

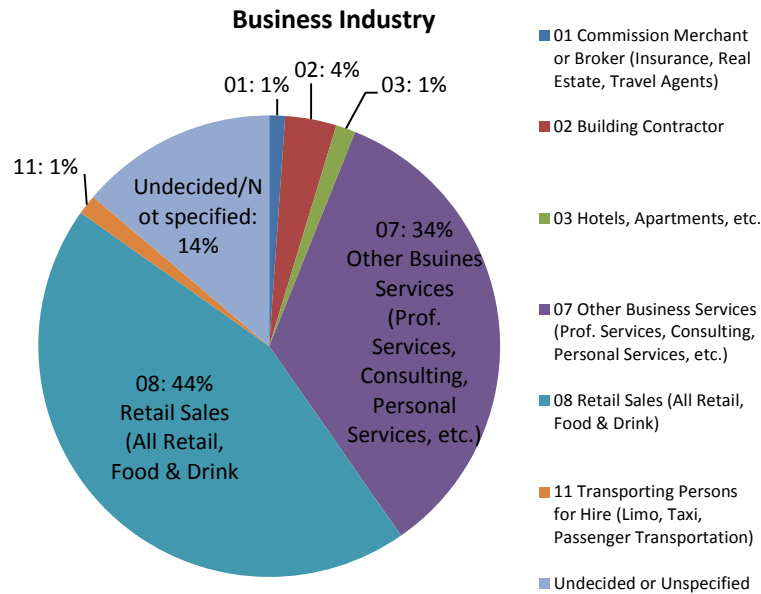
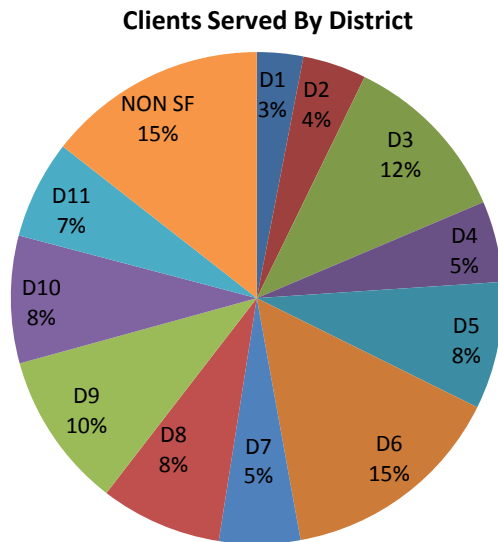
OFFICE OF SMALL BUSINESS DASHBOARD | JANUARY - MARCH, 2014

Clients Served: Jan - Mar, 2014		
Month	# of Clients	% +/- (compared to last year)
January	265	-23.9%
February	282	-11.6%
March	232	-39.4%
Total	779	-25.8%

Note: Significant decrease from previous year Q1 is attributed to staff vacancies. Same time last year OSB staffed at 3 Business Counselors, as compared to 1.75 Business Counselors.

OSB Highlights:

- Lana Bowen visited the office seeking information on opening her hair salon, SaLana at 1045 Bush Street. OSB staff provided Lana a checklist of all the important considerations with opening her salon at said location. Even though the space was a salon, staff informed Lana that given the obvious issues with accessibility, she could be at risk of a lawsuit, and these issues would need to be addressed. Staff connected Lana with the Invest In Neighborhoods team for assistance with obtaining a CASp inspection. Lana opened SaLana and is working to address accessibility issues.
- Delila Hailechristos of Relove, a new thrift store on Polk Street in an Invest in Neighborhoods area contacted the office for general information. OSB staff reviewed all the necessary requirements to ensure Delila had all the proper registrations and permits. During the course of the conversation, OSB staff inquired if the location was accessible, and informed Delila of the importance of being accessible. Staff referred Delila to the Invest in Neighborhoods team for assistance in obtaining a CASp. Delila obtained her CASp, and is currently working on removing barriers to access.

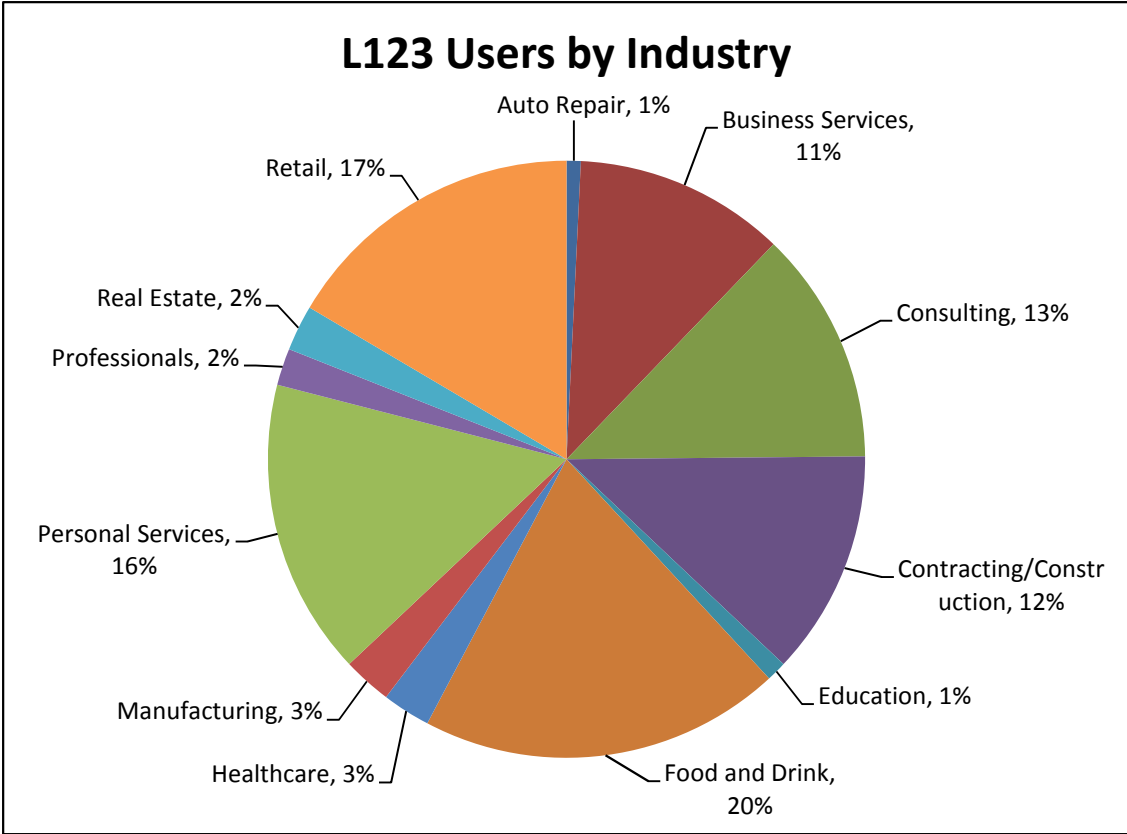


Notable Trends

Mobile Food continues to be an appealing option to those wishing to get into the food business in San Francisco. Equally popular and requested almost daily and sometimes several times per day is starting a janitorial/house cleaning business.

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License123 by the Numbers		
	# of Users	% of Total
Total Users (including repeats)	973	
Total Unique Users	689	71%
Repeat Users	284	29%
New Business	701	72%
Existing Business	272	28%
SF Users	798	82%
CA (non-SF) users	146	15%
Out-of State users	29	3%



L123 Users by District

