

Restaurant and Brewery Industry Business Experience Improvement Program BAC2021-0195

**Business Advisory Committee** 

Date: March 17, 2021

ISC: Unrestricted





# Restaurant and Brewery Industry Business Experience Improvement Program

#### **RECOMMENDATION:**

That the Business Advisory Committee (BAC) direct Administration to return to BAC no later than Q2 2022 to provide a full progress update on all of the focus areas.





## What problem are we trying to solve?

Key issues from "What we heard report":

[2021

Lack of opportunity to meet, consistency and knowledge from staff when responding to inquiries

Focus]
Uncertainty,
time and
cost
increase
due to
Change of
Use (COU)
lengthy
process.

Inspection process requires far more changes than what was initially approved on the plans/ drawings

Lack of consistency /subjectivity from inspection staff when making approval decisions

Lack of perceived value on paying for a business license

3A – Cost increase due to over design of various requirements related to safety

3B – Building safety codes regulation required to design for construction are too vague

3C – Lack of clarity on HVAC requirements





Work stream

goals

- 1 Fast and predictable timelines
- 2 Customer service is knowledgeable, prompt, and tailored
- 3 Demonstrated value for the cost of a business licence





Key issues from "What we heard report":

Lack of opportunity to meet, consistency and knowledge from staff when responding to inquiries

## **Customer Experience**

#### Completed

Business Experience Representative pilot

Realigned Business Approvals and HVAC

#### Future focus

Permanent Business Experience Representatives hired

Performance measures, including clear timelines



Key issues from "What we heard report":

Inspection process requires far more changes than what was initially approved on the plans/drawings

Lack of consistency /subjectivity from inspection staff when making approval decisions

3A – Cost increase due to over design of various requirements related to safety

3B – Building safety codes regulation required to design for construction are too vague

3C – Lack of clarity on HVAC requirements

## **Education & Training**

### Completed

Common deficiencies checklist

Checklist for complete applications

Customer journey guide

#### Future focus

Awareness campaign

Website improvements

Webinars & videos



Key issues from "What we heard report":

Lack of perceived value on paying for a business license

#### **Business Licence Value**

### Completed

Business Licence Service review underway

Business Licence Service ownership planned to be moved

#### Future focus

Awareness campaign

Report to Financial Task Force



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