

Calgary



# Business Advisory Committee Update to Council

Business Advisory Committee

BAC2021-0956

ISC: Unrestricted



## Mandate and Responsibilities

- The Business Advisory Committee (BAC) continues to act as a conduit to address perceived City of Calgary barriers that business stakeholders face in their everyday operations. BAC continues to provide insights and perspectives from across a variety of business sectors to guide and support Administration in the execution of delivering services in an efficient and effective manner.
- The purpose of this update is for BAC to provide an update to Council on progress of this committee's work plan, priority areas, Change of Use work, and recommended updates to the BAC Terms of Reference to include the Business Sector task force as a subcommittee.



## Priorities

The Business Advisory Committee and BAC Working Group identified the following priorities for 2021/2022:

1. The continuation of improving the Change of Use process.
2. Maintaining a strong relationship with Administration's Industrial Growth Strategy team.
3. Initiate competitive timelines and permit process to enable a more competitive and stronger restart for Calgary.



## 2021 Accomplishments

- The BAC Working Group identified the restaurant and brewery industry as a key priority in 2020. Systemic issues and recommendations identified in the customer journey for the Restaurant and Brewery Industry returned to BAC in Q1 2021. Administration will provide an update on outstanding recommendations and improvements Q1 2022.
- BAC explored a third priority from 2020: Ensuring City industrial land remains regionally competitive. BAC will continue to work with the Administration's Industrial Growth Strategy team and Real Estate Development Services, ensuring City industrial land remains regionally competitive.
- Ongoing collaboration between BAC, Administration's Business and Local Economy (BLE) team, and business stakeholders will continue to advance a stronger level of service, improve the customer journey and customer satisfaction, and resolve service delivery challenges.



## Work in Progress

- BAC and BLE have been working with industry stakeholders to focus on understanding and addressing concerns and systemic issues/barriers on streamlining the Change of Use process and permitting when dealing with The City.
  - Build a better understanding of businesses needs and perspectives when interacting with The City to open and manage their business, especially with the Change of Use domain.
  - Identify opportunities to streamline the Change of Use (Policy; Land Use Bylaw; Timeline and Cost) process when opening a business
- The Law Department to report back to BAC on solutions the Confidential What We Heard Report (Verbal) - External Stakeholders of City Land Transactions on July 28, 2021.

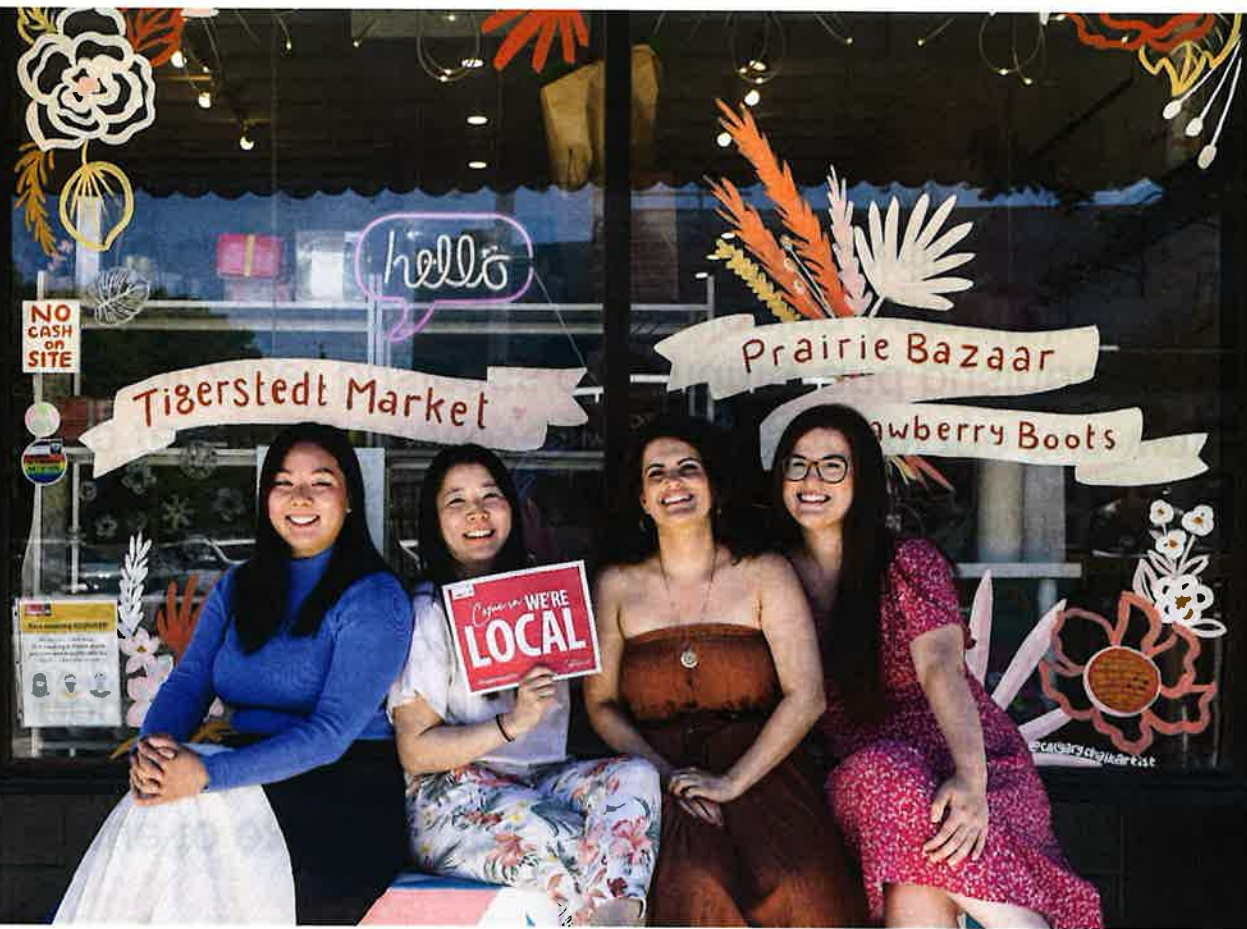
## Change of Use What We Heard

- Summary of findings from sessions with internal and external stakeholders; major issues, potential opportunities, empathy mapping and a high-level environmental scan.
- The What We Heard Report was distributed to the General Manager of Planning & Development and Administration from Planning & Development will return to BAC July 28 with a scoping report, timeline and resource funding ask.



## BAC membership - Business Sector task force

- The membership of BAC will now include the external stakeholders of the Business Sector task force. The Task Force includes entrepreneurs and business owners, and the current working group does not.
- Both groups will continue to exist, but the Task Force will now be considered a sub-working group of BAC. This will give the Task Force members a greater opportunity to provide feedback directly to Council on meaningful issues to the business community, providing more weight to their input.
- As The City moves into restart and recovery, it is important the two-way communication with the broader business community and business owners continues to identify priorities to focus on. Transitioning Administration's Business Sector Task Force as a subcommittee to BAC will enable this to happen.



## Recommendation

### That Council:

1. Receive this for the corporate record.