



DEPARTMENT OF SMALL BUSINESS SERVICES

Robert W. Walsh, Commissioner

What We Do

The Department of Small Business Services (SBS) makes it easier for businesses in New York City to form, do business, and grow by providing direct assistance to business owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce. SBS runs the City's NYC Business Solutions Centers, Industrial Business Solutions Providers, and Workforce1 Career Centers, provides services to support the growth of local economic development organizations throughout the City, and administers the Minority and Women-owned Business Enterprise Program.

Our Services and Goals

Service 1: Help businesses start, operate and expand in New York City.

- Goal 1a: Assure that businesses and entrepreneurs have easy access to a variety of high quality support services.
- Goal 1b: Retain jobs and businesses in New York City by administering incentive programs for facility renovation and promoting retention of NYC businesses and relocation of businesses to NYC.

Service 2: Match businesses in need of workers with qualified applicants.

- Goal 2a: Assure that businesses have timely access to qualified job applicants.

Service 3: Provide financial support and technical assistance for New York City's commercial districts throughout the five boroughs.

- Goal 3a: Strengthen and expand New York City's Business Improvement District (BID) program and other local economic development organizations.

Service 4: Help minority and women-owned businesses identify and compete for City contracts.

- Goal 4a: Increase the number of Minority and Women-owned Business Enterprises (M/WBEs) that obtain City contracts.
- Goal 4b: Increase the number and value of City contracts awarded to Minority and Women-owned Business Enterprises (M/WBEs).

How We Performed: July–October

- NYC Business Solutions provides services to small businesses seeking to launch, continue operating, and expand. In the first four months of Fiscal 2013, the number of businesses served was consistent with last year, although the number of first-time customers decreased by 20 percent. The stability in ongoing customers can be attributed to greater engagement with companies in the industrial and transportation sectors and the inclusion of business outreach customers. SBS continues to focus on getting businesses the capital they need to start, operate, or expand. NYC Business Solutions helped business customers obtain 163 financing awards totaling over \$23 million.
- The Energy Cost Savings Program helps eligible businesses reduce energy costs associated with relocation or capital improvements. The number of jobs created or retained by the program increased eight percent over the same period last year, to 632, due to an increase in the number of new tenants. During this period, there was also a 25 percent increase in the estimated cost savings for businesses, to \$96,000.
- Between July and October 2012, 27,717 new jobseekers were registered through the Workforce1 Career Center system, a three percent decrease from the same period a year ago, due to fewer unemployment insurance claimants in New York City. There were 7,035 Workforce1 job placements during the

period, down 42 percent from one year earlier. This reflects the revised SBS practice for counting job placements, in which all counted placements are directly verified by an employer.

- SBS certified 351 new Minority and Women-Owned Business Enterprises (M/WBEs) during the first four months of Fiscal 2013, compared to 255 over the same period last year. The total of certified M/WBEs reached 3,586, an increase of five percent from the same time last year. The number of City contracts awarded to M/WBEs that used SBS services was stable, but the overall number of City contracts awarded to M/WBEs increased 12 percent.

Service 1: Help businesses start, operate and expand in New York City.

Goal 1a: Assure that businesses and entrepreneurs have easy access to a variety of high quality support services.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Unique businesses served by NYC Business Solutions	8,957	10,247	8,696	*	*	3,242	3,297
★ Financing awards to businesses facilitated by NYC Business Solutions	575	710	683	683	690	230	163
★ Unique businesses receiving financing awards facilitated by NYC Business Solutions	514	627	588	588	590	NA	NA
Value of financing awards facilitated by NYC Business Solutions (\$000)	\$29,528	\$39,840	\$71,484	*	*	\$32,453	\$23,206
★ Businesses awarded NYC Business Solutions training funds	42	16	26	26	36	0	6
Projected number of individuals receiving wage gains or new employment as a result of Training Funds awards	1,308	270	510	*	*	0	148
★ Recruit-to-hire ratio for job placements made through accounts managed by NYC Business Solutions Hiring	3:1	3:1	3:1	3:1	3:1	3:1	3:1

Goal 1b: Retain jobs and businesses in New York City by administering incentive programs for facility renovation and promoting retention of NYC businesses and relocation of businesses to NYC.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Value of Energy Cost Savings Program savings for businesses (\$000)	\$967	\$433	\$597	*	*	\$77	\$96
Jobs created or retained by Energy Cost Savings Program	4,656	1,083	2,521	*	*	584	632
Value of Lower Manhattan Energy Program savings for commercial tenants (\$000)	\$31,938	\$24,915	\$25,032	*	*	\$12,155	\$10,543
Commercial tenants active in Lower Manhattan Energy Program	1,458	1,403	1,403	*	*	1,403	1,403

Service 2: Match businesses in need of workers with qualified applicants.

Goal 2a: Assure that businesses have timely access to qualified job applicants.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Workforce1 systemwide job placements	29,456	32,854	30,900	30,900	25,000	12,118	7,035
New jobseekers registered through the Workforce1 Career Center system	97,755	80,083	73,518	*	*	28,564	27,717
Walk-in traffic at Workforce1 Centers	319,736	252,068	312,009	*	*	103,098	78,990

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Service 3: Provide financial support and technical assistance for New York City's commercial districts throughout the five boroughs.

Goal 3a: Strengthen and expand New York City's Business Improvement District (BID) program and other local economic development organizations.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ City blocks receiving supplemental sanitation services through BIDs	1,262	1,262	1,468	1,468	1,480	1,373	1,468
★ Average acceptably clean BID sidewalk ratings (%)	99.1%	99.0%	99.0%	99.0%	99.0%	98.8%	98.1%
Value of AvenueNYC local development corporations funding (\$000,000)	\$2.21	\$1.80	\$1.74	*	*	NA	NA
Newly certified businesses in Locally-Based Enterprise Program	14	15	26	*	*	9	12

Service 4: Help minority and women-owned businesses identify and compete for City contracts.

Goal 4a: Increase the number of Minority and Women-owned Business Enterprises (M/WBEs) that obtain City contracts.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Minority and Women-owned Business Enterprises certified	2,791	3,244	3,526	3,526	3,879	3,422	3,586
★ Minority and Women-owned Business Enterprises awarded City contracts	485	529	633	633	665	NA	NA
★ - M/WBEs awarded contracts after receiving direct assistance	356	378	439	439	461	NA	NA
★ Annual M/WBE recertification rate	70.2%	49.4%	62.5%	62.5%	65.0%	NA	NA
Newly certified businesses in M/WBE Program	636	549	1,022	*	*	255	351

Goal 4b: Increase the number and value of City contracts awarded to Minority and Women-owned Business Enterprises (M/WBEs).

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ City contracts awarded to Minority and Women-owned Business Enterprises	6,173	6,564	8,496	8,496	8,921	2,247	2,523
★ - Contracts awarded to M/WBEs after receiving direct assistance	4,707	4,856	5,391	5,391	5,661	1,567	1,561

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	100%	100%
Letters responded to in 14 days (%)	100%	100%	100%	100%	100%	100%	100%

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 ¹	FY14 ¹	FY12	FY13
Expenditures (\$000,000) ²	\$159.6	\$148.7	\$137.6	\$146.0	\$145.3	\$105.1	\$68.9	\$78.6
Revenues (\$000,000)	\$29.5	\$53.2	\$72.8	\$71.3	130.1	51.7	\$0.1	\$0.3
Personnel	306	238	242	245	245	237	229	235
Overtime paid (\$000)	\$36	\$30	\$36	\$15	\$15	\$15	\$16	\$10
Human services contract budget (\$000,000)	\$50.2	\$36.0	24.4	\$31.5	\$35.5	\$31.9	\$5.9	\$4.6

¹January 2013 Financial Plan ²Expenditures include all funds. *NA* - Not Available in this report
 January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

- The indicator 'New businesses served by NYC Business Solutions' was removed. The indicators 'Projected number of individuals receiving wage gains or new employment as a result of Training Fund awards' and 'Walk-in traffic at Workforce1 Centers' were added.

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

For more information on the agency, please visit: www.nyc.gov/sbs.