



# REPORT TO DEVELOPMENT OVERSIGHT COMMISSION City of Sacramento

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915 I Street, Sacramento, CA 95814-2671

STAFF REPORT  
October 9, 2006

Members of the Development Oversight Commission:

**Subject:** Small Business Night at the Permit Center

**Location/Council District:** Citywide

**Recommendation:** Receive and File

**Contact:** Lucinda Willcox, Customer Service Division Manager, 808-5052

**Presenter:** Dan Waters, Development Services Technician, 808-8925

**Department:** Development Services

**Division:** Customer Service

**Organization Number:** 4881

**Description/ Analysis:** After hearing several concerns from small business owners on the difficulties of obtaining building permits from the City, the Development Services Department and the Economic Development Department have joined in partnership to "Get The Customer To Success". This program has been modeled after our weekly Homeowner's Night program. This new program will offer extensive customer service tailored to the needs of small business owners. Staff will be offering pre-application meetings, issuing minor permits and offering advice on permit requirements.

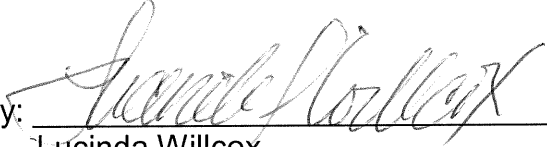
Development Services also will be partnering with the Office of Small Business to certify small business owners in the Emerging Small Business Development Program. The Department of Revenue has agreed to issue Business Operation Tax Certificates on this night.

Development Services staff have completed outreach to the business community. Staff attended the Small Business Partner meeting sponsored by the Economic Development Department, which was attended by members of The Alliance, which consist of the three largest ethnic business chambers. Staff made presentations before the City of Sacramento's Small Business and Employment Advisory Board. This board has a wide

variety of members which represent the small business community. Staff has planned a wide range of media advertising for this event.

**Financial Considerations:** None

**DOC Goals and Recommendations:** The proposed program will better accommodate small businesses support of the Development Services goals to promote economic vitality and customer service and supports the Development Oversight Commission's goal to "assist the customer in getting to success."

Respectfully submitted by:   
Lucinda Willcox  
Customer Service Division Manager

Recommendation Approved:


  
William A. Thomas  
Director of Development Services

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# City of Sacramento

Small Business Night at the Permit Center  
Open House: October 18, 2006  
5:30 p.m. to 7:30 p.m.  
2101 Arena Boulevard, Suite 200

## SMALL BUSINESS NIGHT AT THE PERMIT CENTER

**Open House: Wednesday, October 18, 2006  
5:30 p.m. to 7:30 p.m.  
North Permit Center, 2101 Arena Blvd., Suite 200**

The City of Sacramento is expanding its small business assistance programs. In addition to services during regular business hours, the City will be offering Wednesday evening hours for small businesses.

The first Small Business Night is scheduled for Wednesday, October 18, 5:30 to 7:30 p.m.

Subsequent Wednesdays evenings, the North Permit Center will be open for small business owners. Please call for appointment to ensure appropriate staff are available to serve you.

Small business night services include the following:

- ◆ General information and guidance about City code and permit requirements and fees for new and existing businesses, including new construction, tenant improvements, additions, and remodels.
- ◆ Pre-application meetings
- ◆ Issuance of minor permits over the counter
- ◆ Sign permits
- ◆ Business Operation Tax
- ◆ Information about small business loans and other programs
- ◆ Information and application for Emerging Small Business Development (ESBD) certification for City contracts
- ◆ Referrals to other agencies and programs



## WHO CAN OBTAIN A PERMIT?

Property owners and licensed contractors can obtain building permits.

## FOR MORE INFORMATION OR TO SCHEDULE AN APPOINTMENT:

Dan Waters, Development Services  
Small Business Liaison: 808-8925

Development Services Help Desk:  
808-5656 (7:30 am to 3:30 pm)

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