

Community Focus Statement B: Encourage commercial and light industrial uses in Phelan Piñon Hills.

Action Statement B.5: Enhance coordination between the Phelan Chamber of Commerce and the Piñon Hills Chamber of Commerce to be a one-stop shop for help with regulatory permits and financing sources and to serve as an ombudsperson with local agencies.

B5

Benchmark: A County Liaison position within each Chamber of Commerce is established to participate on regularly scheduled conference calls with a designated San Bernardino County EDA representative.

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

Estimated Cost: \$25,000 - \$75,000 dependent upon staffing assistance needed.



The Greater Vancouver Chamber of Commerce in Vancouver, Washington, has a Small Business Assistance Program to help with finding funding options, answering questions about licenses, permits, insurance taxes, and human resources, developing a business plan, and more.

Starting or maintaining a small business is a complicated endeavor. Staying 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 of and deal specifically with these issues.

The Phelan and Piñon Hills Chambers of Commerce, both of which are active in their respective business communities, can be equipped to provide information on local regulations, code compliance, and licensing and regulations all in one place. These organizations know the history and recent status of the majority of the businesses in the area and are often the first point of contact for new business owners. They can also serve as a liaison with County departments to help resolve issues or streamline the application processes. With the correct resources and assistance, 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 answer questions or provide directions for:

- 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
- Connections with local financing and capital providers



Action	Action Leader	Timeline	Resources
1. Determine a county liaison within each Chamber of Commerce to coordinate with a County EDA representative.	Champion with Phelan and Piñon Hills Chambers of Commerce	Month 1	Phelan Chamber of Commerce http://www.phelanchamber.info/
2. Collect resources from CalGOLD, the County EDA, and other outside sources.	Champion with Phelan and Piñon Hills Chambers of Commerce	Month 2	Piñon Hills Chamber of Commerce https://www.facebook.com/Piñon-Hills-Chamber-of-Commerce-142718772459648/
3. Create an easily accessible library of resources and information (web-based or hard copy).	Champion with Phelan and Piñon Hills Chambers of Commerce	Months 2 – 6	San Bernardino County EDA http://www.sbcountyadvantage.com/Home.aspx
4. Promote the availability of these resources in a welcome packet for new business owners and at local community events.	Champion with Phelan and Piñon Hills Chambers of Commerce	On-going	CalGOLD http://www.calgold.ca.gov/
5. Schedule recurring conference calls (frequency to be determined by liaison) to keep up to date with resources.	Champion with Phelan and Piñon Hills Chambers of Commerce	On-going	