



**MICHIGAN ECONOMIC  
DEVELOPMENT CORPORATION**

**ACCOUNT MANAGER  
SERVICES**



Dear Business Customer:

The company doing business in Michigan has an advantage not enjoyed by those in other places — the personalized delivery of business retention and expansion services directly to your door by an MEDC account manager.

MEDC is unique in its focus on delivery of services to business customers. Our account managers visit more than 4,000 Michigan companies every year. In response, companies have given us a 99% customer satisfaction rating, while we continue to strive for 100%. Nationally, MEDC is recognized as one of America's leading development groups by **Site Selection**, appearing on their Top 10 list for three years running.

The fact is that Michigan, just like your company, operates in a very competitive environment, and has reorganized to meet the challenge. The result is a new public corporation, formed as a partnership between the State and communities across the state. MEDC consolidates all of the state's economic development programs, and is run like a business in order to more efficiently deliver services to your business.

In these pages, you will read about the array of services available to companies expanding or considering a location in Michigan, from help with selecting a site to one-stop shopping for environmental permits and just about everything in between. Your MEDC account manager is your link to these services. If you would like more information, please call us at 517-373-9808 or visit [www.michigan.org](http://www.michigan.org).

Sincerely,

A handwritten signature in black ink, appearing to read "D. Rothwell". The signature is fluid and cursive, with the first name "D." and the last name "Rothwell" clearly visible.

Doug Rothwell  
President and CEO

## **THE MEDC MISSION**

The Michigan Economic Development Corporation, a partnership between the State and local communities, promotes smart economic growth by developing strategies and providing services to create and retain good jobs and a high quality of life.



## **THE MEDC PLAN FOR MICHIGAN'S FUTURE**

Michigan over the last decade has transformed itself into one of the most attractive business locations in North America. To the company considering an expansion or additional location, it offers lower taxes, an improved business climate, common-sense regulatory reform, world-class workforce and bottom-line incentives that make businesses sit up and take notice.

The results speak for themselves — a jobless rate below the national average for nearly six years, record levels of business and capital investment and increased diversification with Michigan now the nation's fourth-ranked high-tech employment state.

The MEDC plan for Michigan's future is designed to assist the state's businesses by assuring a steady supply of highly skilled workers, building sophisticated technology and telecommunications infrastructure, offering new services for high-tech businesses and redeveloping our cities as attractive business locations. In addition, we will continue to promote Michigan's positives as a place in which to live, work and do business.

## OUR SERVICE GUARANTEE

The MEDC is the one-stop business assistance resource for any company in Michigan, or those considering a Michigan location. From site location assistance to job training grants, from help with permits to tax abatements, we are here to expedite your building or expansion project, leaving you free to run your business. We guarantee to be:

- >> **Responsive.** Every telephone call will be returned within one business day.
- >> **Timely.** Routine information requests will be processed within one week.
- >> **Efficient.** Business development needs will be evaluated within one business day and referred to an account manager. Where appropriate, an evaluation will be done on-site within five days.
- >> **Accountable.** We put our commitments and deadlines in writing. We invite our business customers to let us know if at any time our service does not live up to their expectations.
- >> **Accessible.** Whether by mail, fax, phone, e-mail or live Web chat at [www.michigan.org](http://www.michigan.org), the MEDC is accessible 24/7.



## **OUR SERVICE DELIVERY SYSTEM**

When you work with the Michigan Economic Development Corporation, you will receive customized service to help you achieve your business goals. The key to our service delivery system is the account manager assigned to companies locating or expanding in Michigan.

- >> Account managers are the MEDC sales force, assigned geographically throughout the state. Your account manager serves as your single point of contact, coordinating all state and local services required to meet your business needs.**
- >> Account managers are available 24/7 through e-mail or are a phone call away to get you the answers or information you are seeking.**
- >> Account managers are supported by a team of specialists providing expert assistance on issues such as cost containment and workforce training.**
- >> Account managers understand the need to provide top service to their customers. Our customer satisfaction rating of 99% reflects this commitment to our business customers.**

## **BUSINESS SERVICES**

- >> Wage Survey Data.** Economic data and labor market information can be compiled to customer specifications.
- >> Site Infrastructure.** Your account manager can coordinate site development and infrastructure improvement with local development agencies, giving you one-stop service for permits and approvals. Utility service coordination is also available.
- >> Consulting Assistance.** Technology consultants can be arranged to help companies implement major improvements, such as lean manufacturing or e-commerce.
- >> Cost Containment.** Our customized analysis of your workers' compensation can help you identify and contain costs. We can also help you find answers to your questions about tax credits for your youth apprenticeships and workplace accommodations.
- >> Export Promotion.** We can assist you in assessing export market potential and bidding for federal and state government contracts.

## **WORKFORCE DEVELOPMENT SERVICES**

- >> Training Assistance.** Funds are available for training or retraining company employees.
- >> Finding Workers.** We can help you find employees. You can post job openings and browse more than 370,000 resumes free of charge on the Michigan Talent Bank at [www.talentfreeway.com](http://www.talentfreeway.com). Or browse more than 4,000 high-tech resumes at Michigan Careersite at [www.michigan.org](http://www.michigan.org), also free of charge. Join with hundreds of companies already enrolled in the Michigan Recruitment Alliance, formed to facilitate recruiting of students at Michigan and Midwest colleges.
- >> Training Network.** We can connect you with training resources. Michigan Technical Education Centers<sup>SM</sup> (M-TECs), Michigan Manufacturing Technology Center (MMTC), and Michigan Virtual University (MVU), all provide services to employers designed to ensure a skilled workforce.

## **SITE LOCATION SERVICES**

- >> We can search our electronic site location network, a listing of more than 7,000 sites coordinated with commercial and industrial brokers and developers statewide, based on your parameters and keeping your company information in strictest confidence, at [www.michigan.org](http://www.michigan.org).
- >> SelectSites is a database of sites that have received the MEDC stamp of approval and are primed for immediate development. Check it out online at [www.michigan.org](http://www.michigan.org).

## **BOTTOM LINE INCENTIVES**

- >> Tax-free Renaissance Zones—no state and local taxes—no paperwork.
- >> Brownfield incentives relieve companies of liability for environmental contamination caused by a previous owner.
- >> Tax credits are offered for redevelopment of industrial and commercial properties around the state.
- >> Tax credits are offered to new or expanding companies creating high paying jobs.
- >> A network of 11 high-tech clusters called SmartZones<sup>SM</sup> stimulate the growth of technology-based businesses and jobs.
- >> For eligible manufacturing and high-tech companies, property tax abatements may be granted by local units of government and by the State.

## **FINANCIAL SERVICES**

- >> Using data you provide, we can estimate your business costs for a given location or expansion.
- >> In certain circumstances, we can reduce your cost of borrowing through industrial development revenue bonds for eligible manufacturing, not-for-profit or solid waste facilities.
- >> Capital funding sources for eligible small and medium-sized businesses include SBA 504 loans, providing long-term fixed rate financing for acquisition or construction of fixed assets.
- >> The Employee Stock Ownership program can assist in the formation of employee-owned corporations.



## **REGULATORY ASSISTANCE/ BUSINESS CLIMATE IMPROVEMENT**

- >> Our Ombudsman is on call to help you cut through red tape, or to help resolve any issues you might have with a state agency.**
- >> Environmental technical services are available to help your company with state and federal mandates.**
- >> One-stop shopping for environmental permits offered through the MEDC.**
- >> The Clean Corporate Citizen Program allows automatic permitting for eligible firms.**
- >> The MEDC advocates for economic growth and business climate development by working with state governmental agencies for reform and improvement.**

## **MEDC SUCCESSES AND AWARDS**

### **#1 STATE, BUSINESS AND CAPITAL INVESTMENT ATTRACTION,**

**Site Selection** magazine 2000, 1999, 1998, 1997.

The first state to take #1 for four consecutive years.

### **#1 ATTRACTION AGENCY IN NORTH AMERICA**

Coopers & Lybrand, **Corporate Location** magazine, 1997.

### **#1 STATE, WORKFORCE DEVELOPMENT**

National Alliance of Business, 1997.

### **ONE OF THE TOP 10 DEVELOPMENT AGENCIES IN THE UNITED STATES**

**Site Selection** magazine 2000, 1999, 1998.



2000 Governor's Cup Champion  
State of Michigan - New and Expanded  
Facilities Champion  
Presented by Site Selection Magazine,  
February 2001

## **MICHIGAN IS BETTER FOR BUSINESS**

A total of 31 tax cuts since 1991, saving businesses and families a projected 20% of the state's tax burden, and gradual phase-out of the state's Single Business Tax.

A \$60 million system of 18 technical education centers (M-TECs)<sup>SM</sup> providing technical training and retraining geared to individual employers and workers.

\$1 billion Life Sciences Corridor initiative promoting biotechnology research and commercialization.

E-MEDC offering business services 24/7.

World leader in business-to-business e-commerce, home of Covisint, the auto industry's online parts and materials exchange.

A diverse and growing energy supply, with 8,000MW of new generation under construction or in the planning stages.

# **MEDC SERVICES TO BUSINESS**

## **Business Services**

- >> Wage Survey Data
- >> Site Infrastructure
- >> Consulting Assistance
- >> Cost Containment
- >> Export Promotion

## **Workforce Development Services**

- >> Training Assistance
- >> Finding Workers
- >> Training Network

## **Site Location Services**

- >> Electronic Site Location Network
- >> Select Sites

## **Bottom-Line Incentives**

- >> Renaissance Zones
- >> Brownfield Tax Credits
- >> Job Creation Tax Credits
- >> SmartZones<sup>SM</sup>
- >> Property Tax Abatements

## **Financial Services**

- >> Business Cost Estimating
- >> Industrial Development Revenue Bonds
- >> Capital Funding, including SBA 504 loans
- >> Employee Stock Ownership Program

## **Regulatory Assistance**

- >> Regulatory/Government Ombudsman
- >> Environmental Technical Services
- >> Permitting Coordination



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