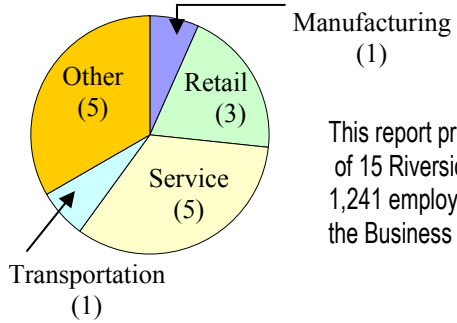


Business First! Program

The Business First! Program is designed to gather intelligence on local businesses, and to organize a regional economic development partnership that assists businesses as they confront challenges. The Program focuses on workforce, sales, e-commerce, and facility needs, as well as business perspectives on municipal services and the business climate.



This report provides a snapshot of 15 Riverside companies, representing 1,241 employees, which participated in the Business First! program last year.

Challenges

Because the types of companies vary, the challenges they face are diverse. Two challenges, however, affect most of these companies.

- Managing Growth and Market Competitiveness**
- Maintaining an adequate facility**

Challenge 1: Managing Growth and Market Competitiveness

- Controlling growth, to expand, but not so fast that costs get out of control
- Growing the customer base

Challenge 2: Maintaining an adequate facility

- Several companies are concerned about not having enough space in their current facility and are considering finding newer facilities
- Other companies commented on the need to remodel or maintain current facilities

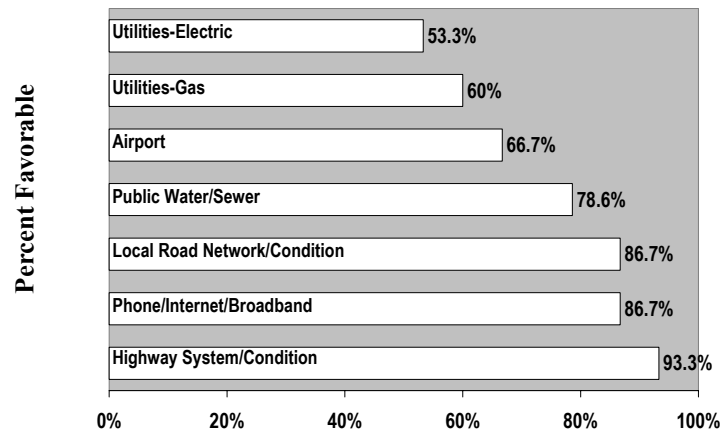
Special points of interest:

- ✓ 9 out of the 15 companies have another location within the U.S.
- ✓ 12 out of the 15 companies reported that their historical sales trend is increasing
- ✓ 9 out of the 15 companies rated the local business climate as good
- ✓ 11 out of the 15 companies rated their facility's condition as good
- ✓ 8 out of the 15 companies reported that they are currently using more than 90% of their facility space

Municipal & Regional Report Card

13 out of the 15 businesses stated that they have a positive attitude toward the local community. Below is a graph showing Riverside Businesses' level of satisfaction with Municipal Services. Businesses are the most satisfied with Highway system condition, and least satisfied with Electric Utilities followed by Gas Utilities.

Satisfaction with Municipal Services



Besides infrastructure, businesses rely on community assets like educational and cultural amenities to retain and train employees and attract customers.

- 100% of the businesses favorably rate colleges/universities
- 78.6% rate technical training highly
- 73.3% rate recreational/cultural amenities positively

Success Stories

One goal of the Business First! Program is to provide customized assistance to businesses and get results. These success stories show how the Program can help.

Montgomery County Education Service Center



As a result of the program, the City of Riverside was able to retain one of its top five employers, the Montgomery County Education Service Center (MCESC). Due to increased leasing costs, the MCESC was searching for a new facility, outside of Riverside, with at least 50,000 square feet. Having 158 jobs, the

MCESC is a priority to the City. The City brokered a relationship with a property owner who had a lease-ready property. Having toured the facility, the Education Service Center committed to this new location at 4801 Springfield Street in Riverside.

SRA International

Using the Business First! Program as an opportunity for two-way communication with its businesses, the City of Riverside has developed a relationship with SRA International. The Business First! interview revealed that SRA continues to grow and has no room to expand. Due to the nature of the work, SRA needs to be located proximate to Wright-Patterson Air Force Base, and the City used this important location factor as leverage to keep SRA in Riverside. The City has been working with the owners of the Wright Point Office Park, where SRA is currently located, to encourage construction of a new 50,000 square foot building that would provide SRA with needed space. Owners of Wright Point will be breaking ground soon to begin construction on the new building.



United Rehabilitation Services

During a Business First! interview, United Rehabilitation Services expressed a need to re-evaluate their strategic plan. The City of Riverside referred this company to the Entrepreneurial Education Center, which provides strategic planning assistance to businesses. A site visit and introductory meeting have already been held between United Rehabilitation Services and the Entrepreneurial Education Center. The Center secured a scholarship for United Rehabilitation



Services to attend a Strategic Management Program in December at a reduced rate. This will be a great start for URS to learn more about strategic planning and how to incorporate it into their operations.

**Partial Listing of Business First!
Regional Resource Partners**

Advanced Integrated Manufacturing (AIM)
 Ameritech/SBC
 Antioch University McGregor
 City Wide Development Corp
 COUNTY CORP
 Dayton Area Chamber of Commerce
 Dayton Area Graduate Studies Institute (DAGSI)
 Dayton Power & Light
 Dayton Regional Development Alliance
 Downtown Dayton Partnership
 Dayton Tooling & Machine Assoc.
 Edison Materials Technology Center
 The Entrepreneurs Center
 Greater Dayton Foreign Trade Zone Inc.
 Greater Dayton IT Alliance
 Greater Dayton Regional Transit Authority (GDRTA)
 I-Zone
 Kettering-Moraine-Oakwood Chamber
 Miami Valley Career Technology Center
 Miami Valley International Trade Assoc.
 Minority Contractors & Business Assistance
 Montgomery County Building Regulations
 Montgomery County Port Authority
 NCIC Fund
 Ohio Bureau of Workers Compensation
 Ohio Department of Development
 Service Corps of Retired Executives (SCORE)
 Sinclair Community College
 South Central Ohio Minority Business Council
 South Metro Chamber of Commerce
 State of Ohio
 TechSolve
 The Job Center
 U.S. Small Business Administration
 University of Dayton
 Urbana University
 US Department of Commerce
 Wright State University

First Name Last Name
 Street Address
 City, ST Zipcode

First Name Last Name
 Street Address
 City, ST Zipcode



Business Profile Report for. . .



**Prepared by:
 Center for Urban & Public Affairs
 Wright State University
 November 2004**

**For More Information Please Contact:
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