

Previous Council Direction and Background

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The Business Advisory Committee received the “Update on the Customer Journey Issues for the Restaurant and Brewery Industry BAC2020-1312” report on 2020 November 16. Councillor Davison added a 4th recommendation. The recommendations were approved as amended:

That the Business Advisory Committee:

1. Direct the Business & Local Economy team to work with Planning & Development to report back to the Business Advisory Committee with a progress update on focus areas 1, 3, 3a, 3b, 3c, 4, and 5 identified in the “What We Heard” report by the end of Q1 2021;
2. Direct the Business & Local Economy team to work with Planning & Development to report back to the Business Advisory Committee with a progress update on focus area 2 identified in the “What We Heard” report by the end of Q2 2021;
3. Direct the Business & Local Economy team to work with Planning & Development for continued improvement of the customer journey experience to other business segments; and
4. Direct Planning & Development, the Business & Local Economy team and Calgary Community Standards to explore streamlining and efficiency options to direct business licensing and inspections related to business licensing under the Planning & Development department and report back to the Business Advisory Committee by the end of Q1 2021.

Background

The Business Advisory Committee (BAC) working group had 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 and brewery sector in 2020 July with the objective to collect their feedback on their experiences with The City.