

Community Focus Statement D: Provide a thriving and vibrant local small business environment.

Action Statement D.9: Equip the local Chamber of Commerce to be a one stop shop for help with regulatory permits, financing sources, and serve as ombudsperson with local agencies.

D.9

Benchmark: A web-based resource is created where all questions related to small businesses in the community can be answered.

Champion: Volunteer group or person or can be identified by the community

Estimated Cost: Staff time, \$200 for printing materials and promotion



Photo source: [Link Humans](#)

Starting or maintaining a small business is a complicated endeavor. Complying with federal, state, and local regulations, maintaining cash flow and financials, and handling human resource issues can be overwhelming and time-consuming. These are just some of the difficulties faced by small businesses that can be more easily managed with the assistance of a one-stop center with specialists who are knowledgeable and deal specifically with these issues.

The Crestline/Lake Gregory Chamber of Commerce can be equipped to provide information on local regulations, code compliance, and licensing and regulations all in one place. It can

also serve as a liaison with County departments to help resolve issues or streamline the application processes. A one-stop center can also help steer business owners to the correct state and federal agencies for issues that may be outside of local control.

An efficient one-stop center should be able to address:

- All planning and development matters of concern to local businesses
- Local economic indicators and labor market statistics
- Local development plans
- Land availability
- Building regulations and permits
- Business licensing and related permits
- Connections with local financing and capital providers



Action	Action Leader	Timeline	Resources
1. Approach the Chamber of Commerce to determine if they would like to partner.	Champion	Month 1	Crestline/Lake Gregory Chamber of Commerce http://www.crestlinechamber.net/
2. Designate one staff person as the county liaison to the San Bernardino County Economic Development Agency (EDA) to establish a link and stay updated on changes to regulations.	Champion with Crestline/Lake Gregory Chamber of Commerce	Month 1	San Bernardino County Office Economic Development Agency http://www.sbcountyadvantage.com/home.aspx
3. Create a web-based resource on the Chamber of Commerce website for permitting questions.	Champion with Crestline/Lake Gregory Chamber of Commerce	Months 2-6	US Small Business Administration https://www.sba.gov/
4. Organize quarterly conference calls between the county liaison and a member of the San Bernardino County EDA.	Champion with Crestline/Lake Gregory Chamber of Commerce	On-going	CalGOLD http://www.calgold.ca.gov/
5. Organize a system for expediting questions that cannot be answered by the Chamber of Commerce to an outside resource.	Champion with Crestline/Lake Gregory Chamber of Commerce	Month 6	
6. Publicize the availability of this resource and those available through the County EDA, the US Small Business Administration, and CalGOLD.	Champion with Crestline/Lake Gregory Chamber of Commerce	On-going	