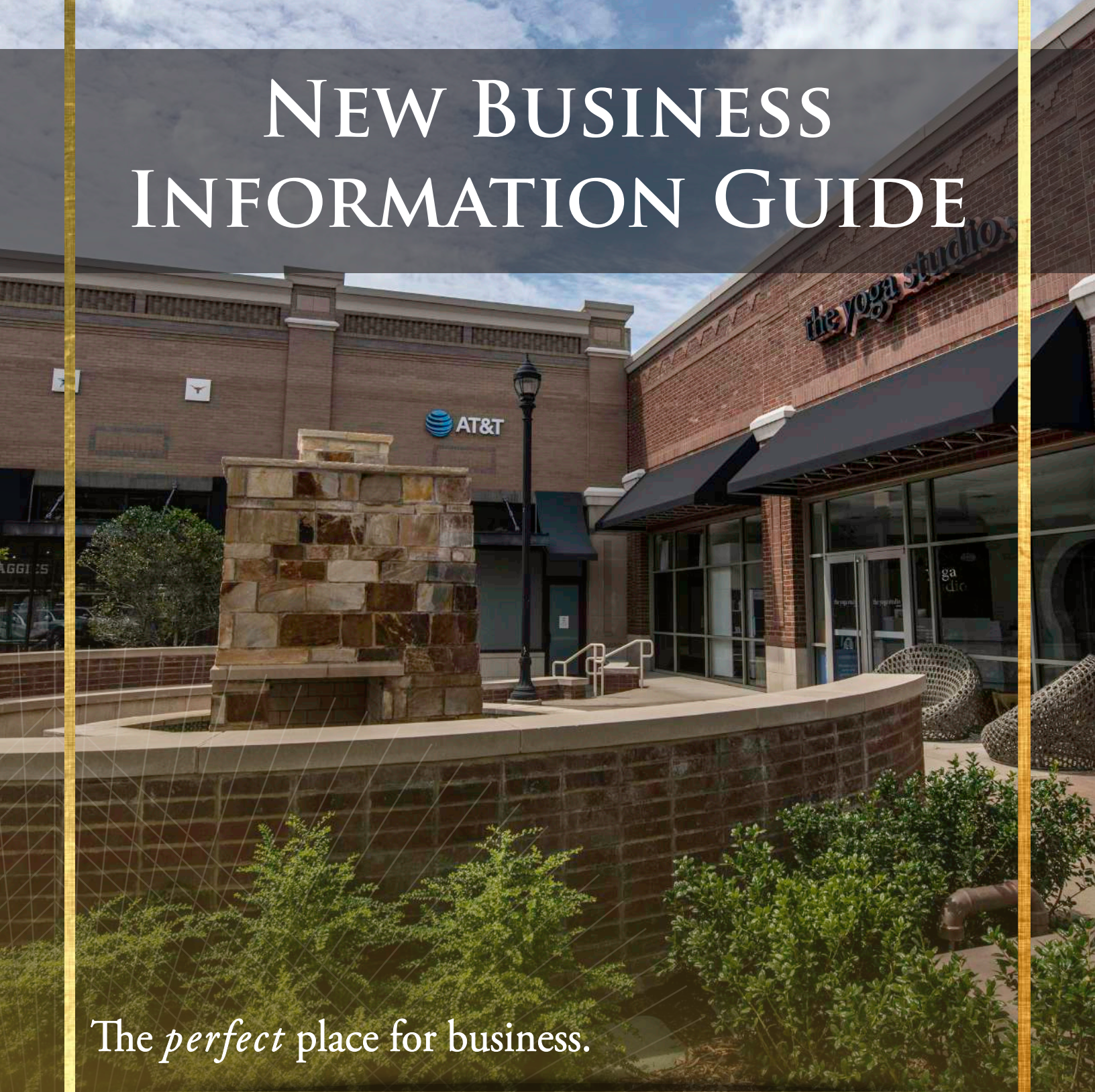




SELECT  
SOUTHLAKE

# NEW BUSINESS INFORMATION GUIDE



The *perfect* place for business.

## THE PERFECT PLACE FOR BUSINESS

Our Economic Development team is here to help you make the most of your perfect office, industrial or retail space for your business. Discover local resources in this guide to help your new business not just succeed, but thrive!



SELECT  
SOUTHLAKE

# WELCOME TO SOUTHLAKE!

Welcome to Southlake! We are excited that you have decided to locate your business in our community. Southlake is a vibrant community with many businesses that contribute to its success as a destination. As you read through this information, we hope it will serve as your quick reference guide to all the services available to you by the City and other organizations.

The Department of Economic Development and Tourism is responsible for supporting local businesses such as yours through its various Business Retention and Expansion programs. The Department also includes the Tourism Division who is responsible for enhancing the quality of life for residents and ensuring the sustainability of City businesses through the promotion of the tourism, convention and hotel industry.

In this packet you will find essential contact information provided by the Department of Economic Development & Tourism to help your business get started and find the right people to help you succeed. As part of our services provided at Town Hall, City staff is available to assist you with your business needs and strives to make Southlake a better place to live, work, and conduct business.

We are here to help you, and look forward to working with you. Should you have any questions, feel free to contact the Economic Development & Tourism Department at (817) 748-8039.

Again, welcome to the City of Southlake!

## MISSION STATEMENT

*The Southlake Economic Development and Tourism Department's mission is to sustain and grow Southlake's vibrant economy and outstanding quality of life by providing leadership and resources to attract, enhance and retain businesses and visitors.*



City of Southlake  
Department of  
Economic Development & Tourism

1400 Main Street, Suite 460  
Southlake, TX 76092

Direct: (817) 748-8039  
Main Line: (817) 748-8400  
Email: [EconDev@ci.southlake.tx.us](mailto:EconDev@ci.southlake.tx.us)  
Website: [www.SelectSouthlake.com](http://www.SelectSouthlake.com)

### Hours of Operation

Monday - Friday  
8:00 AM - 5:00 PM



# SOUTHLAKE DIRECTORY

## City of Southlake Offices

General Information	817-748-8400
Building Permit Services	817-748-8236
Code Enforcement	817-748-8654
Finance & Purchasing	817-748-8345
Office of Marketing & Communication	817-748-8652
Planning & Zoning	817-748-8621
Police, Fire, & EMS	817-743-4522
Dispatch (Non-Emergency)	
Public Works	817-748-8082
Drainage/Streets/Sewer	
Sign Permits	817-748-8215
Water Utilities	817-748-8051
Customer Service	

## Regulatory Contacts

Internal Revenue Service (IRS)	800-829-1040
Texas Alcoholic Beverage Commission (TABC)	817-652-5912
Texas Commission on Environmental Quality (TCEQ)	512-239-1000
Texas Comptroller's Office	800-252-5555

## Other Services

Animal Control	817-743-4522
Chamber of Commerce	817-481-8200
U.S. Post Office	817-416-6129
Republic Services (Trash & Recycling)	817-317-2424

## County Offices

County Clerk	817-481-8075
County Constable	817-481-8059
Health Department	817-321-4700
Operator	817-884-1111
Tax Assessor	817-481-8141

## Economic Development & Tourism Contacts

Alison Ortowski <i>Assistant City Manager, Director of Economic Development &amp; Tourism</i>	817-748-8001
Daniel Cortez <i>Deputy Director of Economic Development</i>	817-748-8039
Cambria Jones <i>Tourism Marketing Manager</i>	817-748-8652

# DOING BUSINESS WITH THE CITY

The City of Southlake Finance Department is responsible for securing the best quality products and services through the most cost-effective means in accordance with all City policies and State and Federal Laws. In an effort to assist current or prospective vendors in becoming familiar with the City's purchasing requirements and policies, please refer to our Purchasing Guide for vendors pamphlet and to register as a vendor with the City complete the Vendor Self Service process (VSS). Both of these resources can be found online at:

[www.cityofsouthlake.com/498/How-to-Do-Business](http://www.cityofsouthlake.com/498/How-to-Do-Business)

## Becoming a Vendor with the City of Southlake

From time to time there are various catering and retail purchases made by individual City departments. To include your business on the City's approved vendor list so we may be able to purchase from your business, please visit:

[www.cityofsouthlake.com/495/Vendor-Self-Service](http://www.cityofsouthlake.com/495/Vendor-Self-Service)

The Vendor Self Service (VSS) provides vendors with web-based access to information stored in the City of Southlake Financial database. Using VSS, existing vendors can enter and maintain their contact and remittance information, view 1099 data, purchase orders, invoices and contracts. All vendors must register in VSS.

For questions on becoming a vendor or using the VSS portal please contact the purchasing department at 817-748-8940.



## City of Southlake Contracts and Bids

The City of Southlake is responsible for conducting many projects, studies, and purchases that need the resources of the business community. The City is always looking for opportunities to partner with local businesses, when appropriate, to deliver services to our residents and the business community.

To learn more about our current bid opportunities, please visit the link below:

[www.cityofsouthlake.com/Bids.aspx](http://www.cityofsouthlake.com/Bids.aspx)

TOP 1% BEST SMALL CITIES IN AMERICA

- WALLETHUB 2019

OVER 1,700

BRICK & MORTAR BUSINESSES IN SOUTHLAKE

- CITY OF SOUTHLAKE 2019

92% OF BUSINESS OWNERS SAY SOUTHLAKE IS A GOOD OR EXCELLENT PLACE TO DO BUSINESS

- SOUTHLAKE BUSINESS CLIMATE SURVEY 2019



# Economic Development Programs

There are several programs the City of Southlake Economic Development & Tourism Department has that are used to assist the local business community.

These programs are intended to support and encourage consumers to conduct business with you. A few of those program are listed on this page.

## New Biz List

The *New Biz List* is a program dedicated to promoting local businesses that are opening soon or have recently opened in Southlake. There are hundreds of subscribers to this list from local residents, businesses all over Dallas-Fort Worth and vendors that are eager to do business with you.



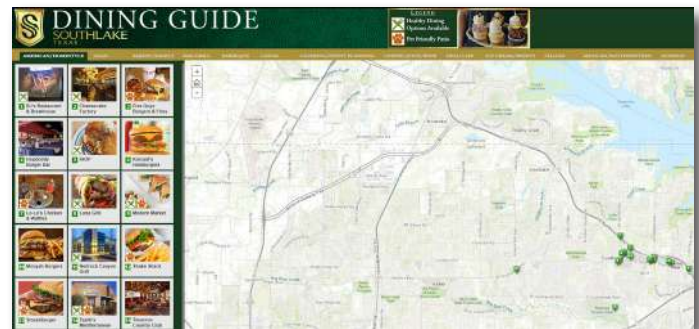
**NEW BIZ LIST**  
SOUTHLAKE

To ensure you have been placed on this list, please reach out to our office at [EconDev@ci.southlake.tx.us](mailto:EconDev@ci.southlake.tx.us).

To visit the New Biz List:  
<http://bit.ly/NewBizSLK>

## Shopping & Dining Guide

The Shopping and Dining Guides are interactive web-based maps that have been customized for visitors making their search for the perfect place to shop and eat. These maps geographically display businesses around Southlake to help locate a restaurant, store or other destination.



## Health & Wellness Guide

The Health & Wellness Guide is the latest interactive tool meant to provide residents and visitors alike an interactive resource to locate local hospitals, medical offices, medical aesthetic specialties, physical fitness, grocery stores, counseling & therapy practices, pharmacies, retirement & assisted living facilities and dental offices in Southlake.

### Health & Wellness Guide

Your local resource to stay fit and live a healthy lifestyle in Southlake!

Hospitals and Medical Offices

Medical Aesthetics

Physical Fitness



# Economic Development Programs

## Southlake Business Spotlight

The City of Southlake strives to support local businesses as they open and continue to grow. The Southlake Business Spotlight (formally known as the Local Business Report or LBR) provides for a great opportunity for local businesses to provide some unique information about what makes their business a great addition to the community.

The Southlake Business Spotlight is presented and recorded at a City Council meetings. The City then promotes that business for that month by marketing it on our social media platforms, website, and news website. Are you interested in being featured in the Southlake Business Spotlight? Reach out to us and see how we can help you.



## SouthlakeBusinesses.com

This website maintains information on local Southlake businesses, such as contact information, business descriptions, catering information, website address, etc. It also allows for searches of Southlake businesses by name or descriptive keyword. Make sure your business is registered with us by visiting [www.SouthlakeBusinesses.com](http://www.SouthlakeBusinesses.com) or you can give us a call at (817) 748-8039.

## Business Engagement

In 2016, the City of Southlake adopted its Economic Development Master Plan. In this plan, the City recognized the value that the business community brings and recommended strategies for the City to grow those relationships. A formal business engagement program was identified as being a useful tool to learn about the concerns and future needs of our local businesses.



The City now has a business engagement program to demonstrate the City's support for the business community and uncover opportunities to improve the business climate, find benefits for existing businesses and a means for the City to establish a meaningful and productive relationship with our businesses.



## SOUTHLAKE BUSINESS BUDDIES

The City has several volunteers that participate in this program referred to as our *Business Buddies*. City staff or one of our Business Buddies will reach out to your business and attempt to schedule a time to ask you some general questions about your business and to solicit feedback and opinions about the business environment.

If you'd like to schedule some time for City staff and/or our City Council to visit your place of business in Southlake, reach out to us and we'd be more than happy to schedule a visit to learn more about your business.



# Local Resources

## Networking

Networking is a valuable way to expand your knowledge, learn from others, get new clients, and tell others about your business.

### Southlake Chamber of Commerce

SouthlakeChamber.com

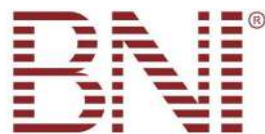
817-481-8200



### Business Networking International

BNIDFW.com

972-612-0659



### Quorum Business Alliance

QuorumBusinessAlliance.com

### Meetup

Meetup.com

### Community Impact Newspaper

CommunityImpact.com

214-618-9001



LOCAL. USEFUL. EVERYONE GETS IT.®

### Dallas Morning News

DallasNews.com

214-977-8222

### Fort Worth Business Press

FortWorthBusiness.com

817-336-8300

### Fort Worth Star-Telegram

Star-Telegram.com

817-390-7400

### Society Life Magazine

SocietyLifeMagazine.com

817-657-2498

### Southlake Style

SouthlakeStyle.com

817-416-4500



## Print Advertising

Magazines and newspapers are great resources to target large and small communities.

### 360 West Magazine & 76092 Magazine

360WestMagazine.com

817-632-8100



## Civil & Non-Profit Organizations

### Altrusa International, Inc.

altrusa@altrusa.org

DFW.Altrusa.org

### Apex Arts League

ApexArtsLeague.com

682-651-5026



# Local Resources

## GRACE

GraceGrapevine.org  
817-488-7009



## Greater Southlake Women's Society

GreaterSouthlakeWomensSociety.com  
817-251-0120

## Metroport Meals On Wheels, Inc.

MetroportMOW.org  
817-491-1141

## SafeHaven of Tarrant County

SafeHavenTC.org  
817-535-6462

## Southlake Historical Society

SouthlakeHistory.org



## Southlake Newcomer's Club

SouthlakeNewcomersClub.wildapricot.org  
817-891-8020

## Southlake Centennial Lion's Club

Facebook: @SouthlakeCentennialLionClub



## Southlake Women's Club

SouthlakeWomensClub.org

## Southlake Sister Cities

SouthlakeSisterCities.org



## Media

iHeartMedia Inc.  
www.iheartmedia.com  
844-289-7234



Metro Sports Communications  
www.MetroSportsDFW.com  
817-567-3569

## Sports Organizations

### Grapevine-Southlake Soccer Association

GSSASoccer.org  
817-410-9550



### Southlake Baseball Association

DragonYouthBaseball.org

### Southlake Tennis Center

SouthlakeTennis.com  
817-421-5605



# Local Resources

## School Organizations

### Carroll Education Foundation

SouthlakeCEF.org  
817-948-7064



### Grapevine-Colleyville Education Foundation

GCISD-K12.org/foundation  
817-949-8222

### Keller I.S.D. Education Foundation

KISDFoundation.net  
817-774-1050



### Northwest I.S.D. Education Foundation

NISDTX.org  
817-215-0000



### Texas Health Harris Methodist Hospital

TexasHealthSouthlake.com  
(817) 748-8700

- 24/7 Emergency Room
- 6 Operating Rooms
- 1 Pain Management Suite
- 17 Inpatient Suites
- 6 Observation Suites
- Advanced Technology
- 365 Medical Staff



## Health Care/Hospitals

### Cook Children's Urgent Care & Pediatric Specialties

(682) 885-6000  
CookChildrens.org

- 30 Exam Rooms
- Mix of Providers

### Methodist Southlake Hospital

(817) 865-4400  
MethodistSouthlake.com

- 54 Private Rooms
- 10 Family Suites
- 6 ICU Beds
- 12 Operating Rooms
- 200 Medical Staff



### Baylor Scott & White Medical Center - Grapevine

BaylorHealth.com  
(817) 481-1588

- 314 Beds
- 800 Medical Staff

### Baylor Medical Center - Trophy Club

BaylorTrophyClub.com  
(817) 837-4600

- Inpatient Guest Suites
- Emergency Room
- Diagnostics
- Advanced Surgical Suites
- 225 Medical Staff

# Local Resources

## Utilities

### Sewer and Water:

City of Southlake - CityOfSouthlake.com  
(817) 748-8051

### Electricity:

Power to Choose - PowertoChoose.org  
(866) 797-4839

### Telephone:

- Frontier Communications - Frontier.com  
(800) 921-8101
- AT&T - ATT.com  
(800) 288-2020

### Cable / Satellite:

- Charter Communications - Charter.com  
(855) 757-7328
- DIRECTV - DIRECTV.com  
(800) 531-5000
- Dish - Dish.com  
(855) 809-5236

### Trash and Recycling:

Republic Waste Services - RepublicServices.com  
(817) 317-2424

## School Districts



### Carroll ISD

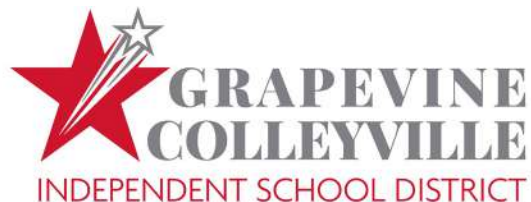
K-12 Attendance: 8,536  
100% Graduation Rate  
(817) 949-8222 - SouthlakeCarroll.edu

### Northwest ISD\*

K-12 Attendance: 25,200  
95% Graduation Rate  
(817) 215-0000 - NISDTX.org

### Keller ISD\*

K-12 Attendance: 34,923  
95% Graduation Rate  
(817) 744-1000 - KellerISD.net



### Grapevine / Colleyville ISD\*

K-12 Attendance: 14,042  
97% Graduation Rate  
(817) 251-5200 - GCISD-k12.org

\* Freeport Exemption offered

### Four Montessori schools (private)

## Public Library

### Southlake Public Library - Town Hall

1400 Main Street, Suite 130  
SouthlakeLibrary.com - (817) 748-8243

### Hours:

- Monday - Thursday: 10 AM - 8 PM
- Friday - Saturday: 10 AM - 6 PM

**Library Membership:** You may obtain a free Southlake Public Library card if you are a: Southlake resident, CISD family or staff members, Southlake Chamber of Commerce Member, City of Southlake Staff or Texshare Cardholder. All others require an annual fee of \$25.

