

# Building Your Business in Scranton, Pennsylvania



**An Introductory Guide to  
Doing Business in the  
Electric City**

**10 Steps to  
Starting a New  
Business in  
Scranton**





## Welcome to Pennsylvania's Progressive City!

On behalf of the citizens of the City of Scranton, I would like to invite you to come and experience our wonderful community!

Scranton is a great place to start, expand, or relocate your business. Our historic city is located within the east coast's major market corridor with easy access to prime transportation systems. A multi-college town, Scranton features an educated, dedicated workforce and a vibrant downtown with a fast growing number of urban residents enjoying our walkable city. Their demand for goods, services and career opportunities anxiously awaits the arrival of your new business.

Whether you are a current resident, a vacation or work traveler, or someone looking to relocate your business and family, Scranton offers you many amenities of a larger city plus the friendliness and charm of a smaller town. We take pride in being an inviting community with a thriving arts community, good school systems, numerous recreational opportunities, friendly neighborhoods, and high quality shopping and dining experiences.

Our underlying strength is our people, who were born into families that for generations have demonstrated strong work ethics, respect for their neighbors, and the resilience to adapt to changing business environments. This workforce is ready to make your new business thrive!

Feel free to get in touch with me. I look forward to welcoming you and your business to Scranton.

Sincerely,

William L. Courtright

Mayor

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## CITY OF SCRANTON BUSINESS GUIDE

The contents of this booklet are intended solely as a guide. The information provided has been carefully researched and is deemed correct. However, the information is not all-encompassing, and the City of Scranton and its Office of Economic and Community Development cannot be held responsible for updates, omissions, or oversights. The information provided herein does not constitute legal advice.

The City of Scranton recommends all businesses seek legal, financial, and tax advice from the professional providers of their choice to render informed business decisions.

Please contact the Office of Economic and Community Development at (570) 348-4216 to offer suggestions or corrections.

# Scranton Government

The City of Scranton, Pennsylvania is a municipal corporation created pursuant to an Act of the Pennsylvania Legislature on April 23, 1866. It is county seat of Lackawanna County. The powers of the city government are divided among the executive and legislative branches.

All powers and duties which are executive in nature shall be exercised or performed by the Mayor, or such other executive officer of the city government as the Mayor may designate.

All powers and duties of the city government which are legislative in nature shall be exercised and performed by the council.

The Mayor shall be elected at large by the qualified electors of the City of Scranton as established by the general laws of the Commonwealth of Pennsylvania for municipal elections. The term of office shall be four years. In the executive branch, the established Departments of Administration, Public Safety, Public Works, Community Development, Law, and Parks and Recreation exist.

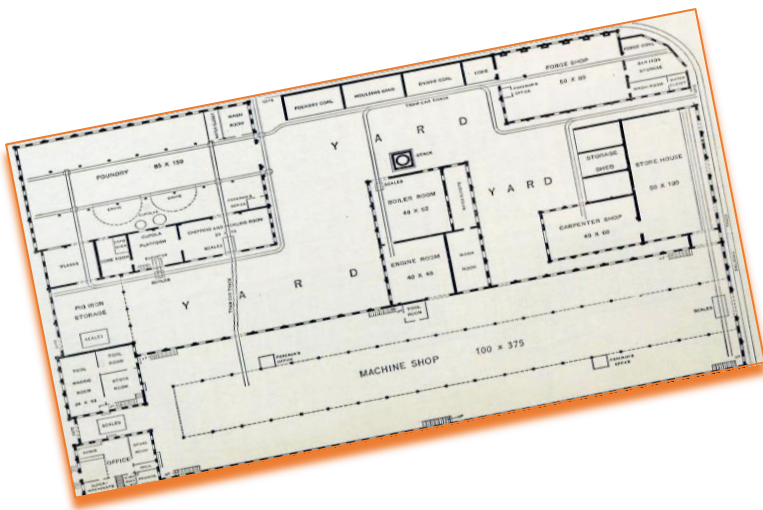
The City Controller is also elected for a term of four years and maintains the accounting systems for the city government in accordance with governmental accounting principles and procedures, keeping accounting records and exercising financial and budgeting controls. The office of the City Controller submits a monthly financial report to the Mayor and City Council, showing the financial condition of various funds of the city government.

The five members of City Council are nominated and elected by the qualified voters of the City at large. The terms of all councilpersons are for four years. The regular meetings of Scranton City Council are held every Monday beginning at 6:00 P.M. with a caucus of Council to be held at 5:15 P.M. preceding each meeting. All meetings are held in City Council Chambers, Second Floor, City Hall, 340 North Washington Avenue, Scranton, PA, 18503. Meetings are not held on legal holidays. Council recesses for the month of August.

All meetings are open to the public. Citizens and taxpayers may address Council on matters of concern, in accordance with the rules set forth by City Council. The City Clerk may be contacted for further information at: (570) 348-4113. City Hall is open to the public from 8:00 A.M. to 4:30 P.M. Monday through Friday and closed on all legal holidays. Departmental administrative services are available during these hours.

## Licensing, Inspections, and Permits

Most people begin the business and property development process by talking to the staff of the Licensing, Inspections and Permits. This is where applications for building, electrical, mechanical, sign, health and plumbing permits originate and where zoning interpretations are made. The staff will work with you to help you understand the review process and help you determine what requirements you will need to move through the approval process. It is important for you to be as specific as possible when questioning procedures to obtain the best answers for your particular project. This will ensure that all necessary and required forms and paperwork are completely filled out and all required documentation is present. Incomplete or missing information can delay an otherwise smooth and timely process.



## TEN STEPS TO STARTING A NEW BUSINESS IN SCRANTON

1. Check with the zoning office, located on the 4<sup>th</sup> Floor of City Hall, to determine if said business/use is permitted in a specific zone. If use is not permitted, then approval from the Board of Zoning may be required. An applicant is required to file an appeal before the Zoning Board. The Zoning Officer can be contacted at 570-348-4193 Ext 4512.
2. If the business/use is permitted within the specified zone, the next step is scheduling a general building inspection of the property and completing an application for a Certificate of Occupancy.
3. The inspectors will meet on the proposed site and upon completing the inspection will issue a report noting any violations and establishing a time frame within which the violations shall be remedied.
4. If Uniform Construction Code (UCC) permitted work is required, contractors licensed by the City of Scranton shall be required to obtain the necessary permits to perform the work.
5. Contractors and/or business operators are responsible for contacting the appropriate inspectors to have their rough-in and final inspections performed.
6. All new businesses must register with the Single Tax Office located within the Marketplace at Steamtown prior to opening. The Office phone number is (570) 963-6756.
7. For businesses erecting a sign, check with the Office of Licensing, Inspections, and Permits to determine if a permit is needed. Most signs require both a zoning and building permits. Signs must be installed by a licensed contractor.
8. Once final inspection is passed, a Certificate of Occupancy will be issued by the Building Code Official. No building, structure, or space shall be used or occupied without first having received a Certificate of Occupancy by the Building Code Official.
9. For prospective eating and drinking establishments, in addition to the above process, the applicant is required to obtain an Eating & Drinking/Health License. A fully completed application together with a fee determined based on the use and proposed number of patrons to be served must be submitted for approval.
10. Before the issuance of an Eating & Drinking/Health License, the food/drink establishment must pass a final health inspection. The inspection is performed in the same manner as the building inspection outlined in step two (2) above. A Health License will not be issued prior to the issuance of a Certificate of Occupancy by the Building Code Official. The Health Inspector can be reached at (570) 348-4193 Ext 4522.

# Building Codes

Building codes are established by state authorities to determine minimum public safety standards for building design, construction, quality, use and occupancy, location and maintenance.

- Any construction or renovation that will occur must be submitted to the Department of Licensing, Inspections and Permits for review and approval
- All work must be applied for and conducted by licensed city contractors
- All commercial projects, new or renovations are required to be designed and stamped by a licensed design professional
- All plans are to be submitted to the Office of Licensing, Inspections and Permits for a formal plan review
- All projects within the city are required to have a review of a complete set of construction drawings.
- Reviews will be conducted under all current city Building Codes and Ordinances.

For inquiries relating to all Zoning, Planning, City Licensing and Permit regulations, as well as current building codes, please contact the Office of Licensing, Inspections and Permits.

The office is located in City Hall, 340 N. Washington Avenue, Scranton, PA 18503. Phone number: (570) 348-4193 Fax number: (570) 348-4171

**ACCORDING TO  
SENIOR  
OFFICIALS AT  
THE FEDERAL  
EMERGENCY  
MANAGEMENT  
AGENCY**



*“Stronger, better enforced building codes will promote prosperity, not endanger it. Businesses will not be shut down from storms. Jobs will be saved, and the economic and social fabric of the community will be secure.”*



# Zoning and Planning Regulations

## Zoning

Before purchasing or renting any building for commercial purposes, check with the Office of Licensing, Inspections and Permits to ensure that the proposed type of business can be operated at the selected site. Prior to moving forward on a project, determination must be made as to whether your chosen business location is permissible in accordance with the city's Zoning and Planning Ordinances.

All land use activities in the City of Scranton are subject to the Zoning Ordinance of the City as outlined in File of Council No. 74, 1993. These include, but are not limited to:

- The erection, construction, movement, placement or extension of a structure, building or sign.
- A change in the type of use or expansion of the use of a structure or area of land and/or the creation of a lot or the alteration of lot lines.
- Any site work involving more than a half-acre of land or the deposit of more than 15 cubic yards of fill and all such activities within the 100-year flood plan.

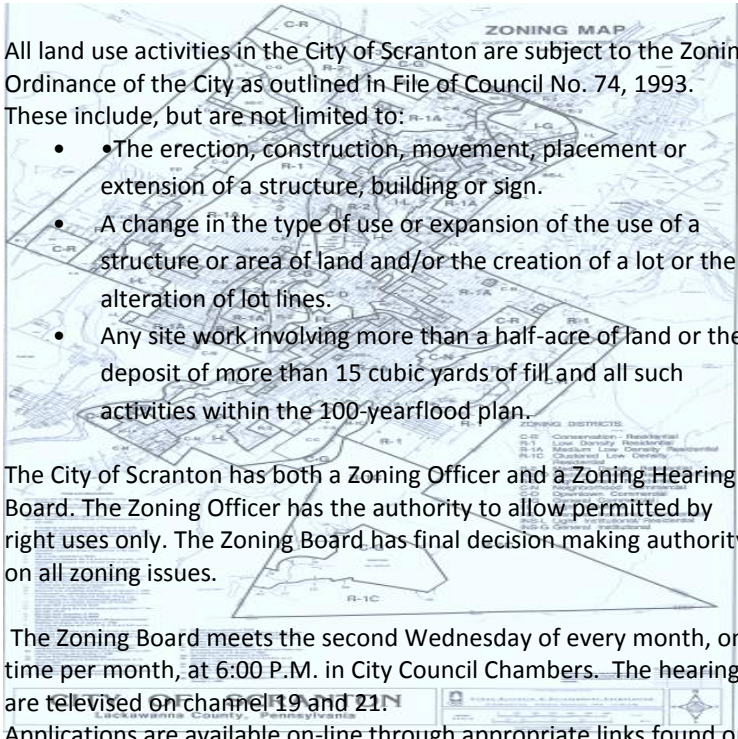
The City of Scranton has both a Zoning Officer and a Zoning Hearing Board. The Zoning Officer has the authority to allow permitted by right uses only. The Zoning Board has final decision making authority on all zoning issues.

The Zoning Board meets the second Wednesday of every month, one time per month, at 6:00 P.M. in City Council Chambers. The hearings are televised on channel 19 and 21.

Applications are available on-line through appropriate links found on the City's website [http://www.scrantonpa.gov/zoning\\_board.html](http://www.scrantonpa.gov/zoning_board.html).

All Zoning information is contained within the City Department of Licensing, Inspections, and Permits.

Please contact the Zoning Bureau weekdays from 8:30 am to 4:00 pm at 570.348.4193 x4513 for application deadlines.





## The City Planning Commission - Land Development

Land Development plans are subject to the provisions of the Subdivision and Land Development Ordinance, File of Council No. 12, 1996 (The SALDO). Land Development Plans are subject to review and approval by the City Planning Commission. Any new building or building renovation within the city requires a plan review, prior to filing for permits. This office not only conducts final review submissions but also is available for the scheduling of preliminary reviews. If you are currently working on a project or are in the planning stages, it is recommended that you contact this office in the early phase of that project, to avoid any problems or complications.

Plan review checklists are available on-line through appropriate links found on the City's website

[http://www.scrantonpa.gov/planning\\_commission.html](http://www.scrantonpa.gov/planning_commission.html).

Plans to be reviewed require submission of two sets of hard copy prints and one in Portable Document Format (PDF) on a compact disc (CD).

All Planning Commission information is contained within the City Department of Licensing, Inspections, and Permits. The plans are reviewed by the City Planning Commission at its monthly Meeting.

The review process generally consists of the following:

- Sketch Plan Reviews
- Application submittal forms (available at the City Building Permit Office)
- Staff Review
- Planning Commission Meeting

The regular meetings of the Planning Commission of the City of Scranton are held on the fourth Wednesday of each month, commencing at 6:00 P.M. at City Hall, 340 N. Washington Ave, Scranton, PA.

Agendas for the meetings will be available approximately one week prior to the meeting date by calling 570-348-4280 or online at

[http://www.scrantonpa.gov/planning\\_commission.html](http://www.scrantonpa.gov/planning_commission.html).

Persons with disabilities who plan to attend any meeting and who need special accommodations should call 570-348-4280 at least 48 hours prior to the meeting.

The Zoning Ordinance is also available on-line. A copy of the ordinance is available to be purchased for \$20.00. A Zoning Map is also available for \$8.00., cash or check made payable to the City of Scranton.

## Historical Architectural Review Board (HARB)

The Historical Architectural Review Board of Scranton (HARB) is a public advisory group consisting of volunteers appointed by the Mayor of Scranton. The purpose of the HARB is to preserve and protect key historic architectural features and character, and maintain architectural integrity of our historic district. The HARB will review proposed exterior alterations (including signage), new construction, restoration, demolition, or razing of buildings within the local historic district and determine its appropriateness.

HARB is an advisory board to City Council. All recommendations from the HARB are proposed as resolution legislation passed by City Council by majority vote.

Mission of Scranton HARB:

- To protect those areas of the City of Scranton which hold historic, architectural, cultural, archaeological, educational and aesthetic merit to the City of Scranton, the State and the Nation
- To awaken, in our people, an interest of our historic past
- To promote the use and reuse of areas of the City of Scranton for the culture, education, health, pleasure and general welfare of the people of the City, State and the Nation
- To strengthen the economy of the City of Scranton by stabilizing and improving property values
- To encourage new buildings and development that will be compatible with existing historic and architecturally significant buildings and districts

Businesses to be located in the historic district or utilizing a site recognized as a landmark must apply for a Certificate of Appropriateness from HARB. This is achieved by:

- Request and complete HARB application from the Department of Licensing Inspection and Permits (can be printed from the City's webpage)
- Pay application fee of \$150.00
- Applicants receive a Notice of a Hearing within ten (10) days
- Decisions are rendered within thirty days (30) days

Building permits and licenses will be issued for these premises by the Building Code Office only after the Certificate of Appropriateness has

been granted.

Meeting Dates/Times:

Meetings: Check meeting calendar on City’s website. HARB Board meets at City Council Chambers, 2nd Fl., City Hall, 340 Washington Avenue, Scranton, quarterly or sooner as applications for review are received. For more information, contact the HARB Coordinator.

Contact Information:

Mary-Pat DeFlice, HARB Coordinator

Municipal Building

340 N. Washington Ave., 4th Fl.

Scranton, PA 18503

P: (570) 348-4105

F: (570) 348-4263



## City Business License

Conducting any business within the City of Scranton requires filing for a Business Privilege Tax License with the Collector of Taxes. All businesses must register to establish an account, for which there is no fee.

Contact the **Collector of Taxes, Scranton Single Tax Office**, and Marketplace at Steamtown, Second Floor, Unit 216, Scranton, PA 18503 or call (570) 963-6756.

Normal business hours are Monday through Friday, 8:30 A.M. through 4:30 P.M.

## Pennsylvania State Licensing

Certain enterprises require federal and/or Commonwealth Licensing. To determine applicability, you can look to the **Pennsylvania Business One-Stop Shop**, the go-to resource for planning, registering, operating, and growing a business in Pennsylvania.

<https://dced.pa.gov/business-assistance/small-business-assistance/>

The site offers an Entrepreneur's Guide, a comprehensive resource for starting a new business in Pennsylvania. It offers a step-by-step guideline to ensure you are on the right path. The site is maintained by the **PA Department of Community & Economic Development**. The PA Department of Community & Economic Development has trained consultants available to help entrepreneurs in all stages of business development.

Staff members will provide additional information as needed concerning business licensing and permits, business planning, government marketing, certification procedures, and many other related business issues.

Phone toll-free: 1.833.722.6778.

**SCRANTON**  
*has everything a  
business could want...*

...an educated, dedicated workforce, excellent colleges and universities, and a vibrant downtown. Additionally, we are strategically located within the east coast's major market corridor with prime transportation infrastructure.

*Mayor William L. Courtright*

# Business Name Registration

Any entity, which conducts business under an assumed or fictitious name, must register this name with the Pennsylvania Department of State.

To register, you must file form DSCB-54-311 with the Corporation Bureau of the Department of State. The form and many others may be downloaded from:

<http://www.dos.pa.gov/BusinessCharities/Business/RegistrationForms/Pages/default.aspx> or call toll free 800-732-0999.

For more information regarding fictitious names visit this PA DOS site:

<http://www.dos.pa.gov/BusinessCharities/Business/Resources/Pages/Fictitious-Names.aspx>

Additionally, you must also place an advertisement in a newspaper of general circulation and in Lackawanna County's legal newspaper. The ads must be submitted in writing.

The legal newspaper for Lackawanna County is: The Lackawanna Jurist, 233 Penn Avenue, Scranton, PA 18503, or call (570) 969-9161.

<https://www.lackawannabar.org/index.php?id=5>



# Taxes – Federal, State and Local

## Federal - Employer's Federal Identification Number

The Internal Revenue Service and the Social Security Administration require every employer to obtain an Employer Identification Number. Application for an EIN is made on Form SS-4. This is available from any IRS office or by calling 1-800-829-4933 (Business and Specialty Tax Line).

An online Internet application is also available at [www.irs.gov](http://www.irs.gov).

Some businesses are required to have an EIN for use on returns, statements and other documents even though they do not have any employees.

For further details on these and other pertinent laws and regulations, contact: Labor Law Compliance, Department of Labor and Industry, 100 Lackawanna Avenue, Room 201-B, Scranton, PA 18503, or call (570) 963-4577.

The IRS has compiled forms and publications necessary for a small business to deal with federal taxing issues. Requests for the kit can be made by calling 1-800-829-3676.

## State of Pennsylvania

The Pennsylvania Departments of Revenue and Labor & Industry have developed a combined enterprise registration form, Form PA100. This form is used to register for a combination of licenses and taxation registrations associated with starting a business. This includes both sales and unemployment taxes. Form PA100 does not cover registration for State Income Tax.

If you are unsure if you will be required to collect PA sales tax, please call the Department of Revenue's Taxpayer Service and Information Center at:(717) 787-1064, or the Scranton Regional Office at (570) 963-4585.

Forms can be obtained by contacting The Pennsylvania Department of Revenue Office, located at: Room 207 Bank Towers 207 Wyoming Avenue, Scranton PA 18503: by calling (570) 963-4585, or through their website: [www.revenue.state.pa.us](http://www.revenue.state.pa.us). The application must be filed prior to commencing a business.

Various state taxes are imposed upon individuals, employers, businesses and certain products. The tax for which any business is liable depends on the type and structure of the business. Direct your questions on tax topics, or obtain general tax information, to the Pennsylvania Department of Revenue – Scranton Regional Office: (570) 963-4585.

Obtain Workers' Compensation insurance coverage for your employees. In Pennsylvania, workers compensation insurance is required if a person, company or corporation has any full or part-time employees. Contact the Department of Labor and Industry's Bureau of Workers' Compensation, 1171 S. Cameron Street, Room 324, Harrisburg, PA 17104-2501 for answers to your general questions at: Toll free inside PA: 800-482-2383 Local calls and calls from outside PA: 717-772-4447.

## Local Taxes

In Lackawanna County, businesses are required to pay various forms of County, School District and Municipal Taxes.

All Scranton-based businesses must register their companies with the Collector of Taxes/Scranton Single Tax Office by completing a Business Privilege/LST (Local Sales Tax) Registration Form located on their website [www.scrantontaxoffice.org](http://www.scrantontaxoffice.org).

The information therein is used to collect school district, city wage and mercantile taxes. This form must be filed within five (5) days of a company's acquisition or from the day business operations begin.

Contact the Collector of Taxes, Scranton Single Tax Office, Marketplace at Steamtown, Second Floor, Unit 216, Scranton, PA 18503 or call (570) 963-6756.



# LERTA – Local Economic Revitalization Tax Assistance Act

The City of Scranton offers three (3) year tax abatements as incentives to promote economic and community development and growth. These special tax provisions are made available for a limited time in accordance with the various state legislature and City ordinances to encourage improvements and developments in deteriorating properties or areas around the City. For more information contact City Planner, Don King at (570) 348-4193.

## FEDERAL QUALIFIED OPPORTUNITY ZONES

**The United States Treasury Department has designated six zones in the Scranton's downtown area as Qualified Opportunity Zones** as added to the tax code by the Tax Cuts & Jobs Act on December 22, 2017. An Opportunity Zone is a community where new investment, under certain conditions, may be eligible for preferential tax treatment.

Opportunity Zones are designed to encourage economic development by providing tax benefits to investors. Investors can defer tax on any prior gains until the earlier of the date on which an investment is sold or exchanged, or December 31, 2026, so long as the gain is reinvested in a Qualified Opportunity Fund.

If the investor holds the investment in the Opportunity Fund for at least ten years that investor would be eligible for an increase in basis equal to the fair market value of the investment on the date the investment is sold or exchanged.

For more information contact Linda Aebli, Director of Economic and Community Development at (570) 348-4216.

# Business Planning

The first, and perhaps the most important, element of a business is the development of a Business Plan.

A Business Plan precisely defines your business, identifies your goals and serves as the foundation on which the business is built. The Business Plan will outline a description and history of the business; include marketing plan, location information, the business organization and ownership, financial planning, projections, breakeven analysis and personal financial information.

*The **University of Scranton Small Business Development Center (SBDC)** will assist individuals in preparing a well-developed and organized business plan.*

They are located at 600 Linden Street Scranton, PA 18510.

The SBDC provides confidential, free management and technical assistance directly to small business.

Contact: The University of Scranton Small Business Development Center (SBDC) Phone: (570) 941-7588 sbdc@scranton.edu



**Small Business Development Center**  
**The University of Scranton**  
*Helping businesses start, grow, and prosper.*

# Funding Your Business Growth in Scranton

Financing a business enterprise most often requires outside assistance. The most appropriate first step is to contact a private lending institution. Scranton offers a wide variety of financial institutions from which to choose.

In seeking their assistance, most will ask to review a Business Plan; Cash Flow Projections; Three (3) Years Company Tax Returns (if applicable); Personal Financial Statements; and Personal Tax Returns (also 3 years).

Many other public and private funding sources that may offer financial support to a new business are also available. ***Scranton's Office of Economic and Community Development*** can introduce you to prospective lenders or funding sources, and guide you to the programs that best fit your needs. All financial partners will be most interested in your success.

## Office of Economic and Community Development – City of Scranton

Along with helping you get your business up and running, Scranton's OECD can also be a valuable source of public funding for your business. Our Business and Industry Loan/Grant Program is a federally funded gap/loan/grant program that was developed to foster start up and existing businesses and create new jobs.

### **BUSINESS AND INDUSTRY LOAN/GRANT PROGRAM**

Loan proceeds can be used for a variety of core business needs including:

- Purchase real estate
- Renovate business space
- Buy or upgrade equipment
- Invest in new technology
- Working Capital

A qualified business can request up to 30% of project costs. Some loan/grant restrictions apply, such as research and development activities, satisfying equity needs, paying debt or satisfying terms of a bridge loan. The Scranton OECD Business and Industry Loan/Grant Program follows the U.S. Department of Housing and Urban Development (HUD) guidelines.

### **OECD PROGRAM ADVANTAGES**

- OECD Program Advantages
- Low Interest Rates
- Funding up to 30% of Total Project Cost
- Extended Terms
- No Closing Cost
- Loan to Grant Opportunity after Completion of Job Creation
- Any business located within or re-locating to the City of Scranton may apply

Complete details can be found at [www.scranton.pa.gov/oecd\\_programs.html](http://www.scranton.pa.gov/oecd_programs.html)

## Parking

A clean, safe and customer-focused parking system is a vital part of the downtown experience. The Park Scranton staff is committed to providing the highest level of service for all who work, visit, live and enjoy downtown Scranton.

The hours of operations

- Management Office Hours 8am-6pm at 140 Adams Avenue Scranton, PA 18503
- Garage Parking 24/7 with the exception of The Marketplace at Steamtown Garage which is only open during mall hours 10am - 9pm

### **Marketplace parking is for mall patrons only**

- Meter Parking 8am-5pm
- 

Garage Parking is available at various locations throughout the downtown area at hourly, weekend, monthly, and special event rates.

For current rates and more information on parking and parking regulations visit the Park Scranton website at

<http://scrantonpaparking.com/>

Or contact:

Operations Manager

ABM Parking Services

140 Adams Avenue

Scranton, PA 18503

Call Us: (570) 343-6519

Email Us: [info@scrantonpaparking.com](mailto:info@scrantonpaparking.com)

The on-street parking meters are for short-term parking; therefore, continuously feeding the meters is prohibited.

# Area Business Resources

## Greater Scranton Chamber of Commerce

The Greater Scranton Chamber of Commerce is spearheading economic development activities within Greater Scranton. Implemented by The Scranton Plan, the economic affiliate of The Greater Scranton Chamber of Commerce, the Chamber's economic development program is built upon a platform of business attraction, sustainment and growth. The mission of The Scranton Plan is to create and retain jobs for Lackawanna County. With the help of two Chamber affiliates, the Scranton Lackawanna Industrial Building Company (SLIBCO) and the Lackawanna Industrial Fund Enterprises (LIFE), The Scranton Plan is the driving force behind job creation and retention in Lackawanna County. Supporting relocating and expanding businesses, The Scranton Plan serves as a community development partner throughout the entire site selection process. The Chamber team and provide support including site selection, access to business financing, coordinate for state financial incentives, workforce development and demographic data.

Address:

P.O. Box 431 | 222 Mulberry St.

Scranton, PA 18501

Phone: (570) 342-7711

Fax: (570) 347-6262

[www.scrantonplan.com](http://www.scrantonplan.com)

## Scranton Tomorrow

Non-profit agency selected by the City of Scranton to spearhead the revitalization of Downtown Scranton by leading the effort to create multi-sector partnerships, secure resources, and improve the competitiveness of the downtown business district.

Address: 1011 N Main Ave, Scranton, PA 18508

Phone: (570) 963-5901

[www.scrantontomorrow.org/](http://www.scrantontomorrow.org/)

## Small Business Development Center -University of Scranton

SBDC provides resources, support, and funding to small businesses.

Address:

The University of Scranton – Small Business Development Center

600 Linden Street

Scranton, PA 18503

(570) 941-7588

[sbdc@scranton.edu](mailto:sbdc@scranton.edu)

Website: <http://scrantonsbdc.com/>

## Pennsylvania Department of Community and Economic Development (DCED)

Pennsylvania Business One-Stop Shop is the go-to resource for planning, registering, operating, and growing a business.

Address:

Business One-Stop Shop

Department of Community and Economic Development

Commonwealth Keystone Building

400 North Street 4<sup>th</sup> Floor

Harrisburg, PA 17120-0225

1-(833) 722-6778

<https://dced.pa.gov/business-assistance/small-business-assistance/>



## U.S. Small Business Administration

It is SBA's mission to provide prospective, new or established persons in the small business community with financial, procurement, management and technical assistance. In addition, special emphasis is made to assist women, minorities, the handicapped and veterans get into and stay in business.

Services include:

- Educating small business owners and the general public about the programs and services available through SBA;
- Providing one-on-one counseling to existing and perspective business owners on starting and/or expanding their businesses;
- Educating and assisting bank and non-bank lenders on securing SBA loans for their small business customers; and
- Teaching small businesses how to do business with the federal government.

SBA's Eastern Pennsylvania District Office serves 40 counties in eastern Pennsylvania including Scranton's Lackawanna County. It is located at 1150 First Avenue, Suite 1001, King of Prussia, PA, 19406.

The District Office also maintains Branch Offices in Harrisburg and Wilkes-Barre, PA to service businesses in northeast and central Pennsylvania.

The Wilkes-Barre branch office is located at the Stegmaier Building, 7 Wilkes-Barre Blvd., Suite 400M, Wilkes-Barre, PA, 18702.

The Harrisburg branch office is located at One Penn Center, 2601 North Third Street, Suite 503, Harrisburg, PA, 17110.

For program and service information, please contact the District Office at 610-382-3062.

Website: <https://www.sba.gov/offices/district/pa/king-of-prussia/about-us>

## Northeastern Pennsylvania Alliance

The NEPA Alliance is a regional community and economic development agency serving seven counties of Northeastern Pennsylvania including Scranton's Lackawanna County. NEPA Alliance services include business financing, government contracting assistance, international trade assistance, non-profit assistance, transportation planning, research and information, and local government services.

Address:

1151 Oak Street

Pittston, PA 18640-3726

570.655.5581 · 866.758.1929

[www.nepa-alliance.org](http://www.nepa-alliance.org)

## Penn's Northeast

Penn's Northeast's mission is to enhance the region's economy through new investments, job creation and increasing the amount of potential business opportunities for regional businesses through targeted business recruitment and unique lead generation activities that promote the region's assets to regional, national and international businesses.

Address:

1151 Oak Street

Pittston, PA 18640-3726

1.800.317.1313

[info@pennsnortheast.com](mailto:info@pennsnortheast.com)

Website: <http://pennsnortheast.com/>

## National Association of Women Business Owners

The National Association of Women Business Owners (NAWBO) assists women entrepreneurs by:

- Strengthening the wealth creating capacity of members and promoting economic development within the entrepreneurial community
- Creating innovative and effective change in the business culture
- Building strategic alliances, coalitions and affiliations
- Transforming public policy and influencing opinion makers

Website: <https://www.nawbo.org/>

Phone: 800-556-2926

## Scranton Public Library

One of the hidden business treasures in our city is the Scranton Public Library System. Every business owner should be a library card holder and take advantage of the many resources they make available at little or no cost. Among the premium online resources you can currently access are:

- Reference USA\* – Directory of twelve million United States businesses
- Westlaw\*\* – Online source for legal information and legal forms
- Statistical Abstract of the United States\* – Statistics and charts to develop and promote your business
- Foundation Center\*\* – Comprehensive list of grants available to non-profits

\*available from your home or business

\*\*available in the Scranton Public Library

The library has an active outreach program wherein librarians will visit your business to train and assist you in using their resources.

Address: 500 Vine Street, Scranton, PA 18509-3298

Phone: 570-348-3000

Website: [www.lclshome.org](http://www.lclshome.org)



## CHECKLIST - TEN STEPS TO STARTING A NEW BUSINESS

- ☐ Check with the zoning office, located on the 4<sup>th</sup> Floor of City Hall, to determine if said business/use is permitted in a specific zone. If use is not permitted, then approval from the Board of Zoning may be required. An applicant is required to file an appeal before the Zoning Board. The Zoning Officer can be contacted at 570-348-4193 Ext 4512.
- ☐ If the business/use is permitted within the specified zone, the next step is scheduling a general building inspection of the property and completing an application for a Certificate of Occupancy.
- ☐ The inspectors will meet on the proposed site and upon completing the inspection will issue a report noting any violations and establishing a time frame within which the violations shall be remedied.
- ☐ If Uniform Construction Code (UCC) permitted work is required, contractors licensed by the City of Scranton shall be required to obtain the necessary permits to perform the work.
- ☐ Contractors and/or business operators are responsible for contacting the appropriate inspectors to have their rough-in and final inspections performed.
- ☐ All new businesses must register with the Single Tax Office located within the Marketplace at Steamtown prior to opening. The Office phone number is (570) 963-6756.
- ☐ For businesses erecting a sign, check with the Office of Licensing, Inspections, and Permits to determine if a permit is needed. Most signs require both a zoning and building permits. Signs must be installed by a licensed contractor.
- ☐ Once final inspection is passed, a Certificate of Occupancy will be issued by the Building Code Official. No building, structure, or space shall be used or occupied without first having received a Certificate of Occupancy by the Building Code Official.
- ☐ For prospective eating and drinking establishments, in addition to the above process, the applicant is required to obtain an Eating & Drinking/Health License. A fully completed application together with a fee determined based on the use and proposed number of patrons to be served must be submitted for approval.
- ☐ Before the issuance of an Eating & Drinking/Health License, the food/drink establishment must pass a final health inspection. The inspection is performed in the same manner as the building inspection outlined in step two (2) above. A Health License will not be issued prior to the issuance of a Certificate of Occupancy by the Building Code Official. The Health Inspector can be reached at (570) 348-4193 Ext 4522.
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