

Issue Resolution

If companies can resolve issues and find solutions to problems locally, they are more likely to remain in a community and grow. By becoming the “one-stop-shop” for answers to local industry’s problems, an economic development organization can bolster its expansion program. The organization can either handle the issues directly, or refer them to the appropriate organization that has the capability to resolve the problem.

Examples of issues for which companies seek help:

- **Workforce (attraction, training grants, retention)**
- **Infrastructure (streets, signage, etc.)**
- **Financial assistance**
- **Entrepreneurial assistance**
- **Zoning and permitting**
- **Export and procurement assistance**
- **Enterprise Zone and other tax incentive information**
- **Community introductions and networking opportunities**
- **Company recognition and media assistance**

A direct correlation can be made between issues resolved and the number of jobs created in any given company. Issue resolution should be a metric used in every expansion program, for which goals are set and results are measured.

Examples of issues resolved and measured by the Colorado Springs Regional Economic Development Corporation, are included in this section.

Date Entered	Company	Opportunity Type	Description	Status	Testimonial Letter
3/9/2010	Delta Solutions & Strategies	Project Scout	PROJECT SCOUT	Closed - Satisfied	
3/3/2010	Linear Technology Corporation	Introduction	Assistance with Annual Board Meeting/Broadmoor	PENDING - Internal	
7/28/2010	Harrell Hospitality Group (Crowne Plaza)	Business Opportunity	Sales tax audit assistance	PENDING - Referred	
7/1/2010	Pyxant Labs, Inc.	Workforce	Colo First and Existing Industry Grant	Closed - Satisfied	
3/28/2010	Stresscon Corporation	Infrastructure	Enterprise Zone questions	Closed - Satisfied	
3/24/2010	RT Logic	Workforce	PPWFC Assistance	Closed - Satisfied	
3/8/2010	Affiliated Computer Services, Inc.	Business Opportunity	Adding jobs, need assistance with media exposure	PENDING - Internal	
3/1/2010	Spectrum Laser and Technologies, Inc.	Infrastructure	Enterprise Zone question	Closed - Satisfied	
3/1/2010	Spectrum Laser and Technologies, Inc.	Business Opportunity	Capabilities discussion	Closed - Satisfied	
3/1/2010	Everest University Online	Infrastructure	Signage permitting assistance	Closed - Satisfied	
3/23/2010	Entegris	Project Scout	Intros to CSBJ, UCCS, Mind Studios, CAMT and PPCC (Colo First grant info)	Closed - Satisfied	
3/14/2010	Quality Concepts Manufacturing, Inc (Qcm)	Introduction	Introduction/Boeing	PENDING - Internal	
3/14/2010	Quality Concepts Manufacturing, Inc (Qcm)	Business Opportunity	CAMT web portal info	Closed - Satisfied	
3/9/2010	Progressive Insurance Company		PILT assistance	Closed - Satisfied	
3/3/2010	Convergent Performance, LLC	Introduction	Connection with CSBJ for upcoming event	Closed - Satisfied	
3/3/2010	Convergent Performance, LLC	Workforce	Needs PPWFC intro	Closed - Satisfied	
4/26/2010	The Gold Standard	Project Scout	PROJECT SCOUT - MFG introductions	Closed - Satisfied	
4/25/2010	REV Telecom Solutions	Project Scout	Project Scout - new to town, need intros	Closed - Satisfied	
4/23/2010	Acuity Dynamics	Project Scout	Project Scout	Closed - Satisfied	
3/26/2010	Versi-Panel	Infrastructure	Utilities Assistance	PENDING - Referred	
3/26/2010	Versi-Panel	Project Scout	Project Scout	Closed - Satisfied	
3/11/2010	Rivada Networks LLC	Project Scout	PROJECT SCOUT	PENDING - Referred	TBD

Date Entered	Company	Opportunity Type	Description	Status	Testimonial Letter
3/4/2010	IR Security & Technologies		Existing Industry Training Grant/E-Zone/PPWFC	Closed - Satisfied	
2/26/2010	Mind Studios	Project Scout	CAMT intro to Mind Studios	Closed - Satisfied	
2/15/2010	DPC Development Company		Rapid Response	Closed - Satisfied	
2/12/2010	Biblica	Introduction	Intro to Tony Kinke/PPCC	Closed - Satisfied	
2/9/2010	Harrell Hospitality Group (Crowne Plaza)	Business Opportunity	Assist with feasibility study	Closed - Satisfied	
2/5/2010	ACE Hardware Retail Support Center		Infrastructure issues	Closed - Satisfied	
2/5/2010	Mountain States Pipe & Supply		Facilitate business discussions with CSU	Closed - Satisfied	TBD
2/4/2010	Auxsol, Inc.		Rapid Response	Closed - Satisfied	Requested
2/4/2010	Light Blue Optics		Networking opportunities	Closed - Satisfied	
2/4/2010	Southern Colorado Business Partnership		Visit Collaboration Training	PENDING - Internal	
2/1/2010	Firstsource Solutions Ltd.		PPWFC contact	Closed - Satisfied	TB
2/1/2010	Firstsource Solutions Ltd.		Enterprise Zone info	Closed - Satisfied	TB
2/1/2010	Firstsource Solutions Ltd.		Training grant info	Closed - Satisfied	TB
1/31/2010	Valley J-Mac JV, LLC	Project Scout	PROJECT SCOUT	Closed - Satisfied	
1/28/2010	Millennium Manufacturing	Project Scout	Project Scout	Closed - Satisfied	TBD
1/25/2010	Raytheon Company		Enterprise Zone	Closed - Satisfied	
1/24/2010	Ingenix		Workforce Assistance	Closed - Satisfied	
1/18/2010	Atmel Corporation		State Tax credits	Closed - Satisfied	TBD
1/16/2010	Navigators	Infrastructure	Traffic Flow Issue	Closed - Not Satisfied	
1/6/2010	Superflow Corporation		Training Grants	Closed - Satisfied	
1/6/2010	Superflow Corporation		Inquiry about a state grant to travel to a Russian Trade show	Closed - Satisfied	
1/6/2010	Superflow Corporation		Enterprise Zone	Closed - Satisfied	
12/28/2009	Advantage Logistics	Workforce	Need info on State training grants	Closed - Satisfied	
12/27/2009	Ki, LLC		Training assistance	Closed - Satisfied	
12/27/2009	Skyline Products, Inc.	Project Scout	PROJECT SCOUT	Closed - Satisfied	Yes

Date Entered	Company	Opportunity Type	Description	Status	Testimonial Letter
12/11/2009	T-Mobile USA, Inc.	Business Interruption	Snow removal	Closed - Satisfied	
12/8/2009	DPC Development Company	Business Opportunity	Assistance with Urban Renewal Authority	Closed - Satisfied	
12/2/2009	Ki, LLC		Government business development	Closed - Satisfied	
12/1/2009	The Harloff Company		Transit	Closed - Satisfied	
11/23/2009	Professional Rodeo Cowboys Association	Infrastructure	Directional signage on ProRodeo Drive	Closed - Satisfied	
10/30/2009	Be Green	Project Scout	PROJECT SCOUT	Closed - Satisfied	
10/1/2009	Skyline Products, Inc.	Business Interruption	Qwest referral	Closed - Satisfied	Yes

Totals: 54 records printed