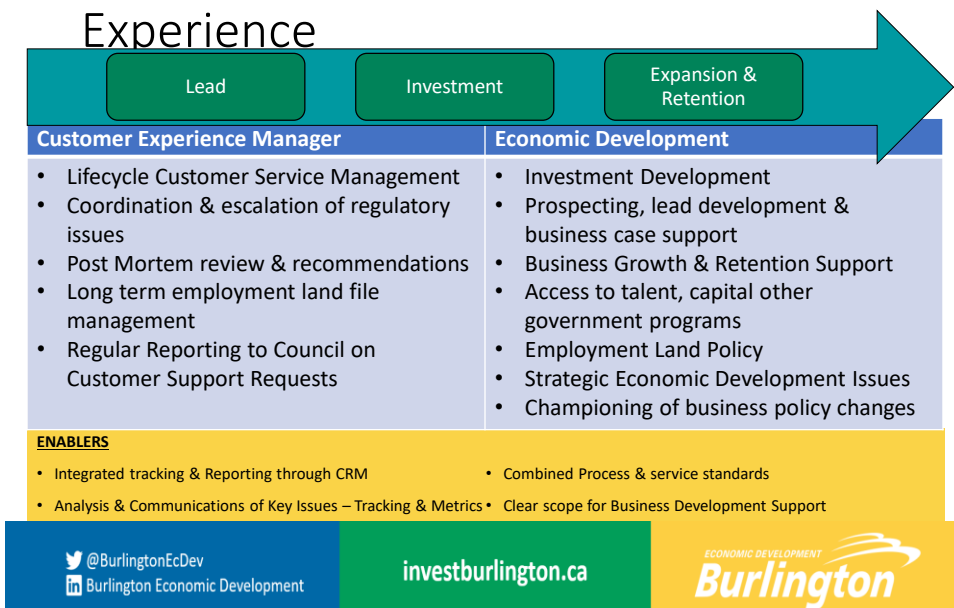




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1

Integrated Customer Service Experience



2

Dashboard: Burlington.ca/RTRC

The dashboard displays six project cards, each with a title, status, key target dates, and interactive buttons for 'RTRC Recommendation' and 'What's been done?'.

- Cutting Red Tape - RT1:** Customer Experience Manager. Status: In Progress. Key Target Dates: Ongoing.
- Cutting Red Tape - RT2:** Targets and Key Performance Indicators. Status: In Progress. Key Target Dates: Ongoing.
- Cutting Red Tape - RT3:** Zoning, Site Grading and Committee of Adjustment Process review. Status: In Progress. Key Target Dates: Ongoing.
- Cutting Red Tape - RT4:** Website Optimization for Business Support. Status: In Progress. Key Target Dates: Ongoing.
- Cutting Red Tape - RT5:** Improved Customer Service Technology. Status: In Progress. Key Target Dates: Summer 2020.
- Cutting Red Tape - RT6:** "Fast Track" Options. Status: Not Started. Key Target Dates: Winter 2020.

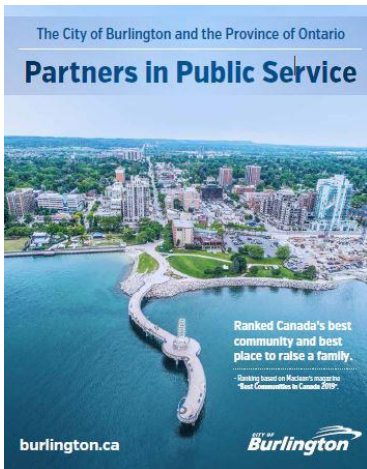
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Progress Q1 2020



- Organizational Redevelopment to focus on Customer Service
- Process Improvements and Digitization
- Coordinated Business Communications & Advocacy

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Progress Q1 2020



Governance Review

TechPlace Recommendations
- May

Stakeholder Engagement –
Ongoing

Recommendations to EcDev
Board June



MDC

Stakeholder Interviews
Ongoing

Preliminary Directions
Discussion

Q3 - Stakeholder
Engagement

Q4 – Recommendations to
Council



Brownfield CIP

Stakeholder Workshop

Draft Incentives Program

Q3 – Stakeholder
Engagement

Q4 – Recommendations to
Council

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What's Changed due to Covid-19

RT1 & RC12 - One Brand project on pause

RT5 - Acceleration of digital planning submissions

RT6 – Delayed fee review due to workload management

RC12 - Business Attraction refocusing to digital

RT1 & RC15 –Business crisis & recovery support

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Support Business through COVID-19 Crisis & Recovery

WE ARE IN THIS
TOGETHER

Team Burlington is here
to support your business
during COVID-19



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TEAM Burlington COVID-19 Response

- Ontario Jobs & Recovery Taskforce Engagement
- GTA Economic Development Alliance
- Business Outreach Programs
- Virtual Business Support Forums
- One on One Customer Service Support
- Advocacy on Business Needs
- Marcomms campaigns
 - Highlighting Covid-19 Business Success
 - Stay Apart for Business

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Team Burlington COVID-19 Virtual Business Support Forum Series



- Mohawk: Ask an Expert May 13th
- Federal Business Support Forum May 15th
- Commercial Real Estate Support Forum May 22nd
- Tourism Business Recovery Forum May 28th
- Planning & Development – June

Registration: <https://burlingtonchamber.com/team-burl-supporting-burl-business-during-covid-19/>

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Customer Service: Key Concerns

Rent Assistance

Essential Business

Understanding Government
Programs & Regulations

Health & Safety for Essential
Business & reopening

Employee Engagement,
Retention & Recruitment

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Digital Advocacy



Canadian Emergency Commercial Rent Assistance



76% Burlington business would like to use it



70% didn't have enough information



Coordinated advocacy campaign to communicate gaps to Federal & provincial Government

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Burlington Economic Recovery Network

Aligning economic stakeholders and business support groups to position Burlington for short and long term economic recovery

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Membership

- Chair: Randall Smallbone
- Representatives:
 - Team Burlington EDs (5)
 - City of Burlington (4)
 - Retail & Small Business
 - Hospitality & Tourism
 - Manufacturing
 - Professional Services
 - Marketing & Communications
 - Commercial Development & Real Estate
- Sub Committees to support specific sectors

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Appendix

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Preliminary Draft Brownfield Incentive Programs

Program Name	Program Description
Environmental Study Grant (ESG) Program	- Grant equal to 50% of the cost of eligible environmental studies to a maximum: a) grant of \$3,000 for a Phase I ESA; b) grant of \$20,000 for any other eligible environmental study; c) of two (2) studies per project and \$30,000 per project.
Tax Assistance Program (TAP)	- Cancellation of the City property taxes and education property taxes for up to 3 years. - Cancellation of education property taxes is subject to approval by the Minister of Finance.
Tax Increment Grant (TIG) Program	- Annual grant equal to a percentage (%) of the municipal property tax increase generated by the project for up to 12 years after project completion. (see TIG Table). - The percentage and duration of the annual grant payments is dependent on the location of the project and whether or not the project achieves certain employment densities and demonstrates environmental sustainability.
Remediation Loan Program (RLP)	- Low interest loan to a maximum of \$400,000 for eligible remediation expenses with the loan repaid through the TIG.
Fees Grant Program (FGP)	- A grant equal to the costs of planning application fees and demolition/building permit fees to a maximum grant of \$20,000. The FGP applies only to properties approved for the TAP, TIG or RLP.