

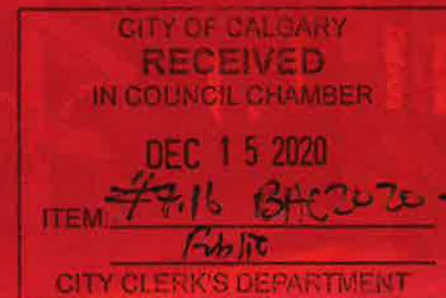


Business Advisory Committee Update to Council

Business Advisory Committee

BAC2020-1339

ISC: Unrestricted





Mandate and Responsibilities

BAC will act as a conduit to address perceived City of Calgary barriers that business stakeholders face in their everyday operations.

BAC members' responsibilities are to:

1. Receive advice and recommendations from the BAC working group.
2. Prioritize perceived systemic barriers and work with respective City administration departments for resolution.
3. Seek Council approval for additional resources when required to carry out a particular initiative the BAC believes should be pursued.



The Business Advisory Committee's Q4 2019 – Q1 2020 Work Plan identified several opportunities to prioritize perceived system barriers. Three priorities were identified:

1) Restaurants

- Importance of being more responsive with timelines. Municipal and Provincial collaboration.

2) Change of Use

- Stakeholders would like a focus on streamlining process and permitting.

3) Industrial Land

- Ensuring City industrial land remains regionally competitive.



Accomplishments

Systemic issues identified with Indemnified Contractors in 2019 have been resolved, and ongoing communication with the industry and administration will continue for service improvement and alignment.

The BAC Working Group identified the restaurant and brewery industry as a key priority for BAC to address in 2020. BAC hosted three confidential meetings with representatives from the Restaurant/Brewery industry in July with the objective to collect their feedback on their experiences with The City and create a customer journey map.



Work in Progress

Systemic issues and recommendations identified in the customer journey for the Restaurant and Brewery Industry will return to BAC in Q1 2021.

BAC will be exploring the third priority - ensuring City industrial land remains regionally competitive - by working with the appropriate external stakeholders and City Administration.