OSB Highlights:

OSB clients approved for City’s Revolving Loan Fund!

- Esmerelda Kent of Kinkaraco, a green burial service business in San Francisco was referred to the Small Business Assistance Center by Supervisor David Campos in 2010 for assistance growing her business. At the time, Kinkaraco had received some press for its unique and green business concept, and Esmerelda was seeking financing to move out of her apartment and into a commercial space. OSB staff provided many resources and referrals, including information on the city’s Revolving Loan Fund (RLF), and Jobs Now! program. While Esmerelda did not initially qualify for a loan, with Working Solutions (WS) guidance, Esmeralda reapplied and received a loan of $5,000 this quarter.

- OSB client Aquiles Guerrero of Cumaica Coffee visited the Small Business Assistance Center in 2010 with plans to open a second location and expand an existing Cumaica Coffee location. OSB Case Manager provided information on the city’s RLF and referred client to Working Solutions. Cumaica was approved for a $50,000 loan from Working Solutions this quarter.

OSB client wins CAMEO’s 2014 Faces of Entrepreneurship Award!

- Patty Rodriguez of SF Parking awarded CAMEO’s (California Association for Micro Enterprise Opportunity) 2014 Faces of Entrepreneurship Award this quarter. Businesses are nominated based on type of business, region, demonstrated growth and job creation, and contributions to their community. Patty was nominated by Working Solutions who she received a $25,000 loan from in January 2013. Patty was originally referred to WS by an OSB Case Manger in 2012 when she came in seeking assistance complying with the city’s new Revenue Control Equipment (RCE) requirement.
**License123 by the Numbers**

<table>
<thead>
<tr>
<th></th>
<th># of Users</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Users</strong>&lt;br&gt;(including repeats)</td>
<td>1112</td>
<td></td>
</tr>
<tr>
<td><strong>Total Unique Users</strong></td>
<td>789</td>
<td>71%</td>
</tr>
<tr>
<td><strong>Repeat Users</strong></td>
<td>323</td>
<td>29%</td>
</tr>
<tr>
<td><strong>New Business</strong>*</td>
<td>578</td>
<td>73%</td>
</tr>
<tr>
<td><strong>Existing Business</strong>*</td>
<td>211</td>
<td>27%</td>
</tr>
<tr>
<td><strong>SF Users</strong>*</td>
<td>628</td>
<td>80%</td>
</tr>
<tr>
<td><strong>CA (non-SF) Users</strong>*</td>
<td>136</td>
<td>17%</td>
</tr>
<tr>
<td><strong>Out-of State Users</strong>*</td>
<td>25</td>
<td>3%</td>
</tr>
</tbody>
</table>

*Numbers are based on unique users*

**L123 Users by District**

- District 1: 6%
- District 2: 4%
- District 3: 17%
- District 4: 10%
- District 5: 11%
- District 6: 13%
- District 7: 7%
- District 8: 7%
- District 9: 8%
- District 10: 13%
- District 11: 7%

**L123 Users Over Time**

- Total Users
- Unique Users

**L123 Users by Industry**

- Food and Drink: 19%
- Consulting: 16%
- Contracting/Construction: 13%
- Education: 1%
- Healthcare: 2%
- Manufacturing: 1%
- Real Estate: 3%
- Professionals: 3%
- Retail: 16%
- Auto Repair: 1%
- Business Services: 11%
- **Districts**
  - District 1: 6%
  - District 2: 4%
  - District 3: 17%
  - District 4: 10%
  - District 5: 11%
  - District 6: 13%
  - District 7: 7%
  - District 8: 7%
  - District 9: 8%
  - District 10: 13%
  - District 11: 7%