

Calgary



BAC2022-1129
ATTACHMENT 5



Update Report on Business Advisory Committee 2022-2023 Priorities – BAC2022-1129

2022 October 11

Recommendations

That the Business Advisory Committee:

1. Recommend that Council receive this report as a response to 2022-2023 Business Advisory Committee Priorities What We Heard Report (BAC2022-0518 Att.4);
2. Recommend that Administration conduct scoping of 2B – Streamlining Change of Use and 3A – Customer (Centric Training) Service for dealing with business items; and
3. Request that the Business and Local Economy team bring an update on the scoping work no later than the end of Q1 2023.



Highlights

Business Advisory Committee (BAC) established 2022-2023 Priority Themes

1. Downtown Revitalization
2. Red Tape Reduction
3. Business-Friendly
(improving customer service)
4. Advocacy

Business & Local Economy team (BLE) engaged with Administration

- 16 Issues identified, divided into 29 recommendation actions
- BLE worked with Administration to determine what work is (or will be) taking place
- 16 business units and service lines across all six City of Calgary departments provided responses

Administration prepared responses to report back

- Comprehensive response forms completed by the various teams are included in Attachment 4
- All 16 Issues are being addressed in some respect by Administration.
- BLE will work with Administration on issues BAC determines require further attention.
- Ongoing support from BAC for resourcing and prioritization will be important.

Progress on priorities

Downtown Revitalization



- Downtown Strategy team’s “Experience Downtown YYC” marketing campaign to get people back downtown
- The City and community partners acting swiftly, mindful of Security, Community and Support
- Initiatives and partnerships to enable and amplify arts and culture

Red Tape Reduction



- Ongoing focus on licensing, timelines and permits
- Continued progress to streamline the Change of Use process
- Successful programs and pilots to permit innovative business practices:
 - Parks and Parking Lot activations
 - Living Labs

Business-Friendly



- Early success and expansion of Business Experience Representatives service
- Green Line and Infrastructure Services proceeding with strategies and liaisons for construction mitigation
- New organization structure in effect as of 1 August 2022
- Newly approved 2022 Climate Strategy, projects and measures to reduce risks and support businesses with climate resiliency

Advocacy

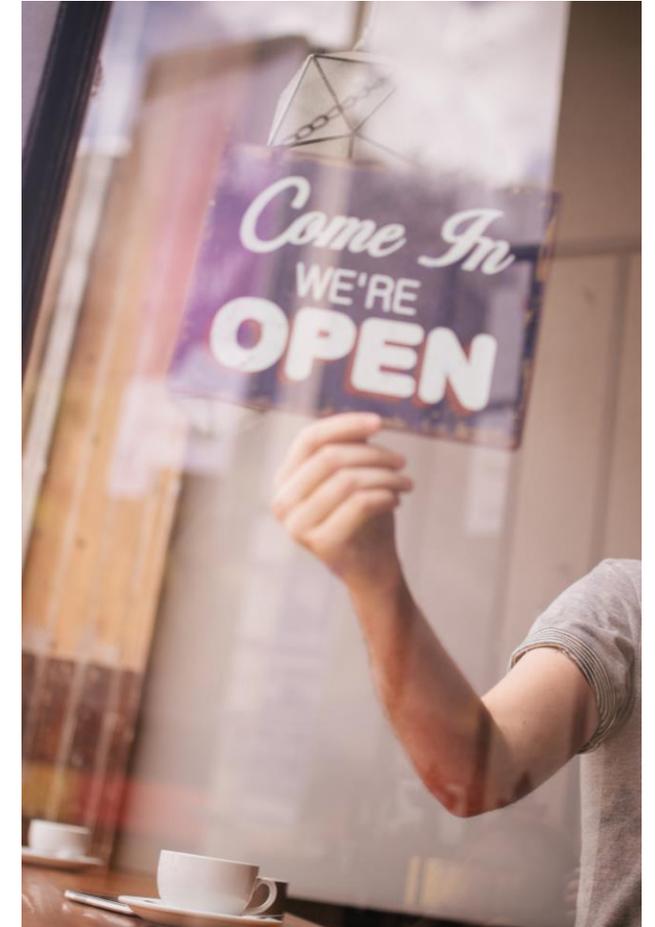


- Planning and Development Services campaigns and initiatives highlighting investment and innovation
- Business & Local Economy team continues to collaborate, coordinate, and promote activities to advance the Business Environment pillar
- Business-friendly messaging and tools are continued focus for Business & Local Economy team.

Opportunities and next steps



- Ongoing work towards streamlining Change of Use process
- Conduct scoping to understand the resources, timing and workplan for customer service training
- Continue work exploring and promoting business-friendly supports, tools and communications



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