



Business Advisory Committee Timeline/Work Plan

The Business Advisory Committee (BAC) acts as a conduit to address perceived City of Calgary barriers that business stakeholders face in their everyday operations.

BAC will continue to provide insight, advice and recommendations to reduce perceived barriers for business owners. BAC will share updates with the broader community once solutions or service improvements have been determined and implemented.

2018 to 2021

Deliverable	Date	Audience	Leads	Notes
Regular Meeting Council: Notice of Motion – Business Advisory Committee	October 15, 2018	Council	Councillor Sutherland Sonya Sharp/Amie Blanchette	C2018-1219 Notice of Motion Approved for establishment of a Business Advisory Committee and Terms of Reference to return to council end of Q4 2018
Regular Meeting Council: Business Advisory Committee Terms of Reference deferral	November 19, 2018	Council	Councillor Sutherland	Approved and to return end of Jan. 2019
Combined Meeting Council: Business Advisory Committee Terms of Reference	March 18, 2019	Council	Sonya Sharp	C2019-0351: Committee Terms of Reference - Approved
Regular Meeting: Business Advisory Committee	April 3, 2019	Public	Councillor Demong, Councillor Sutherland, Glenda Cole, Sonya Sharp	Establishment of a Working Group (Verbal) BAC2019-0444 Councillor Demong was elected Vice-Chair of the Business Advisory Committee, by acclamation and acknowledging the City Manager delegation to S. Sharp.

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Business Advisory Committee: Working Group Meeting #1	April 10, 2019	BAC and Working Group	Councillor Sutherland (Chair) / BAC	Kick off meeting with External Stakeholders and Administration
Business Advisory Committee: Working Group Meeting #2	May 8, 2019	BAC and Working Group	Business Advisory Committee and Working Group	Presentation on potential campaign and refreshed online content on The City's external website. Working Group suggests pausing until Q4 2019.
Meeting with City Approved Indemnified Contractors	May 16, 2019	Members of BAC	Councillor Sutherland /Sonya Sharp/ Tomi Neilson	Received some stakeholder feedback on timelines, service delivery and communication. Business Advisory Committee conducted a "what we heard" report.
Indemnified Contractors Engagement Session	May 28, 2019	Invites	Tomi Neilson	Hosted at the Water Services Building.
Update to GM Duckworth	June 13, 2019	General Manager Duckworth/ Administration	Councillor Sutherland/ Sonya Sharp	GM Duckworth shared the "what we heard" with staff and decided on next steps.
Business Advisory Committee Update to Cllr Demong	June 18, 2019	Councillor Demong	Sonya Sharp/Tomi Neilson	Updating Cllr Demong on the "what we heard report" from June 13, 2019.
Regular Meeting: Business Advisory Committee	July 2, 2019	Public	Business Advisory Committee	Committee identified system issues with Indemnified Contractors "what we heard" report and next steps. GM Duckworth was advised.
Business Advisory Committee Working Group/External Stakeholders Update	July 4, 2019	Working Group	Business Advisory Committee	Level setting - meetings going forward and stakeholder discussions without Administration to create a safe environment.

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Business Advisory Committee Working Group Update to City Administration	July 22, 2019	Members of City Administration who sit on the Working Group	Business Advisory Committee	Business Advisory Committee provided an update on the more specified direction the Working Group sessions wish to take going forward. This was in response to the suggestion made in previous Working Group meetings.
Business Advisory Committee and Working Group: Opinion on Social Procurement Policy Discussion	July 23, 2019	Business Advisory Committee and Working Group	Supply Management	That with respect to Postponed Report PFC2019-0384, the following Motion Arising be adopted: That Council request the Business Advisory Committee to consider Report PFC2019-0384 and provide an opinion to Council by no later than Q4 2019.
Regular Meeting: Business Advisory Committee	July 30, 2019	Public	Water Resources/Services	Water Utility Report to the Business Advisory Committee on Indemnified Contractors BAC2019-0974
Confidential whiteboarding session	September 11, 2019	External Lawyers	Councillor Ward Sutherland, Tomi Neilson	Confidential whiteboarding session on City Land Transactions – directed to administration March 2021
Regular Meeting: Business Advisory Committee	September 20, 2019	Public	Business Advisory Committee	Business Advisory Committee to approve the update report to Council.
Business Advisory Committee Semi-Annual Report to Council	September 30, 2019	Council	Business Advisory Committee	Consent agenda: BAC2019-1193

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Organizational Meeting of Council	October 28,2019	Council	City Council/Clerks	Councillors to serve as Chair and Vice Chair of the Business Advisory Committee. Chair, Cllr Sutherland, Vice Chair, Cllr Davison.
As per PFC 2019-0384 – Opinion on social procurement report	October 31,2019	Supply Management	Business Advisory Committee	Working Group through the Business Advisory Committee to provide an opinion on social procurement report.
Regular Meeting: Business Advisory Committee	December 6, 2019	Business Advisory Committee	Water Resources/Services	Administration to report back to the committee on status update on the barriers resolved to-date actions for Indemnified Contractors.
Regular Meeting: Business Advisory Committee	December 6, 2019	Public	Business Advisory Committee	Social Procurement Policy Business Advisory Committee Opinion - Executive Summary Approval for December 16th Council BAC2019-1524
Business Advisory Committee update back to Indemnified Contractors	Q4 2019	Stakeholders that attended the May 16, 2019 meeting	Business Advisory Committee	Business Advisory Committee update from Administration back to Indemnified Contractors.
Combined Meeting of Council	December 16, 2019	Council	Business Advisory Committee	Business Advisory Committee Appointments (Verbal) C2019-1581 Business Advisory Committee Opinion on Social Procurement BAC2019 -1524
Business Advisory Committee: Working Group Meeting	January 21,2020	Business Advisory Committee and Working Group	Business Advisory Committee	Working group to discuss the Business Advisory Committee's top three priorities for 2020

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				identified by industry at the July 4, 2019 Working Group meeting: Restaurants, Change of Use and Industrial Land. Gained working group input on potential stakeholders to engage - the Change of Use process, Restaurants and Industrial lands.
Business Advisory Committee: Restaurant/Brewery Industry Feedback Whiteboarding Session #1	July 7, 2020	Restaurant Brewery Industry	Business Advisory Committee, Business and Local Economy	Business Advisory Committee, Business and Local Economy discussed how The City of Calgary can improve processes and remove barriers for the Restaurants and Brewery Industry. Goal was to create a Change of Use "Journey Map".
Business Advisory Committee: "Close the Loop" Meeting: ICs, BILD, Water & Roads	July 16, 2020	Indemnified Contractors BILD, Water Resources & Roads	Business and Local Economy, Water Resources/Services and Roads.	Administration provided an update to the Indemnified Contractors and BILD on the progress of the work to address the needs that were identified May 16, 2019.
Business Advisory Committee: Restaurant/Brewery Industry Feedback Whiteboarding Session #2	July 28, 2020	Restaurant Brewery Industry	Business Advisory Committee, Business and Local Economy	Business Advisory Committee and Business and Local Economy discussed how The City of Calgary can improve processes and remove barriers for the Restaurants and Brewery Industry. Goal was to create a Change of Use "Journey Map".

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Business Advisory Committee: Restaurant/Brewery Industry Whiteboardng report feedback	August 26, 2020	Restaurant Brewery Industry	Business and Local Economy, Business Advisory Committee	Final review of the Restaurant/Brewery What We Heard report with the stakeholders group to finalize before handing over to Administration.
De-brief: Restaurants and Brewery Industry "What We Heard" report, and administration recommendations.	September 9, 2020	City Manager David Duckworth, Cllr Sutherland & Cllr Demong	Business and Local Economy, Leader, Sonya Sharp	Discussion to prioritize the issues identified in the Restaurants and Brewery Industry "What We Heard" report. Business and Local Economy to present recommendations to administration (General Managers and Directors).
Business Advisory Committee and Business Local Economy: Restaurant and Brewery Industry "What We Heard" Report - Next Step	September 30, 2020	GM Dalgleish, GM Black, Director Desjardins, Director Hinse	City Manager Duckworth, Business and Local Economy Leader, Sonya Sharp	Presented the findings of the Restaurants and Brewery Industry "What We Heard" report developed by Business Advisory Committee and Business and Local Economy. Administration to work with the Business and Local Economy team to respond to issues.
Organizational Meeting of Council	October 26, 2020	Council	City Council/Clerks	Councillors to serve as Chair and Vice Chair of the Business Advisory Committee. Chair, Cllr Sutherland, Vice Chair, Cllr Davison. Executive Leadership Team [ELT], via Report C2020-1054 appointed S. Sharp as City Manager's designated delegate.

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Regular Meeting: Business Advisory Committee	November 16, 2020	Business Advisory Committee	Planning and Development	Update on the Customer Journey issues for the Restaurant and Brewery Industry BAC2020-1312
Regular Meeting: Business Advisory Committee	December 7, 2020	Public	Business Advisory Committee	Business Advisory Committee to approve the update report to Council. BAC2020-1339
Regular Meeting of Council	December 14, 2020	Council	Business Advisory Committee	Business Advisory Committee Semi-Annual Report to Council Consent agenda: BAC2020-1339
Business Advisory Committee update to the Restaurant Brewery Industry	December 15, 2020	Restaurant Brewery Industry	Business and Local Economy, Business Advisory Committee	Progress update in response to the confidential whiteboarding session. Business and Local Economy team in collaboration with Planning & Development and Calgary Community Standards to address the concerns raised during those sessions. Both Business Units presented a progress report to the Business Advisory Committee on November 16th to update BAC on initiatives already currently in motion, which aspects will be the initial primary focus as “quick wins”, and what will be considered for longer term goals. These Business Units have been directed to report back to BAC by the end of Q1 2021 to

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				provide further details on the longer term goals identified.
Business Advisory Committee: Working group meeting	January 20, 2021	Business Advisory Committee and Working Group	Business Advisory Committee	Conversation and update on the issues and pressures businesses went through in 2020; update on City's relief measures and communication strategy. Looking ahead at 2021 – economic uncertainty, COVID closures and update on BAC's upcoming meetings, and update on BAC's upcoming meetings and the Industrial Growth Strategy priority approach.
Business Advisory Committee update to City Administration on industrial land competitiveness	February 3, 2021	Real Estate Development Services, Planning & Development, Chief Financial Officer	Business Advisory Committee, City Manager	Business Advisory Committees' update to the appropriate administration groups that BAC will be conducting confidential whiteboarding sessions on industrial land.
Business Advisory Committee: Industrial stakeholder whiteboarding session	February 22, 2021	Industrial Stakeholders	Business Advisory Committee	Whiteboarding session for industrial stakeholders to provide input on the processes when doing business as an Industrial stakeholder with the City of Calgary. Deliverable is a "What we heard" report to be distributed to the appropriate City Administration departments to ensure City industrial land remains regionally competitive

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City of Calgary - Streamlining the Change of Use process: Journey Mapping Session #1	March 9, 2021	External stakeholders from the Business Advisory Working group and further Industry members from Real Estate Sector Advisory Committee	Business and Local Economy/ Business Advisory Committee	Business and Local Economy facilitated a session on how The City of Calgary can improve processes and remove barriers for the Change of Use process. Goal is to create a Change of Use "Journey Map".
Request for input in how best to deploy Council's approved \$30 million for local small businesses.	March 11, 2021	Business Sector Task Force/ Business Advisory Working group	Business and Local Economy/ Business Advisory Committee	Business Advisory Committee received feedback on solutions in regards to the Phased Tax Program passed at Council on March 1, and the \$30 million targeted towards local small businesses C2021-0422
Regular Meeting: Business Advisory Committee	March 17,2021	Business Advisory Committee	Planning and Development	Progress update on the Customer Journey issues for the Restaurant and Brewery Industry BAC2021-0195
Regular Meeting: Business Advisory Committee	March 17,2021	Law Department	Business Advisory Committee	Law Department to receive Confidential What We Heard Report (Verbal) -External Stakeholders of City Land Transactions: BAC2021-0434
Regular Meeting: Business Advisory Committee	March 17,2021	Planning and Development/Real Estate Development Services	Business Advisory Committee	A document entitled "Industrial Stakeholder Whiteboarding - What We Heard" was distributed with respect to Verbal Report BAC2021-0467
Regular Meeting: Business Advisory Committee	April 21,2021	Business Advisory Committee	Planning and Development/Real	A presentation entitled "Administration Response to the Industrial Stakeholder What

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			Estate Development Services	We Heard Report" was distributed with respect to Report BAC2021-0590 . Receive the presentation for the Corporate Record; and Direct Administration to continue work on the actions identified in the presentation and report.
City of Calgary - Streamlining the Change of Use process: Journey Mapping Session #2	May 12, 2021	External stakeholders from the Business Advisory Working group and further Industry members from Real Estate Sector Advisory Committee	Business and Local Economy/ Business Advisory Committee	Business and Local Economy facilitated a session on Change of Use knowledge and empathy from a stakeholder/user perspective identify key actions; emotions and considerations about the Change of Use journey/story. Goal is to identify gaps and find solutions.
Business Advisory Committee: Working group meeting	May 26,2021	Business Advisory Committee and Working Group	Business Advisory Committee	The BAC Working Group identified the following priorities for 2021/2022, the continuation of improving the Change of Use process, maintaining a strong relationship with Administration's Industrial Growth Strategy team, and initiate competitive timelines and permit process to enable a more competitive and stronger restart for Calgary.
Regular Meeting: Business Advisory Committee	June 25, 2021	Public	Business Advisory Committee	Business Advisory Committee to approve the update report to Council. BAC2021-0956

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Regular Meeting of Council	July 5, 2021	Council	Business Advisory Committee	Business Advisory Committee Semi-Annual Report to Council Consent agenda: BAC2021-0956
Regular Meeting: Business Advisory Committee	July 28, 2021	Public	Law Department	Law Department report back to BAC. BAC2021-0434