

# OFFICE OF SMALL BUSINESS DASHBOARD | APRIL - JUNE, 2014

Clients Served: April - June , 2014		
Month	# of Clients	% +/- (compared to last year)
April	177	-59.49%
May	131	-83.74%
June	175	-47.76%
<b>Total</b>	<b>483</b>	<b>-69.39%</b>

Note: Significant decrease from previous year Q2 is attributed to staff vacancies. In Q2 2014 OSB staffed at 1 Business Counselor compared to 3 same time last year. Due to staff vacancies, OSB closed for walk-ins, half days in Q2. Additionally, significant difference in # of clients served in May vs. April/June attributed to week and half office closure in May for Small Business Week activities and staff vacation.

### OSB Highlights:

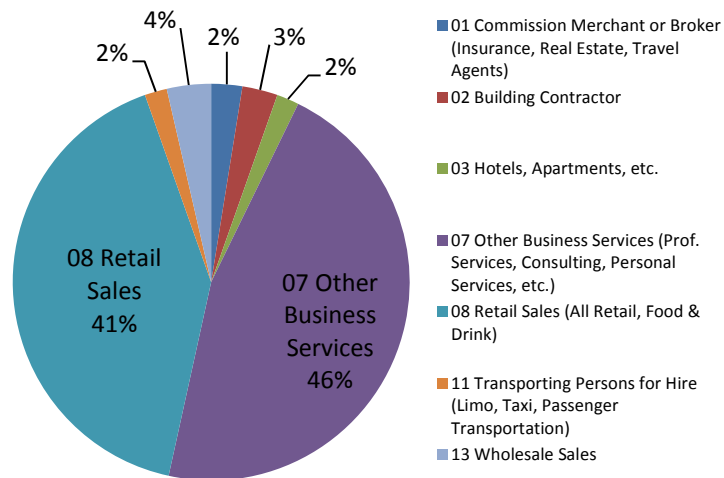
#### OSB clients approved for City's Revolving Loan Fund!

- 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.

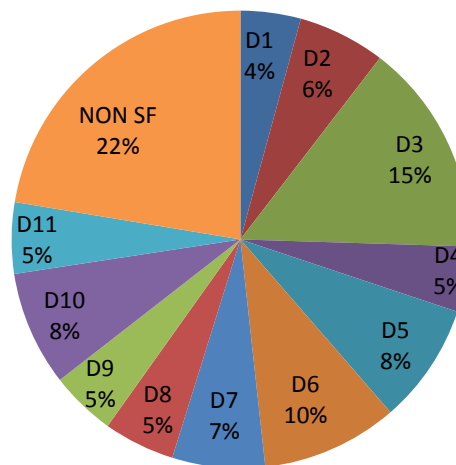
#### OSB client wins CAMEO's 2014 Faces of Entrepreneurship Award!

- 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.

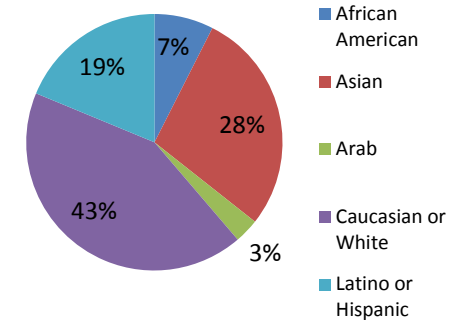
OSB Clients by Industry



OSB Clients by Supervisorial District



Race/Ethnicity (160 Reporting)

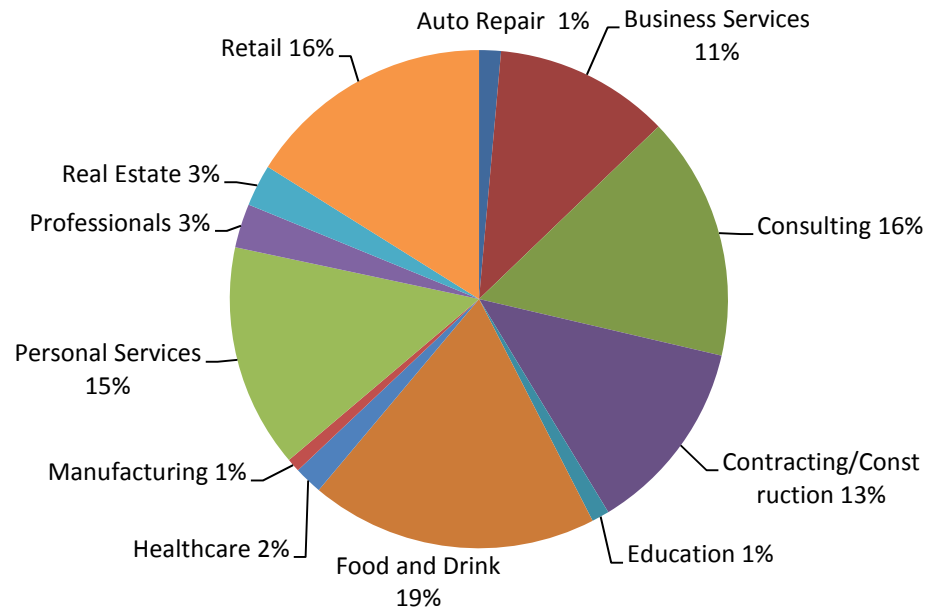


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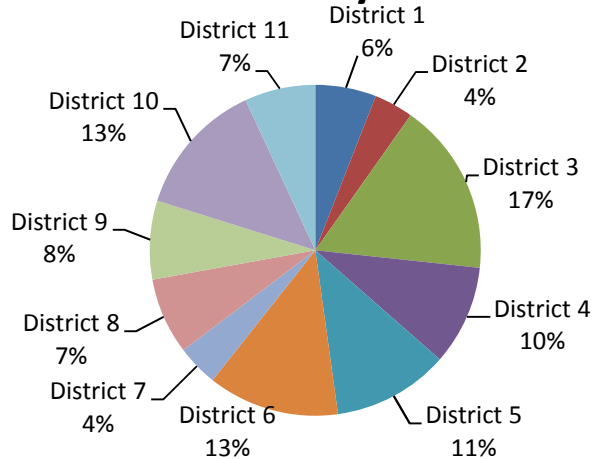
License123 by the Numbers		
	# of Users	% of Total
<b>Total Users</b> (including repeats)	1112	
<b>Total Unique Users</b>	789	71%
<b>Repeat Users</b>	323	29%
<b>New Business*</b>	578	73%
<b>Existing Business*</b>	211	27%
<b>SF Users*</b>	628	80%
<b>CA (non-SF) Users*</b>	136	17%
<b>Out-of State Users*</b>	25	3%

\*Numbers are based on unique users

## L123 Users by Industry



## L123 Users by District



## L123 Users Over Time

