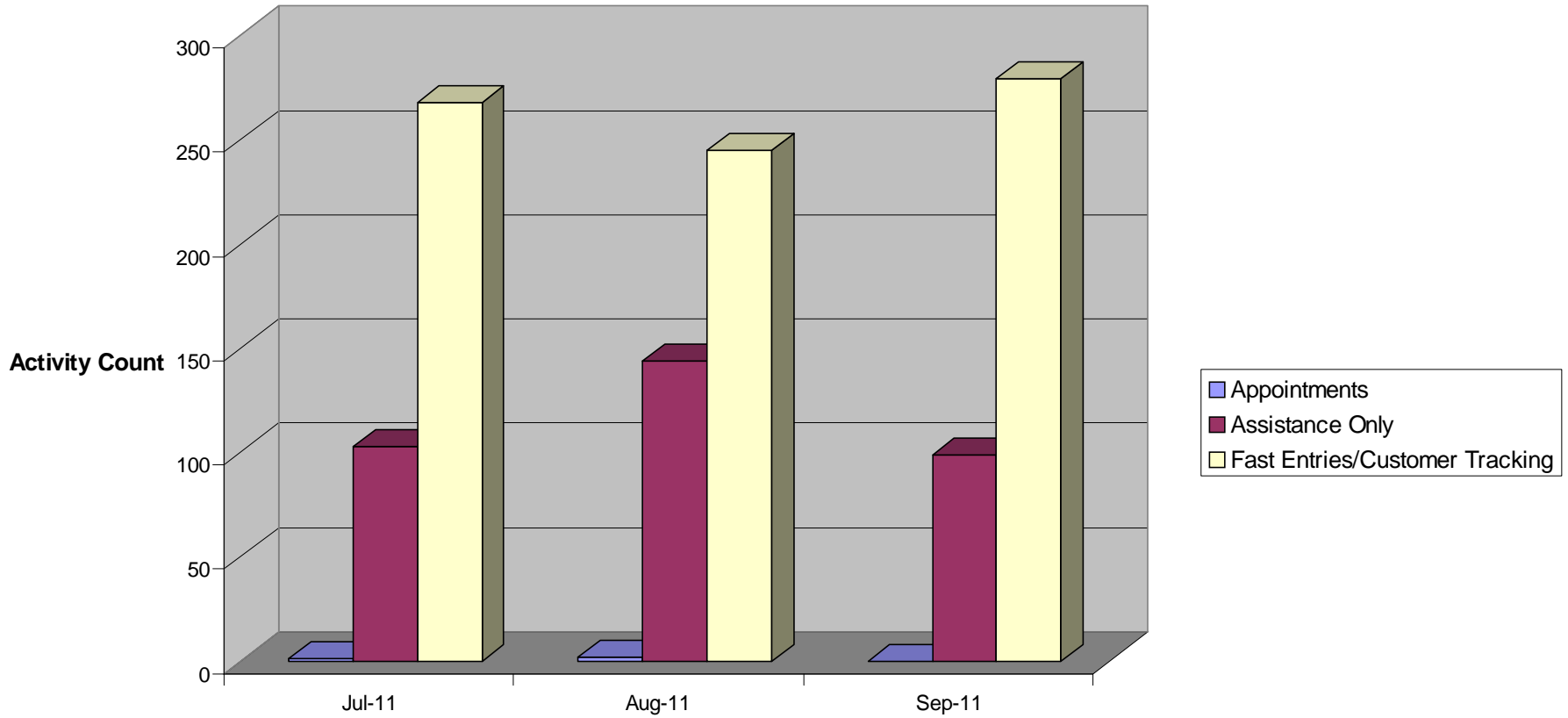
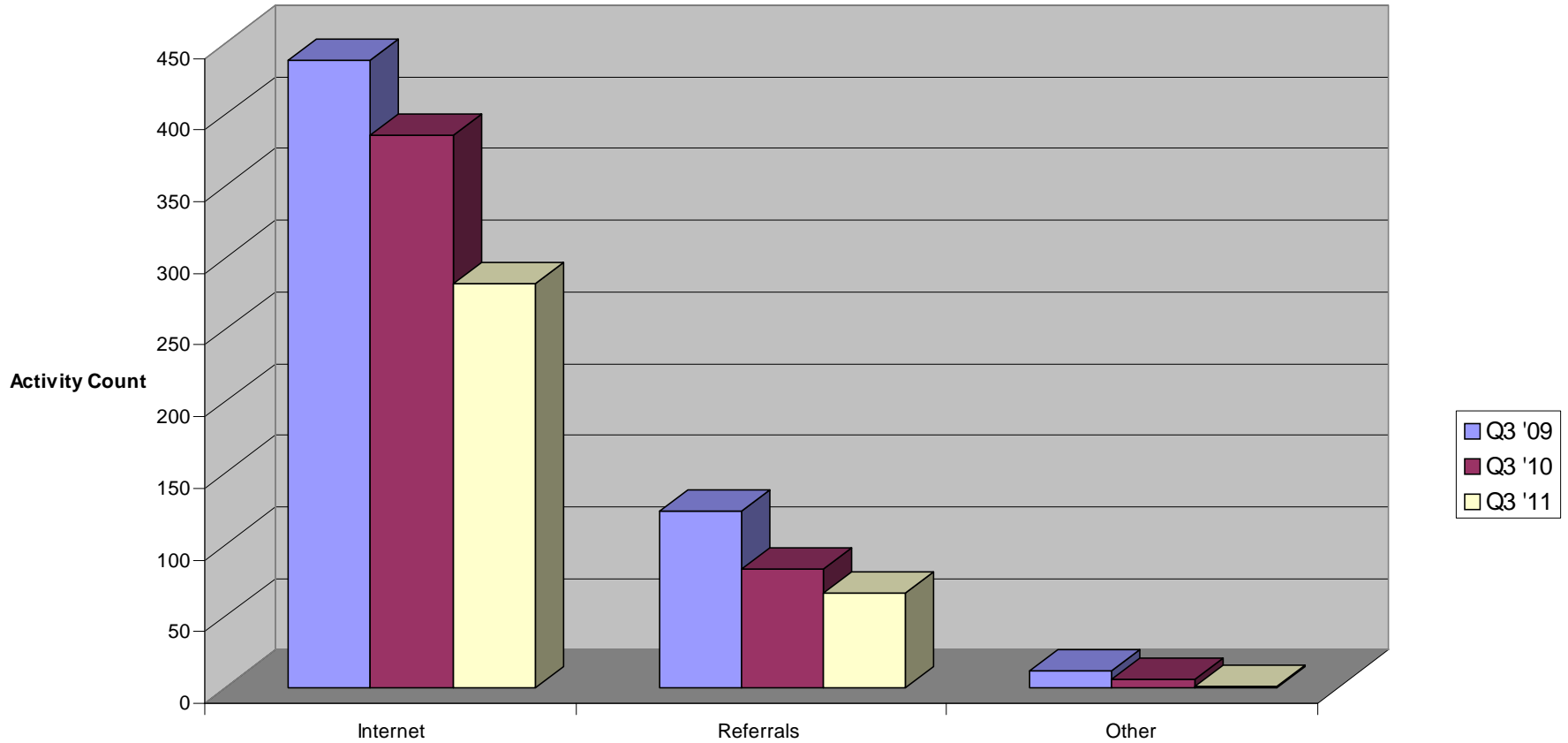

Connecticut Licensing Info Center

3rd Quarter 2011 Report

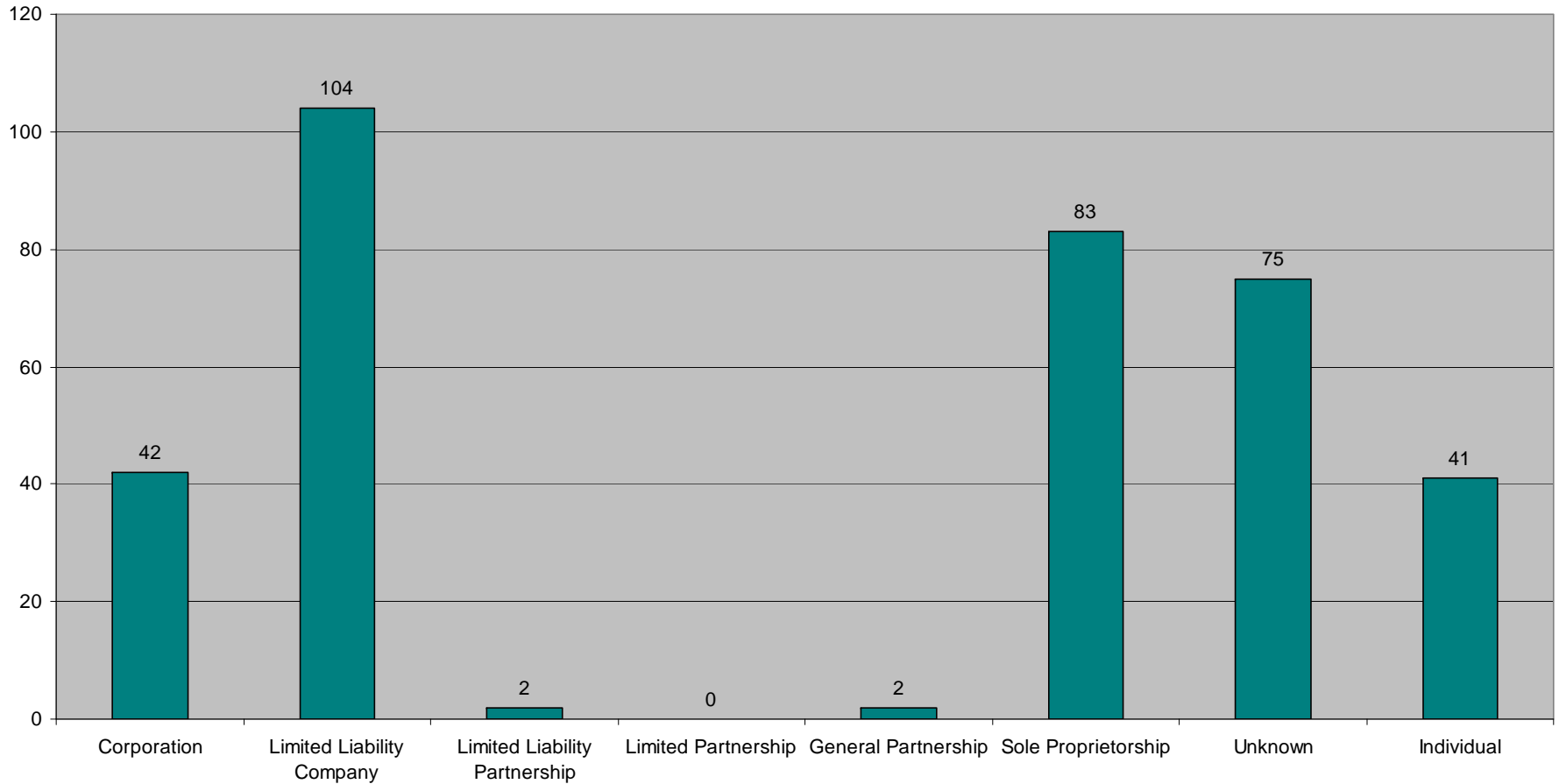
Connecticut Licensing Info Center Activity Comparison Q3 '11



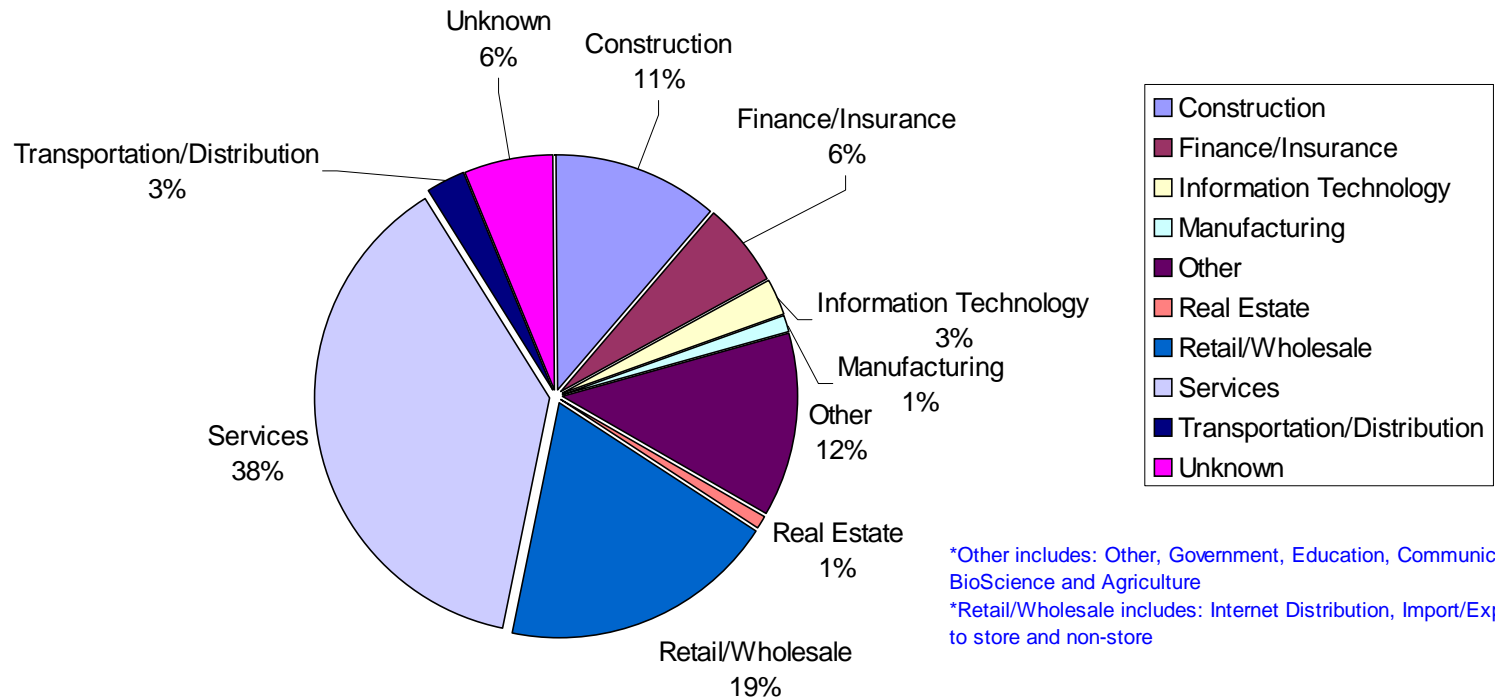
Connecticut Licensing Info Center Inquiry Source Comparison Q3 '11



Connecticut Licensing Info Center Business Structure Q3 '11



Connecticut Licensing Info Center Top Ten Industries Q3 '11



Cross Marketing Efforts

Connecticut Licensing Info Center & Connecticut's Business Response Center

■ Presentations

- ❑ SBDC Starting A Business: A Step-by-Step Guide presentations for Groton Public Library, Waterbury Chamber of Commerce, Southern CT State University
- ❑ Fred Messore - Seymour ED and Colonial Properties
- ❑ Joe Shaw, First Vice President - First Niagara Bank
- ❑ Tele-seminar for Women's Business Development Center on Starting Up A Business
- ❑ Presentation for Alexander Sulpasso/ED Coordinator for East Haven
- ❑ Bryan Garcia/President Connecticut Clean Energy and Finance Authority

Cross Marketing Efforts

Connecticut Licensing Info Center & Connecticut's Business Response Center

■ **Attended Event/Displayed**

- ❑ Town Clerk's Association Fall Conference
- ❑ CBIA Economic Outlook
- ❑ Presentation to Keven Burke, Wells Fargo Bank

■ **Attended Workshops and Seminars**

- ❑ CBI - Bring Out Your Dead . . . Brownfields
- ❑ Webinar - LinkedIn for Economic Development
- ❑ Webinar – Engaging the Invisible Audience hosted by AMA
- ❑ Tele-seminar – Sharing Ideas for Customer Service Excellence

Cross Marketing Efforts

Connecticut Licensing Info Center & Connecticut's Business Response Center

■ Meetings

- ❑ Women's Business Development Center town hall meeting with Governor Malloy and DECD Commissioner Catherine Smith
- ❑ Secretary of the State E-portal meetings
- ❑ Meeting with DEEP's Materials Management Division updated on recycling projects

■ Outreach/Other

- ❑ NU Networking Event
- ❑ Hartford Business Journal – 40 Under 40

Special Projects

- CT-CLIC.com maintenance and development
- Social media – Twitter/Facebook/LinkedIn and blogs
- Update customer service survey
- Relationship management
- E-government initiatives

Contact Us

For more information:

Elizabeth Wallace, EDP

Director CLIC

bwallace@cerc.com

860-571-6207

Visit us on LinkedIn, Facebook or Twitter @CT_BRC_CLIC