
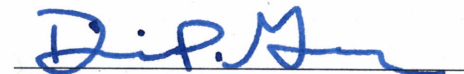


1 
2 Councilmember Kenyan McDuffie
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Councilmember David Grosso

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5 A BILL
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7 IN THE COUNCIL OF THE DISTRICT OF COLUMBIA
8

9 To amend the District of Columbia Code to create a local business ombudsman; establish roles
10 and responsibilities of the Ombudsman's office and to designate agency-wide Officers
11 for Small and Local Business Inclusion.

12 BE IT ENACTED BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this
13 act may be cited as the "Local Business Support Amendment Act of 2019".

14 Sec. 2. The Small and Certified Business Enterprise Development and Assistance Act of
15 2005 effective October 20, 2005 (D.C. Law 20-108; D.C. Official Code § 2-218.01 et seq.), is
16 amended by adding a new section 2313a to read as follows:

17 "Sec. 2313a. Local Business Ombudsman.

18 "(a) For the purposes of this subsection, the term "business" means any trade, profession,
19 or activity which provides, or holds itself out to provide, goods or services to the general public
20 or to any portion of the general public, for hire or compensation in the District of Columbia.

21 "(b) There is established within the Department of Small and Local Business
22 Development the office of the ombudsman program to be operated and administered by the
23 Department.

24 "(c) The Ombudsman shall be:

25 “(1)(A) A full-time position and a neutral resource for current and prospective
26 business owners in the District of Columbia to provide potential resolutions of complaints and
27 concerns regarding opening and maintaining a business; and

28 “(i) The Ombudsman shall be a District resident within 180 days of
29 appointment.

30 “(ii) The Ombudsman shall serve for a term of 5 years, and may be
31 reappointed.

32 “(iii) After notice and an opportunity to be heard, the Ombudsman may be
33 removed only for cause that relates to the Ombudsman’s character or efficiency by the Mayor.

34 “(iv) If a vacancy in the position of ombudsman occurs as a consequence
35 of resignation, disability, death, or other reasons other than the expiration of the term, the Mayor
36 shall appoint an ombudsman to fill the unexpired term within 75 days of the occurrence of the
37 vacancy.

38 “(v) A person with substantive experience in the fields of small business
39 development, advocacy, licensing and certification, and the contracting and procurement process.

40 “(d) The Ombudsman, or his or her designee at a minimum shall:

41 “(1)(A) Refer individuals, when appropriate to other agencies or organizations for
42 assistance with the Department services and programs;

43 “(i) Work jointly, when appropriate with other agencies and organizations
44 to promote greater access to the Department’s services and programs;

45 “(ii) Serve as a liaison between the business community and the District
46 government to assist and educate existing and forming businesses in their procedural
47 relationships with the District of Columbia;

48 “(iii) Maintain accurate data to make data-informed recommendations for
49 removing barriers to licensure for small businesses;

50 “(iv) Identify and help resolve complaints on behalf of business owners
51 and assist local businesses with complaints and registering the firm to do business with the city;

52 “(v) Maintain a comprehensive list for what business owners must do to
53 operate in full compliance with laws and regulations;

54 “(vi) Coordinate with the Department and appropriate agency personnel to
55 ensure compliance with D.C. Code § 2-221.01 *et. seq.*;

56 “(vii) Make annual recommendations to the Mayor and the Council on
57 laws and regulations that are cumbersome and burdensome for business that should be amended
58 or repealed;

59 “(vii) Adhere to other functions as defined by the Department; and

60 “(viii) Within 30 days of the end of the fiscal year, the ombudsman shall
61 submit a report to the Department, the Council and the Mayor, detailing an accounting of all
62 activities undertaken including:

63 “(I) An evaluation and analysis of the ombudsman’s programs and
64 performance;

65 “(II) A complete fiscal accounting; and,

66 “(III) Any recommendations to improve access to the
67 Department’s services.

68 “(e) Each District government agency subject to D.C. Code § 2-218.41 shall designate an
69 Officer for Small and Local Business Inclusion (OSLBI) to serve as the principal point of contact

70 between each agency and the Department. The Department shall promulgate in its regulations the
71 roles and responsibilities for the OSLBIs.

72 Sec. 3. Fiscal impact statement.

73 The Council adopts the fiscal impact statement in the committee report as the fiscal
74 impact statement required by section 602(c)(3) of the District of Columbia Home Rule Act,
75 approved December 24, 1973 (87 Stat. 813; DC Official Code § 1-206.02(c)(3)).

76 Sec. 4. Effective date.

77 This act shall take effect following approval by the Mayor (or in the event of veto by the
78 Mayor, action by the Council to override the veto), a 30-day period of congressional review as
79 provided in section 602(c)(1) of the District of Columbia Home Rule Act, approved December
80 24, 1973 (87 Stat. 813; DC Official Code § 1-206.02(c)(1)), and publication in the District of
81 Columbia Register.