

Correspondence from Walter Galvao regarding:

Red Tape Red Carpet Task Force recommendations (MO-10-19)

RE: Red Carpet Red Task Force Recommendations:

I would like first like to take this opportunity to congratulate all parties who have created and contributed to the works and efforts to start this initiative. The recommendations that have been submitted and approved will be a great starting point to build on to better improve our current situation.

Cutting Red Tape:

- 1. Fast Tracking:** To further add to this section, I would like to suggest “FAST TRACKING” which means that the project takes priority due to the very quick timelines to execute a development. I feel that with every step that is outlined with an estimated processing time period that maximum time frames should be listed so that the applicant has recourse to follow back and state their claim.
- 2. Sharing Inquiries with Appropriate Industry Sectors:** The inquiries that are coming from prospects should be shared with a network of professionals who might be able to assist and expedite the prospects needs. One example would be a mass e-mail database to real estate broker/agents from the local area who can respond and assist BEDC or this new point of contact with inventory to accommodate their needs. The City of Hamilton is a great example of this system and it works,

Rolling Out The Red Carpet”

- 3. Outcomes of Inquiries:** Item 16: Review the efficiency – In a recent published document submitted to Committee of the Whole Meeting dated July 8, 2019 there were stats on the inquiries that came through BEDC. One of particular interest was from a company called Visitor Chat. What was the outcome of this inquiry as I had a commercial listing at that time that was more than suitable for this inquiry and yet no one contacted me from BEDC and this particular listing was actually listed in the BEDC website. I think progress reports should be issued to specify outcomes and how each inquiry was handled. Addendum A Attached.
- 4. Research and Compile Own Study - For the BEDC Comparable Research Study:** Regional Best Practises in Investment Attraction – There were only 4 cities chosen which included Toronto, Mississauga, Markham and London. I feel that Hamilton, Oakville and Milton should have been included as they are neighboring municipalities and we are competing with them due to our location proximity.
- 5. This same report speaks to investment attraction:** “Attracting investments to a new geography. It is the process by which companies locate to a new city, country, or even continent”. I feel we are missing an opportunity by neglecting organizations within the City of Burlington with existing organizations looking to expand or become asset owners of their space rather than tenants. This also applied to neighboring cities and townships that may also be overlooked.

6. **Task Force Team:** Add other industry sectors to the team such as developers and real estate brokers/agents to provide input on the industry and demands in the market place. As well as inviting other groups such as NEC, Conservation Halton, Tourism Burlington, Tech Place, BEDC, Region of Halton and Burlington Chamber of Commerce. We need to share and express our daily challenges and how to better improve the experience for prospects who want to do business in Burlington.
7. **Dealing with Complaints Due to Processing Delays:** What is the process and how will they be handled and by whom. This will create transparency and ease of stress to know this in advance.
8. **Real Time Updates:** I searched for an address which I know has three building permits that have been submitted to the City for quite some time now. Please check into 4631 Palladium Way when I checked the on-line search which is to assist the general public on their current status of permit nothing has been updated. There needs to be a protocol to update information as its being received and transferred to other departments. We need to be updated in REALTIME.

