

## 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.**

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

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

**Estimated Cost:** \$200

Starting or maintaining a small business is a complicated endeavor. Keeping in compliance with federal, state, and local regulations, maintaining cash-flow and financials, and handling human resources 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 Lake Arrowhead Communities 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 business;
- Local economic indicators and labor market statistics;
- Local development plans;
- Land availability;
- Building regulations and permits;
- Business licensing and related permits; and
- Connections with local financing and capital providers.



Action	Action Leader	Timeline	Resources
1. Create a group to serve 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	Month 1	Lake Arrowhead Chamber of Commerce <a href="http://lakearrowheadchamber.com/">http://lakearrowheadchamber.com/</a>
2. Create a web-based resource on the Chamber of Commerce website for permitting questions.	Group	Months 2–6	San Bernardino County Office Economic Development Agency <a href="http://www.sbcountyadvantage.com/home.aspx">http://www.sbcountyadvantage.com/home.aspx</a>
3. Organize quarterly conference calls between the county liaison and a member of the San Bernardino County EDA.	Group with Lake Arrowhead Communities Chamber of Commerce	Ongoing	US Small Business Administration <a href="https://www.sba.gov/">https://www.sba.gov/</a>
4. Organize a system for expediting questions that cannot be answered by the Chamber of Commerce to an outside resource.	Group	Month 6	CALGold <a href="http://www.calgold.ca.gov/">http://www.calgold.ca.gov/</a>
5. Publicize the availability of this resource and those available through the San Bernardino County EDA, the US Small Business Administration, and CALGold.	Group with Lake Arrowhead Communities Chamber of Commerce	On-going	