

HOW TO start a business in San Francisco



Welcome to the San Francisco Business Team!

For more than 150 years, San Francisco has defined itself as the place to do business. From the Gold Rush of 1849 to the globally transforming technology boom of the 1990's, to recent advances and opportunities in bio sciences and green energy technology, San Francisco stakes a claim as a world leader in business opportunity and innovation.

San Francisco's metropolitan setting, world-class cuisine, and signature tourist attractions lure record breaking number of vacationers as well as business and convention travelers from all over the world. The City provides a multitude of business opportunities for entrepreneurs, small businesses and corporations alike. Opportunities abound for businesses operating in the entertainment, hospitality, culinary, technology, fashion, retail, financial and professional services, construction, production, design, consulting, import-export-trade, and manufacturing industries.

Today San Francisco continues to provide the perfect setting to do business – a dynamic consumer driven economy, a highly educated workforce, a culturally diverse population with needs ranging from the everyday commonplace to the extraordinarily sophisticated, and a city government ready to help your business start, grow and thrive.

Congratulations! San Francisco is the right place for your business. We have assembled this guide to help you as you set out to launch or expand your business in San Francisco. For additional information and personalized assistance, contact the Small Business Assistance Center at (415) 554-6134, or online at www.sfgov.org/sbac.

We look forward to working with you and contributing to your success!

Sincerely,

Small Business Commission

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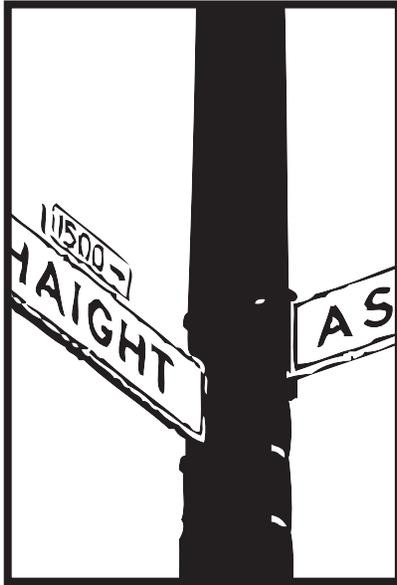
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PART 1 What You Need To Know About Business Entities: Selecting the Right Entity for Your Business

When you start a business, you must decide on a business entity. There are several types of business entities including sole proprietorship, partnership, corporation, or limited liability company (LLC). The right entity for your business will depend on the type of business and the risk involved. You should pick the structure that best meets your needs, and consider important factors such as risks and liabilities, taxation, and formalities and expenses to establish and maintain the business entity.

The following is a review of the main business types and registration procedures. For additional information, visit the IRS website at www.irs.gov and the Secretary of State website at www.sos.ca.gov.

Definitions and Registration Procedures

SOLE PROPRIETORSHIP - General Format

A sole proprietorship is set up to allow an individual or legally married couple to own and operate a business. Legally, a sole proprietorship is inseparable from its owner -- the business and the owner are one and the same. This means the owner of the business reports business income and losses on his or her personal tax return and is personally liable for any business-related obligations, such as debts or court judgments.

No formation documents are required to be filed with the Secretary of State as with an LLC. However, other state and local filings may apply depending on the type of business, including San Francisco Business Registration Certificate (See Part 2).

GENERAL PARTNERSHIP - General Format

Similarly, a general partnership is simply a business owned by two or more people engaged in a business for profit. No formation documents are required. However, a Statement of Partnership Authority (GP-1) may be filed with the Secretary of State at the option of the business entity. This document specifies the authority, or limitations on the authority, of some or all of the partners to enter into transactions on behalf of the partnership and any other matter.

As in a sole proprietorship, the partnership's owners pay taxes on their shares of the business income on their personal tax returns, and they are each personally liable for the entire amount of any business debts and claims. All partners enter into partnership by either oral or written agreement that must cover all terms of the parties' business relationship. Partnerships are quite flexible; a great variety of control and management structures are available by agreement. Partners are jointly and severally liable for all legal and financial obligations of the partnership and for all wrongful acts of any partner acting in the ordinary course of partnership business. Partnership income is taxed as personal income to the partners. Other federal, state, and local filings may apply depending on the type of business (See Part 2).

LIMITED PARTNERSHIP (LP) - General Format

Limited partnerships are formed by two or more people, with at least one person acting as the general partner who has management authority and personal liability, and at least one person in the role of limited partner who is a passive investor with no management authority. All partners – both general and limited – must enter into limited partnership by either oral or written agreement. Limited partnerships are managed and controlled by general partners; general partners have authority to bind the partnership. Limited partners normally do not participate in managing the business.

The general partners are liable for partnership obligations to the same extent as partners of general partnerships. Limited partners, however, are generally not liable for partnership obligations; their only risk is their agreed capital contribution, or as provided in the partnership agreement. However, if limited partners participate in the management of the partnership business, they may lose their protected limited partner status and become liable for all risk.

A limited partnership must complete and file a Certificate of Limited Partnership (Secretary of State form LP-1) and submit it to the Secretary of State along with a \$70 filing fee. Other federal, state and local filings may apply depending on the type of business (See Part 2).

LIMITED LIABILITY PARTNERSHIP (LLP) - General Format

In a limited liability partnership, the partners enjoy some protection against personal liability. Each partner must be a person licensed under California laws to engage in the practice of public accountancy, law or architecture. The LLP is not a separate entity for income tax purposes; profits and losses are passed through to the partners and reported on each individual's tax return. A registered limited liability partnership must either a) maintain a malpractice liability insurance policy against claims of at least \$100,000 multiplied by the number of licensed practitioners in the LLP, and not less than \$500,000; or alternately, b) satisfy this requirement by confirming in writing that as of the most recently completed fiscal year, the LLP had a net worth of at least \$10 million for an LLP providing accountancy services, \$15 million for an LLP providing legal services, or \$10 million for an LLP providing architectural services. Like a general partnership, all partners have equal rights in the management of an LLP unless otherwise agreed. Partnerships are quite flexible; a great variety of control and management structures are available by agreement. Each partner is responsible for li-

abilities imposed by law arising out of his or her own acts and omissions. In addition, each partner is responsible for debts and liabilities as defined in the LLP agreement.

A limited liability partnership must complete the Registered Limited Liability Partnership Registration (Secretary of State Form LLP-1) and submit it to the Secretary of State along with a \$70 filing fee. In addition, if the LLP chooses to satisfy the malpractice liability requirement by confirming the minimum net worth, the LLP must also complete and file a Limited Liability Partnership Alternative Security Provision transmittal form (Secretary of State form LLP-3) with the Secretary of State. Upon receipt, the Secretary of State's Office will review the registration form for statutory compliance. Once the document is filed, the Secretary of State will return a file stamped copy of the LLP-1, plus a Certificate of Registration to the limited liability partnership. Other federal, state and local filings may apply depending on the type of business (See Part 2).

LIMITED LIABILITY COMPANY (LLC) - General Format

A limited liability company is a hybrid business entity. It is a separate legal entity and generally offers liability protection to its owners (called members). All members must enter into an operating agreement by either oral or written agreement.

It can be classified as either a partnership or a corporation for tax purposes. The Franchise Tax Board will automatically classify the LLC with two or more members as a partnership unless the company elects to be taxed as a corporation. If the LLC is classified as a partnership, the profit or loss flows through to the owners/members; the LLC is subject to an annual minimum state tax of \$800 plus an annual fee based on total income. Alternately, if it is classified as a corporation, it is treated like any other corporation and is required to pay tax on its net income, including the applicable minimum state tax of \$800. An LLC may be managed by managers who are not members, if provided for in the articles of the organization. However, if the LLC is managed by managers, they alone have authority to bind the LLC; members and directors have no authority in these matters. Otherwise, the LLC is managed by its members. In this case, every member is an agent of the LLC and has the power to bind the LLC and the right to vote on merger or dissolution. Members and managers of the LLC have the same degree of limited liability as a shareholder of a corporation.

A limited liability company must register by completing the Articles of Organization (Secretary of State Form LLC-1) and submit it to the Secretary of State along with a \$70 filing fee. This form identifies the principal executive office, the principal office in California and the agent for service of process.

Other federal, state and local filings may apply depending on the type of business (See Part 2).

CORPORATION - General Format

A corporation is a separate legal entity owned by shareholders who enjoy protection from personal liability. Corporations are taxed annually on their earnings; corporate shareholders pay individual income tax on these earnings when they are distributed as dividends. A corporation is managed by or under the direction of a board of directors, which generally determines corporate policy. Officers manage the day-to-day affairs of the corporation. Shareholders do not participate in day-to-day management activities. Management structure can be altered by committees of board members and shareholder agreements. Shareholders generally are not personally liable for obligations of the corporation.

A corporation must complete the Articles of Incorporation and submit it to the Secretary of State along with a \$100 filing fee. There are three versions of the Articles of Incorporation: general stock corporation, professional corporation and close corporation. For additional information on business entities visit Secretary of State website at www.ss.ca.gov. Other federal, state and local filings may apply depending on the type of business (See Part 2).



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PART 2 What You Need To Know About Business Registration, Licenses & Permits

There are many types of business licenses: local, state, federal and professional. Depending upon what you do and where you plan to operate, most businesses will be required to register and obtain licenses. Licenses are administered by a variety of government agencies. You should take the time to research the applicable regulations for your business, bearing in mind that regulations vary by industry and location. Avoid the temptation to ignore regulatory details, even when operating a home-based business. Being out of compliance in any aspect of your business could leave you legally unprotected, lead to expensive penalties, and jeopardize your business.

FEDERAL

As a new business owner you need to know your federal responsibilities. You may need to register or file with several federal agencies. It is your responsibility to research the applicable regulations for your business and file accordingly. Following is a list of key federal agencies, their jurisdictional oversight, and contact information:

Internal Revenue Service (IRS)

San Francisco Office
450 Golden Gate Avenue, 1st Floor
San Francisco, CA 94102
Phone: (800) 829-4933
Website: www.irs.gov

The IRS issues Employer Identification Numbers. An Employer Identification Number (EIN) is also known as a Federal Tax Identification Number or Tax ID, and is used to identify a business entity. Generally, businesses need an EIN. The EIN is used for filing federal income and payroll taxes, as well as withholding income taxes for employees (See Part 3: “What You Need to Know About Business Taxes”).

Corporations, Limited Partnerships and Limited Liability Companies need an EIN. A Sole Proprietor with no employees and who files no excise or pension tax returns may use their SSN in place of EIN, but may opt to get an EIN if the individual prefers not to use his/her Social Security Number in business transactions. Generally, businesses need a new EIN when their ownership or structure has changed.

You may apply for an EIN in various ways, including on-line. To obtain an EIN you must complete an Application for Employer Identification Number (IRS Form SS-4). There is no fee for obtaining an EIN.

U.S. Customs & Border Protection

555 Battery Street, Room 319
San Francisco, CA 94111
Phone: (415) 782-9200
Website: www.cbp.gov/xp/cgov/trade/basic_trade/

The U.S. Customs & Border Protection is responsible for securing trade and travel while enforcing hundreds of U.S. regulations including importing and exporting, and providing information, and resources.

United States Department of Commerce International Trade/U.S. Commercial Service

250 Montgomery Street, 14th Floor
San Francisco, CA 94104
Phone: (415) 705-2300 or (800) USA-TRADE
Website: www.export.gov

The U.S. Department of Commerce International Trade and U.S. Commercial Services brings together resources via Export.gov to assist American businesses in planning their international sales strategies, by providing information on programs and services, export finance, and agriculture export assistance so that they may succeed in today’s global marketplace.

United States Copyright Office

101 Independence Avenue, S.E.
Washington, D.C. 20559-6000
Phone: (202) 707-3000
Website: www.copyright.gov

The U.S. Copyright Office provides protection under the laws of the United States to the authors of “original works of authorship,” including literary, dramatic, musical, artistic, and certain other intellectual works.

United States Patent & Trademark Office (USPTO)

P.O. Box 1450
Alexandria, VA 22313-1450
Phone: (800) 7869199
Website: www.uspto.gov

The USPTO is the federal agency for granting U.S. patents and registering trademarks, intellectual property right to an inventor, and brand names, or any word, symbol, device, etc., respectively.

United States Food & Drug Administration (FDA)

5600 Fishers Lane (HF-40)
Rockville, MD 20857
Phone: (888) INFO-FDA (463-6332)
Website: www.fda.gov

The U.S. Food & Drug Administration is responsible for registering food facilities that manufacture, process, pack, or hold food for human or animal consumption; assuring the safety, effectiveness, and security of human and veterinary drugs, vaccines and other biological products, medical devices, food supply, cosmetics, dietary supplements, and products that give off radiation; and assuring these products are honestly, accurately and informatively represented to the public.

STATE

Corporations, Limited Partnerships (LP), and Limited Liability Companies doing business in California are required to register with the Secretary of the State simply for the right to do business in the state and regardless of the business activity. However, your business activity may be regulated by another state agency, requiring you to register and be licensed by more than just one state agency. It is your responsibility to research the applicable regulations for your business and register and file accordingly. Following is a list of some of the more common state regulatory agencies and their contact information.

SECRETARY OF THE STATE (SOS)

1500 11th Street, 3rd Floor
Sacramento, CA 95814
Phone: (916) 653-3365
Website: www.sos.ca.gov

The Secretary of State maintains business entity filings including corporations, limited liability companies (LLC), limited partnerships (LP), general partnerships, limited liability partnerships (LLP), non-profit entities, and other miscellaneous filings.

STATE BOARD OF EQUALIZATION (BOE)

121 Spear Street, Suite 460
San Francisco, CA 94105
Phone: (415) 356-6600
Phone: (800) 400-7115
Website: www.boe.ca.gov

The Board of Equalization collects California state sales and use tax, as well as fuel, alcohol, and tobacco taxes and fees by issuing a seller's permit and resale license, and establishing a use tax account for businesses.

DEPARTMENT OF CONSUMER AFFAIRS (DCA)

400 R Street, Suite 1080
Sacramento, CA 95814
Tel: (800) 952-5210 (automated function 24 hrs)
TDD: (916) 322-3270
Website: www.dca.ca.gov

The Department of Consumer Affairs protects consumers and professionals by issuing licenses in more than 100 business and 200 professional categories, including accountants, architects, acupuncturists, auto repair facilities, barber/beauty salon, contractors, cosmetologist, doctors, dentists, nurses, manicurist, psychologist, schools (private postsecondary & vocational), and more.

ALCOHOL BEVERAGE CONTROL (ABC)

71 Stevenson Street, Suite 1500
San Francisco, CA 94105
Phone: (415) 356-6500
Website: www.abc.ca.gov

The Alcohol Beverage Control Agency licenses, enforces and regulates the manufacture and sale of alcoholic beverages in the state of California.

(Note: Any person wishing to obtain an Alcoholic Beverage License should apply at the nearest Alcoholic Beverage Control Agency (ABC). All parties concerned including applicants for new licenses, transferors (present licensees), and transferees (applicants) should be present. It is not feasible to accept applications by mail since considerable detailed personal information is required, including Department of Alcoholic Beverage Control fingerprints of all individual applicants, managers and managing officers of applicant corporations. Moreover, it is desirable for an employee of the Department to advise all applicants in person of pertinent laws, rules and regulations. Also, in the case of a transfer, the transferee may desire information regarding a temporary permit)

CALIFORNIA DEPARTMENT OF MOTOR VEHICLES, OCCUPATIONAL LICENSING SECTION (OL)

1377 Fell Street
San Francisco, CA 94117
Phone: (800) 777-0133
Phone: (916) 229-3126
Website: www.dmv.ca.gov

The DMV's Occupational Licensing Section is responsible for issuing permits for auto dealers, salespersons, lessor-retailers, distributors, dismantlers, traffic violator schools, driver's education curriculum, driving schools and more.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES, COMMUNITY CARE LICENSING DIVISION (CCLD)

Senior Care

851 Traeger Avenue, Suite 360
San Bruno, CA 94066
Phone: (650) 266-8800
Website: www.cclld.gov

Child Care

801 Traeger Avenue, Suite 360
San Bruno, CA 94066
Phone: (650) 266-8843
Website: www.cclld.gov

Adult Care (Non medical)

1515 Clay Street, Suite 310
Oakland, CA 94612
Phone: (510) 286-4201
Website: www.cclld.gov

The Community Care Licensing Division of the Department of Social Services is responsible for licensing non medical senior and adult residential care, and child care.

CALIFORNIA PUBLIC UTILITIES COMMISSION (CPUC)

505 Van Ness Avenue, Room 2104
San Francisco, CA 94102
Phone: (415) 703-2063
Website: www.cpuc.ca.gov

The CPUC is responsible for regulating and permitting among other things passenger transportation companies including limousine, shuttles and tour buses, and moving businesses.

CALIFORNIA CONTRACTORS STATE LICENSE BOARD (CSLB)

9821 Business Park Drive
Sacramento, CA 95827
Phone: (800) 321-CSLB
Website: www.cslb.ca.gov

The Contractors State License Board protects consumers by licensing and regulating California's construction industry and its over 40 different license classifications, including subcontractors, specialty contractors, and anyone doing such work when the total cost of the project (material and labor included) is \$500 or more.

DEPARTMENT OF INDUSTRIAL RELATIONS, DIVISION OF LABOR STANDARDS ENFORCEMENT (DLSE)

455 Golden Gate Avenue
San Francisco, CA 94102
Phone: (415) 703-5300
Website: www.dir.ca.gov/dlse

The Division of Labor Standards Enforcement is responsible for ensuring minimum labor standards, providing information on California labor codes including worksite postings, and issues licenses, registers or certifies among others, talent agents, transporters and supervisors of minors involved in door-to-door sales, garment manufacturers, studio teachers, car washing and polishing firms, minors aged 15 days to 18 years employed in the entertainment industry, and more.

DIVISION OF MEASUREMENT STANDARDS (DMS)

6790 Florin Perkins Road, Suite 100
Sacramento, CA 95828
Phone: (916) 229-3000
Website: www.cdfa.ca.gov/measurement

The Division of Measurement Standards, in collaboration with county sealers of weights and measures, ensures the accuracy of commercial weighing and measuring devices through enforcement activities at the local level (see also Department of Public Health under Additional San Francisco Permits & Licenses).

OFFICE OF THE ATTORNEY GENERAL CALIFORNIA DEPARTMENT OF JUSTICE

300 South Spring Street
Los Angeles, CA 90013
Phone: (213) 897-8065
Website: www.ag.ca.gov/register.php

The Department of Justice, among other things, protects consumers by registering certain industries and organizations, including check cashing businesses, sellers of travel, charities and raffles, foreclosure consultants, credit service organizations, gambling activities, international student exchange placement organizations, seller-assisted marketing plans, telephonic sellers, and tobacco product manufacturers.

LOCAL

In addition to federal and state requirements, there are local requirements that you must comply with when doing business in San Francisco, including land use laws that regulate where you may conduct business, permits and business registration. It is your responsibility to research the applicable regulations for your business operating in San Francisco and register and file accordingly. The following is information on some key requirements and considerations when doing business in San Francisco, followed by a list of local permitting and licensing agencies and their contact information.

PLANNING DEPARTMENT - Zoning

What to do: Before you register your business, or sign a lease, be sure to check the zoning requirements of your proposed business location to determine if the zoning permits your proposed business operation. This requirement also applies to businesses operating from a residence, push cart and mobile businesses. By checking the zoning, you will find out if your project will be subject to Conditional Use (CU) authorization or other conditions. This is very important in order for you to plan accordingly, including preparing an adequate timeline and budget for your project.

How to do it: Contact the Planning Department Zoning Center and provide the address of your desired location, and a detailed description of the proposed business. Staff will be able to tell you whether your type of business will be permitted to operate at the location, and if there are any special conditions.

If you have not identified a site and need assistance with locating available commercial space, contact the Small Business Assistance Center at www.sfgov.org/smallbusiness, or call (415) 554-6134. The SBAC has information on neighborhoods and can help you access business counts and demographic data.

Why you should comply: If you tie yourself to a property or location you cannot use because of conflict with zoning regulations and land use laws, you can lose your rent deposit along with any improvements you may have made. You may also end up in a situation that requires special approval, which is often a lengthy and costly process (i.e. Conditional Use authorization). Also, neighbors and other businesses in or near your location may file a complaint, and a city inspector could determine that you are operating a business illegally and force you to close.

For additional information: Planning Department

Zoning Center

1660 Mission Street, 1st Floor

San Francisco, CA 94102

Phone: (415) 558-6377

Fax: (415) 558-6409

Website: www.sf-planning.org

TREASURER & TAX COLLECTOR - Business Tax Registration Certificate (BRC)

What to do: Within 15 days of starting your business, file with the Treasurer & Tax Collector for a Business Registration Certificate. Every person or entity doing business in the City and County of San Francisco for a minimum of seven days per year must possess a valid Business Registration Certificate from the Office of the Treasurer & Tax Collector, as stated in Article 12A of the San Francisco Business and Tax Regulations Code. This code also applies to businesses located outside of San Francisco that perform business transactions or services in San Francisco, as well as home based businesses operating in San Francisco.

The certificate is issued for the Fiscal Year covering July 1 through June 30, and the registration fee ranges from \$25 to \$500 annually. Every year thereafter, the Business Registration Certificate must be renewed by **the last day of February**. Every business owner must prominently display the Business Registration Certificate on the business premises where the public can see it.

Businesses must also file an annual Payroll Tax statement, due the last day of February. You are required to file an annual statement, whether or not you owe any business taxes. If you do not receive your annual statement in the mail by the end of January, call Taxpayer Assistance at (415) 554-4400 or visit the Tax Collector's office to obtain a copy. It is your responsibility as a taxpayer to obtain and file the statement.

Why you should comply: Any person who fails to register or to furnish any required return or other data as required by the Tax Collector is guilty of a misdemeanor, which is punishable by fine, imprisonment or both. An individual not in compliance is guilty of a separate offense for each and every day of the violating period.

**For additional information and to file:
Office of the Treasurer & Tax Collector**

City Hall, Room 140
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102
Hours: 8:00 AM - 5:00 PM
Phone: (415) 554-4400
Fax: (415) 554-6207
Website: www.sftreasurer.org

COUNTY CLERK - Fictitious Business Name Statement (FBN)

What to do: As required by the Business & Professions Code Section 17910, every person who regularly transacts business in the State of California for profit under a fictitious name, shall file a Fictitious Business Name Statement no later than 40 days from the time he or she commences to transact such business. A name is said to be fictitious if it does not include the surname of the individual, partners, or registered company with California Secretary of State or a name that suggests the existence of additional owners. For example, if it includes such words as "Company," "& Co.," "& Son(s)," & Associates," "Brothers," and the like, but not words that merely describe the business being conducted. In the case of a corporation or limited liability company, any name other than the name stated in its articles of incorporation and organization respectively. If you are not sure whether the business name you have selected would be considered fictitious, check the Business & Professions Code Section 17910 or consult with your legal advisor.

Where to File: A Fictitious Business Name Statement must be filed in the county where the business is principally located. For businesses having their principle place of business outside of California, statements should be filed with the clerk of Sacramento County. For businesses having their principal place of business in San Francisco, file with the San Francisco Office of the County Clerk.

First Step: Search the online Fictitious Business Name Index via the Internet at: www.sfgov.org/countyclerk. If the name does not appear in the index you may use the name. Keep in mind that this index reflects only those registrations made at the San Francisco County Clerk's Office. It is your responsibility to make sure the name you intend to use is not already registered. Other sources include the Secretary of State's California Business Portal at www.ss.ca.gov/business and the U.S. Patent and Trademark Office electronic search system (TESS) at www.uspto.gov.

Second Step: File for the Business Registration Certificate with the Tax Collector's Office as noted above in the Business Registration Certificate section, and make sure to include the name on the BRC form when filing. *(Note: You may skip this step if you have a current original business tax registration certificate and information is consistent with that on your FBN statement)*

Next: Fill out the Fictitious Business Name Statement form and submit it to the County Clerk's Office with the appropriate fees and copy of receipt from the Tax Collector's Office. Fee schedules are available at the County Clerk's Office or via the Internet: <http://www.sfgov.org/countyclerk>.

Finally: Within 30 days of filing your statement with the County Clerk's Office, publish your Fictitious Business Name Statement, one day a week, for four consecutive weeks, in a legally adjudicated publication (list of publications is available at the County Clerk's office or online at www.sfgov.org/countyclerk). Within 30 days of the fourth publication, you must submit for filing the original Proof of Publication (given to you by the newspaper) along with the applicable fee to the County Clerk's Office. *(Note: Any changes to the FBN requires a new filing and publication. Remember to make changes to the Business Registration Certificate before making changes to the FBN statement. Proof of publication filing is often handled by the publication. Make sure to inquire if this service is included).*

For additional information and to file:**Office of the County Clerk**

City Hall, Room 168
 1 Dr. Carlton B. Goodlett Place
 San Francisco, CA 94102-4678
 Hours: 8:00 AM - 4:00 PM
 Phone: (415) 554-4950
 E-mail: county.clerk@sfgov.org
 Website: www.sfgov.org/countyclerk

ASSESSOR /RECORDER - Business Personal Property

What to do: All businesses must contact the Assessor-Recorder's Office for information on filing a 571-L form for unsecured personal property taxes.

Business Personal Property is any tangible property owned, claimed, used, possessed, managed or controlled in the conduct of a trade or business. This includes all machinery, fixtures, office furniture and equipment. In general, business personal property is all property owned or leased by a business except licensed vehicles, business inventory, intangible assets or application software.

For additional information contact:**Assessor/Recorder****Personal Property Division**

875 Stevenson Street, Third Floor
 San Francisco, CA 94103
 Hours: 8:00 AM - 5:00 PM
 Phone: (415) 554-5531
 E-mail: assessor@sfgov.org
 Website: www.sfassessor.org

Additional San Francisco Licensing & Permitting Agencies

SAN FRANCISCO ARTS COMMISSION

25 Van Ness Ave., Suite 240
 San Francisco, CA 94102
 Phone: (415) 252-2581
 Fax: (415) 252-2595
 Website: www.sfartscommission.org

Permits for artist selling their own handcrafted items on San Francisco streets.

DEPARTMENT OF BUILDING INSPECTION

1660 Mission Street, First Floor Lobby
 San Francisco, CA 94103
 Hours: 8:00 AM - 5:00 PM
 Phone: (415) 558-6088
 Fax: (415) 558-6401
 Website: www.sfdbi.org

Permit for new construction, alterations, change of use, remodeling and repairs. (**Note:** Before signing a lease agreement, purchasing property with the intent to construct in or on it, occupying an existing space with a new use, or doing any construction or remodeling within a space, you must first contact the Department of Building Inspection to determine whether or not you need a permit. For additional information and permit application process, call the Building department directly at (415) 558-6088)

ENTERTAINMENT COMMISSION

City Hall, Room 453
 1 Dr. Carlton B. Goodlett Place
 San Francisco, CA 94102
 Phone: (415) 554-4539
 Fax: (415) 554-7934
 Website: www.sfgov.org/entertainment

Permit for place of entertainment, load speaker, extended hours and more.

FIRE DEPARTMENT

698 Second Street, Room 109
 San Francisco, CA 94107-2015
 Phone: (415) 558-3200
 Fax: (415) 558-3407
 Website: www.sf-fire.org

Permit for gas stations, parking lots, public assemblies, theaters, hazardous materials/gases, open flames, repair garages, piles and more.

POLICE DEPARTMENT

850 Bryant Street, Room 458
 San Francisco, CA 94103
 Phone: (415) 553-1115
 Fax: (415) 553-7969
 Website: www.sf-police.org

Permit for antique dealer, auto rental, billiard, escort service, firearms dealer, fortune teller, junk dealer, mobile caterer, pushcart/peddler, pawn shop, secondhand dealer, tour guide, taxicab company, tow car operator, valet parking and more.

DEPARTMENT OF PUBLIC HEALTH, BUREAU OF ENVIRONMENTAL HEALTH

1390 Market Street, Room 210

San Francisco, CA 94102

Phone: (415) 252-3800

Hours: 8:00 AM - 12:00 PM & 1:00 PM - 4:30 PM

Website: www.sfdph.org

Permit for food/beverage businesses, laundries (dry cleaners), pet shops, pet hospitals (containing live animals), massage establishments, tattoo, body piercing, permanent cosmetics, medical cannabis dispensary, tobacco sales, hazardous material storage, operation of underground storage tanks (gas stations), swimming pools, wells, spas, weight and measuring equipment, including taximeter, grocery stores, deli, coffee shop, and more.

PUBLIC UTILITIES COMMISSION

Water/Wastewater Capacity Charge

1155 Market Street, 1st Floor

San Francisco, CA 94102

Phone: (415) 575-6941

Website: www.sfwater.org

For water and wastewater capacity charges for businesses requesting a new connection or requiring additional capacity.

PUBLIC WORKS DEPARTMENT

Bureau of Street Use and Mapping

875 Stevenson Street, Suite 460

San Francisco, CA 94107-2015

Phone: (415) 554-6920

Website: www.sfgov.org/dpw

Permits for café tables and chairs, display merchandise/produce, fixed pedestal news racks, free sample merchandise, and more.



The Ferry Building

PART 3

What You Need To Know About Business Taxes

Income Taxes

Now that you have your own business, you have different tax requirements than you had as an employee. Generally businesses pay federal and state taxes on the income of the business, if the business has employees, and if the business sells merchandise. Tax law is complex and subject to change. Included below is some information on state and federal tax requirements. Because of the complex nature of income and payroll taxes, it is strongly recommended that a business consult with or retain the services of a tax professional. Remember, your Employer Identification Number (EIN) is used for filing federal income and payroll taxes, as well as withholding income taxes for employees. (Note: Non U.S. Citizens that do not have a Social Security Number may obtain a Tax ID from the IRS. See publication 583 & 1635 for information on obtaining a Tax ID).

FEDERAL

Every type of business operating in the United States is subject to business income tax. Corporations pay tax separate from share-owners. Sole proprietorship, general partnership and subchapter S corporations are taxed as an individual. Check with the IRS to determine the appropriate tax forms for your business and filing instructions.

Sole proprietorship pays taxes on business income on the individuals personal tax returns.

Partnership must file an annual information return to report the income, deductions, gains, losses, etc., from its operations, but it does not pay income tax. Instead, it “passes through” any profits or losses to its partners. Each partner includes his or her share of the partnership’s income or loss on his or her tax return.

Limited liability company is not recognized as a classification for federal tax purposes by the federal government. It is a pass through entity and must file as a corporation, partnership or sole proprietorship.

Corporation profit is taxed to the corporation when earned, and then is taxed to the shareholders when distributed as dividends. This creates a double tax. The corporation does not get a tax deduction when it distributes dividends to shareholders. Shareholders cannot deduct any loss of the corporation.

Several publications on specific IRS tax topics for businesses and corporations can be found on the Internet at:
www.irs.gov/businesses/index.html
www.irs.gov/businesses/corporations/index.html

STATE

A business operating in California must pay taxes based on its annual income. Such taxes are paid to the Franchise Tax Board (FTB). A business that registers with the Secretary of State has completed the necessary procedure to register for purposes of annual taxes payable to the FTB. The Secretary of State communicates the registration of the business with the Franchise Tax Board, which in turn sends the company the appropriate forms to file annual taxes.

Sole proprietorships and general partnerships are not subject to a tax, but the owner of a sole proprietorship and the partners of a general partnership pay annual state taxes on their business income at the rate applicable to the owner or partner.

Limited partnerships (LP) and limited liability partnerships (LLP) must pay an annual \$800 tax if they conduct business in California, are organized in California, or have registered with the Secretary of State. Tax on income derived from a limited partnership or limited liability partnership is paid by the partner at the rate applicable to the partner.

Limited liability companies (LLC) classified as partnerships are subject to an \$800 annual tax, plus a fee based on total income. LLC’s classified as corporations follow corporation rules to pay their annual state tax.

Corporations doing business in California are required to prepay their annual franchise tax. Payments for the first taxable year are made to the Secretary of State which in turn transmits the amount to the FTB; subsequent annual payments of franchise tax are made to the FTB. The amount of tax payable to the FTB is measured by the income of the preceding income year derived from business done in California, with an \$800 minimum payment.

A recent law provides that every corporation incorporating or qualifying to do business in California on or after January 1, 2000, will not be subject to the minimum franchise tax for its first and second taxable years. This exemption from the minimum franchise tax is not applicable to any corporation that reorganizes solely for the purpose of avoiding payment of its minimum franchise tax. Additionally, this new law applies only to corporations, and not any other form of business.

The California Franchise Tax Board offers information on required taxes for each type of business structure. See helpful FTB Publications including:

Form 565 Booklet - Partnerships

Form 568 Booklet - Limited liability companies

Form 100 Booklet - Corporations

Form 100S Booklet - S Corporations

Publication 1060 - Guide for Corporations Starting Business in California

The California Business Portal also offers tax information and links to key state and federal agencies at www.calbusiness.ca.gov/cedpeybti.asp.

For more information:**Franchise Tax Board**

P.O. Box 942857

Sacramento, CA 94257-0500

Phone: (800) 852-5711 / (916) 845-6500

Website: www.ftb.ca.gov

Employment Taxes

FEDERAL

When an employer registers with the IRS for an Employer Identification Number (EIN), this informs the federal government that the business may have employees. According to the IRS, an employee is defined as “anyone who performs services that can be controlled by an employer.” It is important to properly classify people who work for you as employees or independent contractors. For more information see IRS Publication 15A, *Employers Supplemental Tax Guide*.

Federal law requires an employer to withhold, report, and pay over to the federal government certain deductions from their employees’ wages, including federal income tax, unemployment tax, social security tax, and medicare. The filing schedule varies, depending on the composition of the business and the amount of tax liability. If you are self-employed, certain tax obligations are made through the Self-Employment Tax. For more information visit the IRS website at www.irs.gov. The following is a list of federal taxes that the employer must withhold:

Federal Income Tax (Employer withholds; employee pays): Although payment of federal income tax is the responsibility of the employee, the employer withholds the tax and submits it to the IRS on behalf of the employee. Federal income tax is based on “adjusted gross income” – the income amount remaining after various deductions are taken, determined according to individual circumstances. Federal income taxes are assessed at graduated rates on the “adjusted gross income.” Tax liabilities are published on IRS tax tables available on-line.

Federal Unemployment Tax Act (Employer pays): The Federal Unemployment Tax Act (FUTA), along with the state unemployment systems, provides for payments of unemployment compensation to workers who have lost their jobs. Only the employer pays FUTA tax; it is not deducted from the employee’s wages.

Federal Insurance Contributions Act (Employer withholds and employer matches): The Federal Insurance Contributions Act (FICA) consists of both Social Security (retirement) payroll tax and Medicare (hospital insurance) tax. Employers withhold the Social Security and Medicare taxes for the employee; employers also make matching tax payments of the same amounts to the IRS. Social Security tax applies to wages up to a maximum wage base; Medicare tax applies to all wages with no maximum wage base.

Federal tax rates and taxable wage limits are subject to change each year. For current rates or other information about withholding federal income tax or paying payroll taxes, contact the IRS.

IRS Workshops: www.irs.gov/businesses/small/article/0,,id=99033,00.html

IRS Publications: www.irs.gov/formspubs/index.html

For more information:**IRS**

450 Golden Gate Avenue (San Francisco Office)

San Francisco, CA 94102

Phone: (800) 829- 4933 (For EIN)

Phone: (800) 829-1040 (Other IRS info)

Website: www.irs.gov/businesses

STATE

What: State law requires employers to register with the California Employment Development Department (EDD) for state income tax withholding and employment taxes. Employers must register with the Employment Development Department within 15 days after paying more than \$100 in total wages to one or more employees during a calendar quarter, or whenever a change in ownership occurs.

How to Register: You may register online, by mail or by phone. Refer to the contact information below. When you register, you must provide EDD with your Federal Employer Identification Number (EIN or FEIN). The EDD will assign you a State employer account number, which will be pre-printed on all your EDD reports to identify your business to the state. You should provide this number to any bank or payroll service that may prepare your business tax forms.

You must report and pay the following employment taxes to the EDD:

State Income Tax (Employee pays; employer withholds): State income tax is the responsibility of the employee; however, the employer withholds the tax and pays it to the California Franchise Tax Board on behalf of the employee. State income tax is based on the “adjusted gross income” reported – the income amount remaining after various deductions are taken, determined according to individual circumstances. State income taxes are assessed at graduated rates on the “adjusted gross income.”

State Disability Insurance (Employee pays; employer withholds): The State Disability Insurance (SDI) program provides benefits to eligible workers experiencing a loss of wages when they are unable to perform their regular or customary work due to a nonoccupational illness or injury, or disability resulting from pregnancy or childbirth. SDI is funded entirely by employees through withheld wages and paid to either the SDI fund or a voluntary plan for disability insurance.

State Unemployment Insurance (Employer pays): The purpose of the State Unemployment Insurance (SUI) program is to provide financial assistance to people who are temporarily out of work through no fault of their own. In California, this program is financed entirely by employers through a payroll tax based on the first \$7,000 in wages paid to each employee each year. Employers are required to pay their accumulated SUI taxes four times a year. Rates are adjusted according to the employer’s experience of unemployment claims. Generally, the more there is employee turnover, the higher the employer’s unemployment insurance rate will be.

Employment Training Tax (Employer pays): In 1982, the California State Legislature created the Employment Training Panel (ETP) as a cooperative business labor program to provide employers with skilled workers and provide workers with good, long-term jobs. The Legislature also established the Employment Training Tax (ETT). All tax-rated employers, including new employers, are subject to ETT which is used to fund the ETP’s program and training contracts. All employers are assessed a small percent (0.1% or .001) of the first \$7,000 of each employee’s wages. State employment tax rates, allowances and withholding schedules are available on the Internet at the website: www.edd.cahwnet.gov/employer.htm

Publications for small business include:

Publication 334 - Tax Guide for Small Business

Publication 583 - Taxpayers Starting a Business & Keeping Records

Publication 552 - Record-keeping for Individuals and a list of Tax Publications

Publication 509 - Tax Calendar

Publication 9212 - Tax Calendar: Helpful Hints for Small Businesses

For more information:

Employment Development Department

Phone: (888) 745-3886 (Taxpayer Assistance Center)

Phone: (916) 654-8706 (Tele-Reg)

Website: www.edd.ca.gov

(**Note:** Check the website for information about office locations and services offered)

Sales & Use Taxes

STATE SALES TAX

If your business sells merchandise (for example, clothing, furniture, toys, hot food products, office equipment, etc.) within the State of California, then California law requires you to register with the State Board of Equalization (BOE). You must get a seller’s permit for each location in the state. You must report and pay sales tax on your taxable sales, and pay any use tax due on items purchased to help you run your business. If a business changes ownership or business location, it must obtain a new permit.

SELLER’S PERMIT

To apply for a seller’s permit – whether selling as retail or wholesale – you must complete an Application for a Seller’s Permit and Registration as a Retailer (Form BOE-400-SPA). Applications are available at the BOE San Francisco office at 121 Spear Street, Suite 460, San Francisco, CA 94105-1585, on-line at www.boe.ca.gov, or you can arrange to have an application mailed or faxed to you by calling 1-800-400-7115. (*Note: You will need to mail or walk in your completed application since your original signature is required. You should make a copy for your records.*)

The requirement to obtain a seller’s permit applies to individuals, partnerships, husband and wife Co-Ownership’s, LLP’s Corporations, LLC’s and Organizations.

You must obtain a seller's permit if you:

- Are engaged in business in California and intend to sell or lease tangible personal property that would ordinarily be subject to sales tax if sold retail
- Will make sales for a temporary period, normally lasting no longer than 30 days at one or more locations (e.g. Christmas tree lots, and garage sales)
- Are a wholesaler (selling to other retailers) or a retailer (selling to consumers)

To apply for a seller's permit, you will be asked to furnish:

- Your Social Security Number or Individual Taxpayer Identification Number (corporate officers excluded)
- A photocopy of a form of identification (drivers license, SF ID Card, Passport, Visa) to ensure the accuracy of the information provided, and to protect against fraudulent use of your identification numbers
- The name and location of a bank where you have an account and account number
- Names of suppliers
- Name of person maintaining your account
- Names and addresses of personal references
- Anticipated average monthly sales and the amount of those sales, which are not taxable

Additional information may be required: If you have a business partner, or if the business is managed by corporate officers or limited liability company managers, members or officers, those persons will also be asked to furnish some of the information listed above. The Board of Equalization also offers a Basic Sales Tax Class for Business Owners; check the Board's website under Free Seminars for the class schedule, or call the Board's office to obtain a schedule.

Why you should comply: It is a misdemeanor to engage in business as a seller without a Seller's Permit. If the Board discovers you are operating without a Permit, you will pay penalties and any back taxes owed.

STATE USE TAX

You generally owe California Use Tax when you use, consume, give away or store tangible personal property in California that you purchased from an out-of-state vendor (i.e. products you can see, weigh, feel or touch, such as

clothing, books, computers, DVD's or CD's). If the out-of-state vendor does not collect the California tax on your purchase, you must pay the tax to the Board of Equalization. If you are required to hold a seller's permit, you must report any use tax on your regular sales tax return. If you are not required to hold a seller's permit, you may report the use tax on your California income tax return or on a use tax return.

For more information on Use Tax: Call the Board's toll free number 1-800-400-7115 or call the Board's San Francisco office at (415) 356-6600. You can also get more information from the Board's web-site, at www.boe.ca.gov.

Should I be registered to pay other taxes?

Check with the Board of Equalization for other tax programs they may administer, as well as with other state, federal, and local taxing and licensing agencies to inquire if they have additional registration requirements. For example, you may have to pay Excise Tax if you produce or sell certain products, such as, chemicals, alcoholic beverages, tobacco, guns, etc. See also California's Tax Information Center at www.taxes.ca.gov.

(Note: Be sure to discuss the Use Tax and any other tax issues with your professional tax advisor)

Forms and References

Application for a Seller's Permit - BOE 400-SPA

For additional information and to file:**State Board of Equalization**

121 Spear Street, Suite 460
 San Francisco, CA 94105-1584
 Hours: 8:00 AM - 5:00 PM
 Phone: (415) 356-6600 / (800) 400-7115
 Fax: (415) 356-6115
 Website: www.boe.ca.gov



Mission Dolores

PART 4

What You Need To Know About Employer Mandates

State

DEPARTMENT OF INDUSTRIAL RELATIONS (DIR)

The Department of Industrial Relations was established to improve working conditions for California's wage earners, and to advance opportunities for profitable employment in California. The following are important DIR divisions you should know about.

Division of Labor Standards Enforcement and Office of the Labor

Commissioner: Adjudicate wage claims, investigate discrimination and public works complaints, and enforce Labor Code statutes and Industrial Welfare Commission orders.

Division of Occupational Safety and Health (Cal/OSHA): Protects workers and the public from safety hazards through its Cal/OSHA elevator, amusement ride, aerial tramway, ski lift and pressure vessel programs, and provides consultative assistance to employers.

Division of Workers' Compensation (DWC): California employers are required by law to have workers' compensation insurance, even if they have only one employee, and pay workers' compensation benefits if an employee gets sick or is hurt because of work. DWC monitors the administration of workers' compensation claims, and provides administrative and judicial services to assist in resolving disputes that arise in connection with claims for workers' compensation benefits.

What to do: DIR requires employers to post information related to wages, hours and working conditions in an area frequented by employees where it may be easily read during the workday.

Why you should comply: It is the law. In addition, it is good business. Injured employees for example will disrupt your business, raise your operating costs and violation of health and safety standards or wage claims might lead to fines and penalties from the enforcement agency.

For additional information and to get workplace postings:

Department of Industrial Relations

455 Golden Gate Avenue

San Francisco, CA 94102

Phone: (415) 703-5070 (Public Information Office)

Phone: (888) ASK-WAGE (888-275-9243 Minimum Wage Hotline)

Phone: (800) 963-9424 / (510) 622-2891 (Cal-OSHA Consultation Services)

Website: www.dir.ca.gov

Local

OFFICE OF LABOR STANDARDS ENFORCEMENT (OLSE)

The Office of Labor Standards Enforcement (OLSE) enforces labor laws adopted by San Francisco voters and the San Francisco Board of Supervisors. OLSE enforces labor laws of general application, including the San Francisco Minimum Wage Ordinance, Paid Sick Leave Ordinance, and Health Care Security Ordinance. Below is a description of the three labor laws which generally apply to all employers with employees performing work in San Francisco:

Health Care Security Ordinance: Effective January 9, 2008, the Health Care Security Ordinance (HCSO) requires Covered Employers (employers with 20 or more employees and non-profit employers with 50 or more

employees) to spend a minimum amount (set by law) on health care for their Covered Employees (each employee who works eight or more hours per week in San Francisco); and mandates the Department of Public Health (DPH) to create the Health Access Plan (HAP), now called Healthy San Francisco. Healthy San Francisco is only one option by which the employer can satisfy its obligation to make the required health care expenditure (HCE), or minimum amount. Covered Employers may also purchase health insurance coverage for their covered employees, make payments to the City for the benefit of their covered employees, or make the required health care expenditure in a variety of other manners.

Paid Sick Leave Ordinance: Effective February 5, 2007, all employers must provide paid sick leave to each employee who performs work in San Francisco, including part-time and temporary workers. All employees who work in San Francisco are entitled to paid time off from work when they are sick or need medical care, and to care for their family members or designated person when those persons are sick or need medical care.

For every 30 hours worked, an employee accrues one hour of paid sick leave. For employees working for an employer on or before February 5, 2007, paid sick leave began to accrue on that date. For employees hired by an employer after February 5, 2007, paid sick leave begins to accrue 90 calendar days after the employee's first day of work.

Minimum Wage Ordinance: All employees who work in San Francisco more than two hours per week, including part-time and temporary workers, are entitled to the San Francisco minimum wage. Effective January 1, 2010, Minimum Wage Rate is \$9.79 per hour. Each year the city will adjust the amount of the minimum wage based on increases in the regional consumer price index. It is your responsibility as an employer to adhere to the most current minimum wage rate.

For additional information and to get workplace postings:

Office of Labor Standards Enforcement

City Hall, Room 430

1 Dr Carlton B. Goodlett Place

San Francisco, CA 94102

Website: www.sfgov.org/olse

Health Care Security Ordinance

Phone: (415) 554-7892

Email: HCSO@sfgov.org

Paid Sick Leave Ordinance

Phone: (415) 554-6271

Email: PSL@sfgov.org

Minimum Wage Ordinance

Phone: (415) 554-6292

Email: MWO@sfgov.org

COMMUTER BENEFITS ORDINANCE

Effective January 19, 2009, San Francisco employers are required to offer a commuter benefits program to encourage employees to use public transit or vanpools.

What is required: All employers in San Francisco that have 20 or more persons performing work for compensation on a full-time, part-time, or temporary basis and who work an average of at least 10 hours a week while working for the same employer within the previous calendar month, must offer one of the following options:

1. **Pre-tax Transit:** Employers sets up a deduction program under existing Federal Tax Law 132(f), which allows employees to use up to \$230 a month in pretax wages to purchase transit passes or vanpool rides.
2. **Employer Paid Transit Benefits:** Employer pays for workers' transit fares on any of the San Francisco Bay Area mass transit systems or reimburses workers for their vanpool expenses. Reimbursements for transportation expenses must be of at least an equivalent value to the purchase price of a San Francisco MUNI Fast Pass.
3. **Employer Provided Transit:** Employer offers workers free shuttle service on a company funded bus or van between home and place of business.

What are the penalties for non-compliance?

Non-compliance may result in fine: \$100 for a first violation, \$200 for a second violation within the same year, \$500 for each additional violation within the same year.

For additional information:**SF Environment**

Phone: (415) 355-3727 (Commuter Benefits Hotline)

Website: www.commuterbenefts.org



Cable Car

PART 5 What You Need To Know About City Department Programs

There are a number of city department programs available to help your business develop, grow and thrive. The following is a list of key city agencies and their programs.

Office of Small Business (OSB) & Small Business Assistance Center (SBAC)

Under the direction of the Small Business Commission, the Office of Small Business works to support and enhance an environment where small businesses can succeed and flourish. To this end the Office of Small Business operates the Small Business Assistance Center (SBAC). The SBAC functions as the City's central point of information and assistance for small businesses located in San Francisco. Services provided include:

Customized Information and Assistance – Clients are assigned a Case Manager who provides customized information and support through the many stages of business development.

Technical Assistance Coordination – Case Managers coordinate with city and non profit organizations to provide technical assistance and business training as needed

Businesses Programs – Case Managers market and promote business programs, including Jobs Now, Shop SF Get More, Enterprise Zone Tax Credits, Power Savers, NMI, Façade Improvement, and other business programs.

Policy Advocacy – OSB and SBAC staff work with the Commission to identify business barriers and work to address and remove barriers by working with city officials, initiating legislation and directing city policy when necessary.

Outreach and Education – Staff works to promote and celebrate small business through partnership initiatives and events including Shop Local & Small Business Week, and via regular email and newsletter communications, website and print resources (“How to Start a Business in San Francisco”, formerly “Getting a Business Started”).

For additional information contact:

Office of Small Business, Small Business Assistance Center

City Hall, Room 110

1 Dr. Carlton B. Goodlett Place

San Francisco, CA 94102

Phone: (415) 554-6134

Fax: (415) 558-7844

Website: www.sfgov.org/smallbusiness

Office of Economic and Workforce Development (OEWD)

The Office of Economic and Workforce Development supports the ongoing economic vitality of San Francisco. Under the direction of the Mayor, OEWD provides city-wide leadership for workforce development, business attraction and retention, neighborhood commercial revitalization, international business and development planning.

OEWD manages CDBG economic development grants which fund non-profit organizations and entrepreneurs to create and maintain employment opportunities for low-to-moderate income persons through entrepreneurship training and incubation, small business development, and social enterprise. The following are a few examples of OEWD programs when funding is available.

REVOLVING LOAN FUND

Small business owners located in San Francisco may be eligible to apply for the Revolving Loan, which provides loans up to \$25,000 to support micro-enterprise and self-employment efforts of low-income San Francisco residents interested in starting or expanding their own business. Applicants must demonstrate knowledge of the business they are starting and their ability to repay the debt. A micro-enterprise business is defined as a business with five or fewer employees. Loans up to \$50,000 may be available as an exception for established businesses with 2+ years in business.

FACADE PROGRAM

Small business owners and property owners may be eligible to receive funding for improvement projects that include cleaning, painting, graphics, lighting, windows, doors and the removal of safety gates and grilles. Participating businesses will also receive free architectural design services.

Some of the criteria for an eligible business are that business owners must have a long-term lease, first-floor storefronts, storefronts that are visible from the street, and a business that serves low- to moderate-income residents. Currently, funding from San Francisco Redevelopment Agency and the Office of Economic and Workforce Development for the facade program gives priority to Redevelopment Agency projects, and the low- and moderate-income neighborhood commercial districts of the Neighborhood Marketplace Initiative (NMI) program (See NMI).

NEIGHBORHOOD MARKET PLACE INITIATIVE (NMI)

Designed to help promote and revitalize neighborhood commercial districts in San Francisco’s developing neighborhoods, the NMI is a public/private partnership, which helps targeted neighborhoods develop a comprehensive revitalization strategy, including business attraction and retention, job creation, investment, safety and cleanliness, and build collaborations between merchants, property owners, residents and community groups.

Current neighborhoods targeted by the NMI program include, Visitation Valley, Portola, Ocean Avenue, Polk Street, Excelsior, Tenderloin, Bayview, Divisadero, and Chinatown.

TAX CREDITS AND INCENTIVES

Local, state and federal government agencies provide a variety of incentive programs to encourage employment and investment and reduce the cost of starting and operating a business. OEWD works with these agencies to foster and promote tax credit and incentive programs for San Francisco businesses that qualify. The following are current tax credit and incentive programs.

Clean Technology Payroll Tax Exemption: A San Francisco payroll tax exemption for up to 10 years for clean technology companies located in the City that employ between 10 and 99 employees.

SF Enterprise Zone (EZ) Payroll Tax Credit: A San Francisco payroll tax reduction for businesses located in targeted locations of the City to reduce their payroll tax expense for qualified employees. The tax credit is for new jobs created on or after January 1, 1992.

Biotechnology Payroll Tax Exemption: A San Francisco payroll tax exemption for up to 7.5 years for San Francisco-based businesses engaged in biotechnology pursuits.

Film Production Incentives: A rebate program providing a refund to eligible productions on all City fees, local payroll taxes and a portion of hotel and sales tax paid during production.

California Enterprise Zone (EZ) Tax Credits & Incentives: A reduction on state income tax liability through hiring tax credits, business expense deductions, accelerated depreciation, and a 15-year carry-over of up to 100% of net operating losses. Eligible businesses must be located in designated Enterprise Zone areas.

Work Opportunity Tax Credit (WOTC): A federal income tax credit for employers who hire employees from eligible groups including youth, ex-offenders, and public assistance recipients.

Historic Preservation Tax Credit: Federal tax incentives, including a 20% tax credit for the certified rehabilitation of historic structures, and a 10% tax credit for the rehabilitation of non-historic buildings built before 1936.

Disability Tax Incentives: Businesses can take advantage of two Federal tax incentives available to help cover costs of making access improvements for customers with disabilities (See Part 6 for more information).

**For additional information on all OEWD programs contact:
Office of Economic & Workforce Development (OEWD)**

City Hall, Room 448

1 Dr. Carlton B. Goodlett Place

San Francisco, CA 94102

Phone: (415) 554-6969

Fax: (415) 554-6018

Website: www.oewd.org

San Francisco Green Business Programs

San Francisco's Green Programs strengthen and sustain the quality of the environment in the City and County of San Francisco through public and private collaborations which encourage, enable and recognize businesses taking action to prevent pollution and conserve resources while maintaining the health and well being of workers and residents. The following is a list of the City's Green Programs.

Green Programs Reference Center: Provides industry-specific newsletters, regulatory updates and research on pollution prevention and toxics reduction for businesses, including such industries as auto repair, auto body, printers, garment cleaners, salons, marinas and commercial building maintenance.

Clean & Green Program: Offers environmental assistance and awards to businesses and government agencies that are registered with HMUPA, and extends the regulatory mandate of the hazardous materials program by providing training and consultation to more efficiently achieve businesses' compliance goals through pollution prevention and other environmentally friendly business practices. Clean & Green exemplary businesses receive award recognition.

Green Restaurant Guide: A green resource guide for restaurants to save money and be more environmentally responsible. The Guide supports managers and owners of food service establishments who want to include green measures in their operations and employee trainings. Restaurateurs

who desire to use the entire guide to implement significant “greening” and are in good compliance with health code, are encouraged to enroll in the San Francisco Green Business Program for further assistance and award recognition.

San Francisco Green Business Program: A voluntary program that encourages businesses to take actions that are good for their bottom line, the community and the environment. It is a partnership of City agencies that promote, recognize and provide hands-on support to local businesses and governmental agencies that go beyond the Clean & Green pollution prevention standards and incorporate energy, water and solid waste conservation measures.

Bay Area Green Business Program: Part of the Association of Bay Area Governments’ (ABAG) Bay Area Green Business Program is a successful partnership of businesses, government agencies, professional associations, utility providers, and a concerned public that assists, recognizes, and promotes businesses and government agencies that volunteer to operate in an environmentally responsible way.

For additional information on San Francisco Green Business Programs contact:

Department of Public Health

1390 Market Street, Suite 1390

San Francisco, CA 94102

Phone: (415) 252-3800

Website: www.sfdph.org/dph/EH/Green/default.asp

SF Department of the Environment

11 Grove Street

San Francisco, CA 94102

Phone: (415) 355-3778

Website: www.sfgreenbusiness.org

City Administrator’s Office, Community Challenge Grant Program (CCG)

The Community Challenge Grant Program (CCG), formerly known as the Neighborhood Beautification Fund, provides matching grants to local residents, businesses, non-profits and other community groups to make physical improvements to their neighborhoods. The CCG focuses on projects that directly engage residents and businesses in working together to create green spaces, gathering places, public art, and other neighborhood amenities. Groups of residents or businesses, community groups, and non-profit organizations are encouraged to apply.

For additional information contact:

**SF Community Challenge Grant Program
Division of the City Administrator’s Office**

City Hall, Room 362

1 Dr. Carlton B. Goodlett Place

San Francisco, CA 94102

Phone: (415) 554-4830

Website: www.sfgov.org/ccg



Painted Ladies

PART 6 What You Need To Know About Accessibility and Your Business

Accessibility is good for business. There are lots of reasons for including accessibility into your business plan. The best reason is that accessible products and services, as well as accessible web sites are just plain good for business. With an accessible business, products and web site, you have the opportunity for more customers. Accessibility is not only the right thing to do, it's the law. There is state and federal accessibility law that businesses should be aware of. The following is information on accessibility law and incentives for including accessibility in your business.

CALIFORNIA CODE OF REGULATIONS, TITLE 24

Local and federal law requires businesses that are commercial or open to the public to be accessible to disabled persons. The California building code requirements for access are located in the California Code of Regulations, Title 24, Part 2, and are commonly referred to as Title 24. In San Francisco, the Department of Building Inspection (DBI) is responsible for seeing that buildings are accessible under Title 24.

AMERICANS WITH DISABILITIES ACT (ADA)

The ADA (the Americans with Disabilities Act of 1990) is the federal law which prohibits discrimination against persons with disabilities. It is important to note that compliance to one set of laws does not alleviate your responsibilities to comply with the other. Even though you may meet all state access requirements when you construct or remodel your building, there may be other access requirements under the ADA. Consult with your architect, engineer, and/or contractor.

Additional resources and guidelines are located on the federal Department of Justice ADA site including the following publications for small businesses:

- ADA Guide for Small Businesses: www.ada.gov/smbusgd.pdf
- Readily Achievable Checklist for Existing Business Facilities: www.ada.gov/racheck.pdf

Disability Tax Incentives: Businesses can take advantage of two Federal tax incentives available to help cover costs of making access improvements for customers with disabilities:

- A tax credit for small businesses who remove access barriers from their facilities, provide accessible services, or take other steps to improve accessibility for customers with disabilities
- A tax deduction for businesses of all sizes that remove access barriers in their facilities or vehicles

A business that annually incurs eligible expenses to bring itself into compliance with the ADA may use these tax incentives every year. To access tax incentive forms and publications go to the IRS website at: www.irs.gov.

For additional information contact:

California Code of Regulations, Title 24

Division of State Architect (DSA)

State Architect of California

1102 Q Street, Suite 5100, Sacramento, California 95811

Phone: (916) 445-8100

Website: www.dsa.dgs.ca.gov

American with Disabilities Act

Department of Justice ADA Information

Phone: (888)514-0301 (voice)

Phone (800) 514-0383 (TTY)

Website: www.ada.gov



Palace of Fine Arts

PART 7 What You Need To Know About Government Contracting & Certification

Federal, state and local governments are the world's largest customer and offer businesses the opportunity to sell billions of dollars worth of products and services. Most government agencies require that some percentage of the contracts be set aside for small businesses. In order to take advantage of these opportunities, you will need to learn how your business can do business with the government, find business opportunities, and know the rules and regulations you will need to follow in order to do business with the government. The following is a brief overview of the process for each level of government.

Selling To the City and County Of San Francisco

OFFICE OF CONTRACT ADMINISTRATION (OCA) / PURCHASING

The Purchasing Division of the Office of Contract Administration is to support the procurement of the material, equipment and services that are

essential to providing governmental services for the citizens of San Francisco. There are over 30 professional buying and contracting personnel staff located at OCA's main office in City Hall, Room 430, and at five off-site locations including, Department of Public Works, Public Utilities Commission, MUNI, SF International Airport and San Francisco General Hospital. The Purchasing Division uses competitive bidding procedures to select vendors, and encourages vendor participation in bidding activities.

To Get Started: First you want to ensure that the City & County buys what you sell. Generally, the City buys everything needed to run City departments, from products to sourcing professional and construction services.

Next: Fill out the required vendor forms in order to get your company into the City's Vendor Database. To do this, complete the "Vendor Profile Application Packet", which includes the following forms:

- P-25 - Business Tax Declaration
- IRS Form W-9 -Request for Taxpayer Identification Number
- HRC 12B-101 SF Admin Code Chapters 12B and 12C Declaration

Vendor Profile Packets are available at the Office of Contract Administration, City Hall, Room 430, on-line at www.sfgov.org/oca, or you may request that one be sent to you by calling the OCA at (415) 554-6743.

Then: Begin searching the "**Bids and Contracts Database**". City bids are posted on OCA's website at www.sfgov.org/oca, and are updated regularly. Other City departments also list bids on their individual department websites. It is recommended that you also check these sites, including among others, the Airport (SFO), Controller's Office, Housing Authority, SFMTA, Port, PUC, Public Works, Redevelopment, and the School District.

Also: Each department has designated Purchasers responsible for the every day purchases of commodities to large contracts. See the "**List of Buyers and How to Contact Them**" (PDF) on OCA's website or call (415) 554-6743 for more information.

For additional information and forms contact:

Office of Contract Administration/Purchasing

City Hall, Room 430

1 Dr. Carlton B. Goodlett Place

San Francisco, CA 94102

Phone: (415) 554-6743

E-mail: Purchasing@sfgov.org

Website: www.sfgov.org/oca

**SAN FRANCISCO HUMAN RIGHTS COMMISSION (HRC)
LOCAL BUSINESS ENTERPRISE PROGRAM**

Pursuant to the San Francisco Administrative Code Chapter 14B Local Business Enterprise and Non-Discrimination in Contracting Ordinance and accompanying Rules and Regulations, a business contracting with the City and County of San Francisco may be eligible for one of three types of certification: LBE certification, PUC-LBE Certification and NPE certification. The purpose of each certification is to promote the utilization and participation of local businesses with respect to City contracts. Specifically, certified businesses benefit from bid discounts, sub-contracting goals and micro-set asides that are set for most City contracts. To receive these benefits, a business must be certified with the San Francisco Human Rights Commission prior to the submittal of a bid or proposal.

How to Get Certified: There are certain requirements for certification that you must comply with in order to get certified. You should review the requirements for each certification and apply accordingly. Requirements for certification including LBE, PUC-LBE, and NPE fillable forms (PDF) are available on-line at www.sf-hrc.org. To apply you must submit the completed and signed application form with supporting documents to the San Francisco Human Rights Commission, 25 Van Ness Avenue, Suite 800, San Francisco, CA 94102, Attention: Certification Unit. (Note: The San Francisco Redevelopment Agency has its own certification process. For information on Redevelopment Agency certification contact the Redevelopment Agency at (415) 749-2400 or online at www.sfredevelopment.org)

Next Step: Once you obtain your certification, sign up for automatic payment. The Controller's Office is now able to make Electronic Payments (ACH) with remittance information currently printed on checks to vendors, contractors and suppliers. The service is voluntary and provided at no charge. For more information contact the Controller's Office at (415) 554-7500 or on-line at www.sfgov.org/controller.

For additional information and forms contact:**SF Human Rights Commission**

25 Van Ness Avenue, Suite 800

San Francisco, CA 94102

Hours: 8:00 AM - 5:00 PM

Phone: (415) 252-2500

Website: www.sfgov.org/sfhumanrights**CITY AND COUNTY OF SAN FRANCISCO SURETY BOND & FINANCE PROGRAM**

The City and County of San Francisco is committed to giving local small and emerging contractors access to contracting opportunities on City construction projects. The Surety Bond & Finance Program facilitates this objective by providing contractors with the tools needed to become competitive in public works construction. Recognizing that bonding and working capital are the common barriers contractors face when bidding and completing contracts, the program addresses these challenges.

Program Services Include:

- Bonding and Financial Consultation
- Bid, Performance and Payment Bond Guarantees
- Contract Financing Guarantees
- Accounting Assistance and Referrals
- Individual Counseling and Group Workshops on Contractor Related Topics .

For More Information contact:**Merriwether & Williams Insurance Services**

417 Montgomery Street, Suite 200

San Francisco, CA 94104

Phone: 415 986-3999

Website: www.sf-hrc.org**Selling To the State Of California**

The Department of General Services (DGS) serves as business manager for the State of California. DGS helps to better serve the public by providing a variety of products and services to state agencies. The State spends billions of dollars each year on contracts with California businesses. Learn how to be part of this marketplace.

TO GET STARTED:

Get Certified! The State of California established the Small Business (SB) and Disabled Veteran Business (DVBE) Certification Programs to increase business opportunities for the SB and DVBE community. Follow these steps to get started.

1. Apply on-line at: www.pd.dgs.ca.gov/smbus/getcertified

It only takes a few minutes if you have the required financial documents handy:

- Federal income tax returns covering the last three tax years
- State Quarterly Wage and Withholding Report (citing the number of employees for the last four quarters)

Apply for the following certifications:

- Small Business
- Disabled Veteran Business Enterprise (DVBE)
- Both Small Business and DVBE
- Nonprofit registration for prompt payment benefits
- Nonprofit Veteran Service Agency (NVSA)

2. Use the California State Contracts Register (CSCR): The CSCR is your one-stop central information course for state contracting opportunities. It connects you to government solicitations, providing an easy-to-use, on-line publication which lists services and constructions contracts over \$5,000 commodity contracts over \$50,000, and IT goods and services contracts over \$100,000. State agencies post their solicitations, RFP, etc, on this website when they go out to bid, and sub contractors can find contracting opportunities and also place ads seeking work with potential prime contractors at no cost. To access CSCR: www.eprocure.dgs.ca.gov.

3. Become a CA Multiple Award Schedules (CMAS) Contractor. California State Government offers existing contractors the opportunity to hold multiple contracts at the State and Federal level in order to streamline purchasing for Government agencies. For more information: CMAS Contract Management & Information Guide (PDF), or online at www.pd.dgs.ca.gov/cmases or by phone (916) 375-4363.

4. Market Your Business To State Agencies: Once you become SB and /or DVBE certified and/or become a CMAS contractor your business information is included on databases accessible to State purchasing officials, but you must still market your products and services to state agencies. You can:

- Contact SB/DVBE Advocates for marketing information (www.pd.dgs.ca.gov/smbus/advocate)
- Find list of state agencies with purchasing authority (www.pd.dgs.ca.gov/deleg/deleqpurch)
- Use the State Phone Book (www.cold.ca.gov)
- Maximize your certification and contact local government and industry partners (www.pd.dgs.ca.gov/recipro/default)
- Receive up-to-date information on SB/DVBE community (www.pd.dgs.ca.gov/newsevents)

**For more information contact:
Department of General Services
Procurement Division**

707 Third Street, 2nd Floor
West Sacramento, CA 95605
Phone: (800) 559-5529 / (916) 375-4400
Fax: (916) 375-4613
Website: www.dgs.ca.gov/pd

Office of Small Business (SB) and Disabled Veteran Business (DVBE) Services

707 3rd Street, 1st Floor, Room 400
West Sacramento, CA 95605
Phone: (916) 375-4990
Fax: (916) 375-4950
Email: OSDSHelp@dgs.ca.gov

Selling To the Federal Government

The U.S. General Services Administration (GSA) is the Federal government's central management agency that sets policy for federal procurement which promotes management best practices and efficient government operations.

TO GET STARTED:

1. D-U-N-S - Obtain a Data Universal Numbering System (D-U-N-S) Number for physical identification of your business on-line at www.small-business.dnb.com and click "Establish" then "Get D&B D-U-N-S", or by phone at (866) 705-5711 (10 minutes and free of charge)

2. Research your North American Industry Classification System (NAICS) and US Standard Industrial Classification (SIC) Codes at Bureau of Census www.census.gov, or the SBA's table of Small Business Size Standards (PDF) at www.sba.gov

3. If you have not already done so, set up an Electronic Funds Transfer (EFT) with your bank or financial institutions

4. CCR - Register your Business with the Federal Government to obtain your Marketing Partner ID Number (MPIN): Central Contractor Registration (CCR) at www.ccr.gov. If you have documentation at hand, this process will take an hour. Check the FAQ section for required documentation

5. OCRA - Fill out the Online Representations and Certifications Application (OCRA); you will need both DUNS and MPIN numbers from steps 1 and 2 at: orca.bpn.gov

Have questions or want assistance for this certification process, attend a Free Workshop. Find locations under the Upcoming Events section at the Federal Technology Center website at www.theftc.org.

Search for Bids and Contracts: Find Federal Contracting Opportunities at www.fedbizopps.gov, and sign up for free automatic notices of pending contracts.

GSA Schedules: U.S General Services Administration (GSA) offers the largest Government wide long-term contracts. Find out about working with other GSA Contractors and Subcontractors. GSA allows other Government agencies to purchase directly from GSA Schedule Contractors through the GSA Advantage website at www.gsaadvantage.gov.

For more information contact:

General Services Administration

Office of Small Business Utilization Pacific Rim Region

450 Golden Gate Avenue, Fifth Floor - Room 5-6535
San Francisco, CA 94102
Hours: 8:00 AM - 4:30 PM
Phone: (415) 522-2700 / (415) 522-3001
Fax: (415) 522-2705
Website: www.gsa.gov

The General Services Administration's Office of Small Business Utilization provides listings, applications and general information on bidding for federal contracts. The Pacific Rim Region's Office of Small Business Utilization (SBU) promotes increased access to GSA's nationwide procurement opportunities. The SBU is GSA's advocate for small, minority, veteran, HUB Zone, and women owned businesses. Regular events and outreach activities connect small businesses with key contracting experts. Federal procurement process counseling is also provided.

U.S. Small Business Administration

Government Contracting Minority Business Development

San Francisco SBA Office
455 Market Street, 6th Floor
San Francisco, CA 94105
Phone: (415) 744-6820
Website: www.sba.gov

Small Business Transportation Resource Center Southwest Region - SW

275 Fifth Street, Suite 404
San Francisco, CA 94103
Phone: 415-348-6262
Website: www.uspaacc.com/sbtrc/index.html

Small Business Transportation Resource Center is a USDOT/OSDBU grantee that helps businesses become certified, obtain and win bids for transportation-related projects. Call the Center to set up a 45-minute consultation. Being certified with other agencies increases your chances to access more contracts.

To Schedule FREE Government Contracting Counseling Session call (916) 334-9388 or (866) 382-7822 toll-free (in California)



Coit Tower

PART 8 What You Need To Know About Accessing Capital

When considering funding for your new venture the thought of obtaining a loan is an issue that should be thought out with careful consideration. In order to not saddle yourself with debt, you may choose to obtain initial financing from your own savings, friends and family members, informal investors, or home-equity loans. The next source you should consider is the institution that currently manages your finances; this will usually be a privately held institution such as your local bank. You typically can receive better terms on your loan by going through an institution you are currently a customer with because they want to keep your business. When seeking commercial financing, you need to be prepared to discuss your project with a loan officer. To prepare, there are a few basic things you should know before applying for a loan:

Have a Business Plan: The most important part of your business plan when obtaining a loan is your financial plan. This section will usually contain financial projections if your business is just starting or history if you have been in business for any length of time before searching out a loan.

This information will give the institution important information on how you expect to pay back and if you will be able to repay your loan.

(Note: You may qualify for free business and financial planning assistance through a government funded economic development organization. For more information see Part 9: What You Need to Know about Business Development Programs, or contact the Small Business Assistance Center at www.sfgov.org/sbac, or call (415) 554-6134)

Credit History: Know your credit score. This is important because the financial institution will need to know if you have a good consistent record of paying off your debts. Since the institution will thoroughly review your credit history, you should obtain a credit report on your own through a credit reporting agency to see where you stand. Obtaining a credit report and reviewing it before you apply for a loan will allow you to clear up any mistakes or resolve any issues regarding your credit. You can obtain a current credit report from certain reporting agencies such as Equifax. You can also obtain free credit counseling from certain credit counseling services such as Consumer Credit Counseling Services of San Francisco (CCCSF), a non profit service and member accredited by the National Foundation of Credit Counseling (NFCC).

Collateral or Minimum Capital Injection: Check your financials, including income, assets and debts. Institutions must be assured they can seek reimbursement in terms of property or securities should you default on the loan. You may want to find out if the institution is an SBA lender. The SBA, or U.S. Small Business Administration, enables participating banks to provide financing that is otherwise not available by guaranteeing 75%-85% of the loan. This helps to offset the risk associated with lending to small businesses. For more information on SBA programs go to www.sba.gov.

Business Related Experience: Before a financial institution will fund your start up venture they need to know what experience you have. They will also want to know what type of experience you have relating directly to the business you are starting. Institutions do this to get a feel for whether you know the industry you are entering and how well you will be able to manage your business in that industry.

SBA GUARANTEED LOANS

The Small Business Administration (SBA) has created a program of government-guaranteed loans designed to help give small businesses that may not otherwise qualify for credit get the funds they need. SBA loans make it possible to qualify businesses more easily and provide them with

more flexible terms than conventional loan options, letting you preserve working capital for other expenses. The following is a partial list of SBA Guaranteed Lenders: *(Note: The list is not intended to be an endorsement. It is solely provided for your convenience. You may wish to contact other banking institutions, including those not on this list, for competitive products).*

Bank of America

Phone: (800) 263-2055

Website: www.bankofamerica.com/

Innovative Bank

Phone: (510) 899-6812

Website: www.innovativebank.com

Sterling Savings Bank

Phone: (800) 772-7791

Website: www.sterlingsavingsbank.com

Superior Financial Group, LLC

Phone: (877) 675-0500

Website: www.superiorfg.com

Union Bank of California

Phone: (866) 825-6267

Website: www.uboc.com/

Wells Fargo

Phone: (800) 495-8256

Website: www.wellsfargo.com/

MICRO LENDERS & ALTERNATIVE LENDERS

If you are unable to secure a bank loan, you may be eligible for loans from other sources including alternative lenders and micro lenders. Alternative lenders lend to businesses that have limited or no access to a bank loan. They are typically non profit organizations targeting underserved communities to promote economic development. Alternative Lenders and Micro Lenders exist to fill the gap that exists between bank requirements and many profitable businesses. The following is a list of micro lenders:

TMC Working Solutions

611 Front St
San Francisco, CA 94111
Phone: (415) 477-8415
Website: www.tmcworkingsolutions.org

TMC Development Working Solutions is a nonprofit organization providing loans from \$5,000 to \$25,000 with a fixed interest rate around 6%. Working Solutions is an SBA Micro Loan intermediary.

OBDC Small Business Finance

519 17th Street, Suite 700
Oakland, CA 94612
Phone: (510) 763-4297
Website: www.obdc.com

OBDC Finance offers commercial loans to start-up and existing businesses in the San Francisco Bay Area, with emphasis on Alameda, Contra Costa, San Francisco, and Solano counties. All products are fully-amortized term loans at fixed competitive interest rates offered to firms unable to obtain conventional financing.

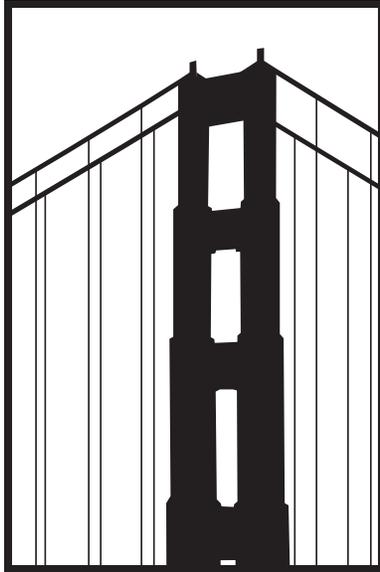
Opportunity Fund

785 Market Street, Suite 1700 (@4th St)
San Francisco, California 94103
Phone: (866) 299-8173 / (408) 297-0204
Website: www.opportunityfund.org

Opportunity Fund is a nonprofit organization providing loans from \$1,000 - \$10,000 with interest rates that range based on the size of the loan, a \$1,000 - \$2,000 credit builder loan for people that have bad credit, which helps build a good credit history, and can provide loans up to \$200,000 for entrepreneurs with existing businesses, good credit and collateral.

ADDITIONAL MICRO LENDERS

Mission Economic Development Agency (MEDA), Southeast Asian Community Center (SEACC), and Mission SF also administer micro loans. For additional information on these micro lenders refer to Part 9: What You Need to Know about Business Development Programs.



The Golden Gate Bridge

PART 9 What You Need To Know About Business Development Programs

The City and County of San Francisco partners with government and nonprofit organizations to provide free to low cost business development assistance to help small businesses and entrepreneurs plan, start, and manage their small business. The following is a list of organizations, description and contact information:

Nonprofit Economic Development Organizations

LA COCINA

2948 Folsom Street
San Francisco, CA 94110
Phone: (415) 824-2729
Website: www.lacocinasf.org

La Cocina provides a commercial kitchen incubator (for up to five years) as well as technical assistance and training to women food industry entrepreneurs. Knowledgeable volunteer professionals provide assistance to the

entrepreneurs in various aspects of business development, including pricing, packaging, target marketing, and more. La Cocina also provides commercial kitchen rental space.

LESBIAN GAY BISEXUAL TRANSGENDER COMMUNITY CENTER (LGBT)

1800 Market Street
San Francisco, CA 94102
Phone: (415) 865-5515
Website: www.sfcenter.org

The San Francisco LGBT Community Center Business Development Program provides free expert one-on-one counseling to address a full spectrum of business planning and marketing needs. Special emphasis is placed on providing strategic support with loans, loan packaging, and post-loan technical assistance. The Center also offers regularly held group workshops on a variety of topics including marketing, business financing, sales, legal, human resources, and more.

MISSION ECONOMIC DEVELOPMENT AGENCY (MEDA)

2301 Mission Street, Ste 301
San Francisco, CA 94110
Phone: (415) 282-3334
Website: www.medasf.org

MEDA is a community-based economic development corporation located in the Mission. MEDA's Business Development Program (BDP) offers one-on-one coaching and group workshops in both English and Spanish to develop entrepreneurial skills and maximize business retention. It also facilitates access to capital for its clients through partnerships with banks and micro-lenders, and offers loans up to \$10,000 when funding is available.

MISSION SF FEDERAL CREDIT UNION

3269 Mission Street
San Francisco, CA 94110
Phone: (415) 206-0846 x20
Website: www.mission.coop

Mission SF is a community-owned not-for-profit financial institution providing financial services to Mission area small businesses that are not served by mainstream financial institutions. Mission SF provides small business loans to low-income entrepreneurs who can not qualify for a traditional

bank loan, and other helpful loan products, including credit builder loans, and payday alternative loans.

RENAISSANCE ENTREPRENEURSHIP CENTER & BAYVIEW BUSINESS RESOURCE CENTER (BBRC)

275 Fifth Street (South of Market, San Francisco, CA 94103)
3801 Third Street (BBRC at Bayview Plaza, San Francisco, CA 94124)
Phone: (415) 541-8580 (South of Market)
Phone: (415) 647-3728 (BBRC)
Website: www.rencenter.org

Renaissance Entrepreneurship Center and the BBRC offer comprehensive small business training and support services for entrepreneurs at every stage of their business development, from start up to sustainability and growth. Services include intensive training classes on business start-up and business planning, skill building and industry specific workshops, financial education, access to capital, IDAs, one-on-one technical assistance, technology training, a women's business center, fashion industry network, graduate services, and a small business incubator program.

SAN FRANCISCO SMALL BUSINESS DEVELOPMENT CENTER (SBDC)

300 Montgomery Street, Suite 789
San Francisco, CA 94104
Phone: (415) 841-4050
Website: www.sfsbdc.org

The SBDC provides free, confidential one-on-one business counseling, hands-on workshops and access to capital for existing small businesses and ready to launch start-ups. SBDC services include counseling and assistance with business plans, financial projections and budgeting, operating challenges, loan packaging and more. Services are provided by SBDC staff and over twenty professional small business consultants with skills from business planning, financial management, bookkeeping, and marketing, to sales, technology, web design, wholesale, retail, and restaurants.

SOUTHEAST ASIAN COMMUNITY CENTER (SEACC)

875 O'Farrell Street
San Francisco, CA 94109
Phone: (415) 885-2743
Website: www.seaccusa.org

The Southeast Asian Community Center is a multi-service non-profit organization serving small businesses in the Greater San Francisco Bay Area. SEACC's business support services include one-on-one technical assistance, credit evaluation and repair, business plan development, financial projections, marketing, business expansions, interpretation and translation services, and loan packaging. In partnership with the SBA SEACC administers one of the two SBA 7(m) Microloan programs in the San Francisco Bay Area and can make small business loans up to \$35,000.

WOMEN'S INITIATIVE (WI) & ALAS

1398 Valencia Street
San Francisco, CA 94110
Phone: (415) 641-3460
Website: www.womensinitiative.org

Women's Initiative serves low-income English and Spanish-speaking women, through its Spanish program ALAS in an all women environment. Women's Initiative provides a business management course, financial services including loan, technical support, peer support groups, access to markets, and coaching. WI manages its own relationship-based loan fund and IDA accounts in partnership with EARN. For program graduates WI offers, SuccessLink, a program that links graduates to each other and to experienced business women.

Government

U.S. SMALL BUSINESS ADMINISTRATION

455 Market Street, 6th Floor
San Francisco, CA 94105
Phone: (415) 744-6820
Website: www.sba.gov

The Small Business Administration is a federal government agency that provides support services to small businesses. The San Francisco SBA Office provides a number of services including the Business Information Center (BIC), which has more than 2,000 small business planning tools, and the Entrepreneur Center, offering a variety of business classes and workshops throughout the year to help individuals plan, start and grow their business.

SERVICE CORPS OF RETIRED BUSINESS EXECUTIVES (SCORE)

455 Market Street, 6th Floor
San Francisco, CA 94105
Phone: (415) 744-6827
Website: www.sfscore.org

SCORE is a non-profit association of active and retired executives and business owners dedicated to educating entrepreneurs on the many aspects of starting and operating a business. SCORE counselors donate their time and expertise providing free counseling to America's small businesses on a range of topics including: entity formation and structure, business management, export/import finance, accounting, record keeping, taxes, marketing, sales promotion, advertising, and more.



Memorial Column, Union Square

PART 10

What You Need To Know About Business Resources

There are several additional business resources that may prove helpful to your business. The following is a description of these resources by topic.

Business Support

The following organizations provide access to business information and networks.

CITY COLLEGE OF SAN FRANCISCO BUSINESS DEPARTMENT SMALL BUSINESS PROGRAM

50 Phelan Avenue, C105

San Francisco, CA 94112

Phone: (415) 239-3203

Website: www.ccsf.edu/business

Programs are designed to provide complete basic knowledge to the student interested in owning and operating his or her own small business. Whatever the business plan, whether it be the one-person, home-based enterprise or a larger business endeavor, classes are designed to meet the needs of the individual.

SAN FRANCISCO PUBLIC LIBRARY

100 Larkin Street
San Francisco CA 94102-4733
Phone: (415) 557-4400
Website: www.sfpl.org

The Small Business Center & the Government Information Center at the main public library provide materials and resources on how to plan, finance, organize, operate and market a small business, including free access to demographic data and government documents offering computerized searching of patents and trademarks, and business related statistics for San Francisco.

CHAMBERS OF COMMERCE AND BUSINESS ASSOCIATIONS

San Francisco boasts a culturally diverse business population, represented by the various ethnic chambers organized in San Francisco, including the Asian Business League (ABL), Black Chamber of Commerce, Chinese Chamber of Commerce, Filipino American Chamber of Commerce (FACC), Golden Gate Business Association (GGBA), Hispanic Chamber of Commerce (SFHCC), and San Francisco Chamber of Commerce.

MERCHANT ASSOCIATIONS

San Francisco is known for its unique and diverse neighborhoods and their vibrant business districts, offering residents and visitors alike a global dining and shopping experience. The San Francisco Council of District Merchants is the premier organization representing over twenty neighborhood merchant associations across the city, including the following neighborhoods: Excelsior, Fillmore, Glen Park, Inner Sunset, Marina, Mission, Noe Valley, Northeast Mission, Ocean Avenue, Polk Street, Potrero Hill, South of Market, Taraval/Parkside, Union Street, and West Portal.

For more information including how to contact these associations contact: Small Business Assistance Center (SBAC)

City Hall, Room 110
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102
Phone: (415) 554-6134
Email: sbac@sfgov.org
Website: www.sfgov.org/sbac

Import/Export Resources

The following agencies provide import/export resources and assistance.

U.S. CUSTOMS AND BORDER PROTECTION

555 Battery Street, Suite 228
San Francisco, CA 94126
Phone: (415) 782-9210
Website: www.cbp.gov

The U.S. Customs and Border Protection provides information on import and export rules and regulations and ports of entry.

INTERNATIONAL TRADE ADMINISTRATION/U.S. DEPARTMENT OF COMMERCE U.S. DEPARTMENT OF COMMERCE/COMMERCIAL SERVICE

250 Montgomery Street, 14th Floor
San Francisco, CA 94104
Phone: (415) 705-2300
Website: www.buyusa.gov/sanfrancisco

The International Trade Administration of the U.S. Department of Commerce provides trade leads and helps locate foreign distributors/agents. They also conduct trade missions, fairs, seminars and conferences.

SAN FRANCISCO CHAMBER OF COMMERCE INTERNATIONAL BUSINESS ALLIANCE (IBA)

235 Montgomery Street, 12th Floor
San Francisco, CA 94104
Phone: (415) 392-4520
Website: www.sfchamber.com

The International Business Alliance offers opportunities to establish personal contacts with foreign and local enterprises. Promote your company and participate in activities that respond to the needs of the international business community.

Legal Resources

The following organizations either provide free legal assistance and consultations or can refer you to lawyers or agencies for help with legal matters concerning your business.

BAR ASSOCIATION OF SAN FRANCISCO

301 Battery St, Third Floor
San Francisco, CA 94111
Phone: (415) 982-1600
Website: www.sfbar.org

The Bar Association of San Francisco Lawyer Referral Service provides referrals to experienced attorneys for all types of business needs. Start-ups serving disadvantaged communities may qualify for assistance through the Volunteer Legal Services program. Mediation services are also provided.

LAWYERS COMMITTEE FOR CIVIL RIGHTS OF THE SAN FRANCISCO BAY AREA

Legal Services for Entrepreneurs (LSE)
131 Steuart St., Suite 400
San Francisco, CA 94105
Phone: (415) 543-9444
Website: www.lccr.com

The Lawyers Committee for Civil Rights formed Legal Services for Entrepreneurs to assist low-income individuals who are starting or growing small businesses. LSE also assists businesses that wish to open in economically distressed neighborhoods. LSE focuses on clients who propose to start or develop for-profit businesses and who may not be experienced in starting or running a venture and have limited access to capital. LSE services are limited to business law matters and do not include services related to disputes, claims or lawsuits.

U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)

350 Embarcadero Street Suite 500
San Francisco, CA 94105-1260
Phone: (415) 625-5600 / (800) 669-4000
Website: www.eeoc.gov/sanfrancisco

The U.S. Equal Employment Opportunity Commission is a federal agency that enforces laws concerning prohibiting job discrimination. The EEOC also provides oversight and coordination of all federal equal opportunity regulations, practices, and policies. They provide information to small businesses which may not have a human resources department or a specialized EEO staff.

COMMUNITY BOARDS

3130 24th Street
San Francisco, CA 94110-4020
Phone: (415) 920-3820
Website: www.communityboards.org

Community Boards is a non-profit corporation providing San Francisco residents, consumers, neighborhood and condominium associations and businesses with no-cost and low-cost mediation services, which are an excellent and effective alternative to expensive and burdensome legal actions

Workforce Services

The following agencies provide workforce services to the business community.

ECONOMIC AND WORKFORCE DEVELOPMENT

Workforce Development assists businesses in hiring and retaining workers through services such as tax credit assistance to reduce the cost of hiring new staff, customized and on-the-job-training to help businesses respond to changing technologies and markets, access to qualified job candidates and applicant screening through the One Stop Career Centers, and strategic planning and support to avoid unnecessary downsizing.

SAN FRANCISCO ONE STOP CAREER LINK CENTERS

The One Stop Career Link Centers offer a variety of FREE job search, career development and employment resources for all San Francisco jobseekers and employers. For Employers, One Stop Career Link Centers serve as a single point of contact for the business community to obtain access to an array of services available at no cost, including recruiting qualified candidates, onsite interviewing and training, Rapid Response and hiring tax credits.

For more information and to find a One-Stop Career Center near you contact:

Economic and Workforce Development
Phone: (415) 581-2352
Website: www.owed.org

ONE-STOP SAN FRANCISCO

Phone: (415) 401-4949
Website: sfgov.org/site/onestop_index.asp

Utilities

The following companies provide services to San Francisco businesses.

GAS AND ELECTRIC SERVICE

Pacific Gas and Electric Company (PG&E)

Phone: (800) 743-5000 24-Hour Customer Service
Phone: (800) 933-9555 Smarter Energy Line
Website: www.pge.com/mybusiness/

Customer service will help you establish new gas and electric accounts and answer billing questions. To establish an account, a deposit of twice the estimated monthly bill may be requested. After 12 consecutive months of timely payments, any deposits, plus interest may be refunded. Service will be provided within 48 hours of your request. However, for new or increased uses, or new construction, check with PG&E at the beginning of your project to ensure they will be able to accommodate adequate supply of gas and electric service to your business and for a cost and timeline estimate for added services. For questions about how much energy your appliances use, call the toll-free Smarter Energy Line.

GARBAGE COLLECTION

Sunset Scavenger Company (SSC)

Phone: (415) 330-1300
Website: www.sfrecycling.com/index.php

Sunset Scavenger is San Francisco's authorized collection company serving businesses in neighborhoods stretching from the Golden Gate Bridge to Monster Park such as the Sunset and Mission Districts, the Bay View, Noe Valley, Glen Park, the Presidio, Haight Ashbury, Cole Valley, and many others.

GOLDEN GATE RECYCLING AND DISPOSAL COMPANY (GGRDC)

Phone: (415) 626-4000
Website: www.sfrecycling.com/index.php

Golden Gate Disposal & Recycling is San Francisco's authorized collection company serving businesses in the Financial District and contiguous neighborhoods including North Beach, South of Market, South Beach, Fisherman's Wharf and the Marina District.

TELEPHONE

AT&T

Phone: (800) 222-0400
Website: www.wireless.att.com/businesscenter/business-programs/small/index.jsp

Call an account executive to assist you with your business telecommunication needs. Charges will vary depending upon the needs of your business.

Comcast

Phone: (800) 316-1619 24-hour customer service for business accounts
Website: www.business.comcast.com/index2.aspx

Call an account executive to assist you with your business telecommunication needs. Charges will vary depending upon the needs of your business.

WATER**San Francisco Public Utilities Commission/Water Department**

Customer Service

1155 Market Street, First Floor

San Francisco, CA 94103

Hours: 8:00 AM - 5:00 PM

Phone: (415) 551-3000

Website: www.sfwater.org

When starting service, there is a \$32 fee to establish the account and a deposit is required. The deposit shall be approximately twice the estimated monthly water and sewer (wastewater) charges, but in no case shall it be less than \$50. The deposit plus interest will be returned to you after one year of good payment history. The amount of the deposit will depend on the history of water usage by a previous user and the projected amount of usage. Additionally, new businesses requesting a new connection or requiring additional capacity may have to pay a water and wastewater capacity charge, which is calculated with your building permit application. The SFPUC also offers a variety of incentive programs such as rebates, conservation devices, and free conservation audits to help customers increase water efficiency and reduce utility bills. Visit conserve.sfwater.org or call (415) 551-4730 for more information or to schedule an inspection.

Business Publications & Start-Up Kits

The following state and federal publications offer additional information and resources on starting and managing a business in California, including information on business taxes and labor laws.

California Labor Law Survival Kit

Phone: (916) 444-6670 (California Chamber of Commerce Labor Law Helpline)

Website: www.calbizcentral.com**Employer's Guide to the Fair Labor Standards Act**

Phone: (800) 677-3789 / (202) 872-4000

Website: www.thompson.com/public/offerpage.jsp?promo=WAGE**Circular E, Employer's Tax Guide**

Internal Revenue Service

Phone: (800) 829-3676

Website: www.irs.gov/pub/irs-pdf/p15.pdf, and www.irs.gov/formspubs/index.html**California Employer's Guide**Website: www.edd.ca.gov/taxrep/de44.pdf (download)Website: www.edd.ca.gov/taxrep/taxordn2.htm (order on-line)**Guide for Corporations Starting Business in California**

Franchise Tax Board (FTB publication 1060)

Website: www.ftb.ca.gov/forms/misc/1060.pdf**Striking Gold in California**Website: www.taxes.ca.gov/striking.pdf



This booklet was prepared by the

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