

JOE LOMBARDO
Governor

STATE OF NEVADA



TERRY J. REYNOLDS
Director

DEPARTMENT OF BUSINESS AND INDUSTRY
OFFICE OF THE DIRECTOR

May 10, 2023

Re: Statement in Support of SB 24 – Office of Small Business Advocacy

Dear Chairman Flores and Committee Members:

I am writing to express my support for SB 24, which allows the Office of Small Business Advocacy (OSBA) to become a permanent office within the Office of Lieutenant Governor. In addition, I would like to address the concerns regarding duplication of services pertaining to the Office's role within Nevada's entrepreneurial resource community.

The Office of Small Business Advocacy provides a service to small business owners in Nevada. It receives complaints from Nevada's micro-small business owners (businesses with under 20 employees) regarding licensing, inspection, and regulations and seeks to remedy those issues with the appropriate state or local agency.

OSBA also provides small business owners guidance to help them understand their rights and responsibilities. Closing the loop, the Office makes recommendations to state and local government agencies and legislators on ways to streamline business processes and cut red tape.

The services and support provided by the Department of Business and Industry, in conjunction with the Office of Small Business Advocacy will help strengthen Nevada's entrepreneurial community and support the long-term growth of Nevada small business owners.

Our Mission of the Department of Business and Industry is as follows:

The Mission of the Department of Business and Industry is to promote the growth and development of business within the State of Nevada, while protecting the public through fair and consistent regulation of business in accordance with the Nevada Revised Statutes.

It is our small business owners who create and contribute to the vibrant and diverse landscape of our community. OSBA's collaborative efforts with Business and Industry will add to the resources available to Nevada's small business community.

Carson City: 1830 College Parkway, Suite 100 Carson City, Nevada 89706 - Telephone (775) 684-2999 - Fax (775) 684-2998
Las Vegas: 3300 W. Sahara Avenue, Suite 425 Las Vegas, Nevada 89102 - Telephone (702) 486-2750 - Fax (702) 486-2758
www.business.nv.gov

Assembly Committee: Government Affairs Exhibit: D Page 1 of 29 Date: 05/31/2023 Submitted by: Various

I urge your support of SB 24 and look forward to continuing our work with the Lt. Governor's office to support our state's small business community.

Respectfully,

Terry J. Reynolds
Director
Department of Business and Industry

March 13, 2023

Re: Statement in Support of SB 24 – Office of Small Business Advocacy

Dear Chairman Flores and Committee Members:

EDAWN supports Nevada Senate Bill No. 24, which allows the Office of Small Business Advocacy (OSBA) to become a permanent office within the Office of Lieutenant Governor.

The OSBA, in conjunction with other organizations dedicated to supporting the long-term growth and resiliency of our state's small business owners, is an important resource to help small business navigate the intricacies of state government. The personal interaction with a single point of contact who will engage with them directly to help resolve roadblocks, provide guidance, and connect them with resources, provides an additional layer of personalized support for these companies.

Additionally, based on feedback from those they serve, this office can help identify and share pain points and potential solutions with other government entities, in order to improve the overall small business experience.

While EDAWN provides similar support to primary and early stage companies in our serving area via our Business Retention, Expansion and Workforce team, and Entrepreneurial team, we recognize the need for support for small business owners throughout the state, and the benefits of a centralized hub and personalized service.

We encourage your support of SB 24 and believe that it is an added asset to ensure that our state remains an easy and friendly place to do business, and creates an environment where small business can thrive.

Respectfully,

Nancy McCormick
Senior Vice President, Retention, Expansion and Workforce
Economic Development Authority of Western Nevada

March 07, 2023

Re: Statement in Support of SB 24 – Office of Small Business Advocacy

Dear Chairman Flores and Committee Members:

I want to express my support for Nevada Senate Bill No. 24, which allows the Office of Small Business Advocacy (OSBA) to become a permanent office within the Office of Lieutenant Governor.

I've seen OSBA at work. The office is essential to strengthening Nevada's entrepreneurial infrastructure and supporting the long-term growth and resiliency of our state's small business owners. Its collaborative efforts help the rest of the rest of Nevada's small business resource community build capacity.

In a recent survey of Nevada's small business owners, four issues were mentioned repeatedly: trouble with the online business portal, SilverFlume; onerous and confusing business licensing and regulations; access to and knowledge of funding opportunities; and frustration at not being able to speak to someone when issues arise.

As of 2021, Nevada was home to 297,183 small businesses, representing 99.2% of all businesses. These businesses also employ over half a million people – 43% of the state's workforce.

There is a lot of bureaucracy in starting and operating a business. This process can be particularly onerous to immigrant, minority, and rural communities. Navigating the bureaucratic landscape of business ownership should not be the reason why we see storefronts go dark or businesses go under. Small business owners need a direct point of contact within state government.

OSBA receives and reviews the issues that arise from small businesses owners and provides guidance to help them understand their rights and responsibilities. Closing the loop, OSBA then makes recommendations to state and local government agencies and legislators on ways to streamline processes and cut red tape.

Small business owners create and contribute to the vibrant and diverse landscape of our community.

I strongly urge your support of SB 24 and look forward to continuing our work with this important small business resource.

Jeff Sutich
Executive Director
Northern Nevada Development Authority

March 13, 2023

Re: Statement in Support of SB 24 – Office of Small Business Advocacy

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Respectfully,

Name: Mary Claire Bouchér
Title: Principal & Founder
Organization: MCBCreative, Inc.

March 13, 2023

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Respectfully,

Name – John Parel

Title – Employment Security Division Manager

Organization – Department of Employment, Training, & Rehabilitation

March 13, 2023

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Respectfully,

Name

Title *Principal*

Organization

Nevada Premier commercial



March 13, 2023

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Respectfully,

Cindy Ferrel
Executive Director
O: 775-222-0010 C: 775-790-0025

March 13, 2023

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I strongly urge your support of SB 24 and look forward to continuing our work with this important small business resource.

Respectfully,

Name : Shannon Liebel

Title: Owner

Organization: Still Water Yoga Lake Tahoe, LLC



Coordinating Workforce Development for Northern Nevada

March 14, 2023

Re: Statement in Support of SB 24 — Office of Small Business Advocacy

Dear Chairman Flores and Committee Members:

I want to express my support for Nevada Senate Bill No. 24, which allows the Office of Small Business Advocacy (OSBA) to become a permanent office within the Office of Lieutenant Governor.

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Respectfully,

Milt Stewart
CEO

639 Isbell Road, Suite 420, Reno, NV 89509
www.nevadaworks.com 775-337-8600 Fax 775-337-9589

American Job Center of Nevada network

March 14, 2023

RE: Statement in support of SB24 – Office of Small Business Advocacy

Dear Chairman Flores and Committee Members:

I would like to express my support for Senate Bill No. 24, which allows the Office of Small Business Advocacy (OSBA) to become a permanent office within the office of the Lieutenant Governor.

As a small business owner in Nevada for over 15 years I fully support small business owners having an office like the OSBA that can advocate on their behalf with other government agencies. One of the hardest parts of being a small business owner is navigating the multitude of government agencies that a business must be in compliance with in order to operate legally. Having a representative from the executive branch that is advocating for the business owners success when it comes to issues with other government agencies is an invaluable asset not only for business owners but for the communities that they serve.

In my personal experience in my industry, I have noticed how afraid business owners are to even challenge government agencies even when they were clearly being treated unfairly. I have had to learn the detailed workings of how politics work at a state level just to get issues looked at, let alone resolved. The OSBA provides an avenue that small business owners can take to deal with these types of issues without having to spend the time and energy learning about lobbyist and trying to get issues resolved at the legislative level. Saving that time and effort is a win for all parties, the business owners, the legislative representatives, the agencies themselves and the Nevadans that are served by these small businesses.

I strongly urge your support of SB24.

Respectfully,

Rafael Arroyo

Owner

Smog Plus DMV Services

March 13, 2023

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I strongly urge your support of SB 24 and look forward to continuing our work with this important small business resource.

Respectfully,

Name **SANDRA FUENTES**
Title **SALES MGR SMALL BUSINESS INNNV**
Organization **USBANK,**

March 13, 2023

Re: Statement in Support of SB 24 – Office of Small Business Advocacy

Dear Chairman Flores and Committee Members:

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I strongly urge your support of SB 24 and look forward to continuing our work with this important small business resource.

Respectfully,
Michael Tragash

Michael Tragash
Senior Community Director
Yelp

February 14, 2023

Nevada Legislature
Senate Committee on Government Affairs

RE: Statement in Support of SB 24 – Office of Small Business Advocacy

Dear Chairman Flores and Committee Members:

The Henderson Chamber of Commerce supports Senate Bill No. 24, which allows the Office of Small Business Advocacy (OSBA) to become a permanent office within the Office of Lieutenant Governor. The OSBA is essential to strengthening Nevada's entrepreneurial infrastructure and supporting the long-term growth and resiliency of our state's small business owners.

As of 2021, Nevada was home to 297,183 small businesses, representing 99.2% of all businesses. These businesses also employ over half a million people – 43% of the state's workforce. The Henderson Chamber of Commerce represents over 1,800 members with approximately 85% being small business owners.

OSBA receives and reviews issues that arise from small businesses owners and provides guidance to help them understand their rights and responsibilities. Closing the loop, OSBA then makes recommendations to state and local government agencies and legislators on ways to streamline processes and cut red tape. This work is vital to the small businesses in Nevada that are the backbone of our economy.

The Henderson Chamber of Commerce strongly supports SB 24 and looks forward to continuing our work to maintain and strengthen support for small businesses.

Respectfully,

Aviva Gordon
Chair, Legislative Committee
Henderson Chamber of Commerce

Emily Osterberg
Director of Government Affairs
Henderson Chamber of Commerce

BOARD OF DIRECTORS

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Nevada State Bank

Lester Romero
Wells Fargo Bank

Aviva Gordon
Gordon Law

Dr. Carolyn Matzinger
Matzinger Institute of
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Judy West
Cox Business

Maria Bailey
Success City Online

Ercan Aydogdu
Coral Academy of
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Dave Beason
The Muffler Shop

Andrea Blue
Tivoli Village

Rosie Bone
Las Vegas Raiders

Tim Brooks
Emerald Island Casino

Kelly Connery
Orbis Solutions Inc.

Alex Fugazzi
Snell & Wilmer

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Dominican Hospitals

Hussain Mahrous
M Resort Spa & Casino

Mary Mariotti
Digital Trust

Guy Martin
Martin-Harris
Construction

Jon Openshaw
Reflection Bay Golf Club

Chet Opheikens
R&O Construction

Mike PeQueen
HighTower Las Vegas

Dr. Vickie Shields
Nevada State College

Nic Steele
Access Community
Capital Inc.

John Wightman
Rich Wightman &
Company CPAs LLC

Peter Zierhut
Haas Automation

Scott Muelrath
Henderson Chamber of
Commerce

Board of Directors

February 13, 2023

Raja Mourey
President

Re: Statement in Support of SB 24 – Office of Small Business Advocacy

Robert Young,
OMD
Chairman

Dear Chairman Flores and Committee Members:

I want to express my support for Nevada Senate Bill No. 24, which allows the Office of Small Business Advocacy (OSBA) to become a permanent office within the Office of Lieutenant Governor.

Kenneth K. Liu,
Esq.
Vice President
Legal Counsel

I've seen OSBA at work. The office is essential to strengthening Nevada's entrepreneurial infrastructure and supporting the long term growth and resiliency of our state's small business owners. Its collaborative efforts help the rest of Nevada's small business resource community build capacity. There is no other agency or organization in Nevada helping entrepreneurs in such a direct and individual way.

Michelle Chen, CPA
Director

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Maggie Chen
Director

Evan Lee
Director

As of 2021, Nevada was home to 297,183 small businesses, representing 99.2% of all businesses. These businesses also employ over half a million people – 43% of the state's workforce. Currently there are more than 34,700 Asians who own businesses in Nevada inclusive of small business and entrepreneurship.

Christine Rockwell
Director

Roy Suzuki
Director

There is a lot of bureaucracy in starting and operating a business. This process can be particularly onerous to immigrant, minority, and rural communities. Navigating the bureaucratic landscape of business ownership should not be the reason why we see storefronts go dark or businesses go under. Small business owners need a direct point of contact within state government.

Jeannie Williamson
Director

Tuan Pham
Director

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Tim Wong
Director

It is our small business owners who create and contribute to the vibrant and diverse landscape of our community.

Bill Wong
Director

Ana Wood
Director

I strongly urge your support of SB 24 and look forward to continuing our work with this important small business resource.

James Yu, CPA
Director

Respectfully,

Ana Wood
Government Affairs Chairwoman
Las Vegas Asian Chamber of Commerce

February 14, 2023

Re: Statement in Support of SB 24 – Office of Small Business Advocacy

Dear Chairman For and Committee Members:

On behalf of over 2000 NFIB small businesses members, I write in support of Senate Bill 24, which allows the Office of Small Business Advocacy (OSBA) to become a permanent office within the Office of Lieutenant Governor.

The National Federation of Independent Business is the only statewide association representing small businesses specifically and we are acutely aware of the struggles that these job creators go through every day.

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In a recent survey of Nevada's small business owners, four issues were mentioned repeatedly: trouble with the online business portal, SilverFlume; onerous and confusing business licensing and regulations; access to and knowledge of funding opportunities; and frustration at not being able to speak to someone when issues arise.

Starting a business means: creating an account with the Department of Taxation and DETR, applying for workers comp, registering the business with the state, getting a city business license, arranging for a fire or health department inspection, applying for liquor or gaming license, getting insurance, working with local entities to get your Certificate of Occupancy, seeking an occupational license, and a myriad of other agencies depending on the business. Then there are the monthly, quarterly, and annual reporting sales tax, payroll tax, gaming tax, property tax, commerce tax, and other industry specific taxes.

Needless to say, there is a lot of bureaucracy in starting and operating a business. This process can be particularly onerous to immigrant, minority, and rural communities.

The purpose of the OSBA is to receive and review the issues that arise from small businesses owners and provide guidance to help them understand their rights and responsibilities. Closing the loop, OSBA is then supposed to make a recommendation to state and local government agencies and legislators on ways to streamline processes and cut red tape.

NFIB pledges to continue to work with OSBA to ensure that business owners are educated on the services this office provides and ensure that every Nevada entrepreneur can thrive.

Navigating the bureaucratic landscape of business ownership should not be the reason why we see storefronts go dark or businesses go under. Small business owners need a direct point of contact within state government.

It is our small business owners who create and contribute to the vibrant and diverse landscape of our community.

I strongly urge your support of SB 24 and look forward to continuing our work with this important small business resource.

Respectfully,

Tray Abney
Nevada State Director, NFIB

February 13, 2023

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Respectfully,

Rodney Chichester
Access Community Capital

February 14, 2023

Re: Statement in Support of SB 24 – Office of Small Business Advocacy

Dear Chairman Flores and Committee Members:

The White Pine Chamber of Commerce, representing over two hundred small businesses in White Pine County, wishes to express our full support for Nevada Senate Bill No. 24, which allows the Office of Small Business Advocacy (OSBA) to become a permanent office within the Office of Lieutenant Governor.

Like this office, the Office of Small Business Advocacy is essential to the sustainability of Nevada's entrepreneurial infrastructure and supports the long-term growth and resiliency of our state's small business owners. Outside of local Chambers of Commerce, there is no other agency or organization in Nevada directly helping entrepreneurs in such an individualized manner.

As a representative of small businesses in Ely, Baker, Lund, and McGill, Nevada, it is the OSBA's supplemental funding guidance, educational trainings, assistance in helping to navigate burdensome and confusing business licensing and regulations, as well as open access to, and knowledge of, funding opportunities, that alleviates most of the frustration at not having a centralized office for accessing personalized business solutions.

As of 2021, Nevada was home to 297,183 small businesses, representing 99.2% of all businesses in the state. These small businesses employ over half a million people – 43% of the state's workforce. On a more localized level, the economy of White Pine County, Nevada, and Ely, the sixth oldest city in the Silver State, relies 99.9% on its small businesses.

There is a lot of bureaucracy in starting and operating a business. This process can be particularly cumbersome to immigrant, minority, and rural communities. Navigating the overly regulated landscape of business ownership should not be the reason why we see storefronts go dark or businesses go under. Small business owners need a direct point of contact within the state government that is able to address the needs of every sector, from agriculture and ranching, to boutique and niche cottage-industries, as well as the growing market of skilled tradespeople working independently.

Close the gap between government and good business sense. Support SB 24.

Respectfully,
Shadrach Robertson
Executive Director - White Pine Chamber of Commerce
Ely, Nevada

February 13, 2023

Re: Statement in Support of SB 24 - Office of Small Business Advocacy

Dear Chairman Flores and Committee Members:

I want to express my support for Nevada Senate Bill No. 24, which allows the Office of Small Business Advocacy (OSBA) to become a permanent office within the Office of Lieutenant Governor.

I've seen OSBA at work. The office is essential to strengthening Nevada's entrepreneurial infrastructure and supporting the long-term growth and resiliency of our state's small business owners. Its collaborative efforts help the rest of the rest of Nevada's small business resource community build capacity. There is no other agency or organization in Nevada helping entrepreneurs in such a direct and individual way.

In a recent survey of Nevada's small business owners, four issues were mentioned repeatedly: trouble with the online business portal, SilverFlume; onerous and confusing business licensing and regulations; access to and knowledge of funding opportunities; and frustration at not being able to speak to someone when issues arise.

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OSBA receives and reviews the issues that arise from small businesses owners and provides guidance to help them understand their rights and responsibilities. Closing the loop, OSBA then makes recommendations to state and local government agencies and legislators on ways to streamline processes and cut red tape.

It is our small business owners who create and contribute to the vibrant and diverse landscape of our community.

I strongly urge your support of SB 24 and look forward to continuing our work with this important small business resource.

Respectfully,

Sandy Gordon

Sandy Gordon
Vice President
(775) 770-1202 (O)

LAS VEGAS WEDDING CHAMBER OF COMMERCE

February 14, 2023

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Dear Chairman Flores and Committee Members:

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Respectfully, 

Brian Mills
President
Vegas Wedding Chamber

3614 E Sunset Rd
#110
Las Vegas, NV 89120

PHONE	702-810-8200
EMAIL	President@WeddingChamber.vegas
WEBSITE	https://weddingchamber.vegas

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Respectfully,

Steve Ferguson, CPA MBA
Owner - Ferg Eats Inc.
DBA - Chop Stop - Reno

Partner - CFO Particeps

Carson City Audit Committee
↳ Chair person

Small Business Advocacy

The enormous support and assistance that I have received from the (OSBA) and their team is indescribable. I was at a workshop that one of our US senators of Nevada had hosted when I met Melissa. I had been debating all morning if this was just another workshop that was a waste of my time, as a start-up small business owner every moment that the secondhand ticks away can determine if one is still in business tomorrow. That day change the course **“SO THANK YOU”**, I’m not sure would still be in business today. Navigating through and local government is a nightmare, then you throw the federal, it’s like being on a merry go round.

It is comforting to know that I have a support team that understands the struggles that small businesses go through, even here in Nevada. Within 24 hours of that workshop, that I was not sure was worth my time to attend. I have a Small Business Advocacy Team reaching out to me.

Adventures Charter LLC as a passenger transportation for hire company. We have received our Nevada Transportation Authority Certification to operate passenger bus services in the State of Nevada. As well as FMSCA USDOT & MC Authority to provide interstate passenger transportation.

I truly appreciate OSBA and their team throughout our Great State. We have opportunities now throughout our state.

Sincerely:

Keith Johnson
Entrepreneur.

February 13, 2023

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Respectfully,

Meredith M. Tanzer
Small Business Advocate

February 13, 2023

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Sincerely Yours,

Ira M. Gostin, MBA, APR
Business Owner-Entrepreneur-Mentor
ira@g8strategies.com

G8 Strategies LLC.
316 California Ave. Suite 96 | Reno, Nevada 89509-1650 USA
775-391-0213
D-25

February 13, 2023

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Respectfully,

X

Kerri O'Neill
THE Applied Companies

May 4, 2023

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Terry Reynolds
Director
Department of Business and Industry

Michael Tragash
Senior Community Manager
Yelp

Tray Abney
Nevada State Director
National Federation of Independent Business

Nancy McCormick
Senior Vice President Retention, Expansion and
Workforce
Economic Development Authority of Western
Nevada (EDAWN)

Jeff Sutich
Executive Director
Northern Nevada Development Authority

Eldon & Elizabeth Ricardo
Owners
Graze, LLC

Mendy Elliott
Senior Vice President & Public Policy Director
Flynn Giudici Government Affairs, LLC

Gabriela Wyett
Commissioner
Nevada Commission of Minority Affairs
Subcommittee of Economic Development and
Healthcare

Kathleen Taylor
Chair
Nevada Commission on Minority Affairs
Subcommittee of Legislature and Housing

John Parel
Employment Security Division Manager
Nevada Department of Employment, Training
and Rehabilitation (DETR)

CMDR Andre' Haynes
Founder and CEO
Armed Forces Chamber

Favor Chikelu
President
African Chamber of Commerce & Tourism

Aviva Gordon
Legislative Committee Chair
Henderson Chamber of Commerce

Emily Osterberg
Director of Government Affairs
Henderson Chamber of Commerce

Ana Wood
Government Affairs Chairwoman
Las Vegas Asian Chamber of Commerce

Rodney Chichester
Access Community Capital

Shadrach Robertson
Executive Director
White Pine Chamber of Commerce

Sandy Gordon
Vice President
Nevada State Development Corporation

Brian Mills
President
Vegas Wedding Chamber of Commerce

Steve Ferguson
Owner
Ferg Eats Inc

Keith Johnson
Owner
Adventure Charters, LLC

Meredith Tanzer
Small Business Advocate and Entrepreneur

Ira Gostin
Owner
G8 Strategies LLC

Kerri ONeill
Owner
The Applied Companies

Monica Coburn
Managing Director
Nevada Business Advisors

Arielle Duave
TV Host/Producer
Founder & President Diversity Chamber of
Commerce of Nevada

Mary Claire Bouch r
Principal & Founder
MCBCreative, Inc.

Rob Jaime
Principal
Nevada Premier Commercial

Cindy Fencil
Executive Director
Adams Hub

Shannon Liebel
Owner
Still Water Yoga Lake Tahoe, LLC

Milt Stewart
CEO
Nevada Works

Rafael Arroyo
Owner
Smog Plus DMV Services

Sandra Fuentes
Sales Manager Small Business
US Bank