BUSINESS SERVICES CHECKLIST

GREAT THINGS ARE HAPPENING IN SAVANNAH!

THE CITY OF SAVANNAH HAS A MAJOR ROLE IN PROVIDING A VARIETY OF SERVICES TO BUSINESS OWNERS: SUCH SERVICES RANGE FROM TRAINING AND LICENSING TO PERMITTINGAND CONSTRUCTION VARIANCES. MANY OF THESE SERVICES INVOLVE MANY STEPS AND PROFESSIONALS. THIS CHECKLIST IS AN EFFORT TO SIMPLIFY THE PROCESS BY PROVIDING INFORMATION ON FIRST STEPS.

Different businesses will need to access City services at various starting points depending upon type, size and years of operations. This checklist is comprehensive and includes key services. If you need a type of service not listed, please contact the City of Savannah's Economic Development Department at 912-651-3653 or visit their website at http://www.savannahga.gov/index.aspx?NID=483. Service requests for all City departments should be submitted through 311, and for general information telephone 912-651-6565 or visit the City's website www.savannahga.gov. For after hours non 911 calls, telephone 912-351-3434.

(If you have a printed copy of the checklist, please visit the City's website, www.savannahga.gov, for the most up-to-date information.)

Licensing and Certifications

Sole Proprietorships, Microenterprises, Professional Offices and Businesses of any size will need to obtain a business license to lawfully operate within the city of Savannah. This process/license is called a Business Tax Certificate. For many businesses such as, restaurants and care homes, there will be additional local and/or state regulations impacting the business tax certificate process.

The information below provides the starting points for various licensing and certifications provided by City departments. Information on next steps, if there are any, will be provided by the *Responsible Department*.

☑	PROCESS/ACTIVITY	RESPONSIBLE DEPARTMENT
	BUSINESS TAX CERTIFICATE	Revenue Department - Business Tax Unit – 912.651.6450
	ALCOHOLIC BEVERAGE	Revenue Department – 912.651.6450
	MINORITY/WOMEN-OWNED BUSINESS ENTERPRISE (M/WBE) CERTIFICATION	Economic Development - Entrepreneurial Center – 912.652.3582
	SIDEWALK CAFE/STREET VENDOR	Citizen Office – 912.351.6527

Permitting, Inspections and Other Fees/Taxes

Most businesses from time to time will be involved with some permitting or inspections process. The list below provides an overview of major permitting and inspections processes. Most processes will have several steps and may involve different departments. The *Responsible Department* listed below is the starting point and can advise on next steps.

For construction permits, the City of Savannah's online electronic tracking system, eTRAC http://eTRAC.savannahga.gov will be helpful once a business starts the building permitting process.

☑	PROCESS/ACTIVITY	RESPONSIBLE DEPARTMENT
	BUILDING/CONSTRUCTION RENOVATIONS	Development Services - 912.651.6530
	LAND CLEARING/DISTURBANCE DEMOLITION	Development Services - 912.651.6530
	ZONING	Development Services - 912.651.6530
	SIGNS/BANNER	Development Services - 912.651.6530
	FLOOD PLAIN INFORMATION	Development Services - 912.651.6530
	EXCISE TAXES / FEES (AUTO RENTALS, OCCUPANCY, WHOLESALERS…)	Revenue Department - 912.651.6450 http://www.savannahga.gov/index.aspx?NID=555
	WATER & SEWER TAPIN/CONNECTION FEES	Water & Sewer Planning & Engineering - 912.651.6573
	INDUSTRIAL PRETREATMENT (CLEAN WATER ACT)	Water Reclamation - 912.651.6620
	GREASE INTERCEPTOR INSPECTIONS	Water Reclamation - 912.651.6620
	WATER (INDUSTRIAL) SERVICES	Water & Sewer/Industrial & Domestic Plant - 912.964.0698
	FIRE SAFETY INSPECTIONS	Fire & Emergency Services - 912.651.6756
	WATER REMITTANCE (BILLING)	Revenue Department - 912.651.6460
	FILM (LOCATION) PERMIT	Film Office - 912.651.2360
	RIGHT-OF-WAY ENCROACHMENT PETITION	Clerk of Council - 912.651.6441
	DIG SAFELY 1-800-282-7411	City of Savannah (contact staff) – 912.651.6584

Resources

Many departments within the City of Savannah provide services that may not be required for businesses to operate, but are great resources. The following list contains key business resources provided by City departments.

☑	PROCESS/ACTIVITY	RESPONSIBLE DEPARTMENT
	TRAINING/EDUCATION	Economic Development (Entrepreneurial Center) - 912.652.3582
	TECHNICAL ASSISTANCE	Economic Development - 912-651.3653
	BUSINESS INCENTIVES -Economic Dev. Credits -Military Jobs Zone -Enterprise Zones -Corridor Revitalization	Economic Development - 912-651.3653
	INTERNATIONAL AFFAIRS/TRADE INFORMATION	Economic Development - 912-651.3653
	DOWNTOWN BUSINESS INFORMATION	Citizen Office - 912.351.6527
	SANTATTION	Commercial Refuse & Recycling - 912.651.1967
	CITY CONTRACTS	Purchasing - 912.651.6425
	INVENTORY TAX BILL INFORMATION	Revenue Department - 912.651.6450
	PROPERTY TAX BILL INFORMATION	Revenue Department Revenue Department - 912.651.6450
	PURIFIED REUSE WATER	Water Reclamation - 912.651.6620
	PUBLIC WORKS & WATER RESOURCES (EDUCATION & COMMUNITY OUTREACH)	Environmental Affairs Office - 912.651.2221
	TREE PROTECTION ORDINANCE (COS-R/W)	Park and Tree - 912.651.6610
	CITY RIGHT-OF-WAYS	Streets Maintenance - 912.651.6571
	FIRE INVESTIGATIONS/CODE ENFORCEMENT/TECHNICAL RESCUE	Fire & Emergency Services - 912.651.6756
	TOUR COMPANY REGULATIONS	Mobility & Parking Services - 912.651.6470
	CITY PARKING GARAGES	Mobility & Parking Services - 912.651.6470
	PARK/SQUARE RENTALS	Public Facilities Events and Services - 912.351.3837
	ENCROACHMENTS ONTO CITY RIGHTS OF WAY	Real Property Services - 912.651.6524
	HIRE AN OFF-DUTY POLICE OFFICER	Savannah Chatham Metropolitan Police Department 912.525.2164
	SECURITY INSPECTIONS	Savannah Chatham Metropolitan Police Department -West Chatham Precinct -912.652.6560 -Downtown Precinct - 912.651.6990 -Central Precinct - 912.651.6931 -Southside Precinct - 912.351.3400 -Islands Precinct - 912.898.3252
	AFTER HOURS NON 911 CALLS	Public Works/Water & Sewer - 912.351.3434
	CITY OF SAVANNAH SERVICE WORK REQUESTS & INFORMATION	311 or 912.651.6565

Other Services & Agencies

Area business owners may need to contact other agencies for specific business needs. Below is a short list of key agencies that provide a variety of services needed by the business community.

☑	PROCESS/ACTIVITY	RESPONSIBLE DEPARTMENT
	ZONING HEARINGS/VARIANCES SITE PLANS/SUBDIVISION/DEVELOPMENT	Chatham County-Savannah Metropolitan Planning Commission (MPC) 912.651.1440
	CUSTOM MAPS/GIS DATA MPC/SAGIS	Chatham County-Savannah Metropolitan Planning Commission (MPC) 912.651.1440
	HISTORIC DISTRICT REGULATIONS AND REVIEWS	Chatham County-Savannah Metropolitan Planning Commission (MPC) 912.651.1440
	MASTER PLANS/GENERAL DEVELOPMENT PLANS/SUBDIVISIONS	Chatham County-Savannah Metropolitan Planning Commission (MPC) 912.651.1440
	WIRELESS TELECOMMUNICATIONS FACILITIES	Chatham County-Savannah Metropolitan Planning Commission (MPC) 912.651.1440
	TRANSPORTATION IMPACT STUDIES	Chatham County-Savannah Metropolitan Planning Commission (MPC) 912.651.1440
	WORKFORCE TRAINING	Coastal Workforce Services/Coastal Workforce Investment Board 912.351.6379
	WORKFORCE DEVELOPMENT	Georgia Department of Labor - 912.356.2773
	FAÇADE & EDGE GRANTS / RIBBON CUTTINGS (MARTIN LUTHER KING. JR. BLVD. & MONTGOMERY STREET)	Savannah Development and Renewal Authority (SDRA) - 912.651.6973
	BUSINESS LOANS	Savannah Business Assistance Corporation (SBAC) - 912-232.4700
	CHILDREN DAYCSARECENTERS	Bright From The Start / http://www.decal.ga.gov/
	CHILDREN'S GROUP HOMES	Office of Residential Childcare - 404.657.9651 (Georgia Department of Human Services)
	PERSONAL CARE HOME PROGRAM	Healthcare Facility Regulation Division - 404.657.4076 (Georgia Department of Community Health)
	RESTAURANTS/FOOD SALES	Chatham County Health Department - 912.356.2160
	SITE SERVICES / BUSINESS DEVELOPMENT (PRIMARILY MANUFACTURING, WAREHOUSING, INDUSTRIAL)	Savannah Economic Development Authority - 912.447.8450
	BUSINESS DEVELOPMENT (MEMBERSHIP ORGANIZATION)	Savannah Area Chamber of Commerce - 912.644.6400
	INVENTORY OR PROPERTY TAXES	Chatham County Board of Assessors http://boa.chathamcounty.org/Home.aspx
	BUSINESS TAXES	Georgia Department of Revenue - 1.877.423.6711
	CORPORATIONS DIVISION	Georgia Secretary of State - 404.656.2817 http://sos.georgia.gov/contact.htm
	ECONOMIC & INDUSTRIAL DEVELOPMENT	Georgia Ports Authority - 912.964.3879
	KNOWLEDGE-BASED BUSINESSES	The Creative Coast - 912.447.8457
	BUSINESS CONSULTING & MENTORING	SCORE Savannah (Counselors to America's Small Business) 912.652.4335
	BUSINESS CONSULTING & TRAINING	University of Georgia Small Business Development Center - 912.651.3200
	TECHNICAL ASSISTANCE (GOVERNMENT PROGRAMS)	Georgia Tech Procurement Assistance Center (Savannah) 912.963.2524