



BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: February 20, 2018

Title: Presentation of the 2017 Pima County Small Business Commission Small Business of the Year Awards

Introduction/Background:

The Pima County Small Business Commission has presented the Pima County Small Business of the Year Awards since 2010. Nominations are received community-wide and the final selection of winners is made by the Commission. Awards are given to an urban small business, a rural small business and a non-profit small business. The urban award-winning businesses must be located within the city limits of Tucson. Rural award winners are selected from any incorporated or unincorporated community outside the City of Tucson. Non-profit award businesses must be registered as not for profit corporations and can be located anywhere in Pima County. All nominees must be physically located in Pima County and have 100 or less employees.

Discussion:

At its January 18, 2018 public meeting, the Pima County Small Business Commission selected Kool Air Manufacturing, LLC as the Urban award winner, Miura Contracting, LLC as the Rural award winner and the Pima Community College Small Business Development Center as the non-profit award winner. Each business will receive a plaque and a check for \$500.

Conclusion:

Pima County Economic Development believes the awards serve to bring recognition and positive publicity to small businesses in Pima County. Small Businesses are engines of the local economy, important job creators and serve a vital role in economic development in Pima County.

Recommendation:

It is recommended that the Pima County Board of Supervisors present the 2017 Pima County Small Business Commission Small Business of the Year Awards to Kool Air Manufacturing, Miura Contracting and the Pima Community College Small Business Development Center.

Fiscal Impact:

\$1,500 and nominal costs for plaques.

Board of Supervisor District:

1 2 3 4 5 All

Department: Office of Economic Development Telephone: 724-8450

Contact: Patrick Cavanaugh Telephone: 724-3296

Department Director Signature/Date: *J. M. [Signature]* 2/6/18

Deputy County Administrator Signature/Date: _____

County Administrator Signature/Date: *C. [Signature]* 2/7/18

Aurora Hernandez

From: notification@pima.gov
Sent: Friday, January 12, 2018 1:54 PM
To: Aurora Hernandez
Subject: Small Business of the Year Award Feedback Form 2018-01-12 01:54 PM Submission Notification

Follow Up Flag: Follow up
Flag Status: Flagged

Small Business of the Year Award Feedback Form 2018-01-12 01:54 PM was submitted by Guest on 1/12/2018 1:54:18 PM (GMT-07:00) US/Arizona

Name	Value
Business Name Kool Air Manufacturing LLC	
Number of Employees 12	
Years in Business 2	
Street Address 929 S. Tyndall Ave.	
City Tucson	
Owner Name Traver Zarling	
Application Contact wendy whitehair	
Contact Phone 5209005665	
Contact Email accounting@koolairman.com	
Locale Urban	
Your_main_business_focus	Kool Air Manufacturing LLC. is committed to lowering the carbon footprint in Arizona through an advanced HVAC air distribution system called KoolDuct that has proven to reduce cooling and heating energy use by as much as 30%. At the same time, we help Tucson area mechanical contractors grow their business by making them more cost efficient while offering their clients a superior product.
Significant_Accomplishments	In our first year of business, Kool Air Manufacturing LLC has created 15 new jobs in our Tucson Facility and expect to add at least 20 more due to 250% growth. Our air distribution system has been chosen for projects that include United Health Systems, Bombardier and the Downtown West Point Project.
Culture_Management_practices	Kool Air Manufacturing's workplace culture puts an emphasis on individual empowerment. Each of our team members are given areas of responsibility, and the training in both technical and leadership skills to be successful. Our goal is to train them to be able to work anywhere, yet provide a culture that ensures they always choose to advance their career at "home".
Impact_on_Pima_County	Kool Air Manufacturing's impact on Pima County will be immediate, and sustained for decades to come. With reduced carbon footprint, lower energy use and making local area contractors more competitive, we add both jobs and sustainability.

Each of our upper management team members are involved in numerous local, state and nationwide nonprofit efforts to improve the lives of our communities, with a special emphasis on young people.

Community_Involvement From board memberships on TMC, Goodwill, Pima Community College, Pima County Work Force Investment Board, The Centurions and Release the Fear, Kool Air Manufacturing plays leadership roles in bettering our communities.

Why_the_business_should_be_selected We are fortunate to work in a community that has several businesses that deserve the award, but we believe our mission, which is lower energy use and reduce carbon footprint through superior HVAC systems, has already proven itself and will have a positive impact on Pima County and the state for decades to come, while at the same time creating high paying jobs.

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Thank you, Pima County, Arizona

Aurora Hernandez

From: notification@pima.gov
Sent: Wednesday, November 22, 2017 8:58 AM
To: Aurora Hernandez
Subject: Small Business of the Year Award Feedback Form 2017-11-22 08:57 AM Submission Notification

Small Business of the Year Award Feedback Form 2017-11-22 08:57 AM was submitted by Guest on 11/22/2017 8:57:56 AM (GMT-07:00) US/Arizona

Name	Value
Business Name	Eagle EGC, LLC dba Miura Contracting
Number of Employees	15
Years in Business	10
Street Address	4001 S. Contractors Way, Suite 121
City	Tucson, 85714
Owner Name	Mike and Jenn Escarcega
Application Contact	Jenn Escarcega
Contact Phone	520-471-5158
Contact Email	Jenn@MiuraContracting.com
Locale	Rural
Your_main_business_focus	<p>We are an 8(a), SBE, DBE Certified, Tucson, Arizona Based, Licensed, Bonded, Insured, Self Performing, General Contractor & Subcontractor that performs for the Public & Federal Sectors and Private Entities. We specialize in Commercial Concrete Projects. Our mission is to approach each project with integrity, attention to detail and build together as a team with owner and other subcontractors. Our vision is to create a stronger community here in Tucson. To create more jobs and teach our children our trades.</p>
Significant_Accomplishments	<p>Just received the 2017 ADOT DBE & Small Business Award for entrepreneurial spirit and positive contributions to diversity and growth in the transportation industry. Mike and I started with very minimal capital and banks didn't lend to new small businesses. Today, we have grown to \$1.5M a year. We are so proud of that and thankful. Jenn Escarcega started a Facebook group called "Tucson Contractors" to help other contractors/services/vendors in Tucson to build a stronger community. As of today, we have over 600 active members where I share current construction jobs going on in the community, job openings, events, charity events, and lots more.</p>
Culture_Management_practices	<p>Our culture is to take good care of our employees. They are key to our strength and growth. For example, our concrete crew in the field we will bring them donuts, coffee, & McDonalds. While we sit and talk to each crew member to get to know them on a personal level as we watch them work on a production level. All as we create a safe environment. We also have BBQs at the office to thank them. They work so hard in the field each day in the hot and cold. We also offer</p>

water bottles, ice at office, sqwenchers to hydrate, pop up tents, & cooling towels. After a long day, they can come in make them selves at home in the office by having a soda or candy that we have here. I truly created a home environment as we are one big family. Every day, all our office staff will sit at the table so we can create a team environment to share our weekend or share what's new in their family lives.

Impact_on_Pima_County: We are an active member of Arizona Transportation Builders Association where volunteer our time to work on the Southern AZ Construction Career days where we all come together to introduce high school students what is possible to have a career in a trade/construction. We also volunteer to raise money for college scholarships through the association. Jenn invited the Mayor of Tucson to come visit and see what a day in the life of a small business is like so that he can help understand and work on services to help the other small businesses in Tucson. It actually has made a difference as we still work close together. Jenn Escarcega started a Facebook group called "Tucson Contractors" to help other contractors/services/vendors in Tucson to build a stronger community. As of today, we have over 600 active members where I share current construction jobs going on in the community, job openings, events, charity events, and lots more. Miura Contracting donated concrete labor services to help build the new woman's shelter, Sister Jose's on Park. Donated and volunteered numerous events that support and build our community through Arizona Transportation Builders Association: Golf Tournaments, Auctions, and Career Days.

Community_Involvement I feel that Eagle EGC, LLC dba Miura Contracting stands out because we treat our employees well, create beautiful work in Tucson while working as a team with owner and General Contractors, volunteer and donate to numerous charity events and create a Facebook group to help others.

Why_the_business_should_be_selected

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Thank you, Pima County, Arizona

Aurora Hernandez

From: notification@pima.gov
Sent: Wednesday, January 10, 2018 4:46 PM
To: Aurora Hernandez
Subject: Small Business of the Year Award Feedback Form 2018-01-10 04:46 PM Submission Notification

Small Business of the Year Award Feedback Form 2018-01-10 04:46 PM was submitted by Guest on 1/10/2018 4:46:28 PM (GMT-07:00) US/Arizona

Name	Value
Business Name	Pima Community College SBDC
Number of Employees	4
Years in Business	15
Street Address	401 N. Bonita Avenue, Suite A-250
City	Tucson
Owner Name	Ellen Kirton, Director
Application Contact	Ellen Kirton
Contact Phone	5202066355
Contact Email	ekirton@pima.edu
Locale	Urban

Your_main_business_focus

Our SBDC (Small Business Development Center) provides primarily no cost one on one counseling for small business owners. We help companies launch, grow and/or sustain. Our Center is funded by the SBA and match funds are provided along with facilities by Pima Community College. Our Mission is "To provide high quality, high-impact one-on-one counseling, resource assistance, and training to preserve and create small business jobs and revenue, and to facilitate capital formation throughout Arizona. We are part of a State Wide Network with 10 offices. Our PCC SBDC is the 2nd largest in the state. Our Vision Statement is "The AZSBDC Network is the 'go to' catalyst for facilitating job creation, capital formation and economic growth throughout Arizona". There are 4 of us. Three of us are counselors and one administrative assistant. We have generally 250 clients and see nearly 400 in the course of a year. Of these, we spend 5+ hours with about half because we really drill down and first understand the need or opportunity, then work with a plan to accomplish their goals. Services include: Financial Education, Cash Flow Analysis, Capital Access, Marketing, Strategy Development, Social Media and Web Communications, Import/Export Assistance, Government Contracting Support and Veteran Assistance. We provide long term, multi year assistance to as they get started, and then work with them for growth and success.

Significant_Accomplishments

Ellen Kirton Director has led the team for 6 years. During that time, the team has been consistent and has been recognized for its top results a number of times. In 2015, the Center was recognized as the

Center of Excellence for the state at the Annual SBA Awards Luncheon. In 2015, Ellen Kirton received a national recognition as the AZ State Star. This really was a team award. All 3 of us are certified within the National ASBDC network in counseling which involves 60+ hours of training every 2 years. Serving Veterans is very important to us and Ellen Kirton this year was awarded the first National Award as outstanding Instructor for 2017. This was personally signed by Linda McMahon, the SBA Administrator. Mrs. McMahon sits on the U.S. Cabinet for the President. 2017 economic impact for the team is remarkable. In terms of access to capital, we helped over 50 companies obtain primarily loans from as little as \$500 to well over \$1M and everything in-between. We helped businesses create 273 new jobs and in working with companies in jeopardy, helped them retain 27.5 jobs. We assisted in the start up of 37 businesses. We do not just go through the mechanics with them of starting a job, we stay working with them to help ensure their success. One new startup had \$250K+ in revenues in just half a year. Most outstanding is that we helped our clients collectively increase revenues over \$20M in 2017.

Culture_Management_practices

This is a "team sport". The expression "it takes a village" is true of how we work together. All of us have different expertise areas and that is a real advantage in helping our clients because sometimes we dual-counsel clients. From a culture standpoint, our team knows that everyone is a critical component of the team. We continually share, coordinate and support each other. As Director, I feel it is my responsibility to participate on a statewide level and look to have our team meet statewide initiatives, goals and core values. Then, I share that with the team and as a group we then put together our strategic plan to accomplish the goals. Because of this, we are well respected both by the State Network, our clients and the county we serve. We work closely with all communities located in the county to identify their specific needs. We then match these with trainings and outreach efforts to meet those needs, as can be seen in our economic impact numbers. We are all inspired to create economic impact. We support each other, we are supported by our State Network, and by Pima Community College. It is an ideal environment to do the work that has so many rewards for those we serve.

Impact_on_Pima_County

As an example of our impact, with the Town of Sahuarita, we held a round table with 25 businesses. The "one thing" needing focus was that there was not a place for small businesses to meet with their clients. From that meeting, the Sahuarita Biz Hub was born. Unused space was re-purposed to create multiple business meeting spaces. We now also have a number of trainings at that same location. Revenue growth numbers for our Pima County clients are substantive. Economic growth, which we help companies achieve, brings impact to the county in increased spending and tax generation. We are helping more companies purchase properties. This is the first time since the recession, that we have seen this level of growth leading to increased hiring, purchase of equipment, and real estate acquisition. We assist clients in making sound economic decisions where they were once

reluctant to expand. By forming a workforce development committee, academia and business now work together to help fill the skilled workforce gap. SBDC focuses on moving companies to the next level and business expansion. Pima County has a great deal of real property available to accommodate these expansions. SBDC helps guide businesses with the evaluation of the prospective expansion, which can be valuable. We also cross-refer to the County so they can be fully informed of economic incentives offered by the County. Often, the SBDC is a "business matchmaker".

Community_Involvement

We are involved in the following: Director serves on boards such as the BBB, Women's Financial Group, Make A Wish. Collaborations include providing business technical training in the county to members such as Local First AZ, AZ Technology Council, Town of Sahuarita, etc. We are proud of our veteran efforts at DM AFB and the AZ Air Guard. We teach for the Boots to Business for those military interested in starting a business. We also participate in their Capstone program. We host a VA Matchmaking procurement event to bring business owners together with VA and County procurement officers. Karen Burns presents at Eller College, the Law School, and a voting member of Business Development Finance Corporation. We participate each year in the Procurement Fair at Kino Sports Park hosted by the County and DM AFB. We serve as judges for Shark Tank presentations including, Young Entrepreneur Academy, EDGE program at Sahuarita, and the STEM Challenge at PCC. In recent years, Ellen Kirton has presented at the Small Business Commission. We collaborate with the Veterans Dept at PCC, the AZ At Work Veteran Center, and other veteran organizations. Our major veteran event is the Annual Veterans Conference, where we host up to 200 attendees for a full day filled with "inspire and inform" speakers, presentations, and including a catered lunch. The event is fully sponsored and provided at no charge to the participants.

Why_the_business_should_be_selected

It is both humbling and yet exciting to be considered for this award. The work we are privileged to do every day (and every one of us are "giving back" having come from successful careers and now serving our clients) truly makes a difference. When I think of a company that was ready to close with more than 15 employees, and SBDC worked over the course of 6 months to turn the company around from a 6 figure loss to a 6 figure profit, that is true economic impact! When we help a veteran-owned company obtain a loan of \$250K and that allows them to buy equipment, and in their first year, they achieve \$1.5M in revenues, that is economic impact! The impact continues as the business continues to grow, remain profitable, and expand their workforce. When we advise a company that has hit a "brick wall" and they are open to honest conversation; and as a result, they not only move forward, but excel, that is economic impact! These are examples of why the SBDC is held in such high esteem and continues to be a valuable asset to Pima County. The business community is well-served by the SBDC team. Truly, our recognition as a Business of the Year is a combination of the many businesses we work with, their

resulting successes, and the related economic impact to Pima County on an ongoing basis.

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Thank you, Pima County, Arizona