities that threaten the local business community. If you have been victimized, please call 911 for police assistance. For general information call the following numbers:

Police Department's Information Line	791-4452
Burglary	791-5171
Narcotics	547-8800
Armed Robbery	791-4661
Street Gangs	791-5576
Bank Robbery	791-4661

Surveillance	791-5171
Crime Prevention	791-4450
Arson	791-4298
Recovered Property	791-4458
Auto Theft	791-4664
Fraud and Forgery	791-4481
Graffiti Abatement	624-7833

This information is also available through our Web site at www.ci.tucson.az.us/police

BUSINESS WATCH

Business Watch Program: 791-4450
TPD officers are available by appointment to conduct business security surveys to assist in crime prevention through environmental design and "target hardening". If you wish to establish a business watch group, or would like to have an officer speak to your employees, call **791-4450**.

This is a crime prevention program which enlists the active participation of business owners and employees in preventing crime. It works much the same way as the more well-known Neighborhood Watch program; it involves owners and employees of adjacent businesses looking out for each other and sharing information about suspicious activity.

What is involved?
Training businesses how to avoid becoming victims of crime by being alert and knowledgeable about crime and criminals. How to handle themselves and their property in the business world.

Training businesses how to recognize and report suspicious activities.

Training businesses in adequate business security and in property identification.

How Do I Start a Business Watch Group?
To organize a Business Watch Group you should:

Talk with the businesses on both sides of your street, explaining the value of the Business Watch Program.

Determine when and where it would be convenient for businesses in your area to meet to organize a Group.

Advise neighboring businesses that the Business Watch Program does NOT ask members of the group to take any personal risk to prevent crime. The Business Watch Program leaves the responsibility for

apprehending criminals where it belongs with the local law enforcement agencies.

Annual meetings with a representative of the police department are required.

The Tucson Police Department requires that more than half of the businesses in your area participate by joining the Group, and attending the annual meeting, but you should strive to have 100% involved. The more participation, the more effective the group.

Group Meeting Programs
The typical first meeting of a Business Watch Group may include a video and a discussion by a member of the Police Department on the subjects of Business Watch and Business Security.

Subsequent meetings may include a video and discussion on a wide variety of topics, such as:

- Shoplifting Prevention: Preventing Internal Theft
- Fraud and Con Games: Personal Safety

Business Security Surveys
As a supplement to the Business Watch Program the Tucson Police Department will, upon request, provide without charge, a security survey of the member's business. The survey will provide a written report as to what the Tucson Police Department thinks might be done to improve the security of the business. This survey will be done by appointment.

Suggested Activities
The following suggestions are offered to assist you in having a more successful Business Watch Group.

Plan monthly or quarterly group meetings to share information about area problems.

Encourage group participation for obtaining action to resolve problems, such as speeding vehicles, lack of lighting, etc., via the City Council, Police Department, etc.

Paint address numbers on roof (for helicopter to view easily - 42' to 48' in height, contrasting color to surface), at curbside and on the back alley gate, wall, fence and/or garbage cans.

Organize "outside" agency meetings approximately every six months, such as First Aid and CPR through the Red Cross or American Heart Association. Other contacts are the Rape Crisis Center, Crime Resisters and Crime Prevention League.

Business Security Survey
The following is a list of areas of concern that are found on the Business Security Survey:

- Entrance/Exit Doors
- Windows
- Fences/Walls
- Outside Building
- Parking Areas
- Lighting
- Landscaping/Obstructions
- Access to Roof/Basement
- Emergency Notification Card
- Dock Loading Area
- Burglar Alarm
- Safe/Vault
- Key Control
- Night Lighting
- Security
- Location of Registers
- Merchandise Display Areas
- Skylights/Vents
- Outside Visibility
- Miscellaneous Openings
- Employee Safety Training
- Securing Office Equipment
- Drip Procedures
- Security Habits
- Personal Safety
- Opening/Closing Procedures
- Criminal Threat Assessment

Take a Bite Out of Crime!

Call the Crime Prevention Unit - 791-4450

FIRE ISSUES

Tucson Fire Department
265 South Church Ave.

Administration:	**(520) 791-4511**
	Fax: (520) 791-3231
Fire Prevention:	**(520) 791-4502**
Hazardous Materials:	**(520) 791-4014**

Fire Code Information: 791-4502
As a business owner, it is important that you are in compliance with the 1997 Uniform Fire Code. This Code contains provisions that provide a reasonable level of safety against fire and explosions, while also providing protection for your employees, tenants and the general public. If you are interested in obtaining a copy of the Tucson Fire Code, please contact the Tucson Fire Department's **Fire Prevention Office**, 265 South Church Avenue, or call **791-4502**.

Inspections and Permits: 791-5550 - are required for the following:

- To install or alter a fire protection system(s). These systems include: fire sprinklers, fire alarm, restaurant hood.
- To install, alter, test or remove underground or aboveground flammable/combustible liquid storage tanks, and liquified petroleum gas (LPG) tanks.
- To erect or operate a tent having an area in excess of 400 square feet, or a canopy in excess of 900 square feet.
- To conduct open burning on nonpublic or private property.
- To operate a haunted house, fun house or similar facility.

In addition to the above permit requirements, a Certificate of Occupancy is needed prior to opening your business. For more information, call the **Development Services Center, 791-5550**.

On-Site Inspections: 791-4502
If you would like, the Fire Department will provide on site business inspections and offer presentations on fire and life safety techniques. For more information please contact **791-4502**.

Hazardous Materials: 791-4014
All businesses located within the City limits must complete a hazardous materials inventory statement. These statements are available at the Business License Section at City Hall, 255 West Alameda or call **791-4566**. This information is also available through our Web site at www.ci.tucson.az.us/fire

Business Assistance Unit: 791-4014
Offers information and assistance with fire code, hazardous materials compliance. Offers information on environmental regulations.

PROCUREMENT ISSUES

Department of Procurement
255 West Alameda, 6th floor West
Phone: **(520) 791-4217** Fax: (520) 791-4735

The Department of Procurement is responsible for purchasing all materials, services and construction for the City of Tucson.

Vendors registered on the City's bidders list will automatically receive notification of invitations for Bid and Requests for Proposals in the commodity class for which they have registered. There are two ways to register on the City's bidders list:

1) Visit Procurement's web site at www.ci.tucson.az.us/procure
2) Contact Procurement at (520) 791-4217 and request a vendor registration application.

In addition to vendor registration's, information available on Procurement's web site includes a listing of solicitations that can be downloaded, a listing of staff members and areas of responsibility, and the Tucson Procurement Code. Vendors should regularly check for information on bids by either calling the information line at (520) 791-5147 or by utilizing the Fax-On-Demand System. The Fax-On-Demand system is available 24 hours a day, 7 days a week. By using your touch tone telephone, you can call and order bid documents sent to your fax machine in a matter of minutes. Local callers should dial 791-5091 to reach Fax-On-Demand. Long distance callers should dial (520) 791-5097 and must use the handset of their fax machine to place the call. Also available on Fax-On-Demand is a listing of all current bid documents.

Questions regarding Fax-On-Demand or Procurement's web site should be directed to the **Procurement Help Desk at (520) 791-5691**.

SOLID WASTE ISSUES

Department of Solid Waste Management
4004 South Park Avenue
Phone: **(520) 791-3175** Fax: (520) 791-4155

The Department of Solid Waste Management provides commercial and residential refuse and recycling collection services citywide.

Waste Reduction and Recycling
The City offers a variety of waste reduction and recycling programs. Solid Waste Management provides cardboard recycling services, with collection and hauling of 4, 6 or 8 yard front load containers from your business or agency. For large volume generators of recyclable materials, the Department offers customized collection and hauling service. Please call **791-3272** for more information.

Solid Waste Management operates a scrap metal recycling site at the Los Reales Landfill. Refrigerated (with or without freon) and non-refrigerated appliances and scrap metal are accepted for recycling from self-haul customers at no charge.

Residents of multi-family dwellings and small businesses may recycle at no charge at the ten Neighborhood Recycling Centers located at City Parks and the Los Reales Landfill. For more information, please call the **ReThinkIt Recycling** Information line at **791-5000**, which provides information on household and business recycling in the Tucson metro area. This service is a cooperative effort of the City of Tucson, Pima County, and Tucson Clean and Beautiful.

Small Business Hazardous Waste Assistance Program
The Small Business Waste Assistance Program (SBWAP) provides a safe and affordable disposal and recycling option for businesses that generate small quantities of hazardous waste. SBWAP is part of the City of Tucson/Pima County Household Hazardous Waste

Program and is operated by the Pima County Department of Environmental Quality. For a free information pack about the program, call **740-3340.**

Commercial Refuse Collection
Commercial and multi-family residential refuse containers in various sizes and service levels are available for a fee. Please call **791-3272** for more information on monthly rates for commercial container rental and maintenance.

Environmental Inspectors
Solid Waste Management also has inspectors who respond to complaints of trash buildup as well as property related code violations and illegal dumping. Please call **791-3171** for more information.

Los Reales Landfill
The City of Tucson operates the Los Reales Landfill. The landfill hours are 7 a.m. to 5 p.m. Monday - Saturday and 9 a.m. to 4 p.m. Sunday. Commercial customers pay a tipping fee based on the size of the load ($28/ton). Residential customers pay $2.00 for the first ton of materials, $3.00 for a vehicle and trailer, and $28 for more than one ton. Hazardous waste and some industrial wastes are NOT accepted. Call 791-3175 for waste acceptance information. For more information, please call **791-5085**.

	Collections per week (in dollars)					
Cubic Yards	**1**	**2**	**3**	**4**	**5**	**6**
1	30.00	45.00	60.00	76.00	92.00	108.00
2	33.00	49.00	65.00	82.00	99.00	116.00
3	36.00	51.00	69.00	54.00	105.00	122.00
4	39.00	57.00	77.00	96.00	117.00	134.00
5	42.00	64.00	86.00	108.00	130.00	151.00
6	46.00	67.00	95.00	119.00	143.00	168.00
7	52.00	83.00	112.00	142.00	171.00	201.00

This information is also available through our Web site at www.ci.tucson.az.us/solidwaste

PIMA COUNTY AGENCIES PROVIDING SERVICES TO BUSINESSES WITHIN TUCSON CITY LIMITS

Pima County Department of Environmental Quality
130 West Congress Street
Phone: **(520) 740-3340** Fax: (520) 882-7709

Pima County Department of Environmental Quality (PDEQ) was established in 1989 to identify and respond to local environmental issues by providing public service for all Pima County, including businesses located within City limits.

In addition to those assistance services provided by the Tucson Fire Department, PDEQ's **Business Assistance Program** also offers direct assistance to business owners and operators in environmental compliance and pollution prevention issues.

Since its inception, hundreds of businesses have: received assistance with completing permit applications, attended department-sponsored seminars to recieve updating on pertinent environmental compliance issues and suggested ways of implementing pollution prevention methods; and suggested the development of fact sheets for specific industry groups.

This proven approach of assistance can lower your environmental liability while improving your profit margin. As a business owner, you are entitled to receive fact sheets, seminar notices and a copy of the Environmental Services Directory at no charge. For more information, call the PDEQ **Business Assistance Program at (520) 740-3342**.

In addition, PQED houses the City of Tucson/Pima County Household Hazardous Waste Collection Program. As a service to local businesses, the Small Business Waste Assistance Program provides you with environmentally-safe alternative means of disposing of some commercial hazardous waste. More information is available by calling PDEQ at **(520) 740-3340**.

Pima County Health Department
150 West Congress, Room 237
Phone: **(520) 740-8237** Fax: (520) 628-9597

Consumer Health Food Safety Division handles permits and inspections to businesses located in or outside City limits. Businesses involved in storage and sales relating to food production need to contact this office prior to obtaining a City of Tucson business license. Applications may be obtained by contacting the division at **740-2760**.

Pima County Assessor's Office
115 North Church Avenue
Phone: **(520) 740-8231** Fax: (520) 792-9825

All property valuations for tax purposes are handled by the Pima County Assessor's Office.

To learn more about tax liability on business equipment and other personal property, please call **740-8231** or log on to their web site at www.asr.co.pima.az.us

PUBLIC UTILITIES

Tucson Electric Power
Customer Service: **(520) 623-7711**
Web site address: www.tucsonelectric.com

Tucson Electric Power (TEP) provides generation, transmission and distribution of electricity in the greater Tucson area.

Customer Service telephone hours are:
Monday through Friday, 7:00 a.m. - 7:00 p.m.

Please contact Customer Service for service connection. A deposit is required equal to two and one half times the highest estimated monthly bill. TEP will keep your deposit for a minimum of two years in an interest-bearing account earning 6% per annum. Your deposit may be returned to you if you prove that you have not been delinquent in your monthly payments. You also may need to provide a current financial statement to TEP.

Other important (TEP) phone numbers to know are:

Outage or Storm Damage: (520) 623-7711
Commercial Account Representative: (520) 770-2072
New Construction Department: (520) 770-2026

Qwest Communications
Phone: **(520) 670-2400**

Since 1984, Qwest has provided local telecommunication services to businesses and residences through its Qwest Communication Division.

Home Office Customers:	800-221-3909
Business Service Customers repair:	800-954-1211
Qwest Small Business Group:	800-603-6000
Large Business:	800-777-9594

Southwest Gas
3401 East Gas Road
Phone: **(520) 889-1888**

Southwest Gas is an investor-owned natural gas utility serving 1.25 million customers in Nevada, California and Arizona. 294,500 of those are located in Southern Arizona.

For information and a new gas service application on gas hook-ups for new construction, you may contact the Sales Department at **(520) 794-6536**. A customer service representative will be assigned to you.

OTHER IMPORTANT AGENCIES TO CONTACT

The Internal Revenue Service
(IRS) has requirements for most new businesses. The IRS Office in Tucson does not handle these matters; call the Phoenix Office at **1-800-829-3676**.

The Arizona Business Connection
Handles matters regarding State licensing and permitting issues. For assistance, call **1-800-542-5684** or link on to their web site at www.azcommerce.com

Trade Name/Doing Business as (DBA)
To protect your business name and to ensure you are not using an existing business name, contact the Pima County Recorder at **(520) 740-8151** and the Arizona Secretary of State at **1-800-458-5842**. For an application (ONLY), log on to their web site at www.sosaz.com

Trademarks
To protect a trademark in Arizona, which is any work, name, symbol, or device (or combination thereof) you will need to contact the Arizona Secretary of State at **1-800-458-5842**. For information on Trademarks outside of Arizona, contact the United States Patent Office at **(703) 308-4357**.

State Taxes
The Arizona Department of Revenue administers sales tax, withholding tax, and wholesale tobacco tax rules. They are located at the State Office Building at 402 West Congress, Suite 450. For more information, please call **1-800-843-7196**.

Unemployment Taxes
Any business with employees (other than the owner) must register with the Employer Accounts Office of the Arizona Department of Economic Security for Unemployment tax contributions. They are located at 400 West Congress, Suite 450, and can be reached at **(520) 628-6820**.

Worker's Compensation Insurance
All companies with at least one employee must provide insurance for workers to compensate for job related injuries. You may obtain worker's compensation coverage from any insurance company. However, if you have questions, you can contact the State Compensation Fund at **(520) 292-4000**.

Partnership or Corporation
All corporations and some partnerships must register with the Arizona Corporation Commission at **(520) 628-6560**. Log on to their web site at www.cc.state.az.us.

Construction Contractor
Every construction contractor must be listed with the Arizona Registrar of Contractors. You may contact them by either calling **(520) 628-6345** or going to their office at 416 West Congress.

Greater Tucson Economic Council
Here, you'll find comprehensive information about moving your business to Greater Tucson, Arizona, as well as doing business with the hundreds of high-tech companies in Southern Arizona. You may contact them by either calling **(520) 882-6079** or logging on to their web site atwww.futurewest.com

Tucson Metropolitan Chamber of Commerce
The Tucson Metropolitan Chamber of Commerce has over 3,300 members and five major action areas: Political Action; Government Affairs; Economic Development; Community Development; and Member Benefits. You may contact them by either calling **(520) 792-2250** or logging on to their web site at www.tucsonchamber.org

Tucson-Pima Public Library: 791-4010
The Tucson-Pima Public Library offers powerful resources and powerful services to help your business grow. Start with the Library's home page at www.lib.ci.tucson.az.us. Check out the Small Business Information Center for WWW links, and the EBSCOhost magazine database for full text coverage of over 1,000 magazines.

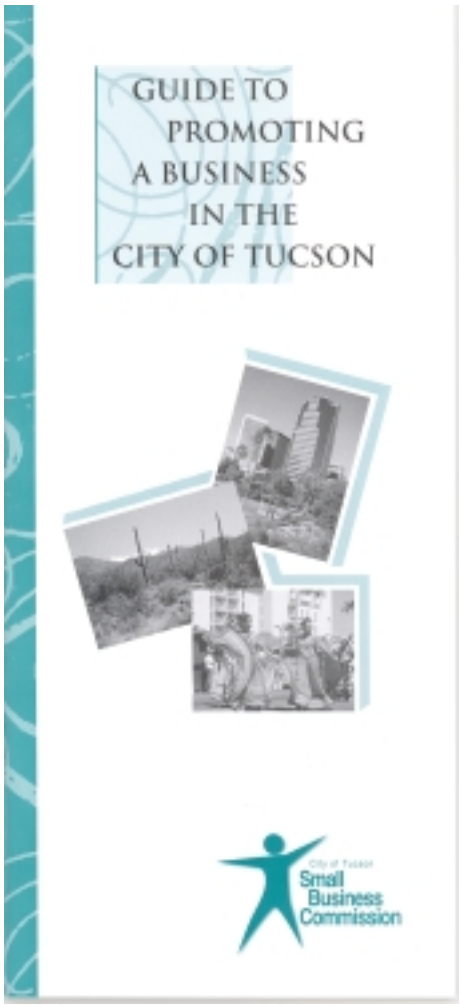
The Tucson Hispanic Chamber of Commerce (THCC) is attracting a broad base of businesses operating in Southeastern Arizona by offering a varied networking system accessible by Chamber businesses and their clients. By joining the Hispanic Chamber you will have

the opportunity to connect with other businesses interested in the Hispanic market and establish business contacts that can help your company. You may contact them by either calling **(520) 620-0005** or by logging on to their web site at www.hispanicchambertucson.org

Tucson Black Chamber of Commerce assists businesses, business professionals, and community residents by providing business spotlights, regular networking opportunities and business information which facilitates learning more about evolving business trends, practices and technological advances. Their mission is to assist in the development, growth, and creation of small businesses through networking, information sharing, identification of business leads and by providing education and training. In today's economic climate, it is becoming very necessary for our businesses to become more visible and more competitive. You may contact them by either calling **(520) 623-0099** or by logging on to their website at www.tucson.com/Black_Chamber

Better Business Bureau of Tucson is a private non-profit organization supported largely by membership dues paid by business and professional groups in each Bureau's service area. The Better Business Bureau provides information on the following: Reports on business firms that will be helpful to you before making a purchase; Information about charity groups and organizations; Help to resolve consumers' disputes with businesses through telephone conciliation, mediation and arbitration; and Promote ethical business standards and voluntary self-regulation of business practices. If you have a business in a BBB's service area and qualify under the BBB Membership Standards, your support is encouraged. You may contact them by either calling **(520) 888-5353** or by logging on to their web site at www.tucson.bbb.org

Also available…



CITY OF TUCSON

Office of Economic Development
P.O. Box 27210
Tucson, Az 85726-7210
Phone: 791-5093 Fax: 791-5413

This publication can also be found on the online at www.cityoftucson.org/oed