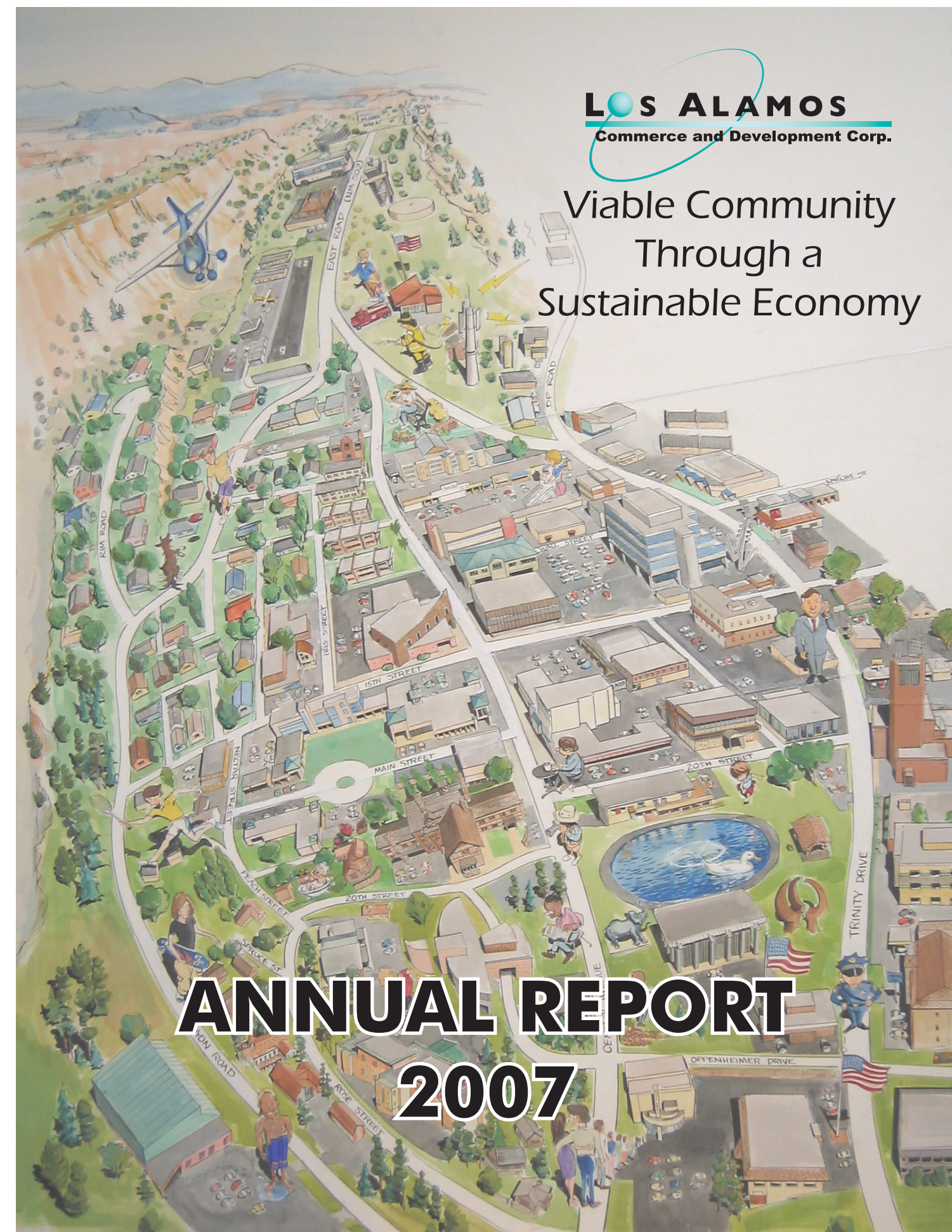




A publication of the Los Alamos Commerce and Development Corporation
To obtain additional copies of this publication, please contact LACDC at 505.662.0001





From the Director...

Los Alamos Commerce & Development Corporation, founded in 1984 by community-minded visionaries, has played an important role in the development of the Los Alamos community. There are few local businesses or organizations that have not been clients, customers, or constituents of LACDC activities. There are few residents who have not attended or taken part in one of our many community events. The LACDC is an umbrella organization that embodies the Los Alamos Chamber of Commerce (our membership program), Los Alamos MainStreet, the UNM-LA Small Business Development Center, the Los Alamos Meeting & Visitor Bureau, and property operations including Los Alamos Research Park. This report is intended to help you become more familiar with what LACDC does and what we have accomplished in the past year. We hope the you will take advantage of our services in the future, and that you will let other people know what we are about. We invite you to join with us in building a viable community through a sustainable economy.



NOTES:



Min Park receives recognition from Board President Jill Cook as an outgoing board member.



LACDC Business Office

Functions:

The LACDC Business Office is responsible for the Financial and Human Resources operations for the organization. The Business Office handles accounts payable, accounts receivable, human resource related duties, as well as the administration and financial reporting of all LACDC contracts and leases. The billing of tenants for LACDC owned property such as tenants at the Small Business Center, The Research Park, and other locations (See LACDC Properties section in this report) is also done through this office. Another major function is the supervision of administration and customer service personnel. The goals of the Business Office are to make sure that payments, billing, and reporting are all done in a timely manner, allowing the rest of the organization to operate smoothly and to make financial dealings effortless for our customers.

Accomplishments:

- No exceptions noted in independent financial audit for 2007, and seven consecutive years with no exceptions
- Timely completion of program and operational budgets, allowing for smooth transition to 2008
- Effective maintenance of physical records
- Accurate lease administration for all LACDC properties
- Timely tax filings
- Up-to-date and accurate customer database/information

Contact Business Office

Business Manager: Connie Proulx
Phone: (505) 661-4849
E-Mail: bizmgr@losalamos.org

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Notes:

The Synergy Center @ LARP, operated by LACDC, is an “economic development incubator” housed in 7100 s.f. of space on the third floor of building one. The Synergy Center offers 35 high quality, furnished office spaces with enterprise-class voice and broadband data telecom services. Flexible, short term leasing arrangements coupled with LACDC’s incubation services create a great environment for start-up companies. Established organizations needing a smaller, flexible presence also benefit. Shared conference space, reception, light lab, and business equipment are part of the service. Residents share close proximity to each other, other organizations residing in the park, and to the Los Alamos National Laboratory.



The Los Alamos Small Business Center, located in downtown Los Alamos, houses LACDC corporate offices as well as the Small Business Development Center, and 19 tenants that employ 50 people.

The ICON facility, located within the Los Alamos National Laboratory, is leased by LACDC to a manufacturing company that produces rare, high purity gases.



“LACDC has been a huge help to us as we have set up shop in Los Alamos ... a very helpful organization to work with.”

-Robert O’Leary, CEO CNT Technologies, Inc



Property Contacts

Executive Director: Kevin Holsapple
Phone: (505) 662-0001
Email: lacdc@losalamos.org
www.la-rp.org



LACDC Property Operations

- Los Alamos Research Park (LARP)
- Synergy Center @ LARP
- Los Alamos Small Business Center
- ICON Facility

LACDC property operations provide space combined with services to provide the place for technology and enterprise, new, and growing businesses to locate in Los Alamos

People:



Kevin Holsapple
Executive Director



Meagan Harrison,
Facilities Receptionist



Jim Berrigan,
Assistant Director

Description & Accomplishments:

Los Alamos Research Park, building one, houses 83,000 square feet of laboratories, computing facilities, meeting space, office space, and the Synergy Center (incubator/small office space). Since opening its first building in 2001, the Los Alamos Research Park has housed more than 35 businesses and organizations.



Currently, tenants employ 150 at the Park, resulting in an estimated additional 75 indirect and induced jobs. Current technology work by Research Park tenants includes work in the fields of superconductivity, isotopic authentication, advanced computing, technology training, telecommunications, nanotechnology, and energy efficiency. Construction activities at the building have generated more than \$1,000,000 in New Mexico Gross Receipts Tax and 80 construction jobs. The property has generated more than \$400,000 in local property tax and utility transfers since its inception.



Mission

The Los Alamos Commerce and Development Corporation (LACDC) works to provide a viable community by enabling a sustainable economy. The LACDC delivers actionable information, provides customer service, and takes initiative to promote economic development in the community.

The LACDC vision is:

- To be broadly recognized as a valuable resource for entrepreneurs, start-ups, and small businesses.
- To be fully accepted by the local business community as a valuable resource that is helping to improve the business environment.
- To be recognized as a catalyst and leader in defining and addressing community priorities through economic development activities.

Organization and Programs

The LACDC serves as an umbrella organization for several programs that provide assistance to small businesses and improve economic outcomes of the region. Major programs include:

- **Los Alamos Commerce & Development Corporation**
- **Los Alamos MainStreet Program**
- **Business Development Services**
- **Los Alamos Chamber of Commerce**
- **Los Alamos Meeting and Visitor Bureau**
- **LACDC Property Operations/ Research Park**
- **LACDC Business Office**

LACDC Board

The LACDC is governed by a board of directors, all community leaders with a wide range of successful expertise in various aspects of business. Board members and advisors directly represent nearly 5% of Chamber of Commerce members and include tech services, business people, entrepreneurs, retailers, restaurateurs, commercial property owners, financial services providers, professional services providers, not-for-profit organization leaders, realtors, and former County Councilors. Board members are frequent contributors to LACDC and Chamber advocacy efforts through op-ed articles in the local newspaper.



From Left to right: Top row: Bill Goodwin, Sandy Podley, Johnnie Martinez, Denise Lane, Bill Wadt, David Horpedahl bottom Row: Left to right: Kevin Holsapple, Jill Cook, Pauline Schneider, Sharon Stover, Stan Primak, & Bill Enloe missing from photo: Jeannette Wallace, Kent Pegg, Lou Santoro, and John Davies

Bill Godwin is a Los Alamos resident and retired systems engineer from IBM and Lockheed Martin.

Sandy Podley is the Chief Executive Officer of the Los Alamos Medical Center. She has more than 26 Years experience as a senior leader in acute care hospital operations, with a specific focus on turn-around and growth situations.

Johnnie Martinez is the Deputy Office Leader of LANL's Community Programs Office.

Denise Lane is the owner of the Hill Diner and is a realtor with RE/MAX. Denise is currently the President of the Los Alamos Association of Realtors.

Bill Wadt is Deputy Contractor Assurance Officer at LANL and serves on the boards of the LANL Foundation and the Governor's Business Executives for Education.

David Horpedahl is a realtor and the Managing Broker at Los Alamos Properties,

Jill Cook is Senior Vice President in charge of lending at Los Alamos National Bank and is CEO of TCC & Appraisal Services. Jill is active in Leadership New Mexico, Quality New Mexico, LANL Foundation, Rotary, and Co-chairs the United Way Campaign. Jill Chaired the LACDC Board in 2007.

Pauline Schneider is Executive Director of the Los Alamos Retired and Seniors Organization. Pauline serves as Secretary of LACDC.

Sharon Stover is the administrator of the Juvenile Justice Advisory Board and is a former County Councilor.

Stan Primak is owner and proprietor of Primak Builders. Stan served as President of the Chamber of Commerce in 2007.

Bill Enloe is the Chairman and Chief Executive Officer of Los Alamos National Bank. Bill serves as Treasurer of LACDC.

Jeannette Wallace is the State Representative from Los Alamos to the New Mexico House of Representatives.

Kent Pegg is owner of Los Alamos Fitness Center.

Lou Santoro is owner of Lou Santoro State Farm Insurance.

John Davies is an entrepreneur and was a founder of the LANL technology spin-off CASA, the Center for Adaptive Systems Applications. John is currently a Board Advisor to, and principal with, several New Mexico-related technology ventures.

Accomplishments

- The LAMVB answers many kinds of inquiries every day: In 2007 we handled phone calls (2400), walk-ins (18,120), emails (1702).
- The LAMVB distributes the visitor guide throughout the community, state, and to requests all over the world. The visitor guide was distributed to 64,993 recipients in 2007.
- Information displays have been deployed at about twenty high traffic locations throughout the community to provide information about current events and to distribute visitor guides. The LAMVB maintains and restocks the displays on a weekly basis. A new visitor guide has been developed by the Los Alamos County that will replace the current visitor guide.
- The LAMVB maintains www.visit.losalamos.com, an online guide for visiting Los Alamos. The website is updated on a daily basis and includes an extensive calendar of events, a local business directory, maps, photos, information provided by businesses on available packages, special offers, and other information. The number of web visits kept a steady increase during the year reaching 344,077 visits for 2007.
- LAMVB produces and distributes a monthly "e-feature" to an email subscriber list of approximately 550 people who have requested monthly information about what is happening in the Los Alamos area.



Visitor Satisfaction

Two surveys are currently being used by LAMVB in order to improve the service we offer to our visitors. One is a visitor register and the other is a short questionnaire. Following are representative comments of interest from both:

- "Very good information from this center. Thanks."
- "Thanks for being open so often!"
- "Fantastic visitors' center, very helpful/friendly staff"
- "Well informed guides!"



Contact Los Alamos Meeting & Visitor Bureau

Visitor Center Manager: Chelo Rojas
Phone: (505) 662 8105
Email: chelo@losalamos.org
visit.losalamos.com



Los Alamos Meeting & Visitor Bureau

Mission

The Los Alamos Meeting & Visitor Bureau's (LAMVB) mission is to promote tourism by providing information and resources to tourists and visitors of Los Alamos. The LAMVB also provides customized services to our local businesses, organizations and residents to help them promote Los Alamos as a tourist destination.

This mission is accomplished through the management of the Los Alamos Visitor Center and the White Rock Tourist Information Center, as well as through tourism advertising and promotional activities that include the Los Alamos Visitor Guide and the on-line visitor guide at www.visit.losalamos.com.

Our Services:

1. Serving Visitors

The LAMVB assists visitors discover all there is in our area. With the help of a wide array of tools such as, the Visitors' Guide, the On-line Visitors' Guide, the Walk & Shop Map. We serve as a clearing-house for almost all events taking place in Los Alamos. We equip visitors with all the information they need to learn about Los Alamos, Where Discoveries are Made! In 2007, **357,500 visitor inquiries** were handled by the LAMVB.

2. Assistance to Visiting Groups

The LAMVB assists groups coming to Los Alamos for sporting events, meetings and special events. We offer the organizers assistance with sourcing facilities and services, customized welcome emails, mailed visitor packages, as well as guidance as to what there is to do, what to see, and where to go, while visiting Los Alamos. Approximately **25 different groups** were assisted with various LAMVB services in 2007.

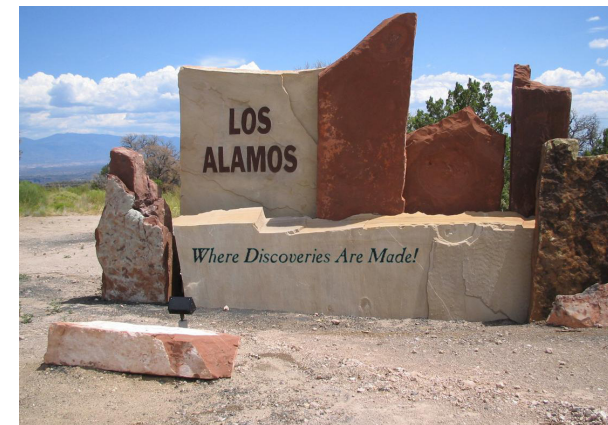
Volunteer Commitment:

The LAMVB is staffed with many volunteers as well as LACDC employees who work to promote the visitor industry, community partnerships and positive results. This year the total number of volunteer hours was **1053, which represents an average of 85 hours per month.**

Goals

LACDC's Board of Directors established three strategic goals in September 2007 that are aimed at protecting and enhancing the viability and sustain ability of the local economy

- (1) be catalyst for downtown redevelopment,
- (2) be proactive, and target recruitment and expansion of business in Los Alamos County, and
- (3) capture greater economic benefit from visitors and tourism.



Accomplishments

LACDC Programs are highly visible throughout the community. Our award-winning MainStreet program produces and supports downtown events and downtown redevelopment initiatives. The UNM-LA Small Business Development Center, operated by LACDC, helps aspiring entrepreneurs get their businesses started, and existing businesses and organizations improve their enterprises Our Meeting & Visitor Bureau

program assists tourists and visitors, and helps local businesses and attractions to promote themselves. The Los Alamos Chamber facilitates connections – we advocate for economic initiatives to improve our community; we help our members to be visible through networking and promotional initiatives; we provide members with valuable business services; and we promote Shopping in Los Alamos! From furnished, full-service office spaces to space for research and technology, our property operations provide places for economic activities to get started, take root, and grow in our community.



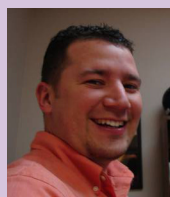


Los Alamos MainStreet

Mission:

More people downtown more of the time – The Los Alamos MainStreet Program is an initiative of the Los Alamos Commerce & Development Corporation dedicated to promotion and revitalization of downtown Los Alamos as a mixed-use, pedestrian-friendly center, offering products, services, and entertainment that address the community's needs for "quality of place".

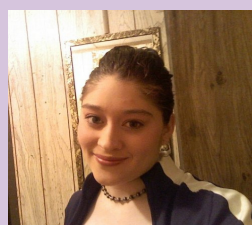
People:



Jeremy Varela,
Events & Marketing
Coordinator



Sarah Seidel,
Marketing Intern



Claire Roybal
Project Assistant

Main Street Four Point Approach:

The Los Alamos MainStreet mission is realized through work in four key areas that include:

| | |
|--|---|
| • ORGANIZATION A sound Board and strong committees | • ECONOMIC RESTRUCTURING Help bring development dollars to downtown, liaison between private and public projects |
| • PROMOTION/EVENTS Hold events downtown that promote community pride and promote downtown businesses | • DESIGN Provide information and resources to developers and local businesses for downtown, development on design features that compliment our downtown and community |

Main Street Events:

Los Alamos MainStreet works hard to promote community pride in Los Alamos through events that garner thousands of participants each year. Our major events for the year are:

- Trick-or-Treat-on-MainStreet
- Fair & Rodeo Parade
- Winterfest Holiday Lights Parade



"The small projects grant was a HUGE help! It is important for our business to be involved in community events, but sometimes it's difficult to come up with the funding needed to do everything we'd like to do, so the grant was just what we needed to make the Yum Run a success!"

-From Kelly Parker and Ruby Alexander, Ruby K's Yum Run.

2007 Activities & Accomplishments:

A few examples of **2007 Advocacy Activities** –

- Ordinance 529 advocacy contributed to a successful referendum outcome.
- Staff & Board members played an important advisory role The County Trinity Advisory Committee.
- Conducted "Discovery Dialogue" events on key topics such as Trinity Place and service workforce.
- CommunityMatters initiative (see page 8).
- Service Workforce Initiative.
- Facilitated subcontractor committee to monitor and communicate status and issues for this type of business.

A few examples of **2007 Visibility Activities** –

- made thousands of referrals of potential clients and customers to our members.
- provided free web listings for members on our online visitor guide and shopping directory.
- facilitated member-to-member discounts and promotion.
- provided members with free advertising in LADeals, a monthly shoppers E-bulletin distributed to hundreds of local subscribers.
- facilitated a student welcome program promoting our members to more than 1200 students.

A few examples of **2007 Resources Available** –

- provides members with Bulk Mail Service, on qualifying mailings.
- provides members with access to discounts on business training and workshops conducted in cooperation with the UNM-LA Small Business Development Center.
- provides members with the Business Intelligence Report, a monthly newsletter providing timely news, tips, and trends.
- provides members with FREE use of the conference room and day office located at the Chamber of Commerce.

Chamber Events:

Chamberfest: June 8 & 9, 2007:

The Chamberfest is an annual promotional event that showcases Chamber Members

Annual Golf Tournament "Discover the Green": September 28th, 2007

The Annual Golf tournament is one of our community networking events. The Chamber partners with the United Way of Northern New Mexico serving Los Alamos and Rio Arriba counties. The Chamber raised \$5,000 for United Way.

Food & Networking (FAN) Club:

The FAN Club promotes interaction, friendship, & identification of business opportunities between Chamber Members and the community. Ten FAN Club events were hosted by member businesses throughout the year.

Chamber Business Breakfasts:

The Chamber business breakfasts provided a forum for many important issues to our members including LANL contractor transition, education in Los Alamos, the State of the County government, New Mexico workforce development initiatives, health care in the community, and NM legislative issues.



Contact Chamber of Commerce

Executive Director: Kevin Holsapple,
Phone: (505) 661-4806,
Email: chamber@losalamos.com
www.losalamoschamber.com



Los Alamos Chamber of Commerce



Mission:

The Los Alamos Chamber of Commerce (Chamber) works on behalf of its members to improve the business environment and our community. The Chamber is an association of business organizations and individuals who are interested in joining and working together to improve the economic, civic and cultural well being of our area. The Chamber sees real value in connections. **Connections** help grow businesses, develop relationships, and improve our community.

People:



Kevin Holsapple
Executive Director



Debbie Gill, Member
Services Coordinator



Sharon Springer
Administrative Assistant

"We became chamber members to network with other businesses in the community and explore opportunities to work together and expand our provision of services".

-Los Alamos Urgent Care

Chamber Member Benefits:

Chamber membership entitles our members to a variety of valuable benefits and services: **Advocacy** on behalf of member interests with Federal, State, and local governments; **Visibility** for our members to their customers and potential customers in the community through events, promotions, referrals, and our web presence; and **Resources** that provide convenience, valuable information, and cost savings to our members.

CommunityMatters

To provide support in an environment of uncertainty, the Chamber initiated CommunityMatters to highlight the important role our members play in building community and to provide members with inexpensive options for promotion. More than fifty Chamber member businesses and organizations had joined the CommunityMatters initiative by December. There are many features of the initiative. Read more at www.ourcommunitymatters.info

Our Members

In December 2007 the Chamber had 305 members. Members include merchants, hotels, restaurants, real estate firms, insurance firms, transportation providers, construction businesses, engineering and consulting firms, communications companies, health care providers, financial services businesses, community organizations, not-for-profits, governments, automotive businesses, technology businesses, and individuals. Eighty percent of the membership is based in Los Alamos County. Our members employ nearly 14,000 people in the community.

Small Projects Grants:

As well as conducting the major events, Los Alamos MainStreet is responsible for awarding mini-grants to organizations and businesses in Los Alamos that want to promote an event which attracts interest to MainStreet. Thanks to Los Alamos County, Los Alamos MainStreet awarded approximately 12 minigrants that totaled \$10,000. Some of the events funded by these grants in 2007 are:

- The Family Festival, Community Health Council
- Relay for Life/ American Cancer Society
- Salsa Showdown: Cinco de Mayo, Trinity Beverage Co.
- Jemez Corvettes, Atomic City Corvettes and Home Run Pizza
- The Children's Festival, Family Health Council

Awards/Accomplishments:

- **Winner of 2006 Cabinet Secretary's Award for Community Economic Development**
- **Facilitation/assistance to redevelopment projects**

Events :

- **Fair & Rodeo Parade**
- **Trick or Treat on MainStreet**
- **Winterfest Holiday Lights Parade**
- **Sponsored 12 small projects.**
- **Estimated attendance at MainStreet Events ~35,000**
- **7.61 to 1 leverage on sponsor investment**
- **\$12,048 in private sector funding/resources for events**
- **\$693,949 in private sector investment in downtown capital projects**
- **Received \$81,000 Capital Outlay grant for Canyon Rim Trail at Los Alamos Plaza.**



Jeremy gets goofy with the 2008 MainStreet Community Plaque



Russ Gordon was awarded the Community Award from New Mexico MainStreet.



Contact Los Alamos MainStreet

MainStreet Manager, Jeremy Varela
Phone: (505) 661-4844
Email: jvarela@losalamos.org



Business Development Services

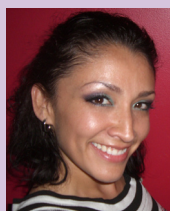
UNM-LA SBDC Mission:

Our mission is to provide quality direct assistance, entrepreneurial education and resource links for potential and existing small businesses to strengthen the economy of New Mexico. The UNM-LA SBDC is part of a national and statewide network that provides no-charge business counseling and low-cost workshops to existing or aspiring small businesses in the community, including not-for-profit.

People:



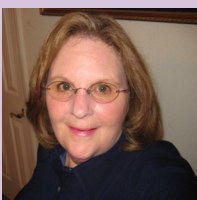
Patrick Sullivan,
Business Development
Director, UNM-LA
SBDC Center Director



Venessa Finn,
Business Counselor



Audrey Garduño
Business Development
Associate



Sharon Springer,
Administrative Assistant

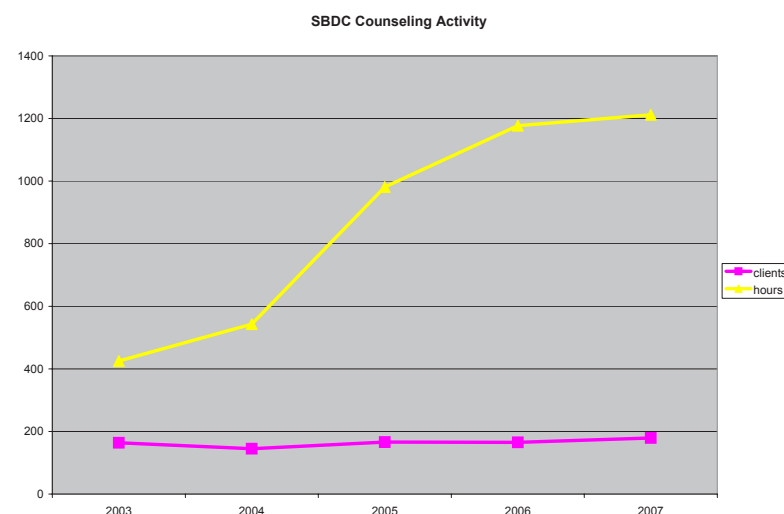
Areas of Assistance:

- Bookkeeping & Accounting
- Cash Flow Analysis
- Business Start-up
- Business Financing
- Marketing
- Management Assessment
- Management Policy
- Planning & Business Plan Development
- Productivity Issues
- Proposal Preparation

Accomplishments:

1. Business Counseling:

The UNM-LA SBDC provides free confidential Business counseling for new or existing businesses. SBDC's professional counselors Patrick Sullivan, Venessa Finn, and Audrey Garduño work with clients to help find the answers to their questions and problems. This year the UNM-LA SBDC counseled 189 clients, and assisted the creation of 33 start ups.



2. Business Workshops:

The UNM-LA SBDC provides low cost workshops covering a wide range of business topics. These workshops are lead by professional instructors and teach practical approaches and solutions to real life business challenges. In 2007 the UNM-LA SBDC organized 18 workshops. Throughout the years, the average number of attendees per workshop remains stable.

3. Success Client

Every year, the UNM-LA SBDC picks an outstanding small business as their Success Client. On February 8, 2008 the 2007 Success Client for UNM-LA SBDC, The Harp of the Spirit Publishing Company, LLC, owned by Michelle Stump was honored and recognized at the State Capitol during the legislative session.



"Guidance and support from The UNM-LA SBDC have made The Harp of the Spirit what it is today - a small New Mexico business emerging onto the national scene with a very New Mexican product. The UNM-LA SBDC helped me formulate my catalog and pricing structure and establish myself as an LLC. Their continued presence in my business life has kept me in the know about bookkeeping, New Mexico Gross Receipts Tax, Quick-Books, and generally everything I need to know to run a successful small business."

-Michelle Stump, The Harp of the Spirit Publishing Company, LLC

4. Los Alamos Business Incubation Program (LABIP):

LACDC operates the Los Alamos Business Incubation Program in conjunction with its operations of the UNM-LA SBDC. LABIP works with its clients to assess and develop business plan and then to identify the set of specific actions and needs that are necessary for the company to move forward. Utilizing two facilities, the SBC and the Synergy Center at the Los Alamos Research Park, the incubation program is able to incorporate subsidized space, if needed, in a location that is best suited for the client's business. Throughout its 24 year history the LABIP has served over 170 tenants with close to 40 'graduate' companies. LABIP's clients are both base economy high tech companies as well as local market service companies.

Other Activities

1. Local Economic Development Efforts

LACDC provides Business Development Services to businesses located in Los Alamos and White Rock and those exploring locating in the community under a contract with the County of Los Alamos. LACDC's services include providing market information, networking opportunities, advocacy, problem solving, location assistance and downtown redevelopment support. In 2007, LACDC provided services to 24 clients, and assisted in 8 local business expansions and relocations.

2. Youth Business Grant Program

The Youth Business Grant Program is a summer program that encourages young people to open and run their own business. More than 230 summer businesses have received grants up to \$300 since the first youth business opened in 1985. In 2007 SBDC UNM-LA awarded 10 participants. YBGP applicants must be aged between 13 and 19 and complete a mini business plan. Grant money, panel volunteers, and mentors come from the local business community. Website: www.ybgp.org

3. 100 Best Communities

Los Alamos County is a winner of a national competition to identify the 100 Best Communities for Young People. In partnership with Capital One, the "100 Best" competition honors communities for their commitment to provide people. LACDC facilitated the junction with the Juvenile Justice Advisory Board (JJAB).



Contact Business Development

phone: (505) 662-0001
Email: lacdc@losalamos.org
www.nmsbdc.org/losalamos