

## Town of Milton 'Start a Business' Process

The Town of Milton is undergoing a transformation and business owners are beginning to view Milton as a place of growth and opportunity. There are prime available storefronts located in the heart of the downtown for a variety of businesses.

As a result, the Town has documented the process to start a new business in the Town of Milton. This effort was undertaken to help new business owners who want to establish a business in Milton understand what their roles and responsibilities are as well as other involved agencies/committees/organizations. The process can be found at the Town of Milton web site: <http://milton.delaware.gov/forms/>

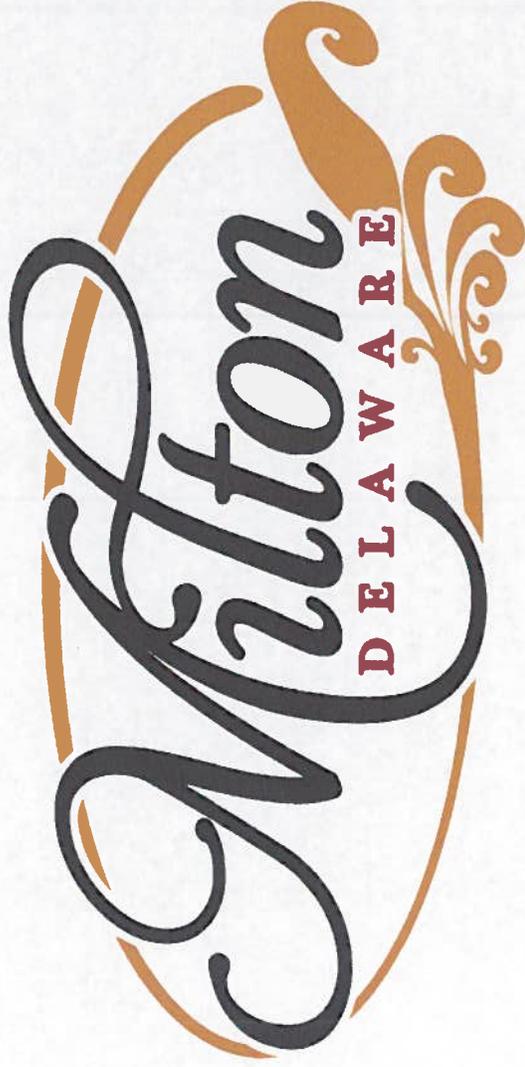
This process is meant to be a roadmap for new business owners. Naturally every business application is different so some steps in the process may be applicable and others not. This process is to be used as a tool by the new business owner to help ensure a smooth and timely completion of the steps necessary for opening their new business.

One of the main issues that impact the execution of the process is getting timely approvals from various Town committees and organizations. Due to the Freedom of Information Act (FOIA) rules and planned meeting schedules, getting hearings and approvals can be time consuming. However, this issue is a common one that the Town of Milton is looking for ways to help minimize. In addition, there are steps in the process that are not under the control of the Town. Depending on which County or State government agency is involved will impact the timeliness of the completion of the step.

As with all processes, communication is critical between the new business owner and all agencies and organizations involved. This cannot be emphasized enough.

This business process activity was one of several key initiatives identified by the Milton Economic Development Committee (EDC) chaired by Bob Howard. A subcommittee of Bob Blayney, Alex Donnan and Steve Crawford worked with the Town to document this process. As with any process, if it is determined that changes need to be made to make it more efficient, the EDC will work with the Town to make those changes.





# Town of Milton

## Start a Business Process



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The purpose of this document is:

To be a Road Map/ Guide for the process of starting a business in the Town of Milton.

To help the New Business Applicant identify their responsibilities as well as the responsibilities of the Town of Milton.

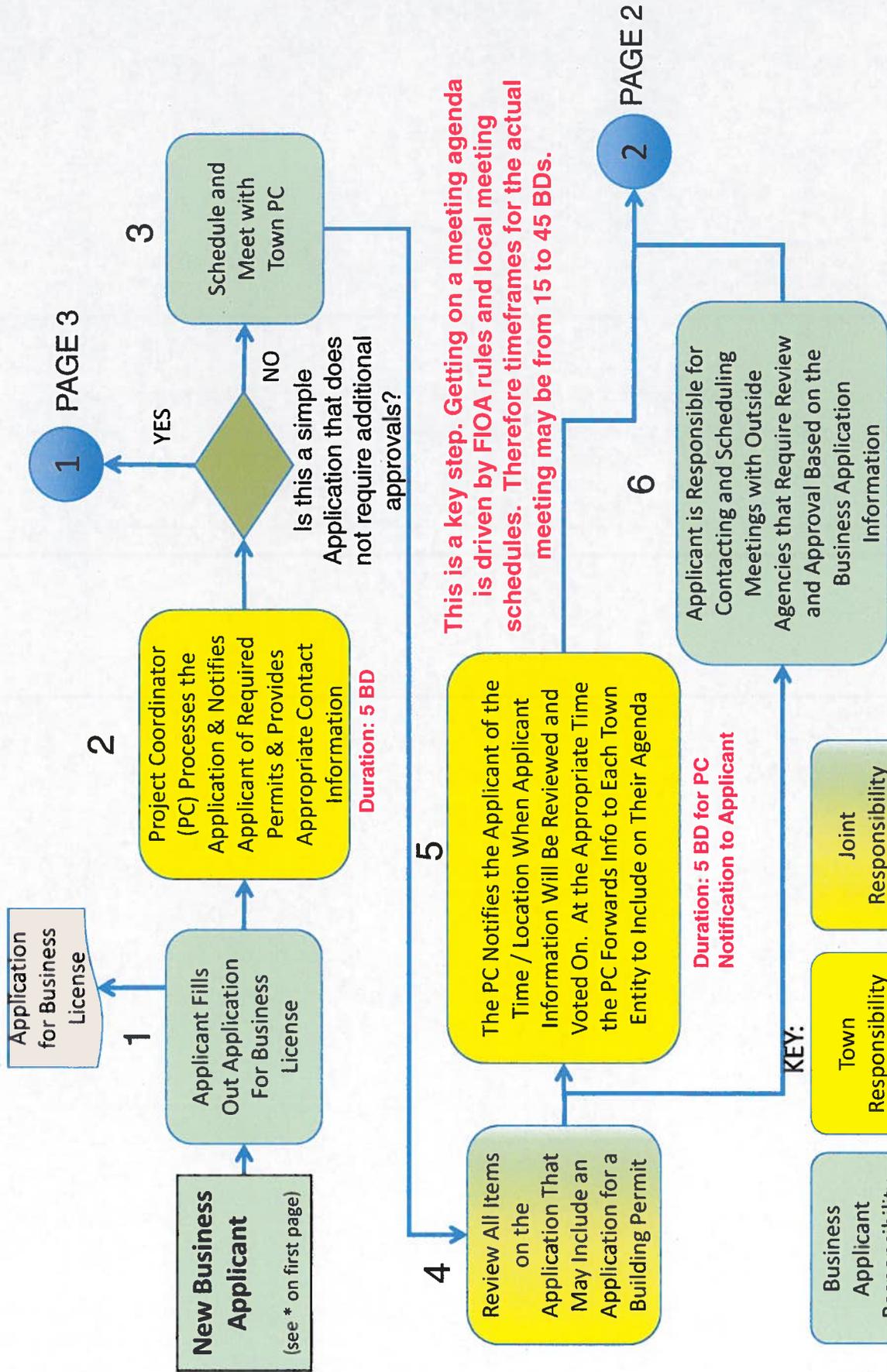
To provide the New Business Applicant with a set of expectations as to the duration of the required steps to complete the process. Some of these step durations are not within the scope of responsibility of the Town of Milton are directly impacted by FOIA rules.

It is not intended to be a detailed instruction manual for starting a business in the Town of Milton.

**\*Prior to filling out an Application for a Business License, it is strongly advised that the Applicant call the Town Project Coordinator, PC (302-684-4110) for a pre-application conversation.**

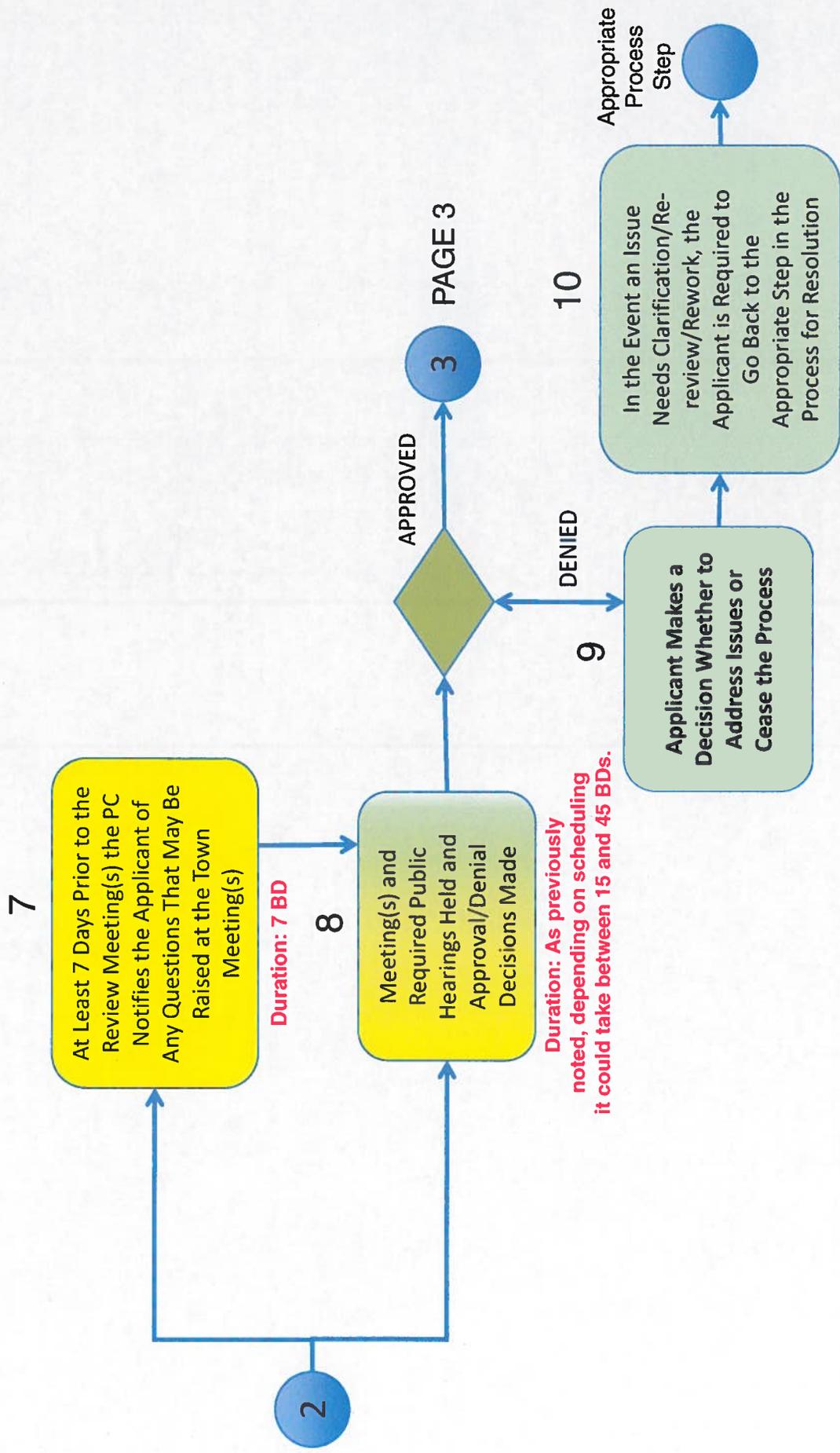


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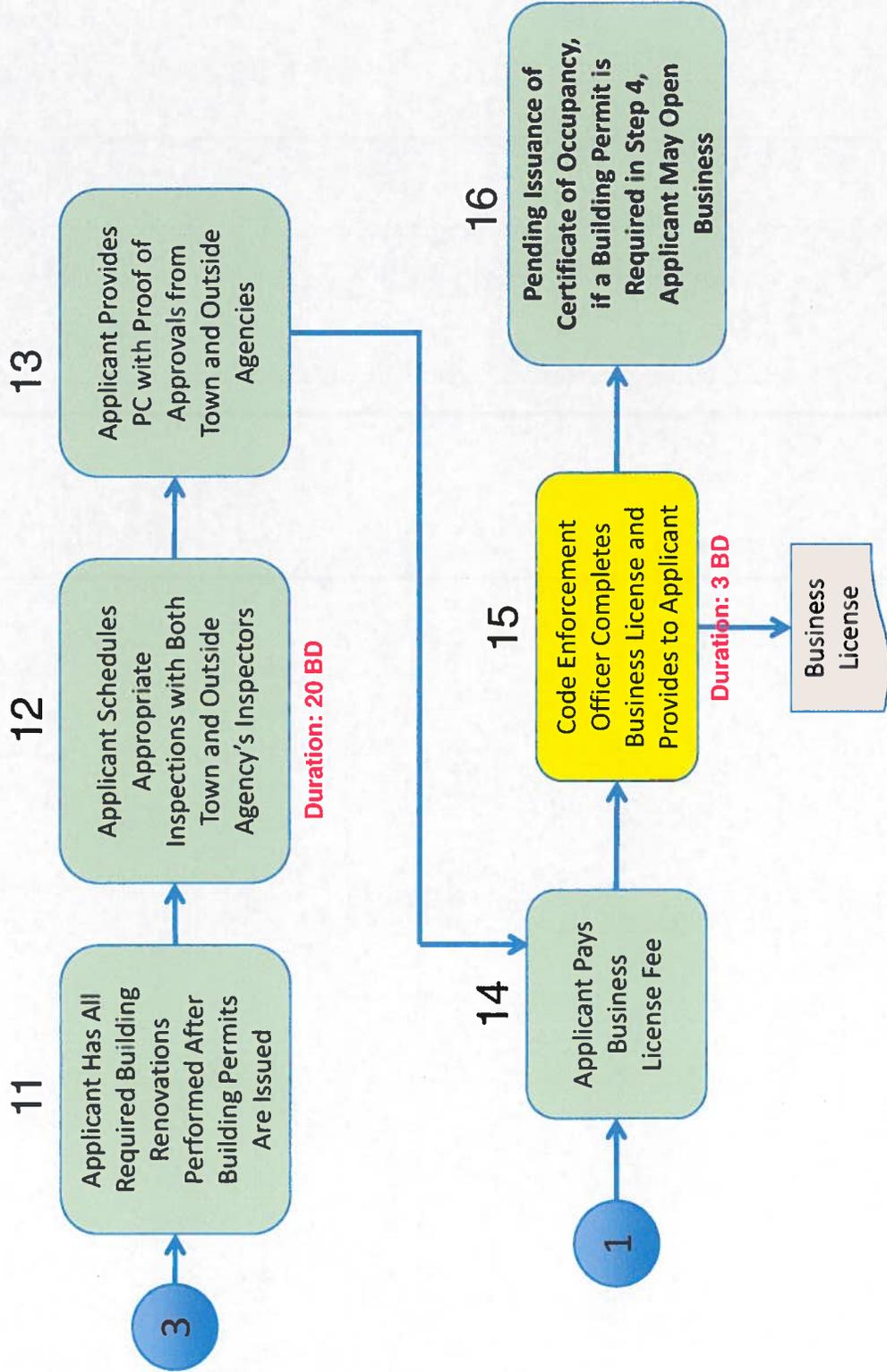


# Town Of Milton "Start a Business" Process - Cont'd





# Town Of Milton "Start a Business" Process - Cont'd





## Town Of Milton "Start a Business Process" - Cont'd

Entity	Contact Information
Town of Milton Web Site	<a href="http://milton.delaware.gov">http://milton.delaware.gov</a>
Milton Town Hall	115 Federal St., Milton, DE 19968 P: (302) 684-4110 F: (302) 684-8999
Town Clerk	Kristy Rogers <a href="mailto:krogers@ci.milton.de.us">krogers@ci.milton.de.us</a>
Town of Milton Project Coordinator	Robin Davis <a href="mailto:rdavis@ci.milton.de.us">rdavis@ci.milton.de.us</a> 302-684-4110 Mr. Davis is the Town Hall liaison to the Historic Preservation Commission, the Planning & Zoning Commission and the Board of Adjustment
Code Enforcement Officer	Michael Trotta <a href="mailto:mtrotta@ci.milton.de.us">mtrotta@ci.milton.de.us</a> 302-684-4110
Planning & Zoning Commission	302-684-4110 <a href="http://milton.delaware.gov/committees/planning-and-zoning-commission/">http://milton.delaware.gov/committees/planning-and-zoning-commission/</a> Meetings scheduled on third Tuesday of each month at 6:30pm
Board of Adjustment	302-684-4110 <a href="http://milton.delaware.gov/committees/board-of-adjustment/">http://milton.delaware.gov/committees/board-of-adjustment/</a> Meetings scheduled on fourth Tuesday of each month at 7 pm
Historic Preservation Commission	302-684-4110 <a href="http://milton.delaware.gov/committees/historic-preservation-commission/">http://milton.delaware.gov/committees/historic-preservation-commission/</a> Meetings scheduled on second Tuesday of each month at 7 pm





## Town of Milton "Start a Business" Process

Purpose: To define the steps for both the Applicant and Town/Gov't, and duration of each Town step to start a business in the Town of Milton. The duration of the steps that are the responsibility of the Applicant are under the control the Applicant. The identified durations for all other steps are identified to provide the Applicant with a realistic view of the amount of time required to complete each step.

<b>Pre-Process</b>	
Responsible Party	Applicant
	<p>Prior to filling out an Application for a Business License, it is strongly advised that the Applicant call the Town Project Coordinator, PC (302-684-4110) for a pre-application conversation. This conversation will provide the Applicant with advance information as to what will be required prior to filling out the Application and will help ensure that it is complete and accurate.</p> <p>If the business is to be located within the Town of Milton, then in all cases the Fire Marshall must be contacted as well.</p>

<b>Step 1</b>	
Responsible Party	Applicant
Step	<p>Applicant Fills Out Application For Business License: Either via the Town Web Site <a href="http://milton.delaware.gov/forms/">http://milton.delaware.gov/forms/</a> or at Town Hall, the Applicant obtains the "Application For Business License" and fills out the appropriate information. The Applicant submits the Application to Town Hall. Upon acceptance the Application is time stamped. The Project Coordinator, tel. # 302-684-4110, receives the Application.</p>
Step Duration	Applicant Responsibility

<b>Step 2</b>	
Responsible Party	Project Coordinator
Step	<p>Project Coordinator (PC) Processes Business License Application and Notifies Applicant of Required Permits and Provides Appropriate Contact Information: The PC reviews the Application; i.e. checks applicable items that the Applicant may not have recognized as being applicable. The PC also identifies which permits will be required and provides contact information for the appropriate entities that the applicant must obtain assistance and/or approvals.</p> <p>If the application is a simple application that does not require any additional reviews or approvals by either Town Entities or Outside Agencies, as determined by the Project Coordinator, then the Applicant proceeds directly to Step 14.</p> <p>If the application requires additional review/approvals by either Town Entities or Outside Agencies as determined by the Project Coordinator, then the Applicant goes to the next step in the process.</p>
Step Duration	5 Business Days

<b>Step 3</b>	
Responsible Party	Applicant
Step	Schedule and Meet with Town PC: The Applicant calls the PC (302-684-4110) to schedule an appointment to review the Application.
Step Duration	Applicant Responsibility

<b>Step 4</b>	
Responsible Party	Both
Step	<p>Review All Items on the Application That May Include an Application for a Building Permit: The Applicant and PC jointly review the Application and make any modifications, as necessary. At this meeting the Applicant obtains all necessary information and forms regarding Town Entities that are required to be part of the process. In addition if required, the Applicant may fill out an Application for a Building Permit at this time.</p> <p>The Applicant returns the Application and required documents back to the PC.</p>
Step Duration	N/A

<b>Step 5</b>	<b>CRITICAL</b>
Responsible Party	Project Coordinator
Step	<p>The PC Notifies the Applicant of the Time / Location When Applicant Information Will Be Reviewed and Voted On. At the Appropriate Time, the PC Forwards Info to Each Town Entity to Include on Their Agenda: While it takes only 5 business days for the PC to notify the Applicant about the required meetings, it can take from 15 to 45 business days to actually attend the meeting. Getting on a meeting agenda is driven by FIOA rules and local meeting schedules. If the timeframe for getting on the agenda is missed, this part of the process can be delayed by one month or more.</p> <p>At the appropriate time, the PC will forward the required meeting information to the appropriate Town entities for inclusion in the meeting agenda.</p>
Step Duration	5 BD for PC Notification to Applicant but from 15 to 45 BD to get on meeting agenda and attend meeting

<b>Step 6</b>	
Responsible Party	Applicant
Step	<p>Applicant is Responsible for Contacting and Scheduling Meetings with Outside Agencies that Require Review and Approval Based on the Business Application Information: Based on information obtained from the PC at the joint meeting, the Applicant contacts all appropriate outside agencies (DNREC, DELDOT, etc.). and schedules meetings, as required. This can include Public Hearings.</p>
Step Duration	Applicant Responsibility

<b>Step 7</b>	<b>CRITICAL</b>
Responsible Party	Project Coordinator
Step	<p>At Least 7 Days Prior to the Review Meeting(s) the PC Notifies the Applicant of Any Questions That May Be Raised at the Meeting(s): Seven days prior to the meeting(s) and to ensure that the Applicant is prepared to answer questions at the Town meeting(s), the PC make the Applicant aware of questions/issues that may come up at the meeting(s). This is a critical step as questions not able to be answered can delay approval until the next monthly meeting.</p>
Step Duration	7 Business Days

<b>Step 8</b>	
Responsible Party	Both
Step	Meeting(s) and Public Hearings Held and Approval/Denial Decisions Made: The Applicant attends the meeting(s) and provides clarifications to questions/issues that may arise during the meeting(s).
Step Duration	As previously noted, depending on scheduling it could take between 15 and 45 BDs.

<b>Step 9</b>	
Responsible Party	Applicant
Step	Applicant Makes a Decision Whether to Address Issues or Cease the Process: If the result of the Town meeting(s) is approval, then the Applicant can move forward with work not requiring outside agencies approval. If the result of the meeting(s) is denial, the Applicant decides to either modify the Application request and reapply or cease the process.
Step Duration	Applicant Responsibility

<b>Step 10</b>	
Responsible Party	Applicant
Step	In the Event an Issue Needs Clarification/Re-review/Rework, the Applicant is Required to Go Back to the Appropriate Step in the Process for Resolution: The purpose of this step is to show that depending on the issue, the Applicant may be required to go back to a particular step in the process to obtain resolution. As any particular issue has it's own resolution, this step is a "generic" step to demonstrate that further steps may be required.
Step Duration	Applicant Responsibility

<b>Step 11</b>	
Responsible Party	Applicant
Step	Applicant Has All Required Building Renovations Performed After the Building Permit is Issued: The Applicant oversees all work required to meet the requirements of the Application For Business License. This work can only proceed after the Building Permit is issued.
Step Duration	Applicant Responsibility

<b>Step 12</b>	
Responsible Party	Applicant
Step	Applicant Schedules Appropriate Inspections with Both Town and Outside Agency's Inspectors: As work is performed, the Applicant ensures that all appropriate inspections are scheduled and performed.
Step Duration	Applicant Responsibility – estimate 20 BD

<b>Step 13</b>	
Responsible Party	Applicant
Step	Applicant Provides PC with Proof of Approvals from Town and Outside Agencies: The Applicant provides the PC with all inspection approvals.
Step Duration	Applicant Responsibility

<b>Step 14</b>	
Responsible Party	Applicant
Step	Applicant Pays Business License Fee: Upon receipt and forwarding of all required inspection reports to the PC, the Applicant pays the required fee to obtain the Business License.
Step Duration	Applicant Responsibility

<b>Step 15</b>	
Responsible Party	Code Enforcement Officer
Step	Code Enforcement Officer Completes Business License and Provides to Applicant: Upon receipt of all required inspection reports and upon receipt of the Application fee, the PC issues the Business License.
Step Duration	3 Business Days

<b>Step 16</b>	
Responsible Party	Applicant
Step	Pending Issuance of Certificate of Occupancy, If a Building Permit is Required in Step 4, Applicant May Open Business: With receipt of the Business License and CO, if required and at the discretion of the Applicant, the business may be opened.
Step Duration	Applicant Responsibility

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