

## SAN GABRIEL VALLEY ECONOMIC PARTNERSHIP

The SGV Economic Partnership provides professional assistance to companies locating and expanding in the San Gabriel Valley, provides business assistance, and are advocates of public policies that advance their mission to assist with business retention and private investment, job creation, and economic growth. Programs and services SGV Economic Partnership provides include:

- Job Training Resources
- Utility & Transportation Services
- Permit & Licensing Assistance
- Business Resources Guide

(626) 856-3400 | [www.valleyconnect.com](http://www.valleyconnect.com)

## GO-BIZ

California Governor's Office of Business and Economic Development offers business services to attract, retain, and expand businesses, provide site selection, clearing of regulatory hurdles, small business assistance, international trade development, assistance with state government, and much more. Programs and services Go-Biz provides include:

- California Competes Tax Credit
- EB-5 Investor Visa Program
- Cleantech Los Angeles iHub (LA Clean Tech Incubator)
- Exporting Assistance

(916) 322-0694 | [www.business.ca.gov](http://www.business.ca.gov)

## EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

EDD provides a comprehensive range of employment and training services to benefit job seekers and employers. EDD provides labor market information, employee training, and offers a variety of programs for employers including:

- Work Sharing Unemployment Insurance Program
- Payroll Tax Seminars
- Work Opportunity Tax Credit
- CalJobs

(626) 814-8234 | [www.edd.ca.gov](http://www.edd.ca.gov)

## GREATER WEST COVINA (GWC)

The Greater West Covina Business Association creates advertising opportunities and business exposure through large scale community and social networking events. New businesses can reach out to GWC to assist them in coordinating grand opening and ribbon cutting ceremonies.

(626) 939-3350 | [www.greaterwestcovina.com](http://www.greaterwestcovina.com)



## CONTACTS

### CITY HALL

- City Manager's Office | (626) 939-8401
- Community and Economic Development (CED) | (626) 939-8417
- Community Services | (626) 939-8430
- Finance | (626) 939-8438
- Fire Department | (626) 939-8824
- Human Resources | (626) 939-8450
- Planning Department | (626) 939-8422
- Police Department | (626) 939-8500
- Public Works | (626) 939-8425

- On-Duty Watch Commander | (626) 939-8556
- Maintenance | (626) 939-8458

City Hall Address |  
1444 W. Garvey Avenue, South West Covina, CA 91790

[www.westcovina.org](http://www.westcovina.org)

### OTHER AGENCY CONTACTS

- Board of Equalization  
(800) 400-7115 | [www.boe.ca.gov](http://www.boe.ca.gov)
- LA County Registrar's - Recorder/ County Clerk  
(800) 201-8999 | [www.lavote.net](http://www.lavote.net)
- California Department of Alcoholic Beverage Control (ABC)  
(626) 256-3241 | [www.abc.ca.gov](http://www.abc.ca.gov)
- LA County Environmental Health Department  
(626) 813-3380 | [www.publichealth.lacounty.gov](http://www.publichealth.lacounty.gov)
- South Coast Air Quality Management District (AQMD)  
(909) 396-2000 | [www.aqmd.gov](http://www.aqmd.gov)

### UTILITIES



- Southern California Edison  
(800) 655-4555 | [www.sce.com](http://www.sce.com)
- Southern California Gas  
(800) 427-2000 | [www.socalgas.com](http://www.socalgas.com)

For water utility companies that serve West Covina, visit  
[bit.ly/wcwaterco](http://bit.ly/wcwaterco)



### REPORT

- Graffiti | (626) 939-8800  
[bit.ly/wcreportgraffiti](http://bit.ly/wcreportgraffiti)
- Community Enhancement | (626) 939-8426  
[bit.ly/wccommunityenhancement](http://bit.ly/wccommunityenhancement)
- Shopping Carts | (800) 252-4613  
[bit.ly/cartretrieval](http://bit.ly/cartretrieval)

The City of West Covina and the CED look forward to working with you and helping your business succeed.

For additional resources, please visit

[www.westcovina.org](http://www.westcovina.org)

Find us at [Facebook.com/WestCovinaCity](https://www.facebook.com/WestCovinaCity) | [Twitter @WestCovinaCity](https://twitter.com/WestCovinaCity)

# YOUR GUIDE TO A SUCCESSFUL BUSINESS

The City of West Covina is a **"BUSINESS FRIENDLY CITY"** that understands the importance of our local business community. West Covina's Community and Economic Development (CED) Division is here to assist new businesses seeking to open a West Covina location and to assist our existing businesses succeed in our community.

This guide highlights the necessary steps to starting your own business. In addition, this guide is beneficial for existing businesses that want to expand and grow or need further business assistance.

[www.westcovina.org](http://www.westcovina.org)



# STARTING A BUSINESS IN WEST COVINA

- 1 | Find a **LOCATION**.
- 2 | Obtain the necessary **CITY PERMITS**.
- 3 | Obtain a **BUSINESS LICENSE**.
- 4 | Get good **BUSINESS ASSISTANCE** along the way.



## 1 | LOCATION

One of the key elements of starting a business is location. Locating a business is essential when it comes to accessibility, convenience, sufficient amount of space for operation, community support, and competition. The City of West Covina is an excellent location to start and expand your business.

## 2 | CITY PERMITS

For businesses that require tenant improvements, renovations or expansion, please verify if permits will be required from the City. Below is a reference of improvements that require permits. Please contact the Planning, Public Works, and Fire Departments to confirm for your specific needs ([www.westcovina.org](http://www.westcovina.org)).

**Planning** – For exterior changes, signage, and to verify zoning, contact the Planning Department at (626) 939-8422. If you are looking for a new location, verify that the proposed use is allowed per the zoning code.

**Building** – Other than cosmetic updates (such as changing the floor tiles and painting), modifications to existing occupancy, use, structural, plumbing, electrical, and mechanical systems will require a building permit. Contact the Public Works Department at (626) 939-8425.

**Fire** – All businesses require an occupancy inspection from the Fire Department prior to occupying a new/renovated space. Fire inspects the fire alarm, sprinklers, and kitchen equipment (for restaurants). Contact the Fire Department at (626) 939-8824.

**Engineering** – For grading permits, encroachment permits, or grease interceptors, contact the Public Works Department at (626) 939-8425.

In addition, you may need to obtain permits from outside agencies such as the Los Angeles County Health Department and California Department of Alcoholic Beverage Control (ABC).



## 3 | BUSINESS LICENSE

Any individual, corporation, sole proprietor, partnership, or entity operating a business within the City of West Covina is required to obtain a business license. A business license is required within 15-days of the commencement of business in the City. You can apply or renew your business license online.

(888) 602-0239 toll free | [www.westcovina.hdlgov.com](http://www.westcovina.hdlgov.com)

## 4 | BUSINESS ASSISTANCE



### CED SERVICES

West Covina's CED is responsible for the economic development efforts in the City of West Covina. CED is here to work with our local businesses to help provide them assistance, link them to business opportunities, and connect them to available resources. Below is a list of available services the CED offers:

**Business Site Location Program** – CED staff provides prospective and existing businesses assistance in identifying real estate sites for a West Covina location or for expansion opportunities of a local business. For availabilities in West Covina please check out the Available Property Listing (APL) on the City's website [www.westcovina.org](http://www.westcovina.org).

**Entitlement Assistance** – CED can help streamline the entitlement process. CED works collaboratively with the City departments (Building, Fire, Engineering, and Planning) to facilitate the development process and assist businesses in obtaining the necessary entitlements and permits essential to opening and operating a business.

**Business Ombudsman** – CED serves as West Covina's Business Ombudsman. It is important for the City to foster and maintain positive working relationships with our local businesses. These relationships allow the City to improve communications, address potential concerns, identify potential opportunities, provide access to available resources, and assess how to better help West Covina businesses.

## SMALL BUSINESS ADMINISTRATION (SBA)

The U.S. Small Business Administration (SBA) is dedicated to assisting, counseling, and protecting the interest of small businesses and strengthening the overall economy of our nation. SBA Provides business assistance and assists programs such as Small Business Development Centers (SBDC) and Women's Business Centers that provide educational and consulting services. Programs and services the SBA provides include:

- Guaranteed Loan Programs
- Business Plan Development Assistance
- Contracting with the Federal Government
- Service Corps of Retired Executives (SCORE)

(818) 552-3201 | [www.sba.gov](http://www.sba.gov)

## SMALL BUSINESS DEVELOPMENT CENTERS (SBDC)

SBDC offices provide business owners and entrepreneurs a vast array of assistance from classes on a wide range of business topics, access to training, business counseling, to assistance in the development of small businesses. Programs and services the SBDC provides include:

- Business Counseling
- Business Planning
- Lease Negotiation Assistance
- Financial Packaging Assistance

Local SBDC offices serving West Covina:

Pasadena City College SBDC: (626) 585-3106  
<http://pccsbdc.org>

La Verne SBDC: (909) 448-1556  
<http://lavernesbdc.org>

## SCORE

### EAST SAN GABRIEL VALLEY

SCORE is a nonprofit association that provides free and confidential business advice, to help start, grow, and maintain businesses throughout the city. SCORE will offer business mentoring, resources, workshops, online workshops, and much more to help businesses grow and succeed.

(626) 593-1120 | [www.eastsangabrielvalley.score.org](http://www.eastsangabrielvalley.score.org)

## PACIFIC COAST REGIONAL SBDC

Pacific Coast Regional SBDC is a Financial Development Corporation (FDC) that provides educational and consulting services, as well as direct lending to small businesses. Programs and services Pacific Coast Regional SBDC provides include:

- SBA Community Advantage Loan Program
- California Small Business Loan Guarantee Program
- Community Reinvestment Loan (CRL) Program
- Financial Management Technique Classes

(213) 739-2999 or (866) 301-9989 toll free | [www.pccrcorp.org](http://www.pccrcorp.org)

## LOS ANGELES COUNTY ECONOMIC DEVELOPMENT CORPORATION (LAEDC)

LAEDC offers free business services (to small businesses and large corporations) to create and retain jobs, business expansion into global markets, business assistance, public policy for businesses, cost containment, economic research, access to financing, and more. Programs and Services the LAEDC provides include:

- Business Assistance
- World Trade Center & International Trade Assistance
- Innovate LA (in LA)
- Layoff Aversion

(213) 622-4300 | <http://laedc.org>