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**Director’s Message**

The City of Riverside’s Development Department is pleased to present the 2006 Business Resource Guide. The goal of the new resource guide is to provide you with access to the various programs, tools and services that will benefit your *bottom line* through technical assistance, financial capital, managerial training, increased productivity and access to the global marketplace.

Operating a successful business is not easy. This guide is specifically tailored toward business owners, and is designed to guide you through the hazards and roadblocks found in administrating a business. This guide provides you with many of the local resources and networks available to business owners and entrepreneurs and is intended to cover topics such as business development, permit processing, financial resources, international trade and managerial/technical support.

The growth of local businesses in Riverside is a high priority in the City’s overall economic development strategy. This comprehensive guide represents a commitment to meeting the need for information, assistance and support for one of the fastest growing economies in the nation. We salute the demonstrated ingenuity, creativity, and perseverance necessary to become a successful business owner.

Sincerely,

Belinda J. Graham
Development Director
City of Riverside - Profile

Riverside is a rapidly growing city of 300,351, which currently ranks as the 12th largest city in California. The citizens of Riverside are represented by elected members of the City Council in a Charter City form of government. City Manager, Bradley J. Hudson, sets the City's policies, establishes City goals and oversees and recommends the annual budget with the approval of Riverside’s seven City Council members and Mayor.

The City is home to four internationally-recognized colleges and universities, including the prestigious University of California, Riverside, with an expanding student population of over 17,700. Riverside is a large and diverse economy with the Inland Empire’s largest number of businesses and total jobs. Incorporated in 1883, Riverside is a unique blend of historic charm and modern city features.

Population
Population.................................................300,351
Population Growth, 2001-2005..........................45,185
Population Growth Percent, 2000-2005................15%
Population per Square Mile............................3,826
Median Age................................................30

Income
Average Household Income, 2005.........................$65,274
Median Household Income, 2005.........................$48,578
Total Personal Income, 2003.............................$5.3 Billion

Retail Sales
Taxable Sales, 2004........................................$4.1 Billion
Taxable Sales Growth, 2003-2004.......................11%
Taxable Sales Per Capita, 2004..........................$14,475

Labor Force
Employment..............................................143,800
Unemployment Rate (May 2006)........................4.4%

Existing Home Sales
Home Sales, 2005........................................6,016
Median Home Price, 2005, 3rd Quarter..................$393,641

New Home Sales
Home Sales, 2005........................................1,084
Median Home Price, 2005, 3rd Quarter..................$565,329
<table>
<thead>
<tr>
<th>Leading Employers</th>
<th>Total Employment</th>
</tr>
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<tbody>
<tr>
<td>1. County of Riverside</td>
<td>7,000</td>
</tr>
<tr>
<td>Industry: Government</td>
<td></td>
</tr>
<tr>
<td>2. University of California, Riverside</td>
<td>6,294</td>
</tr>
<tr>
<td>Industry: Higher Education</td>
<td></td>
</tr>
<tr>
<td>3. Kaiser Permanente</td>
<td>4,000</td>
</tr>
<tr>
<td>Industry: Healthcare</td>
<td></td>
</tr>
<tr>
<td>4. Riverside Community College</td>
<td>3,350</td>
</tr>
<tr>
<td>Industry: Higher Education</td>
<td></td>
</tr>
<tr>
<td>5. Riverside Unified School District</td>
<td>2,924</td>
</tr>
<tr>
<td>Industry: Education</td>
<td></td>
</tr>
<tr>
<td>6. City of Riverside</td>
<td>2,460</td>
</tr>
<tr>
<td>Industry: Government</td>
<td></td>
</tr>
<tr>
<td>7. Fleetwood Enterprises</td>
<td>2,386</td>
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<tr>
<td>Industry: Manufacturing – RV’s</td>
<td></td>
</tr>
<tr>
<td>8. Pacific Bell</td>
<td>1,800</td>
</tr>
<tr>
<td>Industry: Telecommunications</td>
<td></td>
</tr>
<tr>
<td>9. Riverside County Office of Education</td>
<td>1,782</td>
</tr>
<tr>
<td>Industry: Education</td>
<td></td>
</tr>
<tr>
<td>10. Riverside Community Hospital</td>
<td>1,641</td>
</tr>
<tr>
<td>Industry: Healthcare</td>
<td></td>
</tr>
</tbody>
</table>
Important Contacts

City of Riverside

Airport
Administration ................................................................. (951) 351-6113

City Council
Public Information ............................................................. (951) 826-5991

City Manager
Administration ................................................................. (951) 826-5553

City Clerk
Administration ................................................................. (951) 826-5557

Community Development Department
Administration ................................................................. (951) 826-5371
Building Division ............................................................... (951) 826-5697
Code Enforcement ............................................................. (951) 826-5633
Planning ................................................................. (951) 826-5371

Development Department
Administration ................................................................. (951) 826-5649
Arts & Culture ................................................................. (951) 826-2434
Economic Development .................................................. (951) 826-5649
Neighborhoods & Housing .............................................. (951) 826-5195
Real Property Services ..................................................... (951) 826-5461
Redevelopment ................................................................. (951) 826-5649

Fire
Administration ................................................................. (951) 826-5321

Human Resources
Administration ................................................................. (951) 826-5808
Job Line (24 Hour) ............................................................ (951) 826-5492

Mayor’s Office
Administration ................................................................. (951) 826-5551
Parks, Recreation & Community Services
Administration ...........................................................................................................(951) 826-2000

Police
Administration ...........................................................................................................(951) 826-5700

Public Utilities
Administration ...........................................................................................................(951) 826-5781
Customer Billing .........................................................................................................(951) 826-5440
Programs & Services .................................................................................................(951) 826-5485
Customer Service ......................................................................................................(951) 782-0330
Water Operations .......................................................................................................(951) 351-6370

Public Works
Administration ...........................................................................................................(951) 826-5341
Engineering ................................................................................................................(951) 826-5341

Local Chambers of Commerce

African American Chamber of Commerce ..................................................................(909) 888-5223
1911 E. Commerce Center, Suite 212
San Bernardino, CA 92408

Asian Indian Chamber of Commerce .......................................................................(909) 608-1575
3985 University Ave.
Riverside, CA 92501

Greater Riverside Chambers of Commerce ..............................................................(951) 683-7100
3985 University Ave.
Riverside, CA 92501

Greater Riverside Hispanic Chamber of Commerce .................................................(951) 683-7100
3985 University Ave.
Riverside, CA 92501

School Districts

Alvord Unified School District ...................................................................................(951) 509-5000
10365 Keller Ave
Riverside, CA 92505

Riverside County Office of Education ......................................................................(951) 826-6530
3939 13th St.
Riverside, CA 92501
Riverside Unified School District ............................................................................ (951) 788-7134
3380 14th St.
Riverside, CA 92501

Local Colleges/Universities

California Baptist University ............................................................................ (951) 343-5099
8432 Magnolia Ave.
Riverside, CA 92504

California State University – San Bernardino .................................................... (909) 880-5000
5500 University Parkway
San Bernardino, CA 92407

La Sierra University ...................................................................................... (951) 785-2000
4500 Riverwalk Parkway.
Riverside, CA 92515

Riverside Community College (RCC) ............................................................. (951) 222-8000
4800 Magnolia Ave
Riverside, CA 92506

University of California – Riverside (UCR) .................................................... (951) 827-1012
900 University Ave.
Riverside, CA 92521

County of Riverside

Assessors Office .......................................................................................... (951) 955-6210
4080 Lemon St.
Riverside, CA 92501

Board of Supervisors ................................................................................... (951) 955-9500
4080 Lemon St.
Riverside, CA 92501

Economic Development Agency .................................................................... (951) 955-8916
1157 Spruce Street
Riverside, CA 92507

Treasurer/Tax Collector .............................................................................. (951) 955-3900
4080 Lemon St.
Riverside, CA 92501
Local Business Resources

City of Riverside

Development Department
3900 Main St. 5th Floor
Riverside, CA 92522
(951) 826-5649
Contact: Conrad Guzkowski, Assistant Director
www.riversideca.gov/devdept

Services Provided:
The City of Riverside’s Development Department administers several programs aimed at assisting local businesses and encouraging entrepreneurial investment. Such programs include:

- **Business Retention and Expansion (BRE) Program**

  The goal of the BRE program is to identify the needs, wants and concerns of local businesses in order to enhance the viability of the business community and to create a business-friendly environment in which businesses prosper and expand to become increasingly productive and profitable.

  The BRE program achieves this goal by meeting with local businesses to increase their knowledge of available programs and incentives and provide direct assistance to existing businesses for their growth and expansion plans.

  **For more information, contact Nathan R. Freeman, Business Development Coordinator at (951) 826-5374.**

- **Fast Track Program**

  The City has developed a Fast Track Permit Processing Team composed of department heads or representatives with decision-making authority to “fast track” the permitting process of commercial and industrial projects. In order to qualify for this timesaving permitting program, commercial and/or industrial projects must meet at least one (1) of the following criteria: 1) Create 100 new permanent full-time jobs; or 2) Invest $25 million in land, building and equipment; or 3) Generate at least $40 million in taxable retail sales annually.

  **For more information, contact Howard Fields, Economic Development Project Manager at (951) 826-5519.**
• **International Trade Assistance**

The Development Department partners with several international trade organizations to provide international trade opportunities for local businesses. The Department can supply your organization with information on developing an international marketing plan, connecting with overseas buyers and sellers, and information on upcoming trade missions.

**For more information, contact Nathan R. Freeman, Business Development Coordinator at (951) 826-5374.**

• **Site Location Assistance**

The Development Department can assist local businesses identify property for expansion purposes, evaluate relocation requirements, work with local brokers, and coordinate with city staff regarding zoning, planning and building issues.

**For more information, contact Gregory Lee, Business Development Coordinator at (951) 826-5145.**

• **Commercial Improvement Program**

The Commercial Improvement Program provides up to 90% of the funding for businesses to improve the façade of their commercial buildings. Eligible improvements include exterior painting, window replacement, installation of new signs, landscaping, demolition and architectural fees up to $3,000.

**For more information, contact Kaitlyn Nguyen, Project Assistant at (951) 826-2430.**

**Business License Division**

3900 Main St.
Riverside, CA 92522
(951) 826-5465
Contact: Tom Gehrken, Business Tax/Collections Supervisor
www.riversideca.gov/finance/license.asp

**Services Provided:**

A business license is required to conduct business within the City of Riverside. They are issued by the City to ensure compliance with appropriate local business regulations, and to collect business taxes. The City’s Business License Division is responsible for issuing business licenses and collecting business license fees.
Planning Division
3900 Main St.
Riverside, CA 92522
(951) 826-5371
Contact: Dirk Jenkins, Senior Planner
www.riversideca.gov/planning

Services Provided:
The City of Riverside’s Planning Division is responsible for sustaining and upholding the City’s general plan which defines the purposes, policies and programs for the development of Riverside. The Department also regulates the use of privately-owned property through zoning regulation, specific plan ordinances and state laws, and through the approval of proposed subdivisions.

Building & Safety Division
3900 Main St.
Riverside, CA 92522
(951) 826-5697
Contact: Dan Chudy, Building Official
www.riversideca.gov/planning/building

Services Provided:
Building & Safety is a division of the City of Riverside's Planning Department. The division’s main objective is to ensure that new and remodel construction adheres to state and local laws for building, electrical, housing and plumbing codes. The Division also issues permits and conducts field inspections of construction work for compliance with codes.

Code Enforcement Division
3900 Main St.
Riverside, CA 92522
(951) 826-5633
Contact: Mark Salazar, Code Enforcement Manager
www.riversideca.gov/pworks/codecomp

Services Provided:
The Code Enforcement Division is responsible for protecting the safety of Riverside residents’ well-being and property value through enforcement of City municipal codes and State & Federal laws relating to land use, zoning, housing, public nuisances, vehicle abatement, and vegetation/fire hazard abatement.
Public Works Department
3900 Main St.
Riverside, CA 92522
(951) 826-5341
Contact: Tom Boyd, Deputy Public Works Director
www.riversideca.gov/pworks

Services Provided:
The Public Works Department is responsible for directing the planning, designing, constructing and maintenance of all streets, sewers, storm drains and traffic signals. The department is also responsible for solid waste collection and disposal, wastewater treatment, enforcement of the municipal codes and advance planning for public works-related Capital Projects.

Public Utilities Department
3900 Main St.
Riverside, CA 92522
(951) 826-5781
Contact: Gerald Buydos, Economic Development Manager
www.riversideca.gov/utilities

Services Provided:
Riverside Public Utilities (RPU) has a wide array of programs that serve the needs of your company. In addition to competitive rates and reliable power, RPU offers a multi-year, reduced-rate tariff to qualified businesses within the City of Riverside. Open to new and expanding customers, the Economic Development Rate provides 40% electric rate reductions in year one and 20% in year two of a multi-year agreement. In some cases, the total combined savings over the term of the agreement could be enough to cover the costs of moving.
**Local Chambers**

**Greater Riverside Chambers of Commerce**
3985 University Ave.
Riverside, CA 92506
(951) 683-7100
Contact: Cindy Roth, CEO
www.riverside-chamber.com

*Services Provided:*

The Greater Riverside Chambers of Commerce has been providing comprehensive business seminars and programs for more than 100 years to the local business community. Chamber members enjoy a wide variety of services and networking opportunities. There are six chamber divisions serving the greater Riverside area. Specialized programs include: International Trade Assistance, Government Procurement Assistance, access to customized training programs, extensive health and worker’s compensation benefits, free notary service, business statistics, demographic and population information, discounted liability and property insurance, discounted medical/dental/vision insurance and discounted credit union membership.

**Greater Riverside Hispanic Chamber of Commerce**
3985 University Ave.
Riverside, CA 92501
(951) 683-7100
Contact: Erlan Gonzalez, President
www.grhcc.org

*Services Provided:*

The Greater Riverside Hispanic Chamber of Commerce fosters economic development by cultivating business relationships of mutual benefit, advocating for laws and regulations that benefit Hispanic-owned businesses and the Hispanic community, and seeking opportunities that stress the importance of education. Membership benefits include event sponsorship opportunities, website exposure, business resources, networking opportunities and participation on various boards.
Inland Empire African American Chamber of Commerce  
1911 E. Commerce Center, Suite 212  
San Bernardino, CA 92408  
(909) 888-5223  
Contact: Troy Adams, Executive Board Member  
www.ieaacc.com

*Services Provided:*

The mission of the Inland Empire African American Chamber of Commerce is to promote the economic and professional development of African American-owned businesses. Membership benefits include networking opportunities, newsletter advertising, promotional opportunities, individual business consulting, access to corporate contracts and various special events.

**Business Assistance Organizations**

Inland Empire Small Business Development Center (SBDC)  
1201 Research Park Dr., Ste. 100  
Riverside, CA 92507  
(951) 781-2345  
Contact: Vincent McCoy, Executive Director  
www.iesbdc.org

*Services Provided:*

The SBDC offers comprehensive programs to assist business owners in Riverside. The Center offers: programs in business consulting, business workshops and seminars, and a small business library/computer lab. Additional specialized programs include: International Trade Assistance, Small Business Incubator Program, Government Procurement Assistance, Environmental Issues and Consulting Food Service Establishment Assistance.

Inland Empire Minority Business Development Center (MBDC)  
1533 Spruce Street, Ste 215  
Riverside, Ca 92507  
(951) 320-7020  
Contact: Elizabeth Rios, Vice President  
www.inlandempire-mbdc.com

*Services Provided:*

The Inland Empire MBDC serves as an economic catalyst, providing quality technical assistance, training and loan packaging services to high growth minority business owners in the Inland Empire, Orange County and San Diego areas.

All services are provided in a bilingual/bicultural environment. The Inland Empire MBDC is located in Riverside and is committed to enhancing the local economy through job creation, financial growth and access to capital.
**Inland Empire Economic Partnership (IEEP)**

1201 Research Park Dr., Ste. 100  
Riverside, CA 92507  
(951) 779-6700  
Contact: Karin Weddig-Durant, Vice President  
[www.ieep.com](http://www.ieep.com)

*Services Provided:*

The Inland Empire Economic Partnership (IEEP) is the private, non-profit regional economic development organization for the Inland Empire (which includes both Riverside and San Bernardino Counties). IEEP's core mission is the expansion and relocation of businesses to the Inland Empire.

IEEP offers site location assistance, tax and incentives information, regional site tours, labor market analysis, custom research, demographic information and permitting process assistance.

**Inland Empire Center for Entrepreneurship (IECE)**

5500 University Parkway  
San Bernardino, CA 92407-2397  
(909) 537-5708  
Contact: Michael Stull, Director  
[www.iece.csusb.edu](http://www.iece.csusb.edu)

*Services Provided:*

In the local community, IECE meets the needs of small business owners and entrepreneurs by offering specialized assistance programs that provide advisory, mentoring and consulting services, entrepreneurial training programs, and student internship resources that will help them achieve greater levels of success in their business ventures.

In order to better serve the community, IECE offers these programs at full and part-time office locations in several key areas of the Inland Empire region. The IECE Business Resource Center, based in San Bernardino and established in partnership with Arrowhead Credit Union, serves as the hub for IECE’s off-campus business assistance programs. In addition, IECE maintains part-time offices in Corona and Riverside, and a full-time office in Coachella.
**Inland Empire Women’s Business Center (IEWBC)**
202 E. Airport Drive, Suite 155
San Bernardino, CA 92408
(909) 890-1242
Contact: Michelle Skiljan, Executive Director
[www.iewbc.org](http://www.iewbc.org)

*Services Provided:*
IEWBC benefits the local economy by assisting existing and aspiring women business owners to start and grow successful businesses. The program also provides targeted services to Latina business owners by providing services in English and Spanish.

**Service Corps of Retired Executives (SCORE)**
3985 University Avenue
Riverside, CA 92501
(951) 683-7100
Contact: Tom Evans, SCORE Counselor
[www.score.org](http://www.score.org)

*Services Provided:*
SCORE is a 13,000-member volunteer program sponsored by the U.S. Small Business Administration (SBA). The program matches volunteer retired executives with small businesses that need expert advice at no cost.

**Riverside Community College (RCC) Corporate Connections**
14745 Riverside Drive
Riverside, CA 92518
(951) 571-6441
Contact: Hank Rogers, Director
[www.rcchelpsbusiness.com](http://www.rcchelpsbusiness.com)

*Services Provided:*
Corporate Connection offers local businesses customized solutions in the development and delivery of training programs to enhance employee productivity.

Moreover, specialized business development programs include the California/Mexico Trade Assistance Center, Corporate Contract Training, International Business Development, Technology Training, and other workshops designed to increase business potential.

The Government Contracting Assistance program provides procurement assistance, helping small, minority, women-owned and other businesses that sell various goods and services to government agencies, prime contractors, purchasers and also overseas purchasers.
University of California, Riverside (UCR) Office of Economic Development & Real Estate Services
B-206 Highlander Hall
Riverside, CA 92521
(951) 827-8324
Contact: Lisa Hjulberg, Director of Real Estate Services
http://nied.ucr.edu/index.html

Services Provided:
The Office of Economic Development and Real Estate Services (EDRES) was established to facilitate the growth of the University of California, Riverside through private/public partnerships. These partnerships include the development of industrial linkages, facility development, copyright and trademark services, and coordination of redevelopment and economic-improvement activities both locally and regionally. Additionally, EDRES is responsible for providing real estate and mortgage services to the campus and to the UC Riverside Foundation.

University of California, Riverside (UCR) Office of Governmental & Community Relations & Technology Collaboration
1201 University Ave. Suite 206 B
Riverside, CA 92507
(951) 827-5184
Contact: Chris Buydos, Executive Director
www.gcr.ucr.edu

Services Provided:
Technology Collaboration at UC Riverside acts as a liaison between the community, private businesses, and the campus. Technology Collaboration develops and coordinates private/public partnerships intended to expand the academic and research opportunities for UCR; enhances regional redevelopment and economic improvement opportunities for the campus and the business community; facilitates campus technology transfer and new business development; and facilitates the transfer of campus intellectual property for commercialization. Projects under the purview of Technology Collaboration include University Research Park, and the Riverside Regional Technology Transfer Center.
Workforce Development Resources

Riverside County Workforce Development Center
1151 Spruce Street.
Riverside, CA 92507
(951) 955-3100
Contact: Kathy Boyer, Economic Development Specialist
www.rivcoeda.org

Services Provided:
The Riverside County one-stop Workforce Development Center assists businesses and individuals with a variety of employment and job training services. Conveniently located under one roof are service providers from the Riverside County Economic Development Agency and the State Employment Development Department. Riverside County Economic Development Agency is the local entity that administers the federal Workforce Investment Act (WIA).

Employment Development Department (EDD) – State of California
1151 Spruce Street.
Riverside, CA 92507
(951) 955-3100
Contact: Frances Gines, Employment Services Representative
www.edd.ca.gov

Services Provided:
The State of California’s Employment Development Department's main focus is assisting with the various needs of small business employers. Programs available through the EDD that can benefit small businesses are: local/regional/state labor markets, electronic databases of job-ready applicants, seminars on current labor conditions, labor law, personnel issues, and employment tax and payroll-reporting requirements.

Employment Training Panel (ETP)
5353 Mission Center Rd, #110
San Diego, CA 92108
(619) 686-1920
Contact: Diana Torres
www.etp.cahwnet.gov

Services Provided:
ETP is a California State agency that began in 1983 and is designed to fund training that meets the needs of employers for skilled workers and the needs of workers for good, long-term jobs. ETP supports the California economy, primarily by funding the retraining of incumbent, frontline workers in companies challenged by out-of-state competition. ETP also funds training for unemployed workers, and prioritizes small businesses, employers and workers in high unemployment areas of the State.
International Trade Resources

Global Trade Center of the Inland Empire
3985 University Avenue
Riverside, CA 92501-3256
(951) 680-1774
Contact: Rod Balance, Executive Director
www.globaltradecenter.org

Services Provided:
A public/private partnership assisting and mentoring local businesses to expand their global business presence offering the following services: protocol assistance, customized market research, license procedures, trade missions, credit reports/profiles and individual trade consulting as well as networking, technical procedures and export strategies.

Center for International Trade Development (CITD) – Riverside Community College District
14745 Riverside Dr.
Riverside, CA 92518
(951) 571-6443
Contact: Robert Corona, Director
www.citd.org

Services Provided:
The center helps local firms compete in the global marketplace by providing export counseling and seminars. CITD provides international trade assistance and resources. Services include: trade leads, one-on-one business counseling, an up-to-date international trade library, foreign market data, technical assistance, and trade seminars.

Inland Empire International Trade Division (IEIT)
1201 Research Park Dr.
Riverside, CA 92507
(951) 781-2345
Contact: Alan Elgendy, International Trade Manager
www.iesbdc.org

Services Provided:
Managed by the Inland Empire Small Business Development Center, this program is a cooperative effort through the expansion of exports from the Inland Empire region. IEIT assists firms in successfully entering emerging foreign markets. Services include: sales-lead generation, marketing, financing resources, logistics, and training.
Inland Empire International Business Association (IEIBA)
2940 Inland Empire Blvd. #121
Ontario, CA 91764
(909) 948-3877
Contact: David Gonzalez, Executive Director
www.ieiba.com

Services Provided
IEIBA, a non-profit, non-political world trade membership organization, provides leadership, support, and a voice for individuals, institutions and companies engaged or interested in international trade and services. The association promotes the growth and enhancement of trade between the Inland Empire and the world.

United States Department of Commerce – International Trade Administration (ITA)
2940 Inland Empire Blvd. #121
Ontario, CA 91764
(909) 466-4134
Contact: Michelle Park, International Trade Specialist
www.trade.gov

Services Provided:
To increase trade and investment, ITA helps U.S. companies navigate foreign markets. ITA helps educate companies about how to tailor their activities to a specific market with respect to their product slate, financing, marketing, assembly and logistics. While the United States exports more than any other country, making that first export can still be a daunting challenge for a small or medium-size business. ITA helps equip those businesses with the knowledge and tools that they need to meet that exporting challenge, and by extension, promote the trade and investment that helps us all.
High Technology Resources

SmartRiverside
3900 Main Street
Riverside, CA 92522
(951) 826-5145
Contact: Gregory Lee, Business Development Coordinator
www.smartriverside.com

SmartRiverside is a non-profit organization chaired by Mayor Ron Loveridge and supported by the community to develop initiatives that strengthen Riverside’s technology community.

These initiatives not only help build the local technology community, but also help to bridge the digital divide and stimulate a greater awareness of technology as a means to greater economic prosperity. The resulting programs include the Riverside Wireless Initiative, the Riverside Community Investment Program, and the recently added Technology Employee Relocation Program.

Riverside Wireless
3900 Main Street
Riverside, CA 92522
(951) 826-5145
Contact: Gregory Lee, Business Development Coordinator
www.dwm.smartriverside.com

The Riverside Wireless initiative provides free wireless service in the Downtown district, at the Riverside Airport, and in the Marketplace. With the success of the initiative, plans are in place to expand the network to encompass all 80 square miles of the City. By providing free internet access, Riverside’s citizens and visitors will have the opportunity to surf the internet, complete schoolwork, or conduct business at any location throughout the City.

High Technology Tenant Improvement Program and the Employee Relocation Program
3900 Main Street
Riverside, CA 92522
(951) 826-5145
Contact: Gregory Lee, Business Development Coordinator
www.smartriverside.com

Funded through SmartRiverside, the High Technology Tenant Improvement Program and the Employee Relocation Program are both designed to attract High Technology employers and employees to the area.
Under the Tenant Improvement Program grants may be awarded to small technology companies with sales of less than $20 million per year. The program is designed to help offset expensive lab-related tenant improvement costs for small technology companies, allowing them to redirect capital.

The Technology Employee Relocation Program is scheduled to offer mortgage incentives to tech employees looking to move into the City of Riverside. Through this program, an applicant will receive a special home loan package that includes no origination fees, as well as a possible-reduced interest rate.

**CEO Forum**
871 Marlborough Avenue  
Riverside, CA 92507  
(951) 781-4100  
Contact: Brian Hawley, CEO Luminex  
[www.riversideceos.org](http://www.riversideceos.org)

Luminex, QMotions, and Surado Solutions are all successful high technology companies in Riverside headed by visionary CEO’s who are looking to make Riverside a “hotbed” for technology. With several other local CEO’s, they have formed the High Technology CEO Forum.

Designed as an opportunity for CEO’s of research and development companies to network, the CEO Forum has become an arena to discuss relevant topics and issues, develop and deploy programs, and create action items of importance to the growth and prosperity of their industry and community.
Funding Your Business

Small Business Administration (SBA)
Regional Office, Santa Ana, CA
(714) 550-7420
www.sba.gov

SBA programs promote small business formation and growth through loans to qualified applicants. These loans can fund the varied needs of small businesses when necessary financing is unavailable through normal lending channels. There are several types of SBA loans designed to fill special business needs. The following program descriptions are the most popular:

**SBA 7(A) Loan Program**

7(A) financing is the most frequently used SBA loan program. Loans are made and disbursed by private lenders and guaranteed by SBA for any business purpose. Examples include: working capital, purchase of equipment and other assets, or purchase of buildings. A private lender makes the loan and the SBA guarantees up to 75 percent for loans up to $2 million.

**SBA 504 Certified Development Company**

This loan program is intended to stimulate the growth and expansion of small businesses via services of an SBA-licensed Certified Development Company (CDC). The role of the CDC is to assist businesses in obtaining long-term fixed-asset financing in conjunction with private-sector financing. The typical structure of a 504 is a 50/40/10 split: 50% fixed-rate bank loan, 40% fixed-rate CDC loan and 10% down from borrower. Participation by the CDC is limited to $1.3 million.

**SBA Low Documentation (Low/Doc)**

This loan program focuses on the character, credit, and reliability of applicants. No predetermined percentage of equity will be required, nor is lack of collateral a determining factor. Low/Doc reduces the paperwork involved in loan applications. The SBA uses a one-page application and relies on the strength of the individual applicant's character and credit history. SBA’s guarantee is 90 percent for loans of $150,000 or less.

**SBA Export Working Capital Program Eligibility (EWCP)**

EWCP provides funds for the manufacture or purchase of goods or services for export purposes, or for the purpose of penetrating and developing foreign markets. The program guarantees repayment to a lender in the event an exporter defaults. By reducing a lender's risk, the EWCP provides an incentive for lenders to finance small business exporter's working capital needs.

A private lender makes the loan, and the SBA will guarantee payment up to 90 percent for a loan amount up to the $1.5 million maximum-guarantee amount.
**SBA CapLine Program (Revolving Line of Credit)**

The SBA Capline Program is intended to help eligible small businesses obtain a dependable commitment for credit that can meet their short-term financing needs over an established period of time. It is available to small businesses that are unable to obtain revolving lines of credit without guaranty supports, and can show the ability to comply with the servicing requirements of this program. It is intended to finance the cash cycle of qualified small businesses by advancing funds against the value of their existing inventory and accounts receivable. Except for the Small Asset-Based Line, CapLine Loans follow SBA’s maximum loan amounts as defined under SBA 7(A).

**SBA Pre-Qualification Loan Program**

The SBA Pre-Qualification Loan Program helps eligible small businesses, women, and minorities access capital through the coordinated efforts of both the public and private sectors. The program uses local, private-sector organizations as intermediaries to assist in the loan process. Generally, the program is for loan requests of $250,000 or less.
Utility Providers

Broadband/Internet
Charter Communications (2-Way cable modem)
(866) 499-8080
AT&T (DSL/fiber)
(866) 722-3425
Verizon
(877) 483-4638

Cable
Charter Communications
(866) 499-8080
Direct TV (Satellite)
(888) 777-2454

Electricity
Riverside Public Utilities - Business/Residential Customer Service
(951) 782-0330
Riverside Public Utilities - Electric Outage or Emergency Services
(951) 687-0791
Riverside Public Utilities - Meter Installation
(951) 826-5489
Riverside Public Utilities - Business Incentive Programs
(951) 826-5485

Sewer
City of Riverside
(951) 351-6140

Solid Waste
City of Riverside
(951) 351-6127
County of Riverside
(951) 486-3200

Telephone
AT&T - Business
(800) 222-0400
AT&T - Residential  
(800) 222-0300

Verizon  
(800) 922-0204

**Water**
Business/ Residential Customer Service  
(951) 782-0330

Eastern Metropolitan Water District (Canyon Springs area)  
(951) 928-3777

Western Metropolitan Water District  
(951) 789-5100
Licensing & Permitting Information

Alcohol Beverage Control: (Special License for Beer, Wine & Food)
951-782-4400  www.abc.ca.gov

Better Business Bureau 909-835-6064  www.labbb.org

Business License: (Required for doing business in the City)
City of Riverside 951-826-5465  www.riversideca.gov/finance

California Income Tax: (Required for all businesses)
CA Franchise Tax Board 800-852-5711  www.ftb.ca.gov

Contractor’s License
CA State License Board 800-321-2752  www.cslb.ca.gov

Employer Identification Number

Federal Income, Excise, Employment Taxes: (Required for all businesses)
US Treasurer 800-829-1040  www.ustreas.gov

Fictitious Business Name Statement: (Establishes the right to exclusive use of selected name for a business in the county it is processed)
County of Riverside 951-486-7000  www.co.riverside.ca.us

Food Product Labeling
US Food & Drug Admin. 888-INFO-FDA  www.fda.gov

Food Worker Certification
County of Riverside 951-358-5172  www.rivcoeh.org

IRS Forms Distribution Center
Western Division 800-829-3676  www.irs.gov/formspubs/

OSHA: (Indoor Air Pollution) 800-475-4019  www.osha.gov

OSHA Consultation
909-388-4567  www.dir.ca.gov

Restaurant Inspection/Certification
County of Riverside 951-358-5172  www.rivcoeh.org
Sales Tax – Resale Permit: (Required of all businesses who sell tangible property, one permit per physical location)
CA Board of Equalization 951-680-6400 www.boe.ca.gov

South Coast AQMD: (Outdoor Air Pollution)
909-396-2000 www.aqmd.gov

Worker’s Compensation: (Required for all businesses with employees)
County of Riverside 951-955-3530 www.co.riverside.ca.us