The information provided here is for informational and educational purposes and current as of the date of publication. The information is not a substitute for legal advice and does not necessarily reflect the opinion or policy position of the Municipal Association of South Carolina. Consult your attorney for advice concerning specific situations.

Town of Ridgeland "The High Point of the Lowcountry"

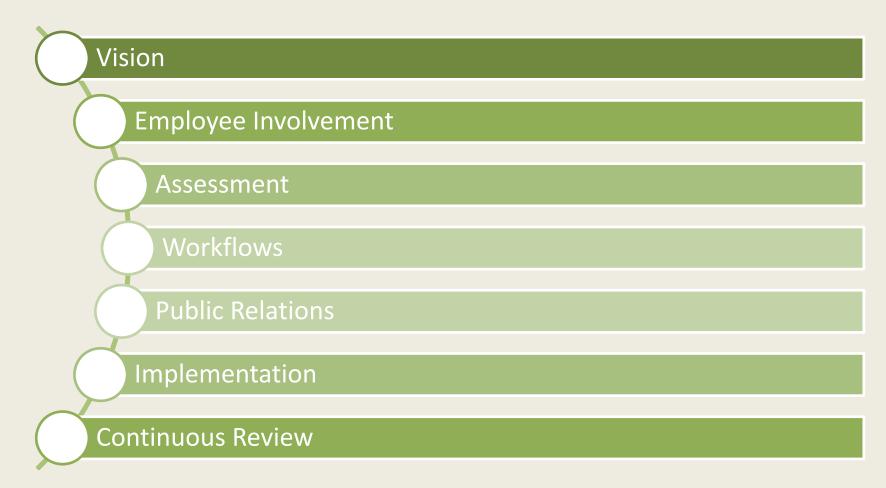


Business Friendly Cities and Towns Promoting a One Stop Shop Environment

What drove Change?

- The Town of Ridgeland was previously using County Services for inspections
- Newly Sparked interest from businesses and developers
 - New 4,300 ft. runway and terminal at the Ridgeland Airport
 - New Charter School (Polaris Tech) under construction
 - New Commercial Kitchen and Event Space at the Morris Center for Lowcountry Heritage
 - 20 Small Business Start-up
 - Two New 90+ acre Solar Farms
- New Downtown Main Street Farmers Market
- Tremendous amounts of applications for perspective businesses and developers
- Disjoined process through the permitting and review stage
- Departments working over/around each other
- No centralized resources for businesses and developers
- No database to store and track the process.

Process of Establishing a Business Friendly City or Town



Vision

"The Town of Ridgeland provides high quality services which promote a safe, active and healthy environment. The Town enables the community to realize the best standard of living possible through cost-effective governance."

Employee Involvement

- Get everyone from the development process involved at the beginning.
- Provide a opportunity for all levels of staff to provide input into the process.
- Hold meetings to provide information, new policy and standard review, and any concerns with existing and new procedures.

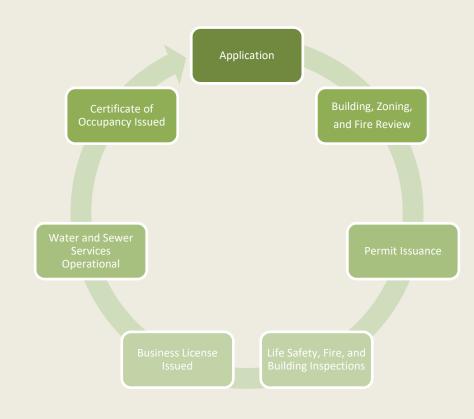
Assessment

- Who is involved in the Development Process?
- Establish an assessment for Department staff to provide input on the development processes.
- Establish an assessment for New and Existing Businesses to provide input on the development processes.
- What resources are you providing for residents, developers, and new businesses?

Workflows

- Evaluate the process through a Six Sigma Style approach.
 - 1. Define the problem.
 - 2. Craft a problem statement, goal statement, project charter, customer requirement, and process map.
 - 3. Measure the current process. Collect data on current performance and issues. ...
 - 4. Analyze the cause of issues. ...
 - 5. Improve the process. ...
 - 6. Control.

Workflows



- Evaluate Process for the Applicant
- Evaluate the review process for all departments.
- Evaluate Staffing and Resources
- Identify Redundancies in the process.

Public Relations

- Establish a single point of contact.
- Minimize the number of applications a person has to feel out.
 - This benefits the applicant as well as staff to save on time and resources for other duties and responsibilities.
- Establish uniform applications
- Include information in the applications for specific ordinances and tips to make the process easier.
- Establish an online database for all departments to track and see where specific projects are in the development process.
- Establish resource opportunities for perspective businesses and developers.

Establishing a Database

Workflow Progress for Staff

Reports for Staff to Review

Signed in: Jrowland Sign Out My Dashboard Wednesday, June 27, 2018	2								C		Town of	pment Pe Ridgeland inning Jun 2		port
South Carolina Offices Ridgeland			Guide to new release		Residential	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018
Permits		hboard » View Permit » Permit Workflow	7832 8	18RIDG-COMM00112 East Main Street, 29936	# Pen # Inspect Valua	ons 1	2 3 \$30,500.00	2 7 \$2,200.00	1 2 \$2,000.00	0 5 \$0.00	5 1 \$648,500.00	1 16 \$264,000.00	1 14 \$5,000.00	5 6 0 \$41,342
My Dashboard New Permit Search Permits Fee Estimator	Wo	orkflow Progress for Pern	nit # <u>18RIDG-COMM00112</u>		Alteration # Pen # Inspect Valua	ons 0	\$446.12 1 0 \$50,000.00 \$439.50	\$450.01 1 0 \$35,000.00 \$307.65	0 0 1 0 \$0.00 5 \$0.00	1 0 \$20,000.00	2 0 565,700.00 \$690.45	\$0.01 1 2 \$87,000.00 \$764.73	\$50.00 0 1 \$0.00 \$0.00	0 0 0 50
Inspections				Revert History	Residential				ions Completed		\$690.45		\$1.475.242.00	
Assign Inspections	Step 1	Application	Status / History	Completed		Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018
Inspection Tickets		Received by SAFEbuilt	Accepted		Commercial New			-						
Plan Reviews		SAFEbuilt Plan Review	Approved	0	# Pen # Inspect Valua	ons 0	0 \$0.00	0	1 0 \$12,772,760.00	0 3 \$0.00	0 0 \$0.00	1 0 \$430,000.00	1 0 \$5,000.00	0 0
My Plan Reviews Assign Plan Reviews		Permit Returned to Town	Returned	Θ	Alteration	ees \$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$5,669.56	\$50.00	0 \$0
Assign Flan Keviews	2	Storm Water Review	N/A	Θ	# Pen # Inspect		2	0	1 0	1 13	0	0	2	1
Reports		Fire Department Review	Approved	Θ	Valua	tion \$0.00 ees \$87.50	\$3,900.00 \$50.00	\$0.00			\$0.00	\$0.00	\$304,000.00 \$2,672.16	
My Reports		Permit Technician Review	Approved	Θ	Commercial	Totals # Issued Permits	17	# Inspecti	ions Completed	1: 32		Valuation:	\$18,717,415.00	D
Management		Planning Director Approval	Approved	Θ										
Manage Addresses	3	Permit Issuance	Payment Due	•										
Manage Contractors Manage Subdivisions	4	Inspections	Not Applicable	0										
		Fire Department Final Approval	Not Applicable	0	Page 1 of 2									
Help	5	Conditions of C.O.	Not Applicable	0										
Report a Problem User's Manual	6	Temporary Certificate of Occupancy	Not Applicable	Θ	Misc./One S	Jun 2017 top	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018
User s manual	7	Town Final Approval	Not Applicable	Θ	Misc./One S # Per		2	2	3	0	5	1	1	3
	8	Closed - Certificate of Occupancy	Not Applicable	Θ	# Inspect Valua	tion \$17,342.00	0 \$7,800.00	1 \$4,474.00		14 \$0.00		0 \$50,000.00	0 \$5,200.00	
					Misc./One S	ees \$200.00 top Totals # Issued Permits	\$100.00	\$201.00	s310.96		\$656.65		\$70.32	2 \$250
						Total Permits			otal Inspections			Valuation:		
	© Merit	tage Systems. All rights reserved.				rocal Permits		red Building Ager		6 140		rotar valuation:	\$20,452,407.00	Date:

Apr 2018 May 2018

Apr 2018

Fees: \$118,676.43

Mar 2018 Apr 2018 May 2018

Total Fees: \$141,193.09

May 2018

\$665,715.00 \$10,340.00 \$2,008,155.00 \$8,827.40 \$3,391.73 \$16,521.36

Created 06/27/2018

Year Total:

\$259,750.0

Year Totals

Implementation

- Outsourced a 3rd Party Building Official through SAFEbuilt.
 - This allowed for us to have the services of a larger City or Town through the resources and capabilities of plan review and inspections for any development project that comes before the Town.
 - Staff is on call throughout the week to provide efficient inspections.
- Adopted the Meritage Support Online Permitting System.
 - Established a system for staff to log in and see where a project is in the permitting process and allows the opportunity that if any of the staff in the system can provide comments, changes, etc.
 - Allowed for plans and applications to be submitted online
- We established a 1-5 day review timelines on most projects. Major Commercial Projects are 10 day review for first comments.
- Establish new applications
- Establish New Resource and Business Guide
- Through the implementation of a one point of contact we are able to work through the process with the applicant every step of the way.
 - This includes any potentially Board of Zoning Appeals and Consolidated Review Committee Meetings as well as staff level concerns and/or comments.

New Business Guide

Doing Business in Ridgeland, SC



Town of Ridgeland

One Town Square P.O. Box 1119 Ridgeland, South Carolina 29936 www.ridgelandsc.gov 843.726.7500

- Provide Important Contacts
 - State and Local Contacts that are needed to help open a business.
- Provide Resource Guide
 - Local Chamber, Local Council of Government,
 - Local Utilities, Various
 Federal, State, and Local
 Resources

Resource Guide

Business Development Corporation/Certified Development Corporation

The SC Capital Access Program is designed to provide financial institutions in South Carolina a flexible method of making business loans that may not meet conventional underwriting standards.

Contact: (803) 798-4064 or mail@BDCofSC.org

Department of Rural Development

An agency of the US Department of Agriculture that provides commercial lending services and renewable energy and energy efficiency programs for agriculture producers and rural small businesses.

Contact: Call: (803) 684-3136, or visit www.rd.usda.gov

FastTrac South Carolina

A privately funded non-profit organization that offers business training programs for refining and writing business plans and growing sustainable high-impact companies. Programs combine one-on-one coaching, peer learning, guest speakers and comprehensive tools to help produce solid business plans and strategies.

Contact: Mary Dickerson, (803) 805-3110, mdickerson@charlestonchamber.org

Jasper County Chamber of Commerce

The Jasper County Chamber of Commerce, by action of its organization and through the work of its committees is dedicated to the objectives of stimulating growth and development of Jasper County and the State of South Carolina, and to the preservation of the American Way of Life, with special emphasis on advancing scientific, educational, charitable, commercial, civic, industrial, agricultural and general interest of the area it serves.

Contact: Call (843) 726-8126, or visit www.jaspercountychamber.com

Low Country Council of Government

A voluntary organization of local governments that provides small business loans, economic and demographic research and analysis, mapping services, and technical assistance on financing, marketing and management.

Contact: http://lowcountrycog.org/community and economic development/index.php Phone: (843) 473-3972

SC Business One Stop (SCBOS)

A collaborative website of state, federal and private agencies, including DHEC, Department of Revenue and the Secretary of State, that offers electronic registrations, licenses, permits, and tax filings, as well links to a variety of sources and information for doing business in South Carolina.

Contact: (803) 898-5690

SC Department of Commerce Financial Resources

The South Carolina Department of Commerce aims to recruit new businesses to the state and help existing businesses grow and flourish. Additionally, Commerce assists companies in locating buildings and sites in which to operate and offers grants for community development and infrastructure improvements in South Carolina.

Contact: Chuck Bundy (803) 737-0440, cbundy@sccommerce.com

SC Launch!

A collaboration between SCRA, a non-profit management company, Clemson University, University of South Carolina and the Medical University of South Carolina that provides funding, counseling, mentoring, assistance with business plans and marketing analysis, access to resource partners, and networking opportunities for knowledge economy-based businesses.

Julia R. Linton (843) 760-5893 julia.linton@scra.org

SC Manufacturing Extension Partnership

An affiliate of the National Institute of Standards and Technologies that provides business and technology support to manufacturers through onsite consultations, partnerships with state technical colleges, research universities, and the S.C. Department of Commerce. Services include educational programs, online assessment, an e-services portal, and other business tools.

Contact: Janell Pert (803) 252-6976, jpert@scmep.org

SC Small Business Chamber of Commerce

A statewide advocacy organization representing the general interests of small business in state and local government. Contact: Frank Knapp, (803) 252.5733, sbchamber@scsbc.org

South Carolina Department of Employment and Workforce

A state agency that assists employers in areas such as worker recruitment, employee training, labor force information, unemployment insurance, and job tax credits. Contact: (864) 573-7525

South Carolina Small Business Development Center ~ University of South Carolina/Bluffton

The SBDC offers a variety of services and management training courses tailored to meet the needs of small and medium-sized businesses. SBDC consultants at each site provide managerial and technical assistance to those wishing to start or expand an enterprise. Contact: Martin Goodman, EDFP, Director, Call: (843) 521-4143, or visit http://www.uscb.edu/sbdc/

Town of Ridgeland

The Town of Ridgeland offers a step by step process to help any new or established business understand what it takes to set up a new business in our community.

Contact: Dennis E. Averkin (Town Administrator) Call: (843) 726-7500, or Joshua Rowland (Director of Planning and Community Development) Call: (843) 726-7521, or visit us at www.ridgelandsc.gov

- This information can be found in both English and Spanish, for people wishing to open a business in Ridgeland.
- New Business Guide and Checklist is placed in one document.
- <u>https://www.ridgelandsc.gov/</u> <u>pdfs/New-Business-Guide-</u> <u>and-Resources-Final.pdf</u>
- <u>https://www.ridgelandsc.gov/</u> <u>pdfs/New-Business-Guide-</u> <u>and-Resources-Spanish-</u> <u>Final.pdf</u>

New Business Checklist

New Business Checklist

STEP 1: ZONING COMPLIANCE. Before signing a lease or purchase agreement, the business owner should verify the Town of Town of Ridgeland's zoning requirements for the proposed location. Prior to occupying any building (new or existing), the business owner must obtain a Commercial Zoning Compliance Letter to ensure the business is properly zoned and permitted to operate at the proposed location. If the applicant will be making structural changes to an existing building (additions, modifications, etc.), these changes should also be included on the application form. If the applicant will be constructing a new building, the Commercial Zoning Compliance process will also cover zoning review of the new structure and accompanying site plan. Once the Zoning Compliance Form has been reviewed, town staff will contact the applicant with a notice of approval or denial. Appeals may be submitted to the Town of Ridgeland Board of Zoning Appeals. There is a one-time fee for planning and zoning review, which may be paid at the time the permit is issued. For more information, please contact the Planning Department at (843) 726-7521.

STEP 2: FIRE MARSHAL INSPECTION. The Town of Ridgeland's Fire Department will offer a free safety inspection to any prospective business owner that intends to occupy an existing building within the town limits. The safety inspection will identify any visible code violations, fire safety issues, and possible life safety concerns. Town building staff will also provide guidance to the prospective business owner regarding recommended repairs, improvements and/or modifications to improve safety and streamline the permitting process. Please note that this courtesy inspection is not intended to serve as a replacement for a comprehensive building inspection performed by a certified professional. To schedule a free safety inspection, please contact the Ridgeland Fire Department at (843) 726-7522 or email the Fire Marshal at catwood@ridgelandsc.gov

STEP 3: BUILDING PERMIT. All new construction, additions, demolition, and/or modifications to existing buildings and building systems will require a building permit from the Town of Ridgeland. Business owners should contact the Town of Town of Ridgeland's Building Department to determine if a permit is required prior to commencing any work. Building permit applications must be submitted in person at Town of Ridgeland Town Hall, One Town Square,

New Business Checklist

Ridgeland SC 29936. A full list of commercial building permit requirements can be found here: https://www.ridgelandsc.gov/planning-and-community-development/building-permits-forms Only the building owner or licensed contractor (if using a contractor) may obtain a building permit. The building permit fees are based on the value of the work to be performed. All new permits will also be subject to a plan review fee, which shall be equal to fifty percent (50%) of the building permit fee. Fees may be paid at the time a permit is issued. Once the building permit application has been reviewed, a member of the Building Department staff will contact the applicant with a notice of approval or denial. Please note that the penalty for working without a permit is \$1,000.00. Fees for post facto permits may also be doubled, so always verify if a permit is required BEFORE beginning any work! A business may not occupy a structure until all work is inspected and a certificate of occupancy has been issued. For more information, please contact the Building Department at (843) 726-7521.

STEP 3a: CHANGE OF OCCUPANCY. When a new business is established and there is no change in the building's occupancy classification, any non-conformities with existing building codes (with the exception of life safety issues) at the time the new business is established shall be grandfathered from the current building codes. However, when a new business is established which results in a change in a building's occupancy classification (i.e. from "Business" to "Assembly," from "Residential" to "Business," from "Mercantile" to "Business," etc.), then the building must be brought into compliance with current building codes before the new business may be established.

STEP 4: SIGN PERMIT. Any business owner who intends to place one or more signs at his/her place of business must first obtain a sign permit from the Town of Town of Ridgeland; they can be downloaded her: . A completed Sign Permit application shall be submitted to: Town of Town of Ridgeland, Attn: Planning Department, P.O. Box 1119, Town of Ridgeland, SC 29936. To expedite the process, please include the following with your application: dimensions of all proposed sign(s), dimensions of the building frontage to which the sign(s) will be attached (if signs will be affixed to a building), and color images or drawings of the proposed sign(s). All sign applications will be reviewed for compliance with the town's sign ordinance and appropriate building codes. There is a fixed fee in the amount of \$0.50/square foot for the sign permit with a \$30 minimum fee. Any signs that do not meet minimum zoning standards may be referred to the Board of Zoning Appeals. Fees may be paid at the time the permit is sisued. Please note that the town's zoning ordinance does not permit off-premises signs. Once the Sign Permit has been reviewed, town staff will contact the applicant with a notice of approval or denial. Appeals may be submitted to the Town of Ridgeland Board of Zoning Appeals. For more information

New Business Checklist

about sign requirements and permits, please contact the Planning Department at (843) 726-7521.

STEP 5: BUSINESS LICENSE. Prior to opening a business inside the town limits, the business owner or manager must obtain a business license from the Town of Town of Ridgeland. Business licenses will only be issued after the Planning Director has issued a Commercial Zoning Compliance Permit. Business license applications may be dropped off at Town Hall or submitted by mail to: Town of Ridgeland, Attn: Town Clerk, P.O. Box 1119, Ridgeland, SC 29936. The Town Clerk will calculate the license fee based upon the business's classification and anticipated gross revenues during the first year of operation. The applicant will then be contacted with the total amount to be paid. Once issued, a business license shall be valid only during the calendar year in which it is obtained. The town will mail a renewal notice at the beginning of each subsequent year, and licenses must be renewed on an annual basis. For more information, please contact the Ridgeland Town Clerk at (843) 726-7502. Forms can be downloaded here: https://www.ridgelandsc.gov/executive-department/town-clerk

STEP 6: WATER AND SEWER SERVICE: Please call our Water Department at (843) 726-7501 and we will be glad to guide you through the process of setting up a new account.

New Business Application

PPLICATION SUBMITTAL DATE:		PERMIT	NUMBERS:			
PROJECT LOCATION		PARCEL ID #	¢:			
Street Address:	Unit / Suite:	City:	State	Zip:		
OWN	ER / TENAN	T INFORMAT	ION:			
Name of Business/Lessee:		Business License Cor	23. 3. 1. 1. 2	nber:		
Property Owner Name:	1	New Owner:	Yes No	No.		
Mailing Address:	4	City:	State:	Zip:		
Business Phone Number:	Mobile Phone N	lumber:	Other:			
() -	() -		24 1.8	Business License contact email:		
ZONING PERMIT	Owner Ems	Plans Re	equired for addition Three (3) Sets of 24	ns and /or modification π 36 Scaled Site Plans plu		
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Plans Required for additions and /or modifications									
BUILDING PERMIT Three (3) Copies of Construction Plans including Survey or Site Plan in each set NOTE: Special Inspection Packet must be submitted for all projects									
					requiring	the services	of an Engine	er or Architect.	
Project	New	Addition		Remodel		Repairs			
Information:	Shell	Upfit		Change of		Other:			
Demolition:	None	Structural	Ċ	Non-Stru	ietural	DHEC AP	PROVAL:	Yes 🗌 No	
Occupancy Type:	Single Family Institutional	Mobile Ho Utility		Duplex Warehous			Commercia Farm Build	al Industrial ling	
		R1	R2 [R3	R 4	□ S1	13		
Construction Type:	Metal Wood	Steel	Concrete	Other	III-B	IV-HT	V-A	V-B	
Number of Stories:		Number Bu				Number of U	Jnits:	•	
			pe of Four	idation:					
Heating Source: Electrical Gas	Sprinkler I Yes _ N		Slab	Crawl S	pace	Basemen	it		
Square Feet of Access Decks, etc.:	ory Structures: (Car	ports, Sq	uare Feet	of Renovati	ions/Add	itions:			
Square Feet Heated S	pace: +	Square Feet	Unheated	space, etc.	:	= Tota	l Square Feet:		
Value of Construction	1:		Permit	t Number:					
Building Permit Fees:			Wind	Design:					
Plan Review Fee: TOTAL FEES:				ic Zone:					
Estimated Date of Completion:									
Contractor or Builder :			Tel	ephone					
Address:				State License #					
Architect or Engineer:			Tel	Telephone #					
Address:			Em	nail:					
Issued By:			Signati	ure: Ow	ner()	Contractor () Agent (
Date:		_	Jighad	are. Ow		considerior (/ Agent(1	
			Please	Print Name	e:				

New Business Application

Property and Use					
Property Description: Owner Occupied Rental /Lease Sale	Change of Use: Yes No				
	Previous Use:				
TOTAL PROJECT COST: \$	Has site been vacant for 180 days or more? Yes No				

SIGNAGE Any business owner who intends to place one or more signs at his or her place of business must first obtain a sign permit from the Town of Ridgeland. To expedie the process, Place include the following with your application: dimensions of all proposed sign(s), deminsions of the building fitonage to which the sign(s) will be attached (f signs will be atfaued to a building), and color images or drawings of the proposed sign(s). All sign applications will be reviewed for compliance with the town's sign ordinance and appropriate building codes. There is a fitted for in the amount of \$0.59/space foot for the sign permit with a \$5000 minimum. The R-resmy be paid at the time the permit is stand. Once the Sign Permit has been reviewed, town stalf will constant the applicant with a notic of approval or of enail.								
Proposed Project Name and Description: General Location: Legal Description: Existing Sector(s): Adjacent Sector Designatic	Арры		Application	Sign Checklist Application Fee per most recently ado \$0.50 per square foot Minimum fee \$50.00	pted Fee Resolution			
Existing Transect Zone(s): Adjacent Transect Zone Existing Land Use(s): Adjacent Land Use(s):				Plan Review Fee: 50% of S m Graphics, in color, to Sc				
Finding: Key. +: Meets Guidelines +/-: Meets Guidelines with Conditions as noted -/A: Doe Not Applicable N/A: Not Applicable NI: Not Strikent Information	Reference Nur Article 5.12 pg. 15	mber:	Guidlines: Proposed Sign shall meet the provisions of t	-	Findings:	Comments:		

BUSINESS LICENSE	NOTE: IF YOUR COMPANY HAS NOT PURCHASED AN ANNUAL BUSINESS LICENSE FOR THE CALENDAR YEAR, A BUSINESS LICENSE UPGRADE FEE IS REQUIRED FOR BUSINESSES LOCATED IN THE TOWN OF RIDGELAND.
Projected Gross Income: \$	Please fill out attached application.

UTILITIES	SEWER: Plans Required for New Construction or Adding Fixtures Two (2) Copies of Site and Drainage Plan
POWER COMPANY:	SCE&G Palmetto Electric
WATER METER SIZE:	Town of Ridgeland Septie
	ADDING NEW PLUMBING FIXTURES: Yes No

For more information on Starting a new Business Please review our New Buiness Guide located on our Website https://www.ridgelandsc.gov/opening-a-business

Town of Ridgeland P.O. Box 1119 Ridgeland, SC, 29936 www.ridgeland.gov Business License Application In order to insure proper credit to your account, you <u>must</u> return <u>this</u> application. Please verify all information listed, then complete this application as required.							
Business Name	New Business						
Owner/Officer	Renewal						
Mailing Address Corporation							
City/State/ZIP	Partnership						
Phone	Individual						
Business Location	Federal ID#						
Description of Business	South Carolina Tax#						
	Social Security #						
	Health Permit						
Rate Code	*License #						
SC Residential Builders #	*Date of Application						
Bonding Company	*office use only						
Bonoing Company	once use only						
(A) Gross Receipts as reported to the S.C. Tax Comm (B) New Business Only Projected Gross Income (C) Base Tax							
(F) Penaity: FOR NON-PAYMENT OF ALL OR ANY PART OF THE CORRECT LISCENSE FEE THE LICENSE INSPECTOR SHALL LEVY AND COLLECT A PENALTY OF 5% March 14, 10% April 1, May 1 in Execution.							
(G) Total Due							

Continuous Review

- The last step of this process is a continuous review of your processes and procedures.
 - Establish surveys for new businesses and developers that have recently went through the process.
 - Continuous meetings with staff to see any new concerns or issues through the process to make it easier for both the applicant and the staff.
 - If changes are needed work through the process and set new standards.

Thank-you for your attention!



Joshua T. Rowland Director of Planning and Community Development 843-726-7521 <u>jrowland@ridgelandsc.gov</u> <u>www.ridgelandsc.gov</u>