

Previous Council Direction and Background

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The Business Advisory Committee received the *Restaurant and Brewery Industry Business Experience Improvement Program* – BAC2021-0195 report on 2021 March 17. The recommendation was approved as:

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.

Background

In 2020, the Business Advisory Committee (BAC) working group had identified the restaurant and brewery industry as a key priority for BAC to address. The 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. Five focus areas were identified in the 2020 *What We Heard Report – Restaurant and Brewery Industry*, which were:

1. Lack of opportunity to meet, consistency and knowledge from staff when responding to inquiries.
2. Uncertainty, time and cost increase due to Change of Use lengthy process.
3. Inspection process require far more changes than what was initially approved on the plans/drawings.
 - A. Cost increase due to over design of various requirements related to safety.
 - B. Building safety codes regulation required to design for construction are too vague.
 - C. Lack of clarity on HVAC requirements.
4. Lack of consistency/ subjectivity from inspection staff when making approval decisions.
5. Lack of perceived value on paying for a business license.