

### Business Advisory Committee Timeline and Progress

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 services have been determined and implemented.

#### 2018 – 2023

Deliverable	Date	Audience	Lead(s)	Notes
Regular Meeting Council: Notice of Motion – Business Advisory Committee	2018 October 15	Council	Councillor Sutherland, Sonya Sharp, Amie Blanchette	<b>C2018-1219</b> 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	2018 November 19	Council	Councillor Sutherland	Approved and to return end of January 2019.
Combined Meeting Council: Business Advisory Committee Terms of Reference	2019 March 18	Council	Sonya Sharp	<b>C2019-0351</b> : Committee Terms of Reference - Approved
Regular Meeting: Business Advisory Committee	2019 April 03	Public	Councillor Demong, Councillor Sutherland, Glenda Cole, Sonya Sharp	Establishment of a Working Group (Verbal) <b>BAC2019-0444</b> Councillor Demong was elected Vice-Chair of the Business Advisory Committee, by acclamation and acknowledging the City Manager delegation to S. Sharp.
Business Advisory Committee: Working Group Meeting #1	2019 April 10	BAC and Working Group	Councillor Sutherland (Chair) / BAC	Kick off meeting with External Stakeholders and Administration.
Business Advisory Committee: Working Group Meeting #2	2019 May 08	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	2019 May 16	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	2019 May 28	Invites	Tomi Neilson	Hosted at the Water Services Building.

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Update to GM Duckworth	2019 June 13	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	2019 June 18	Councillor Demong	Sonya Sharp, Tomi Neilson	Updating Councillor Demong on the "what we heard report" from 2019 June 13.
Regular Meeting: Business Advisory Committee	2019 July 02	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	2019 July 04	Working Group	Business Advisory Committee	Level setting - meetings going forward and stakeholder discussions without Administration to create a safe environment.
Business Advisory Committee Working Group Update to City Administration	2019 July 22	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	2019 July 23	Business Advisory Committee and Working Group	Supply Management	That with respect to Postponed Report <b>PFC2019-0384</b> , the following Motion Arising be adopted: That Council requests the Business Advisory Committee to consider Report <b>PFC2019-0384</b> and provide an opinion to Council by no later than Q4 2019.
Regular Meeting: Business Advisory Committee	2019 July 30	Public	Water Resources/Services	Water Utility Report to the Business Advisory Committee on Indemnified Contractors <b>BAC2019-0974</b> .
Confidential whiteboarding session	2019 September 11	External Lawyers	Councillor Sutherland, Tomi Neilson	Confidential whiteboarding session on City Land Transactions – directed to Administration March 2021.
Regular Meeting: Business Advisory Committee	2019 September 20	Public	Business Advisory Committee	Business Advisory Committee to approve the update report to Council.
Business Advisory Committee Semi-Annual Report to Council	2019 September 30	September 30, 2019	Business Advisory Committee	Consent agenda: <b>BAC2019-1193</b>
Organizational Meeting of Council	2019 October 28	Council	City Council/Clerks	Councillors to serve as Chair and Vice Chair of the Business Advisory Committee. Chair, Councillor Sutherland, Vice Chair, Councillor Davison.

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As per PFC 2019-0384 – Opinion on social procurement report		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	2019 December 06	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	2019 December 06	Public	Business Advisory Committee	Social Procurement Policy Business Advisory Committee Opinion - Executive Summary Approval for December 16th Council <b>BAC2019-1524</b>
Business Advisory Committee update back to Indemnified Contractors	Q4 2019	Stakeholders that attended the 2019 May 16 meeting	Business Advisory Committee	Business Advisory Committee
Combined Meeting of Council	2019 December 16	Council	Business Advisory Committee	Business Advisory Committee <b>Appointments (Verbal) C2019-1581</b> Business Advisory Committee Opinion on Social Procurement <b>BAC2019 -1524</b>
Business Advisory Committee: Working Group Meeting	2020 January 21	Business Advisory Committee and Working Group	Business Advisory Committee	Working group to discuss the Business Advisory Committee's top three priorities for 2020 identified by industry at the 2019 July 04, 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	2020 July 07	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	2020 July 16	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 2019 May 16.

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Business Advisory Committee: Restaurant/Brewery Industry Feedback Whiteboarding Session #2	2020 July 28	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".
Business Advisory Committee: Restaurant/Brewery Industry Whiteboarding report feedback	2020 August 26	Restaurant Brewery Industry	Business and Local Economy, Business Advisory Committee	Final review of the Restaurant/Brewery What We Heard report with the stakeholder's group to finalize before handing over to Administration.
De-brief: Restaurants and Brewery Industry "What We Heard" report, and administration recommendations.	2020 September 09	City Manager David Duckworth, Councillor Sutherland & Councillor 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	2020 September 30	GM Dagleish, 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	2020 October 26	Council	City Council/Clerks	Councillors to serve as Chair and Vice Chair of the Business Advisory Committee. Chair, Councillor Sutherland, Vice Chair, Councillor Davison. Executive Leadership Team [ELT], via Report <b>C2020-1054</b> appointed S. Sharp as City Manager's designated delegate.
Regular Meeting: Business Advisory Committee	2020 November 16	Business Advisory Committee	Planning and Development	Update on the Customer Journey issues for the Restaurant and Brewery Industry <b>BAC2020-1312</b>
Regular Meeting: Business Advisory Committee	2020 December 07	Public	Business Advisory Committee	Business Advisory Committee to approve the update report to Council. <b>BAC2020-1339</b>
Combined Meeting of Council	2020 December 14	Council	Business Advisory Committee	Business Advisory Committee Semi-Annual Report to Council Consent agenda: <b>BAC2020-</b>

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				<b>1339</b>
Business Advisory Committee update to the Restaurant and Brewery Industry	2020 December 15	Restaurant and 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 provide further details on the longer-term goals identified.
Business Advisory Committee: Working group meeting	2021 January 20	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	2021 February 03	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	2021 February 22	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

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				"what we heard" report to be distributed to the appropriate City Administration departments to ensure City industrial land remains regionally competitive.
City of Calgary - Streamlining the Change of Use process: Journey Mapping Session #1	2021 March 09	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.	2021 March 11	Business Sector Task Force/ Business Advisory Working group	Business and Local Economy/ Business Advisory Committee	Business Advisory Committee received feedback on solutions in regard to the Phased Tax Program passed at Council on March 01, and the \$30 million targeted towards local small businesses <b>C2021-0422</b>
Regular Meeting: Business Advisory Committee	2021 March 17	Business Advisory Committee	Planning and Development	Progress update on the Customer Journey issues for the Restaurant and Brewery Industry <b>BAC2021-0195</b>
Regular Meeting: Business Advisory Committee	2021 March 17	Law Department	Business Advisory Committee	Law Department to receive Confidential What We Heard Report (Verbal) -External Stakeholders of City Land Transactions: <b>BAC2021-0434</b>
Regular Meeting: Business Advisory Committee	2021 March 17	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 <b>BAC2021-0467</b>
Regular Meeting: Business Advisory Committee	2021 April 21	Business Advisory Committee	Planning and Development/Real Estate Development Services	A presentation entitled "Administration Response to the Industrial Stakeholder What We Heard Report" was distributed with respect to Report <b>BAC2021-0590</b> . 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	2021 May 12	External stakeholders from the Business Advisory Working group and further Industry members from Real Estate Sector Advisory	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

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		Committee		Change of Use journey/story. Goal is to identify gaps and find solutions.
Business Advisory Committee: Working group meeting	2021 May 26	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	2021 June 25	Public	Business Advisory Committee	Business Advisory Committee to approve the update report to Council. <b>BAC2021-0956</b>
Combined Meeting of Council	2021 July 05	Council	Business Advisory Committee	Business Advisory Committee Semi-Annual Report to Council Consent agenda: <b>BAC2021- 0956</b>
Business Advisory Committee: Working Group Task Force Joint Meeting	2021 July 12	Working Group, Task Force	Business Advisory Committee	Meet and greet for all members of the Working Group and newly appointed Task Force subcommittee to familiarize each with roles, responsibilities, and involvement. Reviewed revised Terms of Reference.
Regular Meeting: Business Advisory Committee	2021 July 28	Public	Law Department	Law Department report back to BAC. <b>BAC2021-0434</b>
Emergency Task Force Meeting	2021 September 16	Task Force	Business Advisory Committee	To help BAC identify the best way to support businesses in response to the Province's Restrictions Exemption Program (REP) announced on 2021 September 15.
Regular Meeting of the Business Advisory Committee	2021 September 17	Public	Business Advisory Committee and Task Force	A group of industry stakeholders representing the arts, restaurants and breweries, hotels and BIAs all spoke in support of a city-wide enrolment in the provincial REP so The City can assist businesses with enforcement and signage/communications.
Special Meeting of Council Re: Calgary's COVID Response	2021 September 22	Public	Business Advisory Committee	Discussed, motion made and passed to make it mandatory for all eligible businesses to enroll and enforce the Provincial Restrictions Exemption Program (REP).

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Business Advisory Committee Working Group and Task Force Joint Meeting	2021 December 01	Working Group & Task Force	Business Advisory Committee	Kicked off first combined meeting after the election with Councillor Sonya Sharp as Chair and Councillor Evan Spencer as Vice-Chair. Updated group on Mask Bylaw and Vaccine Passport Bylaw regarding the Provincial Restrictions Exemption Program from Calgary Community Standards. Update from the Business and Local Economy team on Support Local YYC Campaign, Support Grants, and Digital Service Squad.
Combined Meeting of Council Re: Responsible Pet Ownership Bylaw	2021 December 20	Public	Community Services	Report to Council on the Professional Dog Walker Permit within the Responsible Pet Ownership Bylaw: <b>CD2021- 1664</b> . Feedback while on the Council floor/concerns raised by business owners: <ul style="list-style-type: none"> <li>• Inadequate consultation.</li> <li>• No demonstrated link between animal misbehaviour and professional dog-walkers.</li> <li>• Financial impact for dog owners and increased costs for consumers.</li> </ul> <p><b>Moved by</b> Councillor Sharp <b>Seconded by</b> Councillor Wyness That with respect to Report CD2021-1664, the following Motion Arising be adopted:</p> <p>That Council direct Administration to develop specific criteria under which a Dogwalker Permit would be granted in consultation with business owners through the Business Advisory Committee.</p>
Business Advisory Committee Working Group	2022 January 26	Working Group	Business Advisory Committee	Provided brief update on 2020- 2021 BAC Priorities. Citywide Growth Strategy: Industrial Action Plan report to Infrastructure & Planning Committee on February 3, 2022: <b>IP2022-0080</b> . Restaurant and Brewery Industry Experience Improvement Program



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				reporting back to BAC by end of Q2 2022. Change of Use work being folded into broader Land Use Bylaw Review. Strategy session with Working Group to identify 2022- 2023 industry priorities.
Business Advisory Committee Task Force	2022 January 27	Task Force	Business Advisory Committee	Provided brief update on 2020- 2021 BAC Priorities. Citywide Growth Strategy: Industrial Action Plan report to Infrastructure & Planning Committee on 2022 03, 2022: <b>IP2022-0080</b> . Restaurant and Brewery Industry Experience Improvement Program reporting back to BAC by end of Q2 2022. Change of Use work being folded into broader Land Use Bylaw Review. Strategy session with Task Force to identify 2022 - 2023 industry priorities.
Business Advisory Committee Next Steps on Responsible Pet Ownership Bylaw stakeholder engagement	2022 February 08	Business Advisory Committee & Community Services	Business Advisory Committee & Community Services	Discussion on which stakeholders were initially engaged. Tomi to action further engagement.
Business Advisory Committee Working Group	2022 February 23	Working Group	Business Advisory Committee	To review first draft of What We Heard report for 2022-2023 BAC Priorities. Aiming to have report to Council in April.
Business Advisory Committee Task Force	2022 February 24	Task Force	Business Advisory Committee	To review first draft of What We Heard report for 2022-2023 BAC Priorities. Aiming to have report to Council in April.
Business Advisory Committee Task Force	2022 March 30	Task Force	Business Advisory Committee	Report back to Task Force on finalized What We Heard report and next steps.
Regular Meeting of the Business Advisory Committee	2022 April 28	Public	Business Advisory Committee	Business Advisory Committee to approve the update report to Council. <b>BAC2022-0518</b>
Combined Meeting of Council	2022 May 10	Council	Business Advisory Committee	Business Advisory Committee Semi-Annual Report to Council Consent agenda. <b>BAC2022- 0518</b>
Regular Meeting of the Business Advisory Committee	2022 June 06	Public	Business Advisory Committee	That with respect to Report BAC2022-0668, the following be approved:  That the Business Advisory Committee receive this

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				Report for the Corporate Record.
Business Advisory Committee Task Force and Working Group	2022 September 28	Task Force	Business Advisory Committee	Discuss with Calgary Chamber and Downtown Revitalization team regarding the “return to work” and downtown in-person services. Investigate the Public-Use and Commercial Easements Areas fees for patios timeline for the lifting easement.
Regular Meeting of the Business Advisory Committee	2022 October 11	Public	Business Advisory Committee	<p>Update Report on Business Advisory Committee 2022-2023 Priorities:</p> <p>That with respect to Report BAC2022-1129, the following be approved: That the Business Advisory Committee recommend that Council: Receive this report as a response to 2022-2023 Business Advisory Committee Priorities What We Heard Report (<b>BAC2022-0518</b> Att. 4);</p> <p>Recommend that Administration conduct scoping of 2B – Streamlining Change of Use and 3A – Customer (Centric Training) Service for dealing with business items; and</p> <p>Request that the Business and Local Economy team bring an update on the scoping work no later than the end of Q1 2023.</p>
Business Advisory Committee Task Force and Working Group	2023 March 01	Task Force	Business Advisory Committee	To distribute presentation from Andrew Sedor re: Seasonal Patio Update 2023. To review Change of Use - removing the red tape and allowing uses without development permit and improving the process. Create Customer Service Training.
Regular Meeting of the Business Advisory Committee	2023 April 19	Public	Business Advisory Committee	<p>Update Report on Streamlining Change of Use (<b>BAC2023-0351</b>):</p> <p>That the Business Advisory Committee recommend that</p>

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				Council receive this Report for the Corporate Record.
Regular Meeting of Council	2023 May 9	Public	Business Advisory Committee	Consent agenda: <b>BAC2023-0351</b>
Regular Meeting of the Business Advisory Committee	2023 April 19	Public	Business Advisory Committee	That with respect to Verbal Report <b>BAC2023-0348</b> , the following be approved, after amendment: That the Business Advisory Committee request that the Business and Local Economy team continue the scoping of customer service training and report back to the Business Advisory Committee with an update by the end of Q3 2023.