

JUL 03 2007

MOTION

PLANNING and LAND USE MGT.

HOUSING, COMMUNITY & ECONOMIC DEVELOPMENT

Northeast Los Angeles has historic and ongoing pride in its small businesses. "Mom & Pop" shops are the heart of its boulevards and the resurgence in entrepreneurship in Northeast Los Angeles is a vital part of job retention and development and should be encouraged. Successful small businesses increase economic stability for the city and assist with the retention of spending dollars within city limits that would otherwise drift outside its geographical boundaries.

The process for opening a small business in the city is complex, not always properly integrated between departments and can be a lengthy endeavor, especially for those unfamiliar with navigating the intricacies of the process. Small businesses entrepreneurs often face hardships and delays in completing their projects.

To remedy this problem and promote the creation of successful small projects the City should implement a *One Stop Small Business Pilot Program* to guide and assist small projects at all levels so they can be completed in a more reasonable time frame, and with fewer complications, than they generally experience at this time.

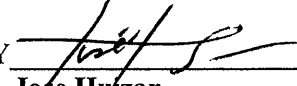
The *One Stop Small Business Pilot Program* would address the following public policy objectives:

- ◆ Offer consistent, knowledgeable and expedient rendering of services as a primary program objective.
- ◆ Accept applications for small businesses only. Any business over 3,000 square feet should not qualify for management through the *One Stop Small Business Program* and should be handled traditionally through existing processes.
- ◆ Feature a One Stop Small Business Counter with set hours of operations at least three days per week, with appointments available.
- ◆ Be staffed by Small Business Case Managers; City personnel proficient in the various processes, plans and procedures within each city department necessary to open a small business. Small Business Case Managers should provide a consistent point person and high level of customer service for each project from application to completion.
- ◆ Provide a single checklist for projects upon acceptance of an application which will include all necessary steps, entitlements, code and plan compliance measures, inspections and sign-off requirements and other regulations with which the project will need to comply with integration and cross-referencing of conditions and departmental sign-offs as a primary goal.

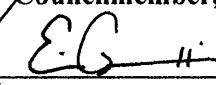
I THEREFORE MOVE that the Council instruct the Planning Department, the Department of Building and Safety, and the City Administrative Officer, to prepare a report in 90 days in response to the following policy directives:

1. An analysis of the feasibility of and suggestions for the implementation of a *One Stop Small Business Pilot Program* to commence during 2007 with a One Stop Small Business Counter to be located at Eagle Rock City Hall.
2. An analysis of the costs of the proposed pilot program and identification of potential funding sources for the pilot phase and eventual citywide service.
3. Recommendations for a performance evaluation of the pilot program to be conducted in one year after implementation.

PRESENTED BY


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SECONDED BY


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