



Lansing Veterinary Medical Center



From wellness care to emergency services



Mark Williamson, DVM

More than 20 years ago, Dr. Mark Williamson had a vision of creating a veterinary medical center which would offer hospital services as well as day-to-day veterinary care.

His vision is now reality. In 2002, Lansing Veterinary

Medical Center moved to its current 4,000-plus square foot site. With four exam rooms, a surgery ward and a lab on site, this facility affords the space to provide all the services Dr. Williamson had envisioned. "We do x-rays, surgeries, all labs, you name it," says Heather Damerow, business administrator. And they do it all 24/7. An experienced veterinarian and technician are on site around the clock to provide all the care your pet needs.

Of course, Dr. Williamson's goal is to help your pet stay healthy so emergency care will not be needed. He and his staff support pet wellness and provide preventive care for all stages of life. And, if your pet's annual checkups and preventive care are done through Lansing Veterinary Medical Center, any emergency treatment they may need is provided at significant savings.

Dr. Williamson is a graduate of Michigan State University's College of Veterinary Medicine. His center's staff of 20 includes veterinarians, licensed veterinary technicians and support staff. What makes Lansing Veterinary Medical Center unique, Heather says, is, "It's kind of a small town practice with a widespread knowledge base." In addition to the skills of the veterinarians on staff, she explains, the center communicates with specialists on a daily basis about patient treatment, and makes referrals to specialists when needed.

The Lansing Veterinary Medical Center is accredited by the American Animal Hospital Association (AAHA). Dedicated to upholding high standards in veterinary practices and quality pet care, AAHA is the only organization that accredits animal hospitals throughout the U.S. and Canada.

Lansing Veterinary Medical Center is at 3276 E. Jolly Road, Lansing, 393.9200, www.lansingveterinarymedicalcenter.aahavet.org.

An experienced veterinarian and technician are on site around the clock to provide the care your pet needs.



TOWN
OUR

BizBuzz Q&A: Help for small business

A conversation with Tom Donaldson, regional director of the Michigan Small Business & Technology Development Center and BizBuzz consultant

Q: What is BizBuzz?

BizBuzz is a partnership between the Delhi DDA and the Michigan Small Business & Technology Development Center (MI-SBTDC), developed to help independent Delhi businesses become better, stronger and more sustainable.

BizBuzz is a comprehensive *local* resource that can help your business grow and thrive. It provides a wealth of useful information, one-on-one consultation, and solutions tailored specifically to your business.

Q: What is the cost?

BizBuzz is available to Delhi Township businesses *at no cost* as a benefit of doing business here, thanks to support from the Small Business Administration, Michigan Economic Development Corporation, Lansing Community College and the Delhi DDA.

Q: What types of businesses can BizBuzz help?

BizBuzz has something to offer virtually any type of independent business. And that's true whether your business is a startup, an established business, or you're ready to expand.

Q: I think my business is doing okay, but sometimes I wonder if I could be doing better. Can I find out how my business compares to others in my industry?

Yes! BizBuzz can help you benchmark your business against similar-sized organizations in your industry. We have data to help you compare key metrics such as profit margin, inventory turnover and more. We also have strategic planning tools to help you identify opportunities for your business to do even better.

Q: I'd like to expand my business but I'm not quite sure how to do it. How can I find new growth opportunities?

Through BizBuzz, you can take advantage of a wealth of great data—including market trends, key players in your industry and much more—that can help you identify growth opportunities. Perhaps most important, BizBuzz provides individualized support to help you analyze those opportunities and take advantage of them.

Q: I need financing to grow my business, but credit is tight out there. What can I do?

It's true: the banking world has changed dramatically in the past few years. It's tougher for even long-established businesses to maintain a line of credit or obtain a loan. Now more than ever, it's important to have your plans and projections in order before you approach the bank. BizBuzz can help you prepare a strong loan package to maximize your chances of success.

Q: Are there any government programs available to help my small business?

The state of Michigan offers some very innovative loan programs, specifically addressing collateral and cash flow issues that might prevent your loan from being approved. BizBuzz can help identify programs and lenders which may be able to help your business.

Q: I'm thinking about starting a new business. Can BizBuzz help me?

Successful businesses typically start with a strong plan. BizBuzz can help you develop your plan and realistic financial projections. We can also connect you with other local resources that can help you. The tools and support available through BizBuzz can accelerate the startup process, save you a lot of time, and help maximize your chances of success.

BizBuzz is ready to help your business. To find out how to get started, call Al McFadyen at the DDA's BizBuzz center, 517.699.3867; email al.mcfadyen@delhitownship.com, or call Tom Donaldson directly at Michigan SBTDC, 517.483.1921.



Tom Donaldson, MI-SBTDC

Farmers' Market to re-open in May

You don't have to wait much longer! The Holt Farmers' Market will re-open on Saturdays beginning May 14, and Thursday markets will be added in mid-July. Watch www.holtfarmersmarket.org for exact dates and times. Here are more updates from the Market:

Bridge Cards now accepted

Would you like to serve your family more healthy food? Then here's important news. Holt Farmers' Market now accepts Bridge Cards for fresh, locally-grown fruits and vegetables.

Spotlight Your Business at the Market

Delhi businesses now have the opportunity to showcase themselves at the Holt Farmers' Market one Saturday per season. "Business Spotlight" space is available on Saturdays beginning May 14th at no cost. Your spotlight date will also be announced in advance through the Holt Farmers' Market email network. Call Chuck Grinnell at 517-268-0024 today to reserve your space.

"New thinking about what we're eating"

The Holt Farmers' Market will be hosting showings of "Fresh," an independently produced film that supports the movement to eating fresh,

locally-grown food. Within a month of the film's launch, its website received more than 20,000 hits, and hundreds of "Fresh" showings have been scheduled across the country. Please watch the Farmers' Market website for additional information and scheduled showings.



And last but not least...

Market manager Chuck Grinnell is always in need of volunteers. No training or special skills needed—just a desire to lend a hand or a strong back! You can make it a regular or an occasional thing. If you're interested, or know someone who might be, please contact Chuck at the number below.

Holt Farmers' Market is at 2150 Cedar Street, www.holtfarmersmarket.org. To volunteer or become a vendor, contact market manager Chuck Grinnell at 517-268-0024.

John's Pro Clean

Owner John Lierman



Quality carpet cleaning at a reasonable price

Statistics tell us that a small independent business that has made it for 28 years is already a success story. The story becomes even more impressive when you learn that the owner has built the business solely on referrals and word of mouth.

Well, referrals, word of mouth and one more critical ingredient: "A lot of hard work," said owner John Lierman. John began John's Pro Clean right out of college in 1982, and the business has been based in Holt since 1990. John prides himself on gaining and keeping clients the old-fashioned way, by doing a good job at a reasonable price. "I try to keep overhead and costs down," said John, "and that helps me keep costs down for the customers."

John's Pro Clean provides carpet cleaning services to homes, businesses and apartment buildings throughout the greater Lansing area. While carpet cleaning is a year-round business, John said the two weeks before Thanksgiving are his busiest time every year. "Everyone wants their carpets cleaned before Thanksgiving," he said.

When he's not cleaning carpets, John is often found on the hardwood. A basketball standout in school, John has been involved with Holt Junior Rams basketball for about eight years and is currently president. John and his wife Susan—a member of the Delhi Township Park Commission—have four children. Two are Holt High School grads, one is a senior and one is in eighth grade. "We like Holt," John said. "It's a great little community."

John's Pro Clean can be reached at 517.394.1313.

Century 21 Looking Glass

“We truly believe that it’s a great time to buy or sell, right now, right here.”

So says Mitch Crank, director of business development at Century 21 Looking Glass—and he’s saying it about Holt.

“We are especially committed to providing exemplary service to buyers and sellers in Delhi Township and the Holt area,” he says. “Interest rates remain low and the market has more activity than you might think.” Last year, Matt says, more than 280 homes—priced from the low five figures to half a million dollars or more—sold in the Delhi area.

Despite the economic and real estate crisis the country has been dealing with for the past several years, Matt says, “We’re seeing some very positive signs...partly because of Holt’s strengths. It’s near downtown Lansing; it’s near highways; it has a very dedicated school system and committed families.”

Matt Robertson and Ken Adams are the broker/owners of Century 21 Looking Glass. With offices in Delhi Township and Grand Ledge, the firm’s geographic market extends beyond Grand Rapids, Coldwater, Traverse City and Howell. It is the largest mid-Michigan Century 21 office, with more than 50 experienced agents offering decades of industry success.

Thanks to its membership in both the regional Greater Lansing Board of Realtors® and the Grand Rapids Board of Realtors®, and reciprocal data access with several others, Looking Glass’s listings can easily be found by any potential buyer, anywhere. And, says Mitch Crank, “We’re particularly

proud to be the only mid-Michigan firm that showcases every one of our properties as a Realtor.com enhanced listing.” These enhancements may include extra-large photos, “virtual tours,” and other features designed to draw more potential buyers to the listing.

Through Century 21, the firm can also provide buyers and sellers with access to a vast array of resources and tools, including real estate podcasts, financial calculators, monthly real estate e-newsletter and more.

*Century 21 Looking Glass is at 3490 Belle Chase,
Suite 130, Lansing, 887.0800,
www.c21lookingglass.com.*



Ken Adams and Matt Robertson, Broker/Owners, and Mitch Crank, Director of Business Development



Hubbell, Roth & Clark, Inc.



Consulting engineering firm opens Holt office

HUBBELL, ROTH & CLARK, INC
Consulting Engineers

Its history in Michigan dates back nearly a century. But it's Hubbell, Roth & Clark's history with local communities, including Delhi Township, that led to the decision to add an office here.

Jamie Burton, an associate in HRC's environmental engineering department, explained that the firm works primarily with municipalities—cities, villages and townships—throughout Michigan and nationally. Their projects range from the design of roads and bridges to water supply treatment and providing wastewater collection and treatment solutions. “We often serve as an extension of our municipal clients,” he said. “Larger communities may have engineers on staff, but for smaller communities we often fill the role of staff engineers.”

HRC's work in the mid-Michigan area dates back to at least 1920, said Jamie, when the firm partnered with the city of East Lansing on a sewer project. Since that time, HRC has continued work on projects with other communities in the area, including Delhi Township.

Since 2004, HRC has worked with Delhi on a variety of projects, several involving the wastewater treatment plant. HRC partnered with the Delhi Township Publicly Owned Treatment Works (POTW) to develop its award-winning sludge digestion system, which provides direct savings in energy costs and produces Class A biosolids. HRC is now working with POTW on further improvements to the treatment process.

Although HRC has been widely recognized for innovation and engineering excellence during its near-century in business, Jamie says that the firm also takes great pride in building client relationships. He points out that some of their clients have been with them for more than 40 years, and two are approaching 60 years of continuous service.

The new office in Delhi, which opened in December, will afford HRC greater proximity to their clients here and in the surrounding mid-Michigan area, and they're happy to be here. “It's a good place for an office,” Jamie says.

HRC is at 2101 Aurelius Rd., Suite 4A, 694.7760, www.hrc-engr.com.



HRC President George (Jed) Hubbell

“Larger communities may have engineers on staff, but for smaller communities we often fill the role of staff engineers.”





Selling made easy

Michigan Auction Sales

If you have something to sell—from a car to collectibles, antiques to appliances—but don't want to go through the time and hassle of selling it yourself, Michigan Auction Sales is ready to help.

Michigan Auction Sales is a professional auctioneering firm that handles virtually any type of auction, both online and traditional. Online auctions—similar to eBay but for local sellers—are a major emphasis, but other areas of expertise include automobile sales (for charities, fleets, private individuals and more), liquidations, real estate sales, estate and moving sales, charity auctions and more.

The company's goal is to save clients the time and inconvenience of selling items themselves, while also maximizing the clients' financial returns.

Whether it's a store with excess inventory to liquidate or a private individual who wants to sell a car without having to deal with strangers calling and stopping by, Michigan Auction

Sales handles every aspect of the sale—including, when applicable, presale inspections, appraisals, marketing and legal transfer of title.

Owner Chris Crepeau emphasized that it is a local firm that helps local sellers find a market for their items. "The hard part is building the clientele," said employee Barbara Crepeau, "and we've done that for them already."

Michigan Auction Sales' website provides detailed information on how to become a seller, how to buy from the online auctions, and a calendar of upcoming live auctions where potential buyers may find anything from food to furniture. "People love the live auctions," said Barbara. "It's all about the experience."

Michigan Auction Sales has been operating in Holt for about four years and has 10 employees. "Business is good," said Barbara. "This is a good location for us."

*Michigan Auction Sales is at
2361 Cedar St., Suite B, Holt, 322.3090,
www.MichiganAuctionSales.com.*

Above: Rob Caster, vendor; Hunter Crepeau, auction assistant; and Barbara Crepeau, manager.

Michigan Auction Sales has been operating in Holt for about four years and has 10 employees. "Business is good," said Barbara. "This is a good location for us."



Grant lights the way to energy efficiency

You might not even notice the difference. But the township budget will.

Energy-saving LED lighting has replaced 28 traditional incandescent parking lot lights at the Community Services Center. And more energy-saving improvements are either in place or on the way, thanks to a grant from the Michigan Department of Energy, Labor and Economic Growth, made possible by funds from the U.S. Department of Energy.

Delhi Township was awarded the nearly \$113,000 grant in early 2010. The purpose of the grant was to enable the township to conduct an energy audit, and identify and implement energy efficiencies that would result in immediate cost savings for the community.

Township officials focused the energy audit on the facility most used by the public—the Community Services Center,

which houses the fire department, library and township offices. The audit identified the most cost-effective Energy Conservation Measures (ECMs) and officials developed a phased plan to implement them.

Several of the measures, including the LED parking lot lighting, have been implemented and are already reducing costs. The LED lighting is expected to save an estimated \$2,340 annually, and brought an added bonus by qualifying for a Consumers Energy rebate. In turn, rebate funds were used to implement another ECM identified in the plan—installing occupancy sensors in the Community Services Center. These sensors automatically turn interior lights on and off depending on whether or not a specific area of the building is in use, further reducing energy costs. Other improvements include an updated computer control system which regulates and delivers heating, ventilation and air conditioning to the Community Services Center. This system is estimated to result in energy cost savings of approximately \$9,000 a year.

As Delhi continues to realize savings from these efforts, the savings will in turn fund further energy conservation measures identified in the plan. It's all a positive cycle that adds up to reduced costs and increased benefits to the environment.

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THE DDA – WHO WE ARE AND WHAT WE DO

The Downtown Development Authority (DDA) promotes economic development through business attraction/retention programs and works to foster investment within the DDA district. It strives to increase the Township's tax base and strengthen the local economy while maintaining those qualities that make Delhi Township a desirable place to live and work. For more information, visit us at www.DelhiDDA.com.

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