

Citywide

Problem: Many City Agencies are Too Slow to Respond to Small Businesses and Customer Service is Poor
Solution 1: Establish Clear Timelines for the Approval of Permits
Solution 2: Expand Real Time Tracking of Pending Permits
Solution 3: Hold City Agencies Accountable for Poor Customer Service
Solution 4: Reestablish the Position of Chief Business Operations Officer
Solution 5: Create a Small Business Advocate in Each City Agency
Problem: Too Many Small Businesses Feel That the City Treats Them as Sources of Revenue Instead of Partners in the City's Growth
Solution 6: Provide Businesses with Free Consultative Sessions
Solution 7: Expand Marketing of Existing City Services
Solution 8: Create Training Videos for Businesses in Multiple Languages
Solution 9: Develop Collaborative Programs That Reduce Fines and Improve Compliance
Solution 10: City Agencies Should Coordinate So Similar Inspections Are Done At the Same Time
Solution 11: Business Owners Should Be Able To Grade City Agencies
Problem: Information on City Services Is Too Hard to Find and Differs in Quality
Solution 12: Expand and Improve the Business Express Online Wizard
Solution 13: Incorporate Data on Permit Application Review Times into the Business Express Online Wizard
Problem: City Services Are Not Available in Enough Languages
Solution 14: Translate the Guides and Information on Business Express in More Languages
Solution 15: Improve Use of Translation Services
Solution 16: Disseminate More Information in Ethnic Newspapers
Problem: Document Filing is Too Difficult
Solution 17: Further Promote the Use of Online Document Filing
Solution 18: Department of Finance Should Improve Filing Systems
Problem: Affordable Office Space is Hard to Find
Solution 19: Create an Online Bulletin Board for Office Space Crowdsourcing
Problem: Many Small Businesses Lack Access to Capital
Solution 20: Create an Online Tool That Helps Small Businesses Connect With Local Lenders
Solution 21: Create a Microlending Institute
Problem: The City is Slow to Pay Non-Profit Grantees
Solution 22: Allow Non-Profits to Submit Paperwork Electronically and Track Reimbursements in Real Time



Comptroller Scott M. Stringer



Department of Buildings

Problem: DOB's Dual Mission Leads to Significant Inefficiencies
Solution 23: Split DOB into Two Separate Agencies
Problem: It Takes Too Long To Receive Responses to Permit Applications
Solution 24: Electrical Meter Electronic Filing
Solution 25: DOB Should Establish Clear Policies on How Long it takes to Review and Approve Applications
Problem: Expeditors Disadvantage Small Businesses
Solution 26: Turn Expeditors into Business Advocates
Problem: Stubborn Scaffolding
Solution 27: Encourage Unused Scaffolding to Come Down
Solution 28: Encourage Use of Innovative Scaffolding
Problem: DOB Does Not Promptly Approve Site Safety Manager License Applications
Solution 29: Increase the Number of Examiners that Approve Site Safety Manager Applications
Problem: Red Tape Hinders the Growth of New York City's Solar Industry
Solution 30: Establish Green Energy Expertise at the Department of Buildings
Solution 31: Fast Track Green Permitting

Department of Consumer Affairs

Problem: Sidewalk Café Permits
Solution 32: Standardize Community Board Application Forms
Solution 33: Get Rid of Duplicative Applications Requirements

Department of Health and Mental Hygiene

Problem: Restaurant Grades are Inconsistent	
Solution 34:	Promote Consistency in Restaurant Grades
Problem: Restaurant Re-Inspections Occur Regardless of the Outcome of Administrative Appeals	
Solution 35:	Cancel the Automatic Re-inspection of a Restaurant that Receives an A Grade on Appeal
Problem: Preventive Services are too Expensive	
Solution 36:	Provide Each Restaurant with a Free Consultative Session in its First Year
Solution 37:	Reduce Fees for Consultative Sessions
Problem: DOHMH Services are Not Available in Enough Languages	
Solution 38:	Make Materials Available in More Languages
Problem: Mobile Vending Licensing Takes too Long	
Solution 39:	No Longer Require All Mobile Food Employees to have a Certificate of Authority
Solution 40:	Allow Employees on Mobile Food Businesses to Begin Working With Temporary Licenses
Solution 41:	Improve Online Services for Mobile Food Licensing

Department of Information Technology

Problem: Small Business Owners are not Notified of 311 Complaints	
Solution 42:	Create Small Business Liaisons in 311

Department of Small Business Services

Problem: Many Business Owners Cannot Reach the NYC Business Solutions Centers	
Solution 43:	Create Mobile NYC Business Solutions Centers
Solution 44:	Communicate in Business Owners Preferred Language
Problem: Many Business Owners Are Too Busy to Attend SBS Workshops	
Solution 45:	Provide Online Access to Workshops and Training
Problem: SBS Officials Don't Have First-Hand Business Experience	
Solution 46:	Incorporate Mentoring into the Small Business Services Business Accelerator Program
Problem: M/WBEs Struggle to Gain Access to City Contracts	
Solution 47:	Develop an Online Tool to Proactively Match, Engage, and Identify M/WBEs for City Contracts
Problem: M/WBE Certification is too Cumbersome	
Solution 48:	Create a Single M/WBE Certification Document

Department of Transportation

Problem: Consumers Struggle to Find Parking	
Solution 49:	Expand and Improve PARK Smart Program
Solution 50:	Expand the Use of Intelligent Parking Systems
Solution 51:	Improve DOT Coordination with NYPD Parking Enforcement
Solution 52:	Create a Business-Owner Parking Permit
Solution 53:	City Issued Parking Placards Should Include A Bar Code

Mayor's Office of Operations

Problem: The Negative Impact of Large Construction Projects	
Solution 54:	Develop Best-Practices on how to Minimize the Impact of Large Construction Projects on Businesses
Solution 55:	Provide Business Owners with Adequate Time to Prepare for Water Shut Off

New York City Economic Development Corporation

Problem: Slow Cleanup of Graffiti	
Solution 56:	Move Graffiti Free NYC to the Department of Sanitation

Office of Administrative Trails and Hearings

Problem: OATH's Rules Disadvantage Small Businesses	
Solution 57:	Quickly Implement Reforms in Small Business First

City Council

Problem: Commercial Rents are Increasingly Unaffordable for Small Businesses	
Solution 58:	Reform the Commercial Rent Tax

New York State

Problem: Liquor License Applications are Inconsistent	
Solution 59:	Require SLA to Develop a Standard Form for All Community Boards to Use
Problem: The High Cost of Forming a Limited Liability Corporation (LLC)	
Solution 60:	Amend the Outdated LLC Filing Requirement