

**COUNTY OF ERIE
LEGEND**

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ERIE COUNTY BUSINESS ASSISTANCE DIRECTORY 2020

**MARK C. POLONCARZ
County Executive**



Erie County Business Assistance Directory

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Disclaimer: The descriptions used in the directory were abstracted and modified from brochures and/or publications in order to keep the directory from becoming a giant publication. The descriptions are only intended to give the user a flavor of what each organization can offer. It is strongly suggested that a user contact an organization directly to get more detailed information. We have made every effort to be as accurate as possible, but cannot guarantee complete accuracy. As such, Erie County assumes no liability for the accuracy of the information provided or for the omission of information not provided.

GUIDE TO ALPHABETICAL AGENCY INDEX

This section lists every agency and contains common abbreviations associated with different agencies. It also provides a phone number and the page number of where additional information can be found in the Agency & Program Descriptions Section. The Agency & Program Descriptions Section provides the organization's name, address, contacts, phone, fax, e-mail, web site and a short description of services. Industrial Development Agencies abbreviated as IDAs.

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Association of Erie County Gov. (AECG) | 716-941-3647 | P. 12

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Bflo. & Fort Erie Public Bridge Auth. | 716-884-6744, ext. 226 | P. 12
Bflo. & Erie County Public Library (B&ECPL) | 716-858-8900 | P. 12
Buffalo Convention Center (BCC) | 716-855-5555 | P. 12
Bflo. Niag. Manufacturing Alliance (BNMA) | 716-870-7084 | P. 12
Buffalo Niagara Partnership | 716-541-1701 | P. 13
Buffalo Place, Inc. | 716-856-3150 | P. 13
Bflo. Urban Dev. Corporation (BUDC) | 716-856-6525 x130 | P. 13
Bflo. Urban Renewal Agency (BURA) | 716-851-5035 | P. 13
Buffalo World Trade Association | 716-685-1781 | P. 13
Business Council of New York State, Inc. | 518-465-7511 x201 | P. 13

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Canadian Consulate General | 212-596-1628 | P. 13
Canisius College Ctr. For Prof. Development | 716-888-8490 | P. 14
Canisius College Women's Business Center | 716-888-8280 | P. 14
Ctr. for Disease Control & Prevention (CDC) | 800-232-4636 | P. 14
Center for Urban Studies (CUS) | 716-829-2305 | P. 14
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Rizzo, Daniel | 716-858-8353 | EC - Parks & Rec. | P. 43
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Spoth, Francina J. | 716-631-7021 | Amherst | P. 33
Stegmeier, Michael | 716-683-2105 | Lancaster (village) | P. 32
Stillwell, Lori | 716-858-2688 | EC - DISS | P. 42
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Taylor, Michael A. | 716-626-3423 | NYBDC | P. 6, 10, 18
Terranova, Diane | 716-683-9028 | Lancaster (town) | P. 34
Tobia, John M. | 716-337-3839 | North Collins (town) | P. 34
Todaro, Frank J. | 716-681-2071 | EC - Legislator | P. 30
Toss-Jones, Marvel | 716-884-9120 | Bryant-Stratton | P. 28
Toth, LTC Jason A. | 716-879-4104 | U.S. Army Corps of Engineers | P. 7, 9, 10, 20

Turner, Craig W. | 716-852-7160 | WTCBN | P. 8,9,23
Tyler, Kelly | 716-842-1522 | NYSERDA | P. 9, 11, 19

U & V

Ulbrich, Tom | 716-885-5715 | CEL | P. 7, 21
Underberg, Jessica | 716-648-9733 | International Agri-Center | P. 10, 17
Venditti, Rickey | 716-652-0589, ext. 1 | Wales | P. 35
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Wachowiak, Teresa | 716-683-7451 | Depew | P. 31
Wagner, Danielle | 716-532-3353 | Gowanda | P. 32
Wallace, Monica P. | 716-686-0080 | NYS Assembly | P. 38
Wendel, Paul | Chau. Co. Gov. | P. 45
Whitney, John C. | 716-773-9600 | Grand Island | P. 34
Whyte, Maria | 716-858-8500 | County Executive | P. 41
Wiktor, Corey R. | 716-699-2005 | Catt Co. IDA | P. 45
Witkowski, Donald | 716-649-0200 | Hamburg (town) | P. 32
Wilson, Esq., Gary A. | 716-858-8476 | NYS DOL | P. 42

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Zellner, Jeremy J. | 716-858-8388 | EC - Elections | P. 41
Zeplovitz, Jeffery | 716-631-7021 | Amherst | P. 33
Zientek, Jill M. | 716-537-9443, ext. 2 | Holland | P. 34

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GUIDE TO SUBJECT INDEX

The index is sorted by subject and provides a phone number, web site, address, contact name and the page number of where additional information can be found in the Agency & Program Descriptions section.

COVID-19 INFORMATION RESOURCES

New York Forward

Tel: 518-474-8390 | <https://forward.ny.gov/>

Kathy Hochul, Regional Captain and Lieutenant Governor, Page 18

Centers for Disease Control and Prevention (CDC)

Tel: 800-232-4636 | www.cdc.gov/coronavirus/2019-nCoV/index.html

Robert R. Redfield, Director, Page 14

ECONOMIC DEVELOPMENT – COMPREHENSIVE SERVICE PROVIDERS

These county-wide agencies have ability to coordinate and access multiple agencies contained in this Directory that can address the particular needs of a company. Can provide technical and/or financial assistance.

Empire State Development Corporation (ESD)

Tel: 716-846-8200 | <http://www.esd.ny.gov>

95 Perry Street, Suite 500 | Buffalo, NY 14203

Amanda Mays, Regional Director, Page 14

Erie County Industrial Development Agency (ECIDA)

Tel: 716-856-6525 | <http://www.ecidany.com>

95 Perry Street, Suite 403 | Buffalo, NY 14203

John Cappellino, Chief Executive Officer, Page 16

Erie County Dept. of Environment and Planning

Tel: 716-858-8390 | <http://www.erie.gov/environment>

95 Franklin Street, Room 1053 | Buffalo, NY 14202

Thomas R. Hersey, Jr., Commissioner, Page 15

Invest Buffalo Niagara (IBN)

Tel: 716-842-1330, ext. 452 | <http://www.buffaloniagara.org>

257 W. Genesee St., Ste .600 | Buffalo, NY 14202

Thomas A. Kucharski, President & CEO, Page 17

ECONOMIC DEVELOPMENT – INDUSTRIAL DEVELOPMENT AGENCIES

Amherst Industrial Development Agency (AIDA)

Tel: 716-698-9000 | <http://www.amherstida.com>

4287 Main Street | Amherst, NY 14226

David S. Mingoia, Executive Director, Page 12

Erie County Industrial Development Agency (ECIDA)

Tel: 716-856-6525 | <http://www.ecidany.com>

95 Perry Street, Suite 403 | Buffalo, NY 14203

John Cappellino, Chief Executive Officer, Page 16

Clarence Industrial Development Agency

Tel: 716-741-0149 | <http://www.clarenceida.com/>

1 Town Place | Clarence, NY 14031

Christopher Kempton, Chairperson, Page 14

Hamburg Industrial Development Agency (HIDA)

Tel: 716-648-4145 | <http://hamburgida.com/>

6122 South Park Avenue | Hamburg, NY 14075

Sean Doyle, Executive Director, Page 16

Concord Industrial Development Agency

Tel: 716-592-4946 | <http://concord-ida.com/>

PO Box 368 | Springville, NY 14141

Gary Eppolito, Chairperson, Page 14

Lancaster Industrial Development Agency (LIDA)

Tel: 716-683-1610 | <http://lancasternyida.com>

21 Central Avenue | Lancaster, NY 14086

Robert Benzel, Chief Executive Officer, Page 18

ECONOMIC DEVELOPMENT – OTHER AGENCIES

Center for Urban Studies (CUS)

Tel: 716-829-2305 | <http://centerforurbanstudies.ap.buffalo.edu/>

State Univ. at NY | 3435 Main St., 330 Hayes Hall | Buffalo, NY 14214

Dr. Henry Louis Taylor, Jr., Director, Page 14

New York Business Development Corp. (NYBDC)

Tel: 716-626-3423 | <http://www.nybdc.com>

300 International Drive, Suite 126 | Williamsville, NY 14221

Michael A. Taylor, Senior Vice President, Page 18

Eden Economic Development, Town of

Tel: 716-992-3408 | <http://www.edenny.org/econ.html>

2795 Church Street | Eden, NY 14057

Ed Krycia, Chair, Econ. Advisory Committee, Page 14

New York State (NYS) Dept. of Transportation (DOT)

Tel: 716-847-3238 | <https://www.dot.ny.gov/index>

100 Seneca Street | Buffalo, NY 14203

Francis P. Cirillo, Regional Director, Page 19

Evans Community Development, Town of

Tel: 716-549-3915 | <https://www.townofevans.org/departments/commdev.html>

8787 Erie Road | Angola, NY 14006

William Smith, Director Page 16

Orchard Park Economic Development Committee

Tel: 716-636-3626 | <https://www.orchardparkny.org/committees/economic-development-committee/>

3623 Eggert Road | Orchard Park, NY 14127

John Murray, Chairperson, Page 19

Lackawanna Community Development Corp. (LCDC)

Tel: 716-823-5124 | <http://lackawannany.gov/>

640 Ridge Road | Lackawanna, NY 14218

Lauren Jednak, Executive Director, Page 17

U.S. Small Business Administration (SBA)

Tel: 716-551-4301 | <http://www.sba.gov/localresources/district/ny/>

130 South Elmwood Avenue, Suite 540 | Buffalo, NY 14202

Franklin J. Sciortino, District Director, Page 21

Lancaster Community Development Corp., Village of

Tel: 716-683-2105 | <http://www.lancastervillage.org>

5423 Broadway | Lancaster, NY 14086

James Allen, President, Page 18

UB The Center for Industrial Effectiveness (TCIE)

Tel: 716-645-8844 | <http://www.tcie.buffalo.edu>

1576 Sweet Home Road | Amherst, NY 14228

Timothy Leyh, Executive Director, Page 22

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EDUCATION AND TRAINING RESOURCE

Canisius College Center for Professional Development

Tel: 716-888-8490 | <http://www.canisius.edu/cpd>
2001 Main Street | Buffalo, NY 14208
Jennifer Patrick, Executive Director, Page 16

Center for Urban Studies (CUS)

Tel: 716-829-2305 | <http://centerforurbanstudies.ap.buffalo.edu/>
State Univ. at NY | 3435 Main St., 330 Hayes Hall | Buffalo, NY 14214
Dr. Henry Louis Taylor, Jr., Director, Page 14

Chambers of Commerce

See Pages 24-25

Educational Institutions

See Pages 27-28

Empire State Development Corporation (ESD)

Tel: 716-846-8200 | <http://www.esd.ny.gov>
95 Perry Street, Suite 500 | Buffalo, NY 14203
Amanda Mays, Regional Director, Page 14

EC Gov. - Buffalo and Erie County Public Library (B&ECPL)

Tel: 716-858-8900 | <http://www.buffalolib.org>
1 Lafayette Square | Buffalo, NY 14203
Mary Jean Jakubowski, Director, Page 12

Erie County Industrial Development Agency (ECIDA)

Tel: 716-856-6525 | <http://www.ecidany.com>
95 Perry Street, Suite 403 | Buffalo, NY 14203
John Cappellino, Chief Executive Officer, Page 16

SCORE

Tel: 716-554-4301 | <http://buffaloniagara.score.org>
130 South Elmwood Avenue, Suite 540 | Buffalo, NY 14202
Franklin J. Sciortino, District Director, Page 20

Small Business Development Center (SBDC)

Tel: 716-878-4030 | <http://www.nys-sbdc.suny.edu>
1300 Elmwood Avenue | Buffalo, NY 14222
Susan McCartney, Director, Page 20

U.S. Small Business Administration (SBA)

Tel: 716-551-4301 | <http://www.sba.gov/localresources/district/ny/>
130 South Elmwood Avenue, Suite 540 | Buffalo, NY 14202
Franklin J. Sciortino, District Director, Page 21

UB Center for Entrepreneurial Leadership (CEL)

Tel: 716-885-5715 | <http://www.mgt.buffalo.edu/cel>
77 Goodell Street, Suite 201 | Buffalo, NY 14203
Tom Ulbrich, Executive Director, Page 21

UB Regional Institute

Tel: 716-878-2440 | <http://regional-institute.buffalo.edu/>
77 Goodell Street, Suite 302 | Buffalo, NY 14203
Robert G. Shibley, Director and Dean of School of Architecture & Planning, Page 21

UB Technology Transfer

Tel: 716-645-8134 | <http://www.buffalo.edu/research/about-us/units/technology-transfer.html>
520 Lee Entrance, Suite 109 | UB Commons | Amherst, NY 14228
Jeffrey Dunbar, Director, Page 21

ENGINEERING ASSISTANCE

UB Engineering Student Employment Program

Tel: 716-645-0971 | Page 21

UB The Center for Industrial Effectiveness (TCIE)

Tel: 716-645-8844 | <http://www.tcie.buffalo.edu>
1576 Sweet Home Road | Amherst, NY 14228
Timothy Leyh, Executive Director, Page 22

ENVIRONMENTAL RESOURCES

Empire State Development Corporation (ESD)

Tel: 716-846-8200 | <http://www.esd.ny.gov>
95 Perry Street, Suite 500 | Buffalo, NY 14203
Amanda Mays, Regional Director, Page 14

**Erie County Dept. of Environment and Planning
Division of Environmental Compliance**

Tel: 716-858-8390
95 Franklin Street | Buffalo, NY 14202
Bonnie Lawrence, Deputy Commissioner, Page 15

Erie County Industrial Development Agency (ECIDA)

Tel: 716-856-6525 | <http://www.ecidany.com>
95 Perry Street, Suite 403 | Buffalo, NY 14203
John Cappellino, Chief Executive Officer, Page 16

NYS Dept. of Environmental Conservation (NYSDEC)

Tel: 716-851-7200 | <http://www.dec.state.ny.us>
270 Michigan Avenue | Buffalo, NY 14203
Abby M. Snyder, Regional Director, Page 19

U.S. Army Corps of Engineers

Tel: 716-879-4104 | <http://www.lrb.usace.army.mil>
1776 Niagara Street | Buffalo, NY 14207
LTC Jason A. Toth, District Commander, Page 20

Western New York Sustainable Business Roundtable

Tel: 716-858-6931 | <https://wnysustainablebusiness.org>
C/O 95 Franklin Street | Buffalo, NY 14202
Asa Guilamo, Coordinator, Page 23

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EXPORT – CULTURAL INFORMATION, INTERPRETING AND/OR TRANSLATION RESOURCES

International Institute of Buffalo NY, Inc.
 Tel: 716-883-1900 | <http://www.iibuff.org>
 864 Delaware Avenue | Buffalo, NY 14209
 Eva Hassett, Executive Director, Page 17

EXPORT – FINANCE AND/OR INFORMATIONAL RESOURCES

Buffalo & Fort Erie Public Bridge Authority
 Tel: 716-884-6744, ext. 226 | <http://www.peacebridge.com>
 One Peace Bridge Plaza | Buffalo, NY 14213
 Ron Rienas, General Manager, Page 12

Buffalo World Trade Association
 Tel: 716-685-1781 | <http://www.bwta.org>
 PO Box 130 | Lancaster, NY 14086
 Barbara Saieva, President, Page 13

Canadian Consulate General
 Tel: 212-596-1628
https://international.gc.ca/world-monde/country-pays/united_states-etats_unis/new_york.aspx?lang=eng
 466 Lexington Avenue | New York, NY 10017
 Phylliss Yaffe, Consul General of CA in NY, Page 13

Empire State Development Corporation (ESD)
 Tel: 716-846-8200 | <http://www.esd.ny.gov>
 95 Perry Street, Suite 500 | Buffalo, NY 14203
 Amanda Mays, Regional Director, Page 14

EC Gov. - Buffalo and Erie County Public Library (B&ECPL)
 Tel: 716-858-8900 | <http://www.buffalolib.org>
 1 Lafayette Square | Buffalo, NY 14203
 Mary Jean Jakubowski, Director, Page 12

Erie County Industrial Development Agency (ECIDA)
 Tel: 716-856-6525 | <http://www.ecidany.com>
 95 Perry Street, Suite 403 | Buffalo, NY 14203
 John Cappellino, Chief Executive Officer, Page 16

Small Business Development Center (SBDC)
 Tel: 716-878-4030 | <http://www.nys-sbdc.suny.edu>
 1300 Elmwood Avenue | Buffalo, NY 14222
 Susan McCartney, Director, Page 20

U.S. Citizenship and Immigration Services
 Tel: 716-843-7900 | <http://uscis.gov>
 306 Delaware Avenue | Buffalo, NY 14202
 Edward Newman, District Director, Page 20

U.S. Customs and Border Protection
 Tel: 716-626-0400 | <http://www.cbp.gov>
 300 Airborne Parkway, Suite 300 | Buffalo, NY 14225
 James Engelman, Director, Field Operations, Page 20

U.S. Department of Commerce
 Tel: 716-554-4191 | <https://www.commerce.gov/locations>
 130 South Elmwood Avenue, Suite 530 | Buffalo, NY 14202
 Rosanna Masucci, Director, Page 20

U.S. Small Business Administration (SBA)
 Tel: 716-551-4301 | <http://www.sba.gov/localresources/district/ny/>
 130 South Elmwood Avenue, Suite 540 | Buffalo, NY 14202
 Franklin J. Sciortino, District Director, Page 21

World Trade Center Buffalo Niagara (WTCBN)
 Tel: 716-852-7160 | <http://wtcbn.org>
 725 Main Street | Buffalo, NY 14203
 Craig W. Turner, President, Page 22

FOREIGN TRADE ZONES (FTZ)

**Erie County Dept. of Environment and Planning
 Division of Planning**
 Tel: 716-858-8390
 95 Franklin Street | Buffalo, NY 14202
 Tuona Batchelor, Industrial Assistance Program, Page 15

Erie County Industrial Development Agency (ECIDA)
 Tel: 716-856-6525 | <http://www.ecidany.com>
 95 Perry Street, Suite 403 | Buffalo, NY 14203
 John Cappellino, Chief Executive Officer, Page 16

U.S. Customs and Border Protection
 Tel: 716-626-0400 | <http://www.cbp.gov>
 300 Airborne Parkway, Suite 300 | Buffalo, NY 14225
 James Engelman, Director, Field Operations, Page 20

WNY Foreign Trade Zones Operators, Inc.
 Tel: 716-823-2142 | <http://www.wnyftz.com>
 10 North Gates Avenue | Lackawanna, NY 14218
 Timothy J. Palisano, President, Page 22

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GOVERNMENT ASSISTANCE - COUNTY

Government – Local Elected Officials

Erie County Executive – See Page 28
 Erie County Legislators – See Pages 29-30
 Mayors and Supervisors – See Pages 31-35

*Also see Pages 12 and 15 for additional information on: Buffalo & Erie County Public Library | County Clerk's Office | Department of Environment & Planning | Division of Equal Employment Opportunity

Government – Quick Reference Index

See pages 41-44 for contact information on many County Departments

GOVERNMENT ASSISTANCE - STATE

Empire State Development Corporation (ESD)

Tel: 716-846-8200 | <http://www.esd.ny.gov>
 95 Perry Street, Suite 500 | Buffalo, NY 14203
 Amanda Mays, Regional Director, Page 14

Government – State

New York State (NYS) Governor – See Page 35
 NYS Legislature – See Pages 36-39

NYS Dept. of Environmental Conservation (NYSDEC)

Tel: 716-851-7200 | <http://www.dec.state.ny.us>
 270 Michigan Avenue | Buffalo, NY 14203
 Abby M. Snyder, Regional Director, Page 19

New York State Department of Labor (DOL)

Tel: 716-851-2750 | <https://www.labor.ny.gov/home/>
 290 Main Street | Buffalo, NY 14202
 Carolyn Bright, Business Service Rep., Page 19

New York State (NYS) Dept. of Transportation (DOT)

Tel: 716-847-3238 | <https://www.dot.ny.gov/index>
 100 Seneca Street | Buffalo, NY 14203
 Francis P. Cirillo, Regional Director, Page 19

NYS Energy Research & Development Authority (NYSERDA)

Tel: 716-842-1522 | <http://www.nyserda.org>
 726 Exchange Street, Suite 821 | Buffalo, NY 14203
 Kelly Tyler, Dir. of Communities & Local Gov., Page 19

GOVERNMENT ASSISTANCE - FEDERAL

Government – Federal

United States Congress, See Page 36

U.S. Army Corps of Engineers

Tel: 716-879-4104 | <http://www.lrb.usace.army.mil>
 1776 Niagara Street | Buffalo, NY 14207
 LTC Jason A. Toth, District Commander, Page 20

U.S. Citizenship and Immigration Services

Tel: 716-843-7900 | <http://uscis.gov>
 306 Delaware Avenue | Buffalo, NY 14202
 Edward Newman, District Director, Page 20

U.S. Customs and Border Protection

Tel: 716-626-0400 | <http://www.cbp.gov>
 300 Airborne Parkway, Suite 300 | Buffalo, NY 14225
 James Engelman, Director, Field Operations, Page 20

U.S. Department of Commerce

Tel: 716-554-4191 | <https://www.commerce.gov/locations>
 130 South Elmwood Avenue, Suite 530 | Buffalo, NY 14202
 Rosanna Masucci, Director, Page 20

U.S. Small Business Administration (SBA)

Tel: 716-551-4301 | <http://www.sba.gov/localresources/district/ny/>
 130 South Elmwood Avenue, Suite 540 | Buffalo, NY 14202
 Franklin J. Sciortino, District Director, Page 21

INDUSTRY ASSOCIATIONS, LOBBYING, AND NETWORKING GROUPS

Association of Erie County Governments (AECG)

Tel: 716-941-3647 |
 9771 Partridge Road | Colden, NY 14033
 Marilyn Calhoun-Allen, Executive Director, Page 12

Buffalo Niagara Manufacturing Alliance (BNMA)

Tel: 716-870-7084 | <http://www.bnmalliance.com>
 169 Bullis Road | Cowlesville, NY 14037
 Kevin Calvello, President, Page 12

Buffalo World Trade Association

Tel: 716-685-1781 | <http://www.bwta.org/>
 PO Box 130 | Lancaster, NY 14086
 Barbara Saieva, President, Page 13

Business Council of New York State, Inc.

Tel: 518-465-7511 x201 | <http://www.bcnys.org>
 152 Washington Avenue | Albany, NY 12210
 Heather Bricetti, President & CEO, Page 13

Chambers of Commerce

See Pages 24-25

Greater Buffalo Building Owners & Mgs. Assoc. (BOMA)

Tel: 716-856-3801 | <https://www.bomabuffalo.com>
 465 Main Street, Suite 130 | Buffalo, NY 14203
 Jennifer Aiple, Executive Director, Page 16

World Trade Center Buffalo Niagara (WTCBN)

Tel: 716-852-7160 | <http://wtcbn.org>
 725 Main Street | Buffalo, NY 14203
 Craig W. Turner, President, Page 2

Western New York Sustainable Business Roundtable

Tel: 716-858-6931 | <https://wnysustainablebusiness.org>
 C/O 95 Franklin Street | Buffalo, NY 14202
 Asa Guilamo, Coordinator, Page 23

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MINORITY / WOMEN BUSINESS ASSISTANCE

Canisius College Women's Business Center
 Tel: 716-888-8280 | <http://www.canisius.edu/wbc>
 2001 Main Street | Buffalo, NY 14208
 Sara Vescio, Executive Director, Page 14

Center for Urban Studies (CUS)
 Tel: 716-829-2305 | <http://centerforurbanstudies.ap.buffalo.edu/>
 State Univ. at NY | 3435 Main St., 330 Hayes Hall | Buffalo, NY 14214
 Dr. Henry Louis Taylor, Jr., Director, Page 14

Empire State Development Corporation (ESD)
 Tel: 716-846-8200 | <http://www.esd.ny.gov>
 95 Perry Street, Suite 500 | Buffalo, NY 14203
 Amanda Mays, Regional Director, Page

EC Gov. - Div. of Equal Employment Opportunity (EEO)
 Tel: 716-858-6169 | <http://www2.erie.gov/eoo/>
 95 Franklin Street, Room 1652 | Buffalo, NY 14202
 Jesse L. Burnette, Director, Page 15

Erie County Industrial Development Agency (ECIDA)
 Tel: 716-856-6525 | <http://www.ecidany.com>
 95 Perry Street, Suite 403 | Buffalo, NY 14203
 John Cappellino, Chief Executive Officer, Page 16

New York Business Development Corp. (NYBDC)
 Tel: 716-626-3423 | <http://www.nybdc.com>
 300 International Drive, Suite 126 | Williamsville, NY 14221
 Michael A. Taylor, Senior Vice President, Page 18

New York & New Jersey Minority Supplier Development Council
 Tel: 212-502-5663 | <http://nynjmsdc.org/>
 65 W. 36th Street, Suite 702 | New York, NY 10018
 Terrence Clark, President & CEO, Page 18

Small Business Development Center (SBDC)
 Tel: 716-878-4030 | <http://www.nys-sbdc.suny.edu>
 1300 Elmwood Avenue | Buffalo, NY 14222
 Susan McCartney, Director, Page 20

U.S. Small Business Administration (SBA)
 Tel: 716-551-4301 | <http://www.sba.gov/localresources/district/ny/>
 130 South Elmwood Avenue, Suite 540 | Buffalo, NY 14202
 Franklin J. Sciortino, District Director, Page 21

PLANNING AND ZONING INFORMATION

Erie County Dept. of Environment and Planning
 Tel: 716-858-8390 | <http://www.erie.gov/environment>
 95 Franklin Street, Room 1053 | Buffalo, NY 14202
 Thomas R. Hersey, Jr., Commissioner, Page 15

Greater Buffalo-Niagara Regional Transportation Council (GBNRTC)
 Tel: 716-856-2026 | <http://www.gbnrtc.org>
 438 Main Street, Suite 503 | Buffalo, NY 14202
 Hal Morse, Executive Director, Page 16

Invest Buffalo Niagara (IBN)
 Tel: 716-842-1330, ext. 452 | <http://www.buffaloniagara.org>
 257 W. Genesee St., Ste .600 | Buffalo, NY 14202
 Thomas A. Kucharski, President & CEO, Page 17

U.S. Army Corps of Engineers
 Tel: 716-879-4104 | <http://www.lrb.usace.army.mil>
 1776 Niagara Street | Buffalo, NY 14207
 LTC Jason A. Toth, District Commander, Page 20

UB Regional Institute
 Tel: 716-878-2440 | <http://regional-institute.buffalo.edu/>
 77 Goodell Street, Suite 302 | Buffalo, NY 14203
 Robert G. Shibley, Director and Dean of School of Architecture & Planning, Page 21

UB National Center for Geographic Information and Analysis (NCGIA)
 Tel: 716-645-0484 | <http://www.geog.buffalo.edu/ncgia>
 State Univ. at NY | 301 Wilkeson Quad | Buffalo, NY 14261
 Ling Bian, Director, Page 21

SMALL BUSINESS / START-UP – TECHNICAL BUSINESS ASSISTANCE

See *Small Business Reference Section on Page 46 for listing of agencies and helpful information.*

TOURISM RELATED

Buffalo Convention Center (BCC)
 Tel: 716-855-5555 | <http://www.buffaloconvention.com>
 One Convention Center Plaza | Buffalo, NY 14202
 Paul Murphy, General Manager, Page 12

Buffalo Place, Inc.
 Tel: 716-856-3150 | <http://www.buffaloplace.com>
 671 Main Street | Buffalo, NY 14203
 Michael T. Schmand, Executive Director, Page 13

International Agri-Center
 Tel: 716-648-9733 | <http://www.hamburgfairgrounds.com>
 5600 McKinley Pkwy | Hamburg, NY 14075
 Jessica Underberg, Chief Executive Officer, Page 17

Visit Buffalo Niagara
 Tel: 716-852-0511 | <http://www.visitbuffaloniagara.com>
 617 Main Street, Suite 200 | Buffalo, NY 14203-1496
 Patrick Kaler, President & CEO, Page 12

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TRANSPORTATION RELATED

Buffalo & Fort Erie Public Bridge Authority
 Tel: 716-884-6744, ext. 226 | <http://www.peacebridge.com>
 One Peace Bridge Plaza | Buffalo, NY 14213
 Ron Rienas, General Manager, Page 12

Greater Buffalo-Niagara Regional Transportation Council (GBNRTC)
 Tel: 716-856-2026 | <http://www.gbnrtc.org>
 438 Main Street, Suite 503 | Buffalo, NY 14202
 Hal Morse, Executive Director, Page 16

New York State (NYS) Dept. of Transportation (DOT)
 Tel: 716-847-3238 | <https://www.dot.ny.gov/index>
 100 Seneca Street | Buffalo, NY 14203
 Francis P. Cirillo, Regional Director, Page 19

Niagara Frontier Transportation Authority (NFTA)
 Tel: 716-855-7470 | <http://www.nfta.com>
 181 Ellicott Street | Buffalo, NY 14203
 Kimberly A. Minkel, CEO, Page 19

UTILITIES – ENERGY, SEWER, AND WATER

**Erie County Dept. of Environment and Planning
 Division of Sewerage Management**
 Tel: 716-858-8390 | <http://www.erie.gov/environment>
 95 Franklin Street, Room 1053 | Buffalo, NY 14202
 Joseph L. Fiegl, P.E., Deputy Commissioner, Page 15

Erie County Water Authority (ECWA)
 Tel: 716-849-8484 | <http://www.ecwa.org>
 350 Ellicott Sq. Building | 295 Main Street | Buffalo, NY 14203
 Page 16

National Fuel
 Tel: 716-686-6123 | <http://www.nationalfuelgas.com>
 6363 Main Street | Williamsville, NY 14221 | Page 18

National Grid
 Tel: 1-800-664-6729
<http://www.nationalgridus.com> or <http://www.shovelready.com>
 Page 18

New York State Electric & Gas Corporation (NYSEG)
 Tel: 607-762-4022 | <http://www.nyseg.com/>
 18 Link Drive | Binghamton, NY 13902
 Paul Huonker, Regional Mgr. Econ. Dev., Page 18

NYS Energy Research & Development Authority (NYSERDA)
 Tel: 716-842-1522 | <http://www.nyserda.org>
 726 Exchange Street, Suite 821 | Buffalo, NY 14203
 Kelly Tyler, Dir. of Communities & Local Gov., Page 19

WORKFORCE DEVELOPMENT RESOURCES

Empire State Development Corporation (ESD)
 Tel: 716-846-8200 | <http://www.esd.ny.gov>
 95 Perry Street, Suite 500 | Buffalo, NY 14203
 Amanda Mays, Regional Director, Page 14

New York State Department of Labor (DOL)
 Tel: 716-851-2750 | <https://www.labor.ny.gov/home/>
 290 Main Street | Buffalo, NY 14202
 Carolyn Bright, Business Service Rep., Page 19

UB The Center for Industrial Effectiveness (TCIE)
 Tel: 716-645-8844 | <http://www.tcie.buffalo.edu>
 1576 Sweet Home Road | Amherst, NY 14228
 Timothy Leyh, Executive Director, Page 22

Workforce Buffalo
<http://www.wdcinc.org/Business/default.asp>
Business Services Department
 Tel: 716-819-9845 x107 | <https://workforcebuffalo.org/business-services>
 726 Exchange Street, Suite 630 | Buffalo, NY 14210
 Christina M. Lopez, Director, Page 22

Buffalo Employment and Training Center (BETC)
 Tel: 716-856-5627 | <http://www.workforcebuffalo.org/>
 77 Goodell Street | Buffalo, NY 14203
 Terry Chatfield, Deputy Director, Page 22

ECC Employment and Training Center
 Tel: 716-270-4444 | <https://www.ecc.edu/onestop/>
 3176 Abbott Road | Orchard Park, NY 14127, Page 22

Workforce Investment Board, Inc., Bflo. & Erie County (WIB)
 Tel: 716-504-1480 | <http://www.becwib.org>
 726 Exchange Street, Suite 632 | Buffalo, NY 14210
 Heather Gresham, JD, Executive Director, Page 22

VENTURE CAPITAL RESOURCES

Erie County Industrial Development Agency (ECIDA)
 Tel: 716-856-6525 | <http://www.ecidany.com>
 95 Perry Street, Suite 403 | Buffalo, NY 14203
 John Cappellino, Chief Executive Officer, Page 16

WNY Venture Association
 Tel: 716-636-3626 | <http://www.wnyventure.com>
 726 Exchange Street, Suite 620 | Buffalo, NY 14210
 Jack McGowan, Executive Director, Page 22

≡ **AGENCY DESCRIPTIONS**

Amherst Industrial Development Agency (AIDA)

<http://www.amherstida.com>

4287 Main Street
Amherst, NY 14226

David S. Mingoia, Executive Director
Laurie A. Manuszewski, Director of Administrative Services
Telephone: 716-698-9000
Fax: 716-688-0205
Email: dmingoia@amherstida.com
laure@amherstida.com

Authorizes industrial revenue bonds for eligible industrial and commercial projects in the Town of Amherst.

Association of Erie County Governments (AECG)

9771 Partridge Road
Colden, NY 14033

Marilyn Calhoun-Allen, Executive Director
Telephone: 716-941-3647
Email: assocofecgov@roadrunner.com

Networking group of local elected officials in Erie County.

Buffalo & Fort Erie Public Bridge Authority

<http://www.peacebridge.com>

One Peace Bridge Plaza
Buffalo, NY 14213

Ron Rienas, General Manager
Telephone: 716-884-6744, ext. 226
Fax: 716-884-2089
Email: rr@peacebridge.com

Serves as an integral link between the U.S. and Canada for the import/export of commercial goods and raw materials.

Buffalo and Erie County Public Library (B&ECPL)

<http://www.buffalolib.org>

1 Lafayette Square
Buffalo, NY 14203

Mary Jean Jakubowski, Director
Telephone: 716-858-8900
Fax: 716-858-6211
Email: jakubowskim@buffalolib.org

The Buffalo & Erie County Public Library (B&ECPL) serves as a center of information, education, culture, and entertainment for the residents of Erie County.

Buffalo Convention Center (BCC)

<http://www.buffaloconvention.com>

One Convention Center Plaza
Buffalo, NY 14202

Paul Murphy, General Manager
Telephone: 716-855-5555
1-800-995-7570
Fax: 716-855-3158
Email: info@buffaloconvention.com

Versatile site for conventions and trade shows. Has 64,410 sq. ft. of exhibit space.

Buffalo Niagara Manufacturing Alliance (BNMA)

<http://www.bnmalliance.com>

169 Bullis Road
Cowlesville, NY 14037

Kevin Calvello, President
Telephone: 716-870-7084
Email: kevin@bwheattreating.com

The Buffalo Niagara Manufacturing Alliance (BNMA) is the largest non-profit organization representing manufacturers in the Buffalo Niagara region. Its mission is to help members achieve business success in a global economy through advocacy, advice, networking, information, programs, and services.

≡ **AGENCY DESCRIPTIONS**

Buffalo Niagara Partnership

<http://www.thepartnership.org>

257 W. Genesee St., Ste .600
Buffalo, NY 14202

Dottie Gallagher-Cohen, President & CEO

Telephone: 716-541-1701

Fax: 716-852-2761

Email: dgc@thepartnership.org

This is the region's largest business organization with over 3,200 members. The partnership is engaged in business advocacy, business development and business services for the benefit of its members. It publishes the Buffalo Niagara Partnership's Membership Directory and Destination Buffalo Niagara.

Buffalo Place, Inc.

<http://www.buffaloplace.com>

671 Main Street
Buffalo, NY 14203

Michael T. Schmand, Executive Director

W. Morgan Smith, Deputy Executive Director

Telephone: 716-856-3150

Fax: 716-852-5490

Email: mschmand@buffaloplace.com
msmith@buffaloplace.com

A not-for-profit organization dedicated to improving the economic health and quality of life in the downtown business district. Actively promotes the downtown business district.

Buffalo Urban Development Corporation (BUDC)

<http://www.buffalourbandevelopment.com/>

95 Perry Street, Suite 404
Buffalo, NY 14203

Peter M. Cammarata, President

Telephone: 716-856-6525 x130

Fax: 716-856-6754

BUDC serves to create a dynamic and responsive project development process and team, capable of meeting the special needs and challenges associated with urban and high impact project area development.

Buffalo Urban Renewal Agency (BURA)

<https://www.buffalourbanrenewal.com/>

Housing Office

920 City Hall
Buffalo, NY 14202

Yvonne McCray, Director of Housing

Telephone: 716-851-5035

Fax: 716-854-0172

The Buffalo Urban Renewal Agency (BURA) is a public benefit corporation that was formed by an act of New York State Legislature in 1966. Its corporate purpose includes the general planning and operation of various urban renewal programs designed to prevent or eliminate blight and deterioration in the City of Buffalo.

Buffalo Urban Renewal Agency (BURA)

Real Estate Office

901 City Hall
Buffalo, NY 14202

John Hannon, Director

Telephone: 716-851-5275

Fax: 716-851-5590

Buffalo World Trade Association

<http://www.bwta.org/>

PO Box 130
Lancaster, NY 14086

Barbara Saieva, President

Telephone: 716-685-1781

Fax: 716-685-1781

Email: execsec@bwta.us

A networking group to promote good will and trade between the area and the rest of the world.

Business Council of New York State, Inc.

<http://www.bcnys.org>

152 Washington Avenue
Albany, NY 12210

Heather Bricetti, President & CEO

Telephone: 518-465-7511 x201

1-800-358-1202

Fax: 518-465-4389

Email: heather.briccetti@bcnys.org

Private sector lobbying group for New York State businesses.

Canadian Consulate General

https://international.gc.ca/world-monde/country-pays/united_states-etats_unis/new_york.aspx?lang=eng

466 Lexington Avenue
New York, NY 10017

Phylliss Yaffe, Consul General of CA in NY

Telephone: 212-596-1628

1-844-880-6519

Fax: 212-596-1790

Email: cngnyg@international.gc.ca

The consulate has offices that handle tourism, immigration, and public affairs. Facilitates trade from Canada into the United States.

≡ **AGENCY DESCRIPTIONS**

Canisius College Center for Professional Development

<http://www.canisius.edu/cpd>

2001 Main Street
Buffalo, NY 14208

Jennifer Patrick, Executive Director
Telephone: 716-888-8490
Fax: 716-888-8495
Email: cpdinfo@canisius.edu

Utilizes resources for company consultation, training, research, and educational needs necessary to train an effective workforce.

Canisius College Women's Business Center

<http://www.canisius.edu/wbc>

2001 Main Street
Buffalo, NY 14208

Sara Vescio, Executive Director
Telephone: 716-888-8280
Fax: 716-888-8284
Email: wbcinfo@canisius.edu

Uses faculty, local entrepreneurs and professional experts to enhance the growth of new and established businesses by offering programs, workshops, and individual coaching.

Ctr. for Disease Control and Prevention (CDC)

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

1600 Clifton Road
Atlanta, GA 30329

Robert R. Redfield, Director
Telephone: 800-232-4636

The Centers for Disease Control and Prevention is the leading, national public health institute of the United States. The CDC maintains a COVID-19 website dedicated to providing up-to-date information, including health considerations and tools for businesses operating during the pandemic.

Center for Urban Studies (CUS)

<http://centerforurbanstudies.ap.buffalo.edu>

State Univ. at NY | 3435 Main St., 330 Hayes Hall
Buffalo, NY 14214

Dr. Henry Louis Taylor, Jr., Director
Telephone: 716-829-2305
Email: htaylor@buffalo.edu

CUS is a research, planning, and development institute dedicated to eliminating inequality and injustice through the development neighborhood regeneration projects.

Clarence Industrial Development Agency

<http://www.clarenceida.com>

1 Town Place
Clarence, NY 14031

Christopher Kempton, Chairperson
Telephone: 716-741-0149
Fax: 716-741-8935
Email: ckempton@walshins.com

Authorizes industrial revenue bonds for eligible industrial and commercial projects in the Town of Clarence.

Concord Industrial Development Agency

<http://concord-ida.com/>

PO Box 368
Springville, NY 14141

Gary Eppolito, Chairperson
Paul R. Leon, Concord IDA Consultant
Telephone: 716-592-4946
Fax: 716-592-5030

Authorizes industrial revenue bonds for eligible industrial and commercial projects in the Town of Concord.

Eden Economic Development, Town of

<http://www.edenny.org/econ.htm>

2795 Church Street
Eden, NY 14057

Ed Krycia, Chair, Econ. Advisory Committee
Telephone: 716-992-3408

Provides assistance to existing and new businesses interested in locating in the Town of Eden.

Empire State Development Corporation (ESD)

<http://www.esd.ny.gov>

95 Perry Street, Suite 500
Buffalo, NY 14203

Amanda Mays, Regional Director
Telephone: 716-846-8200
Fax: 716-846-8260
Email: nys-wny-redc@esd.ny.gov

ESD offers a full menu of business assistance, including financial resources and technical expertise for facility expansions, machinery and equipment purchases, site and infrastructure development, manufacturing productivity analysis, workforce training, global export market development, and recycling business investments. It has the ability to act as primary point of contact for all business and planning inquiries and needs.

Erie Canal Harbor Development Corporation (ECHDC)

<http://www.eriecanalharbor.com>

95 Perry Street, Suite 500
Buffalo, NY 14203

Steve Ranalli, President
Robert Gioia, Chairperson
Telephone: 716-846-8200
Fax: 716-846-8262

The ECHDC is a subsidiary agency of Empire State Development (ESD). Its vision is to revitalize WNY's waterfront and restore economic growth to Buffalo, based on the region's legacy of pride, urban significance and natural beauty.

VISION STATEMENT

Erie County will be a world-class community where people want to live, businesses want to locate, and tourists want to visit.

≡ **AGENCY DESCRIPTIONS**

Erie County Clerk's Office

<http://www.erie.gov/clerk/>

92 Franklin Street
Buffalo, NY 14202

Michael P. Kearns, County Clerk

Telephone: 716-858-8785
716-858-7450 (DMV)

Fax: 716-858-6550

Email: eriecountyclerkoffice@erie.gov

The County Clerk's Office is responsible for recording, filing, and maintaining a central repository of legal documents and records, including: property titles, land and real estate transactions, and transactions related to corporate filings, assumed names, and Supreme Court and County Court papers. The Office also issues driving, hunting, and fishing licenses as an agent for the State.

DID YOU KNOW

A person contemplating starting a business should be aware of local laws. It is important to contact the village, town or city and county clerk where the business plans to locate. Examples of local considerations are zoning, parking, sign regulations, and certain occupational licenses such as auctioneers, electricians and plumbers. It is advisable to contact your local government first.

Erie County Dept. of Environment and Planning

<http://www.erie.gov/environment/>

95 Franklin Street, Room 1053
Buffalo, NY 14202

Thomas R. Hersey, Jr., Commissioner

Telephone: 716-858-8390

The Department of Environment and Planning strives to improve the quality of life of Erie County residents by working to promote economic growth, ensure environmental quality, provide recreational amenities, support social infrastructure, attract and retain growing businesses, and by planning a community where people want to live, work, and prosper. This department provides direct services and staff assistance for physical, community, and economic development planning and implementation to County government, local governments, residents, and businesses.

The Department consists of the following divisions:

Division of Environmental Compliance

Bonnie Lawrence, Deputy Commissioner
Josh Wilson, Coordinator, Pollution Prevention Program
Mary Rossi, Chief Environmental Compliance Specialist
John Hood, Chief Environmental Compliance Specialist
Telephone: 716-858-8390

Environmental Compliance is charged with protecting the environment and our natural resources through the implementation of a variety of environmental and energyrelated initiatives focused on addressing the needs of Erie County municipalities, businesses, and citizens. These programs involve

achieving and maintaining environmental standards; improving the efficiency of and minimizing the impacts of waste management and energy use practices; advising on proposed environmental statutes, rules, and regulations; protecting and enhancing our Great Lakes resources; and monitoring remediation.

Division of Planning

Daniel Castle, AICP, Deputy Commissioner
Mark Rountree, Principal Planner
Lisa Matthies-Wiza, Director, GIS
Tuona Batchelor, Director, Industrial Assistance Program
Telephone: 716-858-8390

The Planning unit provides local planning assistance to municipal governments and undertakes long-range planning in specific functional areas, including farmland, environmental features, waterfront, and land use. Other important activities include a project implementation program wherein specific recommendations contained in the long-range plan are carried out through capital construction, grant writing, and project reviews. Industrial Assistance is responsible for developing strategic economic development plans and operational policies to promote the economic health of Erie County. It provides oversight and linkage with the principal economic development agencies in Erie County, including the Erie County Industrial Development Agency, and advances the business development and expansion needs of companies located in and new to Erie County. Erie County assists with the development of a robust business development program involving all economic development partners, which aggressively responds to the needs of existing businesses and works to capture new investment opportunities.

Division of Sewerage Management

Joseph L. Fiegl, P.E., Deputy Commissioner
Telephone: 716-858-8390
Responsible for the planning, financing, design and construction, and subsequent operation and maintenance of the County-owned sewage facilities. The Erie County sewage system covers one-third (1/3) of developable land.

Erie County Div. of Equal Employment Opportunity (EEO)

<http://www2.erie.gov/eoo/>
95 Franklin Street, Room 1652
Buffalo, NY 14202

Jesse L. Burnette, Director
Telephone: 716-858-6169
Fax: 716-858-8464

The division is the ombudsman for minority and women business enterprises (M/WBE's). It assists and certifies minority and women business enterprises. The Division audits county contracts for goods, services and construction to maintain participation goals for M/WBE's. Services are provided to facilitate M/WBE access to County contracts. A Job Bank is available to assist County departments and local businesses in recruiting protected class members for employment.

≡ **AGENCY DESCRIPTIONS**

Erie County Industrial Development Agency (ECIDA)

<http://www.ecidany.com>

95 Perry Street, Suite 403
Buffalo, NY 14203

John Cappellino, Chief Executive Officer
Grant Lesswing, Business Development Officer
Beth O'Keefe, Business Development Officer:
Telephone: 716-856-6525
Fax: 716-856-6754
Email: jcappell@ecidany.com
glesswing@ecidany.com
bokeefe@ecidany.com

County-wide agency authorizes industrial revenue bonds for eligible industrial and commercial projects within county limits. Administers revolving loan fund for fixed-assets and working capital for business projects in specific county areas. Operates a publicprivate venture capital fund to invest in high-tech companies that have large growth potential. Works in conjunction with local area banks, and the U.S. Small Business Administration (SBA) on loan program targeted at minority, women and/or start-up business enterprises. International program has available financial products to support export trade, including EXIM Bank and SBA financing. Licensed broker in New York State for export credit insurance. Organizes 2 to 3 trade missions per year. Administers Foreign Trade Zone program for Erie County.

DID YOU KNOW

ECIDA's web site has a project benefit calculator to calculate tax savings for projects. Just fill in the project size and choose any Erie County location. Click the calculate button; and the Estimator calculates the benefits. It shows the savings and the ECIDA fees. Run as many scenarios as you like.

Erie County Water Authority (ECWA)

<http://www.ecwa.org>

350 Ellicott Sq. Building | 295 Main Street
Buffalo, NY 14203

Telephone: 716-849-8484
716-849-8444
Fax: 716-849-8467
Email: questionscomments@ewca.org

Is a public benefit corporation formed in 1953 to provide potable water supplies to the residents of WNY. The Authority was created to finance, construct, operate and maintain a water supply and distribution system to benefit the residents of Erie County.

Evans Community Development, Town of

<https://www.townofevans.org/departments/commdev.html>

8787 Erie Road
Angola, NY 14006

William Smith, Director
Telephone: 716-549-3915
Fax: 716-549-0456

Provides assistance to existing and new businesses interested in locating in the Town of Evans.

Greater Buffalo Building Owners & Mgs. Assoc. (BOMA)

<https://www.bomabuffalo.com>

465 Main Street, Suite 130
Buffalo, NY 14203

Jennifer Aiple, Executive Director
Telephone: 716-856-3801
Fax: 716-843-8607
Email: info@bomabuffalo.com

A non-profit trade association of over 110 property professionals within the commercial real estate industry. Offers Real Property Administrator (RPA) Programs. In representing its members and the business community to local and State officials, BOMA speaks as an industry-wide voice providing a more powerful and dynamic representation.

Greater Buffalo-Niagara Regional Transportation Council (GBNRTC)

<http://www.gbnrtc.org>

438 Main Street, Suite 503
Buffalo, NY 14202

Hal Morse, Executive Director
Telephone: 716-856-2026
Fax: 716-856-3203
Email: hmorse@gbnrtc.org

Buffalo - Niagara Falls area metropolitan planning organization responsible for transportation studies, planning, and programming of federal transportation funds in Erie and Niagara Counties.

Hamburg Industrial Development Agency (HIDA)

<http://hamburgida.com/>

6122 South Park Avenue
Hamburg, NY 14075

Sean Doyle, Executive Director
Telephone: 716-648-4145
Fax: 716-648-0151
Email: sdoyle@townofhamburgny.com

Provides small business loans, and authorizes industrial revenue bonds for eligible industrial and commercial projects in the Town of Hamburg.

≡ **AGENCY DESCRIPTIONS**

Insyte Consulting

<http://www.insyte-consulting.com>

76 Exchange Street, Suite 812
Buffalo, NY 14210

Benjamin Rand, President

John Murray, Director of Sales

Telephone: 716-636-3626

Fax: 716-845-6418

Email: brand@insyte-consulting.com
jmurray@insyte-consulting.com

Is a world-class consulting company working since 1982 to “transform WNY business”. Operating as a private, not-for-profit corporation, Insyte’s mission is to strengthen, expand, and diversify the manufacturing and technology base in Western New York. Insyte provides strategic and operational consulting services to WNY manufacturers and technology-based businesses in areas such as lean manufacturing, strategic and marketing planning, quality systems, information technology, and new technology adoption. In addition, Insyte supports the creation and growth of new technology-based businesses through access to venture capital, business planning, and loaned executives. The sharing of “best business practices” is one of Insyte’s key goals.

International Agri-Center

<http://www.hamburgfairgrounds.com>

5600 McKinley Pkwy
Hamburg, NY 14075

Jessica Underberg, Chief Executive Officer

Telephone: 716-648-9733

716-649-3900

Fax: 716-649-4687

Email: frontdesk@ecfair.org

Versatile site for conventions and trade shows. Has 47,500 square feet of exhibit space.

International Institute of Buffalo NY, Inc.

<http://www.iibuff.org>

864 Delaware Avenue
Buffalo, NY 14209

Eva Hassett, Executive Director

Telephone: 716-883-1900

Fax: 716-883-9529

Email: iib@iibuff.org

The Institute serves as a dynamic international center, providing critical services to refugees and immigrants and promoting global understanding and connections in Western New York. The IIB arranges translation and interpreting services in over 60 major and rare languages for legal and government agencies, educational institutions, corporations, health & human services agencies, and individuals.

Invest Buffalo Niagara (IBN)

<http://www.buffaloniagara.org>

257 W. Genesee St., Ste .600
Buffalo, NY 14202

Thomas A. Kucharski, President & CEO

Telephone: 716-842-1330, ext. 452

1-800-916-9073

Fax: 716-842-1724

Email: tkucharski@buffaloniagara.org
info@buffaloniagara.org

BNE is a private/public regional economic development marketing initiative providing business attraction and information services to businesses seeking to expand or relocate to Western New York. Its mission is to be the driving force in marketing the Buffalo Niagara region by establishing our community as a world-recognized place to expand and attract capital investment and quality jobs. The BNE provides 24-hour turnaround on inquiries regarding everything from site and workforce availability, to tax incentives and permitting processes, to cultural and quality of life issues.

DID YOU KNOW

IBN’s web site is an asset for employers and site selectors. The site hosts - BuffaloNiagaraJobs.com; a site that connects employers with available, productive people. The site hosts an array of demographic information, and – IBN has teamed up with Empire State Development to host an on-line database system to market available sites and buildings in the Buffalo Niagara region.

Lackawanna Community Development Corp. (LCDC)

<http://lackawannany.gov/>

640 Ridge Road
Lackawanna, NY 14218

Lauren Jednak, Executive Director

Telephone: 716-823-5124

Fax: 716-823-5947

Email: LDHCorp@aol.com

The (LCDC) offers tax incentives, low cost financing and technical assistance to existing businesses in the City, and to new companies interested in locating in the City. The LCDC also assists existing Empire Zone companies. The Lackawanna Housing Development Corporation (LHDC), a not-for-profit housing corporation, was founded in 1990 as an associated corporation of the LCDC. LHDC is designed to improve the quality of life through the restoration of deteriorated housing stock, creating new housing, and encouraging residential growth for low to moderate income households in the First and Second Wards in the city of Lackawanna.

≡ **AGENCY DESCRIPTIONS**

Lancaster Community Development Corp., Village of

<http://www.lancastervillage.org>

5423 Broadway
Lancaster, NY 14086

James Allein, President
Telephone: 716-683-2105
Fax: 716-684-4830

Email: mstegmeier@lancastervillage.org

The Village of Lancaster Community Development Corporation was created in 1996 by the Village of Lancaster as a "not for profit" organization dedicated to the revival of the downtown central business district. It offers technical assistance to existing and new businesses and/or facility owners in the Central Business District of the Village. Also plans and manages the revitalization activities in the Central Business District, and the Village's expansion of the existing industrial park. The Community Development Corporation owns and manages the 70,000sq. ft. Lancaster Mall.

Lancaster Industrial Development Agency (LIDA)

<http://lancasternyida.com>

21 Central Avenue
Lancaster, NY 14086

Robert Benzel, Chief Executive Officer

Telephone: 716-683-1610

Fax: 716-683-0512

Email: lida@lancasterny.com

Authorizes industrial revenue bonds for eligible industrial and commercial projects in Lancaster (town).

National Fuel

<http://www.nationalfuelgas.com>

6363 Main Street
Williamsville, NY 14221

Telephone: 716-686-6123 (Customer Service)

716-857-7000 (Corporate)

Fax: 716-857-6500

Delivers natural gas to all areas of Erie County and most of Western New York. Provides technical assistance for equipment applications, and energy conservation projects and methods. Discounted rate offered within a NYS Empire Zone for qualified customers.

National Grid

<http://www.nationalgridus.com>

<http://www.shovelready.com>

Telephone: 1-800-664-6729

Email: shovelready@us.ngrid.com

Economic development services include electric pricing, emissions credits, site location assistance, and productivity enhancement assessments. National Grid is the largest utility company in Upstate New York. The shovel ready web site provides a comprehensive resource for building and site location information.

New York Forward

<https://forward.ny.gov/>

Kathy Hochul, Regional Captain and Lieutenant Governor

Telephone: 518-474-8390

Email: wynyf@esd.ny.gov

New York Forward is a one-stop website outlining the phased reopening of NYS. The website includes metrics to guide reopening, industry guidance for each phase, and information on the New York Forward Loan Fund.

New York & New Jersey Minority Supplier Development Council

<http://nynjmsdc.org>

65 W. 36th Street, Suite 702

New York, NY 10018

Terrence Clark, President & CEO

Telephone: 212-502-5663

Email: certification@nynjmsdc.org

Provides assistance for major corporations to identify and certify qualified minority business persons who can supply these firms with goods and/or services. Maintains directory that is updated semi-annually of certified minority business persons and their capabilities for its members so they have a readily accessible source of MBE information.

New York Business Development Corp. (NYBDC)

<http://www.nybdc.com>

300 International Drive, Suite 126

Williamsville, NY 14221

Michael A. Taylor, Senior Vice President

Telephone: 716-626-3423

Fax: 716-626-3001

Email: mtaylor@nybdc.com

NYBDC was created by an act of the NYS Legislature in 1955. NYBDC is privately owned, managed & funded by banks across the state with the mandate of promoting employment & economic development. This is done through long-term loans to creditworthy small & medium size businesses that are candidates for financing outside of or in conjunction with conventional bank sources. Many of its borrowers do not meet the requirements for traditional bank financing. It has programs specifically targeted at providing financing opportunities for minority and women-owned businesses.

NYS Electric & Gas Corporation (NYSEG)

<http://www.nyseg.com>

18 Link Drive

Binghamton, NY 13902

Paul Huonker, Regional Mgr. Econ. Dev.

Telephone: 607-762-4022

Fax: 607-762-8400

Email: pjhuonker@nyseg.com

NYSEG provides electric transmission and distribution service to communities of Cheektowaga, Clarence, East Aurora, Hamburg, Orchard Park, West Seneca, and eastern and southern Erie County. Also provides technical assistance and energy price incentives for economic development purposes.

≡ **AGENCY DESCRIPTIONS**

NYS Energy Research & Development Authority (NYSERDA)

<http://www.nyserda.org>

726 Exchange Street, Suite 821
Buffalo, NY 14203

Kelly Tyler, Dir. of Communities & Local Gov.

Telephone: 716-842-1522

Fax: 716-842-0156

Email: buffalo-office@nyserda.ny.gov

NYSEG provides electric transmission and distribution service to communities of Cheektowaga, Clarence, East Aurora, Hamburg, Orchard Park, West Seneca, and eastern and southern Erie County. Also provides technical assistance and energy price incentives for economic development purposes.

NYS Dept. of Environmental Conservation (NYSDEC)

<http://www.dec.state.ny.us>

270 Michigan Avenue
Buffalo, NY 14203

Abby M. Snyder, Regional Director

Telephone: 716-851-7200

Fax: 716-851-7211

Email: region9@gw.dec.state.ny.us

Regional office is the first point of contact for obtaining and renewing DEC permits and for reporting environmental or natural resources problems. Uses permits to control pollution of air and water, transport and disposal of solid and hazardous wastes, pesticide use, mining and mined land reclamation.

New York State Dept. of Labor (DOL)

<https://www.labor.ny.gov/home/>

290 Main Street
Buffalo, NY 14202

Carolyn Bright, Business Service Rep.

Telephone: 716-851-2750

NYS DOL Business Unit offers a number of programs that assist employers. These include recruitment assistance, human resource consulting, workforce development and training (apprenticeship and on-the-job training programs), empire zone program, equal employment opportunity services, OSHA consultation, layoff transition services, and unemployment insurance programs. Below are two service divisions in more detail:

Division of Employment and Workforce Solutions

4175 Transit Road
Buffalo, NY 14221

Carolyn Bright, Career Center Manager

Telephone: 716-634-9081

Fax: 716-634-9262

Email: carolyn.bright@labor.state.ny.us

Offers several grants to businesses to upgrade the skills of incumbent workers. Up to \$100,000 is available for workers to learn new skills.

Division of Research and Statistics

290 Main Street
Buffalo, NY 14202

Timothy Glass, Labor Market Analyst

Telephone: 716-851-2740

Email: timothy.Glass@labor.ny.gov

Provides information on labor market conditions, employment trends, and wage comparisons for WNY and New York State.

New York State Dept. of Transportation (DOT)

<https://www.dot.ny.gov/index>

100 Seneca Street
Buffalo, NY 14203

Francis P. Cirillo, Regional Director

Ramsey E. Kahi, Regional Planning & Program Mgr.

Telephone: 716-847-3238 (Cirillo)

716-847-3241 (Kahi)

Fax: 716-847-3961 (Cirillo)

716-847-3080 (Kahi)

Contact for accessing the Industrial Access Program (IAP), which provides funding for highway and bridge improvements that will facilitate economic development.

Niagara Frontier Transportation Authority (NFTA)

<http://www.nfta.com>

181 Ellicott Street
Buffalo, NY 14203

Kimberly A. Minkel, CEO

Telephone: 716-855-7470

Fax: 716-855-6655

Email: info@nfta.com

Operates mass transit systems (rail and bus) and airports for both Erie and Niagara counties.

Orchard Park Economic Development Committee

<https://www.orchardparkny.org/committees/economic-development-committee/>

3623 Eggert Road
Orchard Park, NY 14127

John Murray, Chairperson

Telephone: 716-636-3626, ext. 302

Fax: 716-662-0238

Email: jmurray@instye-consulting.com

Offers assistance to local businesses and new companies interested in the Town of Orchard Park.

≡ **AGENCY DESCRIPTIONS**

SCORE

<http://buffaloniagara.score.org>

130 South Elmwood Avenue, Suite 540
Buffalo, NY 14202

Franklin J. Sciortino, District Director

Telephone: 716-554-4301

Email: buffaloniagara45@gmail.com

Free business counseling by men and women who have had successful business careers as company executives or owners of their own business.

DID YOU KNOW

It's never been easier to access the necessary documents for various business permits and applications. Links to 12 forms and documents are available via the following webpage from the Erie County Department of Health:

<http://www2.erie.gov/health/index.php?q=node/57>

The webpage also contains a new link for convenient online facility payments for facility permit renewal applications and invoices.

Small Business Development Center (SBDC)

<http://www.nys-sbdc.suny.edu>

1300 Elmwood Avenue
Buffalo, NY 14222

Susan McCartney, Director

Telephone: 716-878-4030

Fax: 716-878-4067

Email: buffalosbdc@yahoo.com

Provides one-to-one counseling to start-up and existing small businesses on a wide range of advisory, training and research services including the preparation of business plans, marketing programs and financial strategies. Export Assistance Program targets both the beginner, and the more experienced small business exporter.

U.S. Army Corps of Engineers

<http://www.lrb.usace.army.mil>

1776 Niagara Street
Buffalo, NY 14207

LTC Jason A. Toth, District Commander

Telephone: 716-879-4104

Fax: 716-879-4195

Engineering, transportation and planning of navigable waterways.

U.S. Citizenship and Immigration Services

<http://uscis.gov>

306 Delaware Avenue
Buffalo, NY 14202

Edward Newman, District Director

Telephone: 716-843-7900

Fax: 716-551-3141

Promote national security, eliminates immigration adjudications backlogs, and implements solutions for improving immigration customer services.

U.S. Customs and Border Protection

<http://www.cbp.gov>

300 Airborne Parkway, Suite 300
Buffalo, NY 14225

James Engelman, Director, Field Operations

Telephone: 716-626-0400

Fax: 716-626-1164

Responsible for assessment and collection of all duties, taxes and fees on imported merchandise, the enforcement of customs and other related laws, and administration of other federal regulations.

U.S. Department of Commerce

<https://www.commerce.gov/locations>

130 South Elmwood Avenue, Suite 530
Buffalo, NY 14202

Rosanna Masucci, Director

John Tracy, International Trade Specialist

Telephone: 716-554-4191

Fax: 716-551-5290

Email: rosanna.masucci@trade.gov
john.tracy@trade.gov

Its mission is to help U.S. Firms increase export sales and market share. Have commercial offices in 145 cities in 77 countries. International trade specialists offer assistance to businesses interested in exporting, assess a company's export potential and provide one-on-one counseling. A comprehensive range of export facilitation services are available including: identifying target markets, locating foreign representation, developing sales leads providing marketing assistance, industry reports and trade show information.

≡ **AGENCY DESCRIPTIONS**

U.S. Small Business Administration (SBA)

<http://www.sba.gov/localresources/district/ny/>

130 South Elmwood Avenue, Suite 540
Buffalo, NY 14202

Franklin J. Sciortino, District Director

Telephone: 716-551-4301

Fax: 716-551-4418

Programs assist with every aspect of starting a business, from developing a business plan to obtaining financing, from marketing products and services to managing a company. The general loan program, which represents the majority of the agency's total loan effort, promotes small business growth by guarantees of up to 80% of the amount provided by commercial lenders. Also offers Surety Bonds and Minority Enterprise Development program.

UB Center for Entrepreneurial Leadership (CEL)

<http://www.mgt.buffalo.edu/ce/>

77 Goodell Street, Suite 201
Buffalo, NY 14203

Tom Ulbrich, Executive Director

Telephone: 716-885-5715

Fax: 716-845-6999

Email: mgt-cel@buffalo.edu

Provides a ten-month professional development program that is directed toward business owners and operators whose firms have progressed well beyond the startup phase of operation.

UB Engineering Student Employment Program

412 Bonner Hall | UB North Campus
Buffalo, NY 14260

Dean C. Millar, Assistant Dean

Telephone: 716-645-0971

Fax: 716-645-2495

Email: dcmillar@buffalo.edu

Offers qualified post-junior year engineering students for employment on useful technical projects. Employers obtain value from student technical skills on the job and can evaluate the students as prospects for future employment. Students obtain useful job experience and the opportunity to apply engineering skills for the benefit of their employer.

UB National Center for Geographic Information and Analysis (NCGIA)

<http://www.geog.buffalo.edu/ncgia>

State Univ. at NY | 301 Wilkeson Quad
Buffalo, NY 14261

Ling Bian, Director

Telephone: 716-645-0484

Fax: 716-645-5957

Email: lbian@buffalo.edu

Established to develop and expand geographic information systems (GIS). Provides custom-designed maps and routings; useful for such areas as agriculture, transportation, construction and waste disposal. Assists with market analysis and demographic studies enabling a company to select sites, evaluate new products and target markets.

UB Technology Transfer

<http://www.buffalo.edu/research/about-us/units/technology-transfer.html>

520 Lee Entrance, Suite 109 | UB Commons
Amherst, NY 14228

Jeffrey Dunbar, Director

Telephone: 716-645-8134

Fax: 716-636-5921

Email: dunbarj@buffalo.edu

UB Technology Transfer promotes the development and transfer of technology, innovations and expertise from the university to the marketplace spurring the establishment and growth of new business enterprises.

UB Regional Institute

<http://regional-institute.buffalo.edu>

77 Goodell Street, Suite 302
Buffalo, NY 14203

Robert G. Shibley, Director and Dean of School of Architecture & Planning

Laura Quebral, Director

Telephone: 716-878-2440

Fax: 716-842-0154

Email: rshibley@buffalo.edu

lquebral@buffalo.edu

Coordinates and serves as a point of contact for a number of programs related to issues of regional study, analysis and development. Produces the web-based "Regional Knowledge Network" <http://rkn.buffalo.edu>, which provides regional information on the binational Buffalo Niagara area.

≡ **AGENCY DESCRIPTIONS**

UB The Center for Industrial Effectiveness (TCIE)

<http://www.tcie.buffalo.edu>

1576 Sweet Home Road
Amherst, NY 14228

Timothy Leyh, Executive Director

Telephone: 716-645-8844

Fax: 716-636-5921

Email: tleyh@buffalo.edu

TCIE is a business consulting and economic development arm of the university. TCIE serves as a liaison between area businesses and manufacturers and a wide range of UB resources. Faculty members from many departments are assigned to work on projects tailored to the needs of area companies. Projects may also feature material testing labs, technicians, graduate students, and university design and research centers. TCIE also helps to administer the Strategic Partnership for Industrial Resurgence (SPIR) program. SPIR provides up to 50% financing for small to mid-size companies that seek efficiency and process improvements, product development assistance, and quality program implementation. TCIE is also committed to strengthening the work force of the region, providing training needs assessments, training grant development and administration, and both soft skills and technical training programs. Contracted services and project management for industrial process improvements, quality initiatives, product development, lean manufacturing, business planning and marketing consulting, business translations, grant writing support and grant administration (e.g. NYS Department of Labor Safety Training Grants, Empire State Development training grants).

Visit Buffalo Niagara (VBN)

<http://www.visitbuffaloniagara.com>

617 Main Street, Suite 200
Buffalo, NY 14203-1496

Patrick Kaler, President & CEO

Michael Even, Vice President of Sales and Service

Edward J. Healy, Vice President of Marketing

Leah Mueller, Director of Tourism Sales:

Telephone: 716-852-0511

1-800-283-3256

Fax: 716-852-0131

Email: info@visitbuffaloniagara.org

Contact for tourist related material, and for assistance in booking conventions. Annually publishes Buffalo and Erie County Visitors Guide which provides information on both local and regional attractions, architecture, events and festivals, sports and recreation, and local accommodations (including maps of Downtown Buffalo and Erie County).

WNY Foreign Trade Zones Operators, Inc.

<http://www.wnyftz.com>

10 North Gates Avenue
Lackawanna, NY 14218

Timothy J. Palisano, President

Telephone: 716-823-2142

Fax: 716-823-2613

Email: ftz@wnyftz.com

Operator of FTZ's Site 1 - Gateway Trade Center. Railroad, truck, water and air transportation are conveniently available. Duty free domestic and distribution, and third party services. Special tax advantages available for qualified firms.

WNY Venture Association

<http://www.wnyventure.com>

726 Exchange Street, Suite 620
Buffalo, NY 14210

Jack McGowan, Executive Director

Telephone: 716-636-3626

Fax: 716-845-6418

Email: info@wnyventure.com

Provide entrepreneurs an opportunity to present their business plans to interested investors through a series of networking meetings throughout the year. Presenters also receive coaching and feedback about their business plan prior to making presentations.

Workforce Buffalo

<http://www.wdcinc.org>

Funded under the Workforce Investment Act of 1998, Workforce Buffalo offers a wide range of subsidized employment and training services/programs for businesses and individual job seekers.

Business Services Department

<http://www.wdcinc.org/Business/default.asp>

726 Exchange Street, Suite 630
Buffalo, NY 14210

Christina M. Lopez, Director

Telephone: 716-819-9845, ext. 107

Business services include, but are not limited to the following: employee recruitment and screening, customized training program development, on-the-job training services, specialized assistance for start-ups and expansions and tax credit assistance.

Job Seeker Services – One-Stop Career Centers

Buffalo Employment and Training Center (BETC)

<http://www.workforcebuffalo.org/>

77 Goodell Street
Buffalo, NY 14203

Terry Chatfield, Deputy Director

Telephone: 716-856-5627

Fax: 716-856-5670

ECC Employment and Training Center

<https://www.ecc.edu/onestop/>

3176 Abbott Road
Orchard Park, NY 14127

Telephone: 716-270-4444

Offers job seekers access to a wide array of job training, education and employment services all under one roof. Services include, but are not limited to the following: career counseling, resume development, interviewing assistance, job training, classroom instruction and job referral and placement

≡ **AGENCY DESCRIPTIONS**

Workforce Investment Board, Inc., Buffalo and Erie County (WIB)

<http://www.becwib.org>

726 Exchange Street, Suite 632
Buffalo, NY 14210

Heather Gresham, JD, Executive Director

Telephone: 716-504-1480

Fax: 716-504-1483

Email: info@becwib.org

Established under the provisions of the Workforce Investment Act of 1998, the WIB is a private sector driven board appointed by the Erie County Executive and the Mayor of the City of Buffalo and charged with developing local workforce development policies and procedures and overseeing and evaluating their implementation.

World Trade Center Buffalo Niagara (WTCBN)

<http://wtcbtn.org>

725 Main Street
Buffalo, NY 14203

Craig W. Turner, President

Telephone: 716-852-7160

1-877-WTC-INTL

Fax: 716-852-7161

The WTCBN is a not-for-profit organization dedicated to the advancement of international trade. Formerly known as the Niagara International Trade Council, WTCBN became a member of the World Trade Centers Association, Inc. in October 2000. The WTCBN, which includes both Canadian and American members, is recognized as a bi-national World Trade Center by the World Trade Center's Association, Inc. There are over 300 World Trade Centers in 97 countries, with 72 in North America. The mission of the WTCBN is to create, promote and support business development opportunities from international trade through education, networking, and the provision of trade development services for its members and the regional trading community.

WNY Sustainable Business Roundtable

<https://www.wnysustainablebusiness.org>

C/O 95 Franklin Street
Buffalo, NY 14202

Asa Guilamo, Coordinator

Telephone: 716-858-6931

Email: asa@wnysustainablebusiness.org

The WNY Sustainable Business Roundtable's vision is to create an economically and environmentally resilient Buffalo-Niagara region. The Roundtable's 50+ member organizations are changing the way they do business by optimizing their use of energy & materials, reducing waste & pollution, and investing in their communities. Leveraging the collective knowledge from diverse business sectors, the Roundtable offers members practical advice, inspiration, and access to tools. The Roundtable coordinates workshops, tours, networking events, an annual summit, and a recognition program.

≡ **CHAMBERS OF COMMERCE**

Akron Chamber of Commerce

<http://www.akronchamberofcommercenyc.com>

PO Box 248
Akron, NY 14001
Mike Holland, President
Telephone: 716-542-4050
Fax: 716-542-4050
Email: akronchamber@gmail.com
Members: 67

Alden Chamber of Commerce

<http://www.aldenny.org>

13500 Broadway
Alden, NY 14004
Sue Galbraith, President
Telephone: 716-937-6177
Fax: 716-937-4106
Email: secretary@aldenny.org
Members: 112

Amherst Chamber of Commerce

<https://amherst.org>

400 Essjay Road, Suite 150
Williamsville, NY 14221
A.J. Baynes, President & CEO
Telephone: 716-632-6905
Fax: 716-632-0548
Email: ajbaynes@amherst.org
Members: 3,621

Buffalo Niagara Partnership

<http://www.thepartnership.org>

665 Main Street, Suite 200
Buffalo, NY 14203
Dottie Gallagher-Cohen, President & CEO
Telephone: 716-852-7100
Fax: 716-852-2761
Email: dgc@thepartnership.org
Members: 2,500

Cheektowaga Chamber of Commerce

<http://www.cheektowaga.org>

AppleTree Business Park
2875 Union Road
Cheektowaga, NY 14227
Kristina Groff, Executive Director
Telephone: 716-684-5838
Fax: 716-684-5571
Members: 900

Clarence Chamber of Commerce Inc.

<http://www.clarencechamber.org/>

8899 Main Street, Suite 4 PO Box 177
Clarence, NY 14031
Robert Geiger, President
Telephone: 716-631-3888
Fax: 716-631-3946
Email: info@clarencechamber.org
Members: 600+

East Aurora Chamber of Commerce, Greater

<http://www.eanycc.com>

652 Main Street
East Aurora, NY 14052
Gary Grote, Executive Director
Telephone: 716-652-8444
Fax: 716-652-8384
Email: gdgrote@verizon.net
Members: 500+
**Serves the following communities: Aurora, Colden, East Aurora, Elma, Holland, Marilla, and Wales.*

Eden Chamber of Commerce

<https://www.edennycc.com/>

8226 N. Main Street
Eden, NY 14057
Edward Krycia, President
Telephone: 716-992-4799
Fax: 716-992-4751
Email: edenchambercomm@gmail.com
Members: 178

Evans-Brant Chamber of Commerce

<https://www.evanschamber.com>

70 N. Main Street
Angola, NY 14006
Michelle Ford, President
Telephone: 716-780-2085
Email: chamber.evans@gmail.com
Members: 175

Gowanda Area Chamber of Commerce

<http://www.gowandachamber.com/>

PO Box 45
Gowanda, NY 14070
Nick Crassi, President
Telephone: 716-532-2834
Fax: 716-532-2834
Email: gowandachamber@yahoo.com
Members: 140

≡ **CHAMBERS OF COMMERCE**

Grand Island Chamber of Commerce

<http://www.gichamber.org>

1870 Whitehaven Road
 Grand Island, NY 14072
 Eric Fiebelkorn, President
 Telephone: 716-773-3651
 Fax: 716-773-3316
 Email: info@gichamber.org
 Members: 300+

Hamburg Chamber of Commerce, Inc.

<http://www.hamburg-chamber.org>

PO Box 848
 Hamburg, NY 14075
 Cyndi Matla, Executive Director
 Telephone: 716-649-7917
 Fax: 716-649-6362
 Email: hccmail@hamburg-chamber.org
 Members: 800+

Kenmore - Town of Tonawanda Chamber of Commerce

<http://www.ken-ton.org>

3411 Delaware Avenue
 Kenmore, NY 14217
 Cathy Piciulo, Executive Director
 Telephone: 716-874-1202
 Fax: 716-874-3151
 Email: info@ken-ton.org
 Members: 700+

Lackawanna Area Chamber of Commerce

<https://lackawannachamber.wordpress.com/>

638 Ridge Road
 Lackawanna, NY 14218
 Jennifer Nahrebeski, President
 Telephone: 716-823-8841
 Fax: 716-823-5947
 Email: info@lackawannachamber.org
 Members: 150

Lancaster Area Chamber of Commerce

<https://wnychamber.com/>

11 West Main, Suite 100 PO Box 284
 Lancaster, NY 14086
 Joyce Curry, Interim President
 Telephone: 716-681-9755
 Fax: 716-684-3385
 Email: info@wnychamber.com
 Members: 550+

Orchard Park Chamber of Commerce

<http://www.orchardparkchamber.com>

6524 E. Quaker Street
 Orchard Park, NY 14127
 Donald Lorentz, Executive Director
 Telephone: 716-662-3366
 Fax: 716-662-5946
 Email: info@OrchardParkChamber.org
 Members: 700+

Springville Area Chamber of Commerce

<http://www.springvillechamber.com>

23 North Buffalo Street
 Springville, NY 14141
 Rich Place, Executive Director
 Telephone: 716-592-4746
 Fax: 716-592-4746
 Email: director@springvillechamber.com
 Members: 170+

Tonawandas Chamber of Commerce

<http://www.the-tonawandas.com>

254 Sweeney Street
 North Tonawanda, NY 14120
 Cathy Oddo, Executive Director
 Telephone: 716-692-5120
 Fax: 716-692-1867
 Email: chamber@the-tonawandas.com
 Members: 500+

West Seneca Chamber of Commerce

<http://www.westseneca.org>

1300 Union Road
 West Seneca, NY 14224
 Joe Kirchmyer, Executive Director
 Telephone: 716-674-4900
 Fax: 716-674-5846
 Email: jkirchmyer@verizon.net
 Members: 260+

≡ **BACHELOR DEGREE PROGRAMS**

**2018 COLLEGES & UNIVERSITIES
 (LISTED BY FULL TIME ENROLLMENT)**

BACHELOR DEGREE	Full Time	Part Time
University at Buffalo	25,142	5,042
Buffalo State College	8,015	1,460
SUNY Fredonia	4,405	207
Alfred State College	3,447	288
Niagara University	3,400	617
Canisius College	2,959	775
D'Youville College	2,322	645
Medaille College	2,117	0
Daemen College	2,098	431
Alfred University	1,888	502
St. Bonaventure	1,778	274
Houghton College	1,010	37
Hilbert College	750	50
Trocaire College	664	690
Empire State College	463	540
Villa Maria College	445	100
Total	60,903	11,658

ASSOCIATE DEGREE

ASSOCIATE DEGREE	Full Time	Part Time
Erie Community College	7,415	3,715
Niagara County Community College	3,192	1,003
Genesee Community College	2,347	3,668
Jamestown Community College	1,904	592
Bryant & Stratton College	746	356
Total	15,604	9,334

Source: Business First Book of Lists, 2018

Alfred State College

<http://www.alfredstate.edu>

10 Upper College Drive
 Alfred, NY 14802
 Skip Sullivan, President
 Telephone: 1-800-425-3733
 607-587-4010 (President's Office)

Alfred University

<http://www.alfred.edu>

1 Saxon Drive
 Alfred, NY 14802
 Mark Zupan, President
 Telephone: 607-871-2115
 607-871-2101 (President's Office)

Buffalo State College

<http://www.buffalostate.edu>

1300 Elmwood Avenue
 Buffalo, NY 14222
 Katherine S. Conway-Turner, President
 Telephone: 716-878-4000
 716-878-4101 (President's Office)

Canisius College

<http://www.canisius.edu>

2001 Main Street
 Buffalo, NY 14208
 John J. Hurley, President
 Telephone: 716-883-7000
 716-888-2100 (President's Office)

Daemen College

<http://www.daemen.edu>

4380 Main Street
 Amherst, NY 14226
 Gary A. Olson, President
 Telephone: 716-839-8225
 716-839-8210 (President's Office)

D'Youville College

<http://www.dyc.edu>

One D'Youville Square
 320 Porter Avenue
 Buffalo, NY 14201
 Lorrie Clemo, President
 Telephone: 716-829-8000
 716-829-7673 (President's Office)

Empire State College

<http://www.esc.edu>

Niagara Frontier Center
 AppleTree Business Park
 2875 Union Road
 Cheektowaga, NY 14227
 Mitchell Nesler, Officer in Charge
 Telephone: 716-686-7800

Hilbert College

<http://www.hilbert.edu>

5200 South Park Avenue
 Hamburg, NY 14075
 Michael S. Brophy, President
 Telephone: 716-649-7900
 716-649-7900, ext. 201 (President's Office)

≡ **BACHELOR DEGREE PROGRAMS**

Houghton College

<http://www.houghton.edu>

One Willard Road
Houghton, NY 14744
Shirley Mullen, President
Telephone: 1-800-777-2556
716-674-6363 (President's Office)

University at Buffalo

<http://www.buffalo.edu>

State University of New York
12 Capen Hall
Buffalo, NY 14260
Satish K. Tripathi, President
Telephone: 716-645-2000
716-645-2901 (Public Relations)

Medaille College

<http://www.medaille.edu>

18 Agassiz Circle
Buffalo, NY 14214
Kenneth M. Macur, President
Telephone: 716-880-2000
716-880-2201 (President's Office)

Villa Maria College

<http://www.villa.edu>

240 Pine Ridge Road
Buffalo, NY 14225
Matthew Giordano, President
Telephone: 716-896-0700
716-961-1869 (President's Office)

Niagara University

<http://www.niagara.edu>

Niagara University
NY 14109
Rev. James J. Maher, President
Telephone: 716-285-1212
716-286-8350 (President's Office)

St. Bonaventure University

<http://www.sbu.edu/>

3261 West State Road
St. Bonaventure, NY 14778
Dennis DePerro, President
Telephone: 716-375-2000
716-375-2222 (President's Office)

SUNY Fredonia

<http://www.fredonia.edu/>

280 Central Ave.
Fredonia, NY 14063
Virginia Horvarth, President
Telephone: 716-673-3111
716-673-3456 (President's Office)

≡ **BACHELOR DEGREE PROGRAMS**

Bryant & Stratton Business Institute

<http://www.bryantstratton.edu>

Francis J. Felser, President and Chief Executive Officer

Buffalo Downtown Campus

465 Main Street, Suite 400
Buffalo, NY 14203

Marvel Toss-Jones, Campus Director
Telephone: 716-884-9120

Amherst Campus

3650 Millersport Highway
Getzville, NY 14068

Michael A. Mariani, Campus Director
Telephone: 716-625-6300

Southtowns Campus

180 Redtail Road
Orchard Park, NY 14217

Paul Bahr, Campus Director
Telephone: 716-677-9500

Erie Community College

<http://www.ecc.edu>

Dan Hocoy, President

City Campus

121 Ellicott Street
Buffalo, NY 14203

Telephone: 716-851-1002

South Campus

4041 Southwestern Blvd
Orchard Park, NY 14217

Telephone: 716-851-1003

North Campus

6205 Main Street
Williamsville, NY 14221

Telephone: 716-851-1002

Genesee Community College

<http://www.genesee.edu>

One College Road
Batavia, NY 14020

Yves Salamon-Fernández, President
Telephone: 585-343-0055

Niagara County Community College

<http://www.niagaracc.suny.edu>

3111 Saunders Settlement Road
Sanborn, NY 14132

William J. Murabito, Interim President
Telephone: 716-614-6222

Trocaire College

<http://www.trocaire.edu>

360 Choate Avenue
Buffalo, NY 14220

Bassam Deeb, President
Telephone: 716-826-1200

GOVERNMENT – LOCAL ELECTED OFFICIALS

≡ **ERIE COUNTY EXECUTIVE**

Hon. Mark Poloncarz

County Executive, County of Erie

<http://www.erie.gov/exec>



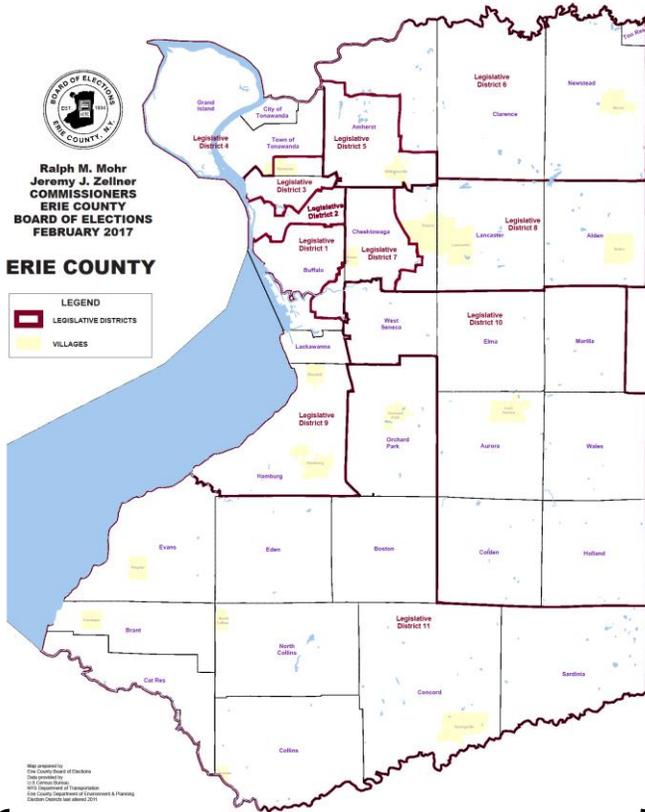
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≡ **ERIE COUNTY LEGISLATORS**



PLEASE NOTE

For Additional Information, visit Erie County
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Hon. Michael Manicki

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Mayor, Village of Angola

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GOVERNMENT – STATE ELECTED OFFICIALS

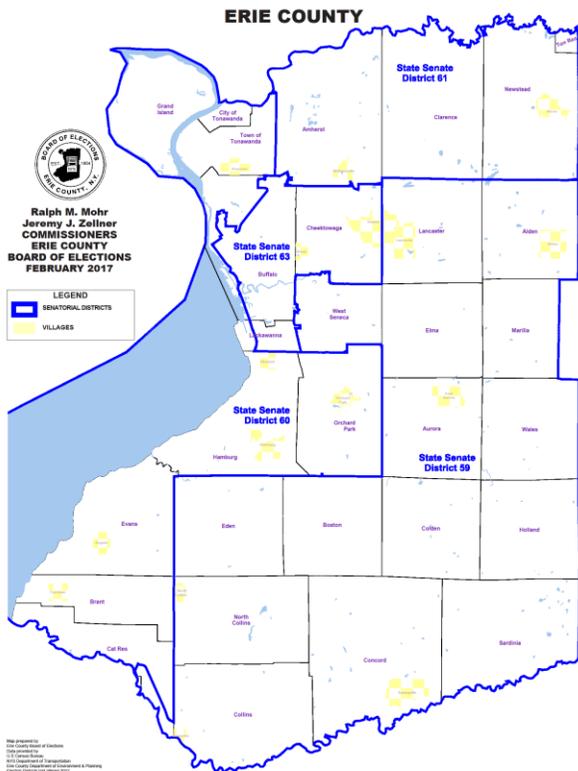
≡ **GOVERNOR**

Hon. Andrew Cuomo
Governor, State of New York

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PLEASE NOTE

Districts 59 and 61 extend beyond Erie County

For additional information, visit the Senate web site at:

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**Hon. Patrick M. Gallivan
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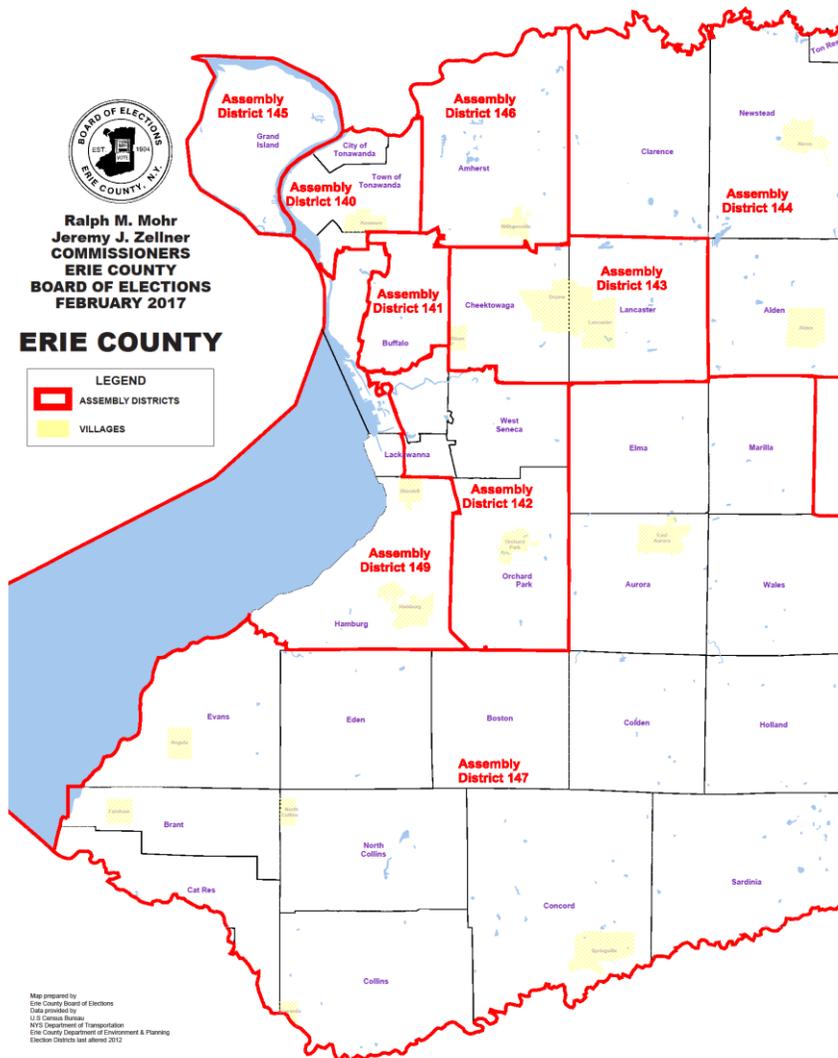


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PLEASE NOTE

Districts 140, 144, 145, 146, 147 extend beyond Erie County.

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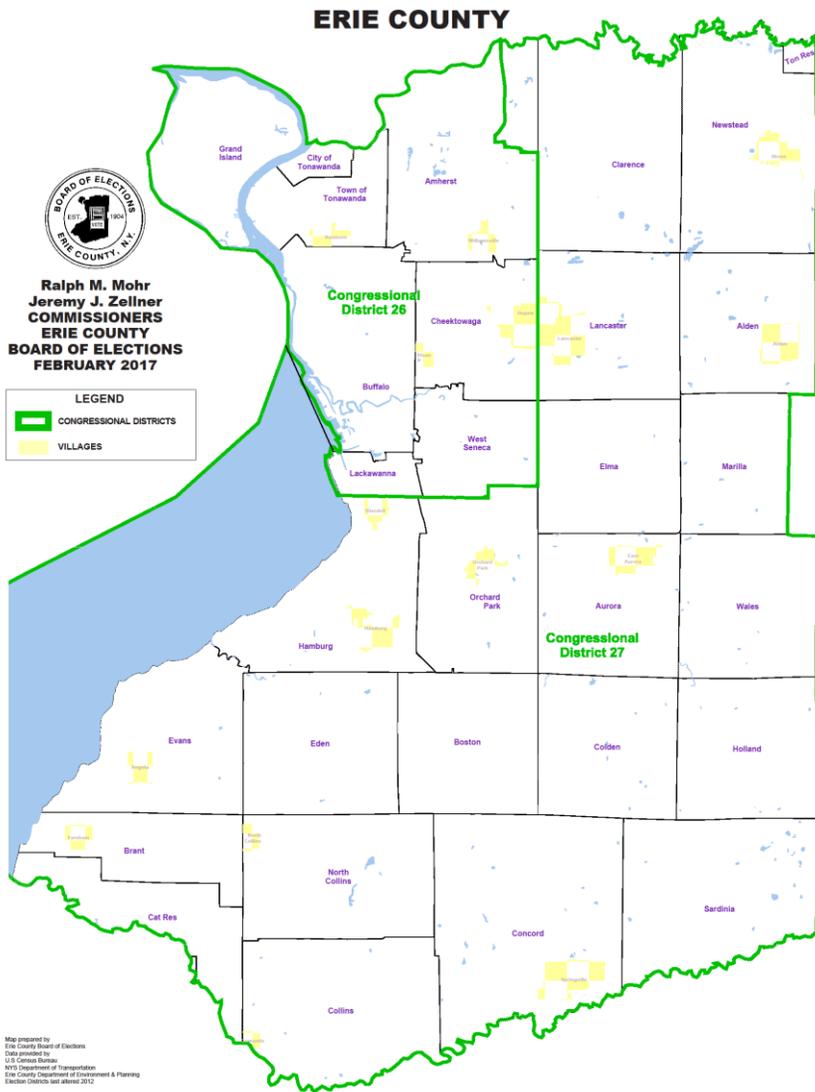
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PLEASE NOTE
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2459 Rayburn House Office Building
Washington, DC 20515
Telephone: 202-225-3306
Fax: 202-226-0347

**Vacant
District 27**

Local Office:

Telephone:
Fax:

Albany Address:

2243 Rayburn House Office Building
Washington, DC 20515
Telephone: 202-225-5265
Fax: 202-225-5910

REFERENCE GUIDE

Provides a brief summary of County Departments and Divisions.

County Executive, County of Erie

Hon. Mark Poloncarz 716-858-8500
 Maria Whyte, Deputy County Exec. 716-858-8500
 Jennifer Hibit, Chief of Staff 716-858-2919

The County Executive is the elected chief executive officer and administrative head of Erie County government. Develops financial and administrative policies, proposes legislation to the Erie County Legislature, appoints department heads and coordinates the management of all county departments. The County Executive also appoints members of governing boards, advisory boards and task forces. Represents Erie County to local, state and federal governments and at public events. These responsibilities are fulfilled by a Deputy County Executive, a Deputy County Executive – Chief of Staff, (both listed above) and executive staff, pursuant to their laws of the State of New York, the Erie County Charter, and the Administrative Code.

Board of Elections Commissioner

Jeremy J. Zellner 716-858-8388
 Ralph Mohr, Commissioner 716-858-7784

The Erie County Board of Elections office is dedicated to providing the information, education, and technology needed for fair elections and for the public to become effective and empowered voters.

Budget and Management, Division of

Robert Keating, Director 716-858-8914

The Division of Budget and Management is responsible for the preparation of the tentative operating budget and the capital budget, the implementation and monitoring of the adopted budget, and coordination of departmental communications with the County Legislature on all the budget matters requiring legislative approval.

Buffalo & Erie County Public Library

Mary Jean Jakubowski, Director 716-858-8900

The Buffalo & Erie County Public Library (B&ECPL) serves as a center of information, education, culture, and entertainment for the residents of Erie County.

Central Police Services, Department of

James A. Jancewicz, Commissioner 716-858-6365

Provides centralized, countywide basic supportive services to all law enforcement and criminal justice agencies in Erie County. Such services include police training, computerized records and information retrieval, forensic laboratory, communication services and the countywide 911 emergency telephone system.

Clerk, Erie County

Michael P. Kearns 716-858-8785
 Auto Bureau 716-858-7450

The Erie County Clerk's Office is responsible for recording, filing and maintaining a central repository of legal documents and records. This includes property titles, land and real estate transactions and those related to corporate filings, assumed names, Supreme Court and County Court papers. The County Clerk's office also issues driving, hunting, and fishing licenses as an agent for the state.

Comptroller, Erie County

Hon. Stefan Mychajliw 716-858-8400

The independently elected Comptroller is the Chief Accounting and Reporting Officer, Chief Auditing Officer, and Chief Fiscal Officer for the County.

District Attorney

Hon. John J. Flynn 716-858-2424

Erie County's chief prosecutor is responsible for investigating crime, presenting evidence to the Grand Jury, and implementing the just prosecution of persons indicted for criminal offenses. The District Attorney tries felonies in Erie County and New York State Supreme Courts, as well as misdemeanors and noncriminal offenses in the City, Town and Village Courts of Erie County.

Emergency Services, Department of

Daniel J. Neaverth, Jr., Commissioner 716-858-4909

This Department is responsible for providing comprehensive, centralized planning and coordination of emergency services in Erie County. It develops and maintains a comprehensive disaster plan to maximize the timeliness and effectiveness of response in the event of disaster or major emergency and coordinates the implementation of the plan as required. It directs and coordinates mutual aid fire operations in the county, and operates the Fire Academy which is responsible for training all fire fighters from the volunteer fire service.

Erie County is fortunate to have aggressive federal, state, and local economic development resource partners with relevant programs to help your business grow and prosper in Erie County.

There are many diversified products and services available to help WNY businesses remain competitive and profitable. They range from financing to workforce training to green energy and market development assistance to start-up business planning and strategic operations analysis for ongoing operations.

The Erie County Industrial Development Agency (ECIDA) is your first call for business assistance to make things happen. The ECIDA is committed to responsiveness and service, with a resolve to close deals and complete projects quickly

Erie County Dept. of Environment and Planning

Thomas R. Hersey, Jr., Commissioner 716-858-8390

The Department of Environment and Planning strives to improve the quality of life of Erie County residents by working to promote economic growth, ensure environmental quality, provide recreational amenities, support social infrastructure, attract and retain growing businesses, and by planning a community where people want to live, work, and prosper. This department provides direct services and staff assistance for physical, community, and economic development planning and implementation to County government, local governments, residents, and businesses.

Division of Environmental Compliance

Bonnie Lawrence, Deputy Commissioner
 Josh Wilson, Coordinator, Pollution Prevention Program
 Mary Rossi, Chief Environmental Compliance Specialist
 John Hood, Chief Environmental Compliance Specialist
 Telephone: 716-858-8560

Environmental Compliance is charged with protecting the environment and our natural resources through the implementation of a variety of environmental and energy-related initiatives focused on addressing the needs of Erie County municipalities, businesses, and citizens. These programs involve achieving and maintaining environmental standards; improving the efficiency of and minimizing the impacts of waste management and energy use practices; advising on proposed environmental statutes, rules, and regulations; protecting and enhancing our Great Lakes resources; and monitoring remediation.

Division of Planning

Daniel Castle, AICP, Deputy Commissioner
 Mark Rountree, Principal Planner
 Lisa Matthies-Wiza, Director, GIS
 Tuona Batchelor, Director, Industrial Assistance Program
 Telephone: 716-858-8390

The Planning unit provides local planning assistance to municipal governments and undertakes long-range planning in specific functional areas, including farmland, environmental features, waterfront, and land use. Other important activities include a project implementation program wherein specific recommendations contained in the long-range plan are carried out through capital construction, grant writing, and project reviews. Industrial Assistance is responsible for developing strategic economic development plans and operational policies to promote the economic health of Erie County. It provides oversight and linkage with the principal economic development agencies in Erie County, including the Erie County Industrial Development Agency, and advances the business development and expansion needs of companies located in and new to Erie County. Erie County assists with the development of a robust business development program involving all economic development partners, which aggressively responds to the needs of existing businesses and works to capture new investment opportunities.

Division of Sewerage Management

Joseph L. Fiegl, P.E., Deputy Commissioner 716-858-8390

Responsible for the planning, financing, design and construction, and subsequent operation and maintenance of the County-owned sewage facilities. The Erie County sewage system covers one-third (1/3) of developable land.

Equal Employment Opportunity, Div. of

Jesse L. Burnette, Director 716-858-6169

The Department of Environment and Planning strives to improve the quality of life of Erie County residents by working to promote economic growth, ensure environmental quality, provide recreational amenities, support social infrastructure, attract and retain growing businesses, and by planning a community where people want to live, work, and prosper. This department provides direct services and staff assistance for physical, community, and economic development planning and implementation to County government, local governments, residents, and businesses.

Erie County Medical Center

Thomas J. Quatroche, Jr., CEO 716-898-3149

The Erie County Medical Center (ECMC) is located in Buffalo. It has 550 inpatient beds, 156 skilled nursing home beds, and more than 40 outpatient specialty care clinics throughout Western New York. ECMC is a regional center for trauma, burn, rehabilitation, and cardiac care and is also a major teaching facility for the University at Buffalo.

Health, Department of

Gale R. Burstein, Commissioner 716-858-7690

The Erie County Department of Health serves the communities and individuals within the County by providing an array of nationally recognized essential public health services.

Information and Support Services, Div. of

Michael C. Breeden, Chief Info. Officer 716-858-6266
 Lori Stillwell, Dir. of Information Tech. 716-858-2688

The Division of Information and Support Services provides centralized support services for County departments. Division is composed of three bureaus. The Bureau of Information and Support Services include telecommunications, information system management and support, mail services, operation of a graphic centers, and a copy and print center. Bureau of Purchase supports County departments as the central purchasing agent for supplies, materials and services.

Labor Relations, Department of

Gary A. Wilson, Esq., Commissioner 716-858-8476

The Department of Labor Relations negotiates and administers collective bargaining agreements with the labor organizations representing the employees of the County of Erie. It is the mission to interact with public employee unions and other employees as the representative of Erie County government and the Erie County taxpayer.

Law, Department of

Michael A. Siragusa, County Attorney 716-858-2200

Responsible for providing legal services to the County of Erie and is headed by the Erie County Attorney. Composed of three divisions: The Division of Law, the Division of Risk Retention, and the Division of Workers' Compensation.

Legislature, Erie County

Robert M. Graber, Clerk 716-858-8527

The Erie County Legislature is composed of fifteen (15) elected legislators (see Pages 29-30) representing the residents of Erie County. Functions as the law making body of Erie County, pursuant to the laws of the State of New York and the duties defined in the Erie County Charter and Administrative Code. The Legislature operates through eight (8) standing committees which consider and examine the business of the Legislature and submit recommendations to the full body for final disposition. General administration of the Legislature is the responsibility of the Clerk of the Legislature and the central staff. Legislators are assisted by minority and majority staff

Mental Health, Department of

Michael R. Ranney, Commissioner 716-858-8531

The Department of Mental Health oversees mental disability services for over 48,000 Erie County residents each month through contracts with 42 community based agencies, including the Erie County Medical Center and Erie County Departments of Senior Services, Social Services, and Youth Services. The Department of Mental Health is administratively responsible for planning, directing, coordinating, and monitoring programs of prevention, treatment, and rehabilitation involving mental health, mental retardation-developmental disabilities, and alcohol and substance abuse services.

Parks, Recreation, and Forestry, Dept. of

Troy Schinzel, Commissioner 716-858-8353

The Department of Parks, Recreation, and Forestry is responsible for the development, operation and maintenance, design and construction of all county parks and recreation facilities. Facilities include 2 golf courses, botanical gardens, 11 county parks, 2 beaches, 3 Buffalo River Urban Parks, 3,500 acres of county forest land, and 5 county undeveloped parks.

Personnel, Department of

Timothy Hagues, Commissioner 716-858-7881
 Frank Cammarata III, Exec. Dir. 716-858-6233

The Department of Personnel is responsible for implementing and maintaining programs and services that support and facilitate the recruiting, selection, hiring, development and retention of employees based upon merit and in accordance with Civil Service Law and Regulations. Also, administers, interprets and enforces Civil Service Law for the County and municipalities and coordinates administration of Civil Service exams and the certification of eligible lists.

Probation, Department of

Brian McLaughlin, Commissioner 716-858-7031

The mission of the Department of Probation is to provide community protection, reduce crime by lowering recidivism rates, to hold offenders accountable for their actions and to compensate and restore victims. The Department of Probation is also responsible for providing timely and accurate information to the various upper and lower criminal courts in Erie County and Family Court.

Public Advocacy, Office of

Karen King, Commissioner 716-858-8307

Public advocacy office for all residents of Erie County includes the division on the status of women and consumer protection. The Department of Public Advocacy provides professional and quality advocacy services to assure fair and equal treatment of all county residents without regard to race, sex, religion, age, disability, and national origin.

Public Works, Department of

William Geary, Commissioner 716-858-7555

The Department of Public Works is responsible for planning, designing, constructing maintaining, and repairing the physical facilities of the County, including its roads, bridges, buildings and grounds. It performs the function of County Engineer, and directs the operations of the Highway Division County Road Fund, which is administered by the Deputy Commissioner of Highways. The Department is divided as follows: Commissioner's Office (responsible for oversight of the Department and capital improvements to buildings), Bureau of Fleet Services supports departments as a central equipment repair maintenance function, Division of Weights and Measures (tests, inspects and certifies the accuracy of all commercial weighing and measuring devices), the County Road Fund (responsible for the maintenance and construction of County roads, bridges, and culverts) and the County Utilities Fund (responsible for the procurement and disaggregation of utilities to County facilities.

Real Property Tax Services, Dept. of

Scott A. Bylewski, Director 716-858-6014

The Department of Real Property Tax Services maintains the tax maps covering all municipalities within Erie County and provides updated maps to local assessors. The Department also prepares the County, Town, School, and Village property tax bills and maximizes the collection of all current and delinquent real property taxes.

Senior Services, Department of

Timothy Hagues, Commissioner 716-858-7881

The mission of the Department of Senior Services of Erie County is to provide leadership to promote the optimal well-being older adults by empowering them to lead lives of independence, health, and dignity and to facilitate the development of comprehensive, coordinated and cost-effective services within the community to meet present and future needs of seniors and their caregivers.

Sheriff, Erie County

Hon. Timothy B. Howard 716-858-7608
Correctional Facility/Jail Mgmt. Div. 716-858-7618
Jail Management Division

The Erie County Sheriff serves as the County's elected chief law enforcement official and is responsible for the enforcement of federal and state civil and criminal laws and county, town and village ordinances. The Office of the Sheriff provides police and patrol services, investigates crimes, conducts crime prevention programs and performs public safety and emergency services designed to protect persons and property in Erie County. The Division of Jail Management operates out of two sites - Erie County Holding Center, located in Buffalo, and Erie County Correctional Facility located in Alden.

Social Services, Department of

Marie Cannon, Commissioner 716-858-8000

The Department of Social Services is responsible for administering public welfare programs for eligible needy families and individuals in Erie County. Programs include Public Assistance (Family Assistance).

STOP DWI

John Sullivan, Project Director 716-858-6291

The Erie County STOP-DWI Program is a County Government Office, established under New York State Vehicle and Traffic Law, and charged with coordinating Erie County's alcohol traffic safety (drunk driving) efforts. The sole source of funding is fine revenue collected from drunken drivers in Erie County Courts. There are no tax dollars used in STOP-DWI projects.

Veterans Service Agency

David J. Shenk, Director 716-858-6349

The Veterans Service Agency serves as an advocate for veterans. This Agency counsels and assists veterans and their dependents to ensure they receive all the benefits available to them under federal, state, and local laws.

≡ **ADJACENT COUNTY CONTACTS**

C A T T A R A U G U S

Cattaraugus County Government

<https://www.cattco.org/>

303 Court Street
Little Valley, NY 14755
Hon. James J. Snyder, Chairperson of County Leg.
Alan Bernstein, County Clerk
Telephone: 716-938-2297
Fax: 716-938-2773

Cattaraugus Industrial Development Agency, County of

<http://www.cattcoida.com/>

PO Box 1749, 3 E. Washington Street
Ellicottville, NY 14731
Corey R. Wiktor, Executive Director
Telephone: 716-699-2005
Fax: 716-699-2942

C H A U T A U Q U A

Chautauqua County Government

<http://chautauqua.ny.us/>

Gerace Office Building, 3 North Erie Street
Mayville, NY 14757
Hon. Paul Wendel, Chairperson of County Leg.
Larry Barmore, County Clerk
Telephone: 716-753-4331
Fax: 716-753-4293

Chautauqua Industrial Development Agency & Dept. of Economic Development, County of

<https://ccida.com/>

200 Harrison Street
Jamestown, NY 14701
Mark Geise, Chief Exec. Officer
Telephone: 716-661-8902

G E N E S E E

Genesee County Government

<http://co.genesee.ny.us/>

The Old Courthouse, 7 Main Street
Batavia, NY 14020
Hon. Robert Bausch, Chairperson of County Leg.
Michael T. Cianfrini, County Clerk
Telephone: 585-815-7802
Fax: 585-344-8521

Genesee Economic Development Center, County of

<http://www.gcedc.com/>

99 MedTech Drive
Batavia, NY 14020
Steven G. Hyde, Chief Exec. Officer
Telephone: 585-343-4866

N I A G A R A

Niagara County Government

<http://www.niagaracounty.com/>

County Court House
175 Hawley Street
Lockport, NY 14094
Hon. Wm. Keith McNall, Chairperson of County Leg.
Joseph A. Jastrzemski, County Clerk
Telephone: 716-439-7022
Fax: 716-439-7035

Niagara Industrial Development Agency (NCIDA) & Dept. of Economic Development, County of

https://www.niagaracountybusiness.com/contact_NCIDA.asp

6311 Inducon Corporate Drive
Sanborn, NY 14132
Susan C. Langdon, Executive Director
Telephone: 716-278-8760

W Y O M I N G

Wyoming County Government

<https://www.wyomingco.net/>

143 North Main Street
Warsaw, NY 14569
A.D. Berwanger, Chairperson, Board of Supervisors
Rhonda Pierce, County Clerk
Telephone: 585-786-8810
Fax: 585-786-3703

Wyoming Industrial Development Agency & Planning & Development, County of

<https://www.wycoida.org/>

6470 Route 20A, Suite 4
Perry, NY 14530
Jim Pierce, Executive Director
Telephone: 585-786-3764, ext. 132

SMALL BUSINESS REFERENCE SECTION

Starting a business is a rough road to follow. occur on an entrepreneur's journey to take a mind - to making it a profitable venture. The starting point. The first two pages (47-48) components of a business plan. A good to obtain capital, and direct the individual agencies that are available to guide don't be afraid to ask for directions.



There are many obstacles and potholes that will product, idea or service that they have in their following two pages designed to provide a solid provide an entrepreneur with the needed business plan is essentially a map that will help when things get bumpy. Below, are helpful entrepreneurs and/or start-ups. In other words,

SMALL BUSINESS/START-UP RESOURCES - TECHNICAL BUSINESS ASSISTANCE

Additional contacts and information for each agency can be found at the page number listed after contact name.

Chambers of Commerce
See Pages 24-25

Erie County Government – County Clerk’s Office
Tel: 716-858-8785 | 716-858-7467 (DBA Info.)
<http://www.erie.gov/depts/government/clerk.phtml>
92 Franklin Street | Buffalo, NY 14202 , Page 15
Records and files all records for the purchase and sale of real property, legal documents and business transactions such registering a “Doing Business As” (DBA).

EC Gov. - Buffalo & Erie County Public Library (B&ECPL)
Tel: 716-858-8900 | <http://www.buffalolib.org>
1 Lafayette Square | Buffalo, NY 14203
Mary Jean Jakubowski, Director | Page 12
The Business, Science & Technology Department provides census, demographics, small business, export-import, patents, standards and other business information.

Erie County Industrial Development Agency (ECIDA)*
Tel: 716-856-6525 | <http://www.ecidany.com>
95 Perry Street, Suite 403 | Buffalo, NY 14203
John Cappellino, CEO | Page 16
Works in conjunction with local area banks, and the U.S. Small Business Administration (SBA) on loan program targeted at minority, women and/or start-up business enterprises. Web site hosts the Entrepreneurial Service Network for life science/high tech companies. Operates a public-private venture capital fund to invest in high-tech companies that have large growth potential.

Government - Local**
See Pages 31-35 | Clerks are listed under each municipality

SCORE
Tel: 716-554-4301 | <http://buffaloniagara.score.org>
130 South Elmwood Avenue, Suite 540 | Buffalo, NY 14202
Franklin J. Sciortino, Director | Page 20
Free business counseling by men and women who have had successful business careers as company executives or owners of their own business.

Small Business Development Center (SBDC)
Tel: 716-878-4030 | <http://www.nys-sbdc.suny.edu>
1300 Elmwood Avenue | Buffalo, NY 14222
Susan McCartney, Director | Page 20
Provides one-to-one counseling to start-up and existing small businesses on a wide range of advisory, training and research services including the preparation of business plans, marketing programs and financial strategies.

U.S. Small Business Administration (SBA)
Tel: 716-551-4301 | <http://www.sba.gov/localresources/district/ny/>
130 South Elmwood Avenue, Suite 540 | Buffalo, NY 14202
Franklin J. Sciortino, District Director | Page 21
Programs assist with every aspect of starting a business, from developing a business plan to obtaining financing, from marketing products and services to managing a company. The general loan program, which represents the majority of the agency's total loan effort, promotes small business growth by guarantees of up to 80% of the amount provided by commercial lenders. Also offers Surety Bonds and Minority Enterprise Development program.

UB Center for Entrepreneurial Leadership (CEL)
Tel: 716-885-5715 | <http://www.mgt.buffalo.edu/cel>
77 Goodell Street, Suite 201 | Buffalo, NY 14203
Timothy Leyh, Executive Director | Page 21
Assists in regional economic development by helping existing firms grow. Provides a ten-month professional development program.

RESOURCES ON THE WEB

NYS Department of Taxation
Business Taxpayer Page
<https://www.tax.ny.gov/bus/>
Provides information and forms

U.S. Small Business Administration
Starting Your Business
<https://www.sba.gov/business-guide/>

* Life Science / High Tech Sector Assistance
** Permit Assistance

Note: Also see Minority/Women Business Assistance Resources in Subject Index on Page 10

SMALL BUSINESS DEVELOPMENT CENTER GUIDELINES FOR ENTREPRENEURS OR START-UPS SEEKING CAPITAL

The material presented on pages 47-48 is a courtesy of the local Small Business Development Center (SBDC) at Buffalo State College. Although the process may appear complicated, as a federally sponsored agency, the SBDC at Buffalo State College is able to provide free one-on-one assistance to entrepreneurs. If you have any questions, or would like to schedule an appointment, contact the SBDC at 716-878-4030. Additional information on the SBDC can be found on page 20.

BUSINESS PLAN CONTENTS

Developing and maintaining a successful business requires planning. In some cases, it may only be a concept in the entrepreneur's mind. A written business plan can be an invaluable business tool that the entrepreneur can use to identify and exploit opportunities. It is also helpful in anticipating problems and developing strategies for avoiding or minimizing those problems.

Preparing a comprehensive, written business plan has a number of significant benefits to the entrepreneur including:

- Forcing the entrepreneur to establish goals.
- Focusing the entrepreneur's attention on all aspects of the business (sales, finance, organization, etc.)
- Forcing an entrepreneur to consider the interrelationship of each facet of the business. For example, is the plant large enough to satisfy the projected sales demand? If not, what will it cost to build additional capacity and when will it be needed?
- Giving the entrepreneur the background for making decisions that are consistent over time and that consider the ultimate goals and objectives of the business.
- Presenting an overview of the projected business and information that prospective investors and lenders might want.

The intended use of the plan will influence what format, layout and content are chosen. For example, the sequence and emphasis of the plan may differ when requesting friends or relatives to provide seed capital and/or requesting a bank to provide a working capital line of credit. A venture capitalist may be most interested in long-term return on capital and the price earnings ratio at the time of initial public offering. Banks, on the other hand, may be most interested in the cash flow available to service debt. The plan may be packaged so that the section of most interest to a particular reader can be placed first. Graphics make many ideas easier to understand. Financial information, for example, may be the best communicated with bar or pie chart. Flow charts may make it easier to understand the steps of manufacturing or design process. Such diagrams make the plan more inviting and easier to comprehend.

While each business plan will be different, depending on the business and what the plan will be used for, the following is an outline of items that might be addressed in a business plan.

GOALS AND OBJECTIVES

- A statement of the goals of the company.
- A list of specific objectives and when they will be accomplished.

PRODUCTS AND SERVICES

- Description of the product line. If the company plans on developing more than one product, how will the promotion and manufacture of one affect the other?
- Proprietary position - patents, copyrights, trademarks, and other legal and technical considerations.
- Requirements of regulatory agencies.
- Comparison of competitor's products.
- Break-even analysis by product.

UNIQUE COMPETITIVE ADVANTAGE

- Management experience or skills.
- Product superiority or price advantage.
- Market advantages, such as large contracts with a major customer or supplier.
- Other advantages, such as proximity to a large market, or proximity of labor supplies, raw materials, energy, transportation or inexpensive labor.

MARKET ANALYSIS

- Description of the target market and an approximation of its size and growth potential.
- Site selection for retail outlets - traffic count, disposable income and other demographic characteristics of surrounding area.
- Industry trends.
- Competitors and analysis of their strengths and weaknesses.

MARKETING STRATEGY

- Specific goals and timetables for market penetration.
- Overall strategy and how this will be affected by the reactions of competitors.
- Relationships with suppliers and distributors and any distribution or licensing agreements.
- Selling policy - selection between sales and leasing, credit payment terms.
- Service arrangements, product support and customer training, and warranty terms.
- Promotion and advertising plans.
- Pricing policy – whether it will be determined by competition or by cost of goods, and how market forces will affect pricing.
- How products will be distributed – licensing, franchising, agency contracts, wholesaling retailing or direct sales.

MANUFACTURING PROCESS

- Materials and components required for products.
- Sources of supply and alternatives if materials become unavailable.
- Production methods.
- Condition of production facilities and equipment.

▮ **SMALL BUSINESS DEVELOPMENT CENTER GUIDELINES FOR ENTREPRENEURS OR START-UPS SEEKING CAPITAL**

- Environmental factors restricting use of chemicals, disposal of wastes, pollution and noise control, potential impact.
- Labor requirements and effects of strikes, collective bargaining and turnover. How will changes in compensation structure or productivity affect the business?
- Availability and cost of transportation, energy and other utilities.
- Quality assurance products.
- Plant capacity and long-term alternatives.

MANAGEMENT PLAN

- Form of business organization.
- Board of Directors composition.
- Detail of stock ownership, names of stockholders and shares owned. Potential ownership, warrants, rights, and options should be also discussed.
- Organization chart and responsibilities of officers.
- Experience and background of principles and key employees and any potential problems, such as agreements not to compete.
- Investment involvement of principal.
- Staffing plan/number of employees. Include plans for additions of employees, when they will be needed and the qualifications that will be required.
- Space requirements, facilities plan and planned capital improvements.
- Operating plan and schedule of upcoming work for next one to two years.
- Internal control, accounting, inventory and management reporting systems.

FINANCIAL DATA

- Current audited (or revised) financial statement, if available.
- Three to five-year financial projections (first year by quarters; remaining years annually) including profit and-loss statements, balance sheets, cash flow statement and capital expenditure estimate.
- Explanation of projections (assumptions).
- Start-up, and research and development costs.
- Analysis of capitalization decisions, such as whether to lease or buy equipment.
- Analysis of fixed costs versus those that vary with business or production level.
- Key business ratios with comparison to industry averages.
- Access to funding sources, such as industrial revenue bonds and public sector financing.

FINANCIAL DATA CONTINUED

- Analysis of cost alternatives, such as subcontracting for production of components rather than producing them in house or contracting with outsiders for financial or other services.
- Explanation of use and effect of new funds.
- Potential return to investors compared to competitors and the industry in general.

EXECUTIVE SUMMARY

If a business plan will be used for presentation to potential lenders or investors, it should be prefaced with an executive summary. This summary is to give the reader an overview of the business plan. It must be well written, brief (two-to-five pages at the most) and to the point. It should include the following:

- Purpose of business plan – for example, to attract investment from venture capitalists.
- Business description; name, location and plant description, products, market and competition, and management expertise.
- Business goals and timetables.
- The market and competition, both current and anticipated, and a discussion of market share.
- Summary of your market strategy.
- Listing of key management personnel and their experience.
- Summary of the unique advantage that will contribute to the success of the business.
- Summary of financial needs and application of funds.
- Payback period, earnings projections and potential return to investors.

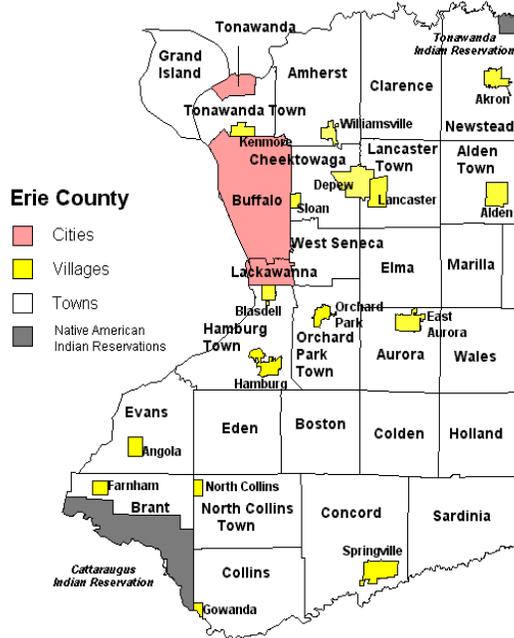
ADDITIONAL INFORMATION

Although the summary should ideally catch the reader's eye and induce the individual to read more, it will be the only thing some of them read. As a result, it should be present your company to potential lenders and investors not only clearly and concisely, but also completely.

If you use the business plan as the basis for applying for a loan from the bank, you may be required to provide additional information about yourself and your personal financial situation. Such additional information items may include credit reference.

ERIE COUNTY FACTS

ERIE COUNTY FACTS



Number of Cities	3
Number of Villages	16
Number of Towns	25
Total Number of Municipalities	44
Land Area - Square Miles	1,044.7
Land Area - Square Kilometers	2,705.7

POPULATION

2010 Total (decennial)	919,040
2017 Total (ACS 5-year estimates)	923,995
% Change 2010-2017	0.54%
Population Density 2010	880

Source: U.S. Census Bureau



2017 POPULATION BY RACE
(TOTAL POPULATION - 923,995)

	#	%
White (not Hispanic or Latino)	721,101	78.04
Black or African American	124,101	13.43
American (not Hispanic or Latino)	4,533	0.49
Asian (not Hispanic or Latino)	31,935	3.46
Two or more races	296	0.03
American Indian and	20,387	2.21
Some other race	21,642	2.34
Native Hawaiian and Other	3,913	0.42
Pacific Islander (not Hispanic or Latino)	17,729	1.92

Source: U.S. Census Bureau

POPULATION CHANGE 2010-2017

Area	2017	2010	# Change	% Change
CITIES				
Buffalo	259,574	261,310	-1736	-0.7%
Lackawanna	18,012	18,141	-129	-0.7%
Tonawanda	14,992	15,130	-138	-0.9%
Total Cities	292,578	294,581	-2003	-0.7%
TOWNS				
Alden	10,135	10,865	-730	-6.7%
Amherst	125,024	122,366	2658	2.2%
Aurora	13,857	13,782	75	0.5%
Boston	8,068	8,023	45	0.6%
Brant	2,117	2,065	52	2.5%
Cheektowaga	87,484	88,226	-742	-0.8%
Clarence	31,954	30,673	1281	4.2%
Colden	3,310	3,265	45	1.4%
Collins	6,583	6,601	-18	-0.3%
Concord	8,550	8,494	56	0.7%
Eden	7,692	7,688	4	0.1%
Elma	11,735	11,317	418	3.7%
Evans	16,284	16,356	-72	-0.4%
Grand Island	20,855	20,374	481	2.4%
Hamburg	58,147	56,936	1211	2.1%
Holland	3,382	3,401	-19	-0.6%
Lancaster	43,477	41,604	1873	4.5%
Marilla	5,389	5,327	62	1.2%
Newstead	8,722	8,594	128	1.5%
North Collins	3,520	3,523	-3	-0.1%
Orchard Park	29,545	29,054	491	1.7%
Sardinia	2,792	2,775	17	0.6%
Tonawanda	73,044	73,567	-523	-0.7%
Wales	3,032	3,005	27	0.9%
West Seneca	45,340	44,711	629	1.4%
Total Towns	630,038	622,592	7,446	1.2%
RESERVATIONS				
Cattaraugus	1,910	1,833	77	4.2%
Tonawanda	4	34	-30	-88.2%
Total Reserve	1,914	1,867	47	2.5%
Erie County	924,530	919,040	5,490	0.6%
VILLAGES (Village populations are included in Town Totals)				
Akron	2,893	2,868	25	0.9%
Alden	2,587	2,605	-18	-0.7%
Angola	2,002	2,127	-125	-5.9%
Blasdell	2,631	2,553	78	3.1%
Depew	15,283	15,303	-20	-0.1%
East Aurora	6,230	6,236	-6	-0.1%
Farnham	422	382	40	10.5%
Gowanda (pt.)	2,864	2,709	155	5.7%
Hamburg	9,603	9,409	194	2.1%
Kenmore	15,319	15,423	-104	-0.7%
Lancaster	10,207	10,294	-87	-0.8%
North Collins	1,303	1,232	71	5.8%
Orchard Park	3,177	3,246	-69	-2.1%
Sloan	3,615	3,661	-46	-1.3%
Springville	4,333	4,296	37	0.9%
Williamsville	5,263	5,300	-37	-0.7%

Source: U.S. Census Bureau

ERIE COUNTY FACTS

2017 POPULATION BY SEX AND AGE

(TOTAL POPULATION - 923,995)

	#	%
Female	476,971	51.6
Male	447,024	48.4
Under 9 years	101,230	11.0
10 to 14 years	54,320	5.9
15 to 24 years	125,574	13.6
25 to 34 years	127,189	13.8
35 to 44 years	102,308	11.1
45 to 54 years	127,361	13.8
55 to 64 years	130,196	14.1
65 to 74 years	84,337	9.1
75 years and over	71,480	7.7
Median Age (years)	40.3	

Source: United States Census Bureau

HOUSEHOLDS

2017 Total	386,371
2010 Total	383,164
% Change 2010-17	0.84%

Source: United States Census Bureau



AVERAGE HOUSEHOLD SIZE

2017	2.32
2010	2.32

Source: United States Census Bureau

FAMILIES

2017 Total	229,623
2010 Total	230,009
% Change 2010-17	-0.002

Source: United States Census Bureau

UNEMPLOYMENT RATES FOR ERIE COUNTY

2018 Rate	3.90%
2008 Rate	5.80%

Source: NYS Department of Labor

ERIE COUNTY

2017 EMPLOYMENT BY INDUSTRY

2017

Industry	#	%
Mgmt., Business, Science, & Arts	173,308	0.39
Service	82,958	0.19
Sales and Office	113,696	0.25
Nat. Resources, Construction, & Maint.	28,047	0.06
Production, Trans., & Material Moving	50,383	0.11
Total	448,392	1.00

Source: U.S. Census Bureau

MAJOR PRIVATE SECTOR EMPLOYEES

(FULL-TIME EMPLOYEES IN WNY)

Kaleida kaleidahealth.org	8,113
Catholic Health chsbuffalo.org	7,347
M&T Bank mtb.com	7,000
Tops Friendly Markets topsmarkets.com	8,423
Seneca Gaming Corp. senecacasinos.com	4,000
Wegmans Food Markets Inc. wegmans.com	3,377
HSBC Bank USA NA us.hsbc.com	3,190
Roswell Park Cancer Institute roswellpark.org	3,157
GEICO geico.jobs	3,060
People, Inc. people-inc.org	2,675
Moog Inc. moog.com	2,500
Dresser-Rand Co. dresser-rand.com	2,200
Citibank NA citibank.com	1,800
GM Powertrain - Tonawanda Engine Plant gm.com	1,700
Ingram Micro ingrammicro.com	1,694

Source: Business First Book of Lists, 2018

WEB SITES FOR REGIONAL INFORMATION, LABOR MARKET INFORMATION AND DEMOGRAPHICS

Department of Labor | <https://www.labor.ny.gov/home/>

Invest Buffalo Niagara | <https://buffaloniagara.org/>

U.S. Census Bureau | <http://factfinder.census.gov>

WNY Regional Information Network | <https://www.e1b.org/wnyric>

