



Lessons Learned from L.A. County's Most Business Friendly Cities

- 1. Business friendly cities are enthusiastic about their communities, committed to providing desired services, helping businesses and the community.**
- 2. L.A. County's most business friendly cities have established economic development and quality jobs as a top priority.**
- 3. Business friendly cities use a variety of traditional and social media to communicate with their business community through regular business visits with city officials, CEO/business forums, webinars, e-blasts, surveys to gauge public sentiment, newsletters, workshops and events.**
- 4. Business friendly cities are passionate about providing excellent customer service, and committed to being responsive to business concerns, which is exhibited throughout the organization.**
- 5. Business friendly cities provide high quality services at reasonable costs within reasonable timeframes and deliver services beyond expectation.**
- 6. Business friendly cities utilize development agreements, special zones, film-friendly ordinances, streamline permitting, among others to induce desired economic development results.**
- 7. Business friendly cities recognize testimonials from successful and satisfied existing businesses encourage new business development and have created open channels for problem identification and solution options to address issues.**
- 8. Business friendly cities provide an overall business climate conducive to business success and job creation.**
- 9. Business friendly cities provide a high quality of life for residents and businesses.**
- 10. Business friendly cities have a current economic development strategy, ideally as part of their General Plan with performance measures, regular reviews, revisions when necessary, flexibility and accountability.**