



Welcome to the  
**CITY OF RIALTO**  
California

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Thank you for choosing our City  
Let's grow together!



**BUSINESS  
RESOURCE GUIDE**



## **BUSINESSS RESOURCE GUIDE**

Congratulations on launching your business! If you have questions about specific business activities or need guidance, this resource guide can help provide answers. For further assistance, don't hesitate to reach out to us.

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## **ECONOMIC DEVELOPMENT DIVISION (909) 820-2505 or [opportunities@rialtoca.gov](mailto:opportunities@rialtoca.gov)**

### **Services**

Economic Development provides many important services to prospective businesses or developers, including, demographic information, ombudsman, guidance through the City's approval process, referral services to business assistance agencies, and site selection assistance.

## **BUSINESS LICENSING DIVISION (909) 820-2517 or [citybl@rialtoca.gov](mailto:citybl@rialtoca.gov)**

### **Renewal Notification**

All business licenses expire on December 31st. Contractor's license expires 12 months from the original paid date. Renewals are mailed out by the City in November. Renewals can be in-person or emailed.

### **Renewal Fees**

City administration fee for Home Occupancy is \$25.90; for all other businesses \$32.40. State fee as of January 1, 2018 is \$4.00. The Business License Tax fee is based on the business classification, visit the website for the table. City fees are subject to change.

## **PLANNING DIVISION (909) 820-2535 or [planning@rialtoca.gov](mailto:planning@rialtoca.gov)**

### **Alcohol Beverage Control (ABC) License and City Conditional Use Permit**

Restaurants seeking an alcoholic beverage license must apply to both the Department of Alcoholic Beverage Control and the City for a Conditional Use Permit (CUP). The City will require an application, supporting documents, plans, public notification, a public hearing, and CUP approval conditions.

### **Temporary Use Permit (TUP) - Special Events**

Businesses seeking to conduct short-term activities not generally permitted by zoning or development standards may apply for a Temporary Use Permit (TUP). The TUP accommodates reasonable interim or temporary uses for a limited time on the subject parcel. The City will require an application, site plan, use layout, and event hours.

### **Banner Permit (BP)**

Businesses wishing to install a temporary banner for promotional purposes (such as, grand openings or special events) must apply for a Banner Permit (BP). Banners are allowed for a limited period of the subject site and cannot be placed over public right-of-way. The City will require an application, placement plan, and banner design.



### **Sidewalk Vendors Requirements**

Sidewalk vendors (merchandise or food) are required to obtain a business license from the City. Food vendors are required to have a valid County of San Bernardino Health Permit and Food Handlers card for each staff member. Serving and/or selling food from a garage, driveway, or home is illegal.

### **Temporary Sign Permit**

Businesses wishing to display non-permanent signs, such as, mobile, A-frame, or portable signs on private property must apply for a Temporary Sign Permit. The City will require an application, placement plan, and sign design.

### **Sign Permit**

Businesses seeking to install a new monument, wall, or window signage will be required to submit a Sign Permit (PM). The City will require an application, site plan, elevations, detail drawings, landlord approval, structural calculations, use layout, and comply with the City development standards and/or the Center's sign program.

## **BUILDING AND SAFETY DIVISION (909) 820-2505 or [rialtobuilding@rialtoca.gov](mailto:rialtobuilding@rialtoca.gov)**

### **Building Permit (Tenant Improvements—TI)**

Tenant improvements are changes made to both the interior and exterior of a commercial or industrial property by its owner to accommodate the needs of a tenant. A building permit is required if any type of alternation is made to the tenant space. Contact the Building Department for the application, the required list of documents, fees, and processing time.

### **Certificate of Occupancy**

When there is a change of use in a property, a new Certificate of Occupancy (C of O) may be required. This certificate reflects the updated code and permits the new use. Change of use permits and C of O stay with the property for its life cycle. Industrial or commercial buildings undergoing changes in occupancy, name, or type of business require a Certificate of Use

## **PUBLIC WORKS DEPARTMENT (909) 820-2602**

### **Engineering, Traffic, Streets, Trees, Waste Management Divisions—Capital Improvement Programs**

#### **Graffiti Removal on City– Owned Land**

For graffiti removal on City-Owned land, please contact (909) 820-2670.



### **Sidewalk or Street Disrepair**

For needed repairs to curbs, gutters, sidewalks, clearing of weeds and debris on public alleyways or right-of-way, contact (909) 820-2602.

### **Tree Trimming**

For a damaged or overgrown tree in the City's rights-of-way or parks, contact (909) 820-2602.

## **POLICE DEPARTMENT (909) 820-2550**

### **Business Watch Training Program**

The Police Department is committed to ensuring a safe business environment for all establishments within the City. If your business is located in Rialto and you'd like to receive training on reducing the risk of criminal activity, contact Community Services Bureau Business Liaison Officer at [cop@rialtopd.com](mailto:cop@rialtopd.com).

### **Trespassing Enforcement Program**

The Program was created specifically for businesses to help with incidents of trespassing and loitering. If you are having trespassers on your property, complete the Trespassing Enforcement Form. The program is valid for 365 days.

## **CITY CLERK'S OFFICE (909) 820-2519**

### **Grand Opening Ribbon Cutting Ceremony**

The City Clerk's Office would be delighted to assist your business celebrate your new business with a Grand Opening Ribbon Cutting or Groundbreaking Ceremony.

## **SAN BERNARDINO COUNTY WORKFORCE DEVELOPMENT (909) 215-7255**

### **Free Human Resources Hotline**

Project your business from fines and penalties, for general human resource question, call 877-282-3763.

### **Customized Recruitment Services**

Find the right employees to fit your needs.

### **Customized Training Programs**

Save up to 50 percent (50%) on training needed to build up your team's skills to achieve your next level.

### **On-the-Job Training Funds**

Funding to reimburse you for the initial training period for your new employees, up to 50 percent (50%) reimbursement of their wages for up to three months.



## CONTACT INFORMATON



### CITY

	NUMBER
Community Development	(909) 820-2505
Economic Development	(909) 820-2505
Business License Division	(909) 820-2517
Planning Division	(909) 820-2535
Building and Safety Division	(909) 820-2505
Public Works Department	(909) 820-2602
Signal & Street Sign	(909) 820-2602
Police Department	(909) 820-2550
City Clerk's Office	(909) 820-2519
Community Compliance	(909) 820-8070
Fire Department	(909) 820-2501
Finance Department	(909) 820-2544
Rialto Water Services	(909) 820-2546

### UTILITIES

West Valley Water District	(909) 875-1849
Burrtec Disposal	(909) 877-1596
Mid-Valley Landfill	(909) 822-4871
Southern CA Edison	(800) 655-4555
Gas Co (Business)	(800) 427-2000
Gas Co (Residential)	(877) 238-0092
AT&T	(800) 288-2020
Spectrum	(909) 875-1804
Frontier	(909) 805-4736

### ORGANIZATION

Chamber of Commerce	(909) 875-5364
SCORE (business education)	(951) 652-4390
Restaurants Care	(916) 279-5292

### SCHOOL

Rialto Unified School Dist.	(909) 820-7700
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### COUNTY

Assessor Recorder Clerk	(909) 387-8307
Auditor Controller	(909) 387-8322
Economic Development	(909) 820-4700
Environmental Health Services	(800) 442-2283
Work Force Development	(909) 387-9859

### STATE

Alcoholic Beverage Control	(951) 782-4400
Franchise Tax Board S.A.	(714) 558-4505
Franchise Tax Board General	(800) 852-5711
California Department of Tax and Fee Administration	(800) 400-7115

### FEDERAL

Small Business Administration	(951) 951-2345
Internal Revenue Services	(951) 545-5640



# CITY OF RIALTO

## BUSINESS RESOURCE GUIDE

TO FIND OUT MORE, CONTACT THE COMMUNITY DEVELOPMENT DEPARTMENT

**Colby Cataldi**

Director of Community Development

(909) 820-2505

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