Red Tape Red Carpet Progress Status

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Туре	#	Recommendation	Owner	Status	Key Target Dates	What have we done so far?		
						New role of Customer Experience Manager - Business Development created as part of		
						the new Customer Experience Team and recruitment is ongoing. RTRC email setup to be		
						monitored directly by Customer Experience Manager - Business Development. Monthly		
						report on RTRC issues raised by businesses that are resolved and outstanding will be		
						managed by BEDC and Customer Experience Manager - Business Development. Q1 2020		
						draft report will be presented to council on business development interactions in		
						conjunction with RTRC implementation plan.		
		Establish a position at City Hall to act as our Chief of Business Development, serving as a						
		primary outreach for attracting new businesses to Burlington, overseeing and expediting				Focus of new role will be business support related to developments and red tape. Sales,		
		applications through the system and reporting progress and obstacles regularly to City Council	Executive Lead Customer			promotion, marketing, branding and business attraction activities will be led by		
Cutting Red Tape	RT1	and the City Manager	Service	In Progress	Ongoing	Burlington Economic Development.		
						Performance Concepts and Dillon consulting have completed a review of pre-building		
						permit development approval processes, with recommendations on workflow for		
						processing these applications. Staff are currently evaluating staffing requirements to		
						implement workflow. Based on current staffing levels, a target of 3 to 4 weeks is		
						established for initial response from respective departments to applicants. Staffing		
		Develop and implement targets and Key Performance Indicators (KPIs), including timelines for				consideration through Phase II of the organizational structure is being approached with		
Cutting Red Tape	RT2	processing business applications, for all staff in planning, building & development teams	Community Planning	In Progress	Ongoing	the intent of reducing response time.		
			·			Performance Concepts and Dillon consulting have completed a review of pre-building		
						permit development approval processes, with recommendations on workflow for		
						processing these applications.		
						The Residential Development Technical role has been repositioned to implement a		
						coordinated review of Zoning Clearance Certificates, Grading and Drainage Certificates		
						and Forestry Permits. Within Q2 2020 these certificates and permits will be reviewed in		
						tandem and issued as a package. This will provide clarity to the customer as to when		
						they are able to apply for their building permit		
						Committee of Adjustment has implement a preconsultation process, initially limited to		
						new dwellings and properties within Special Planning Areas. The preconsultation		
						provides customers with insights into challenges and opportunities with their proposal,		
						explains the process and identifies potential fees that will be associated with the review.		
		Streamline and optimize the zoning, site grading and Committee of Adjustment processes for				The objective is for a clear process for the applicant, and improved quality of		
Cutting Red Tape	RT3	faster execution and resolution, considering recommendations from industry professionals	Community Planning	In Progress	Ongoing	applications to reduce the number of resubmissions.		
atting near rape		p. of continuo			00	New Red Tape Red Carpet webpage created.		
						Economic Development and Corporate Communications coordinating marketing,		
						communications and ongoing projects.		
		Optimize the City of Burlington website with relevant, informative and easy-to-find content that				New targeted content developed for www.burlington.ca/en/services-for-you/business-in-		
		is search-optimized and externally marketed in order to support businesses through their	Corporate Communications			burlington and will be launched in Q2.		
Cutting Red Tape	RT4	journey with us	& Economic Development	In Progress	Ongoing			
Tatang near rape		Implement improved customer service technology including a self-serve online portal for	z. zzz.io.iiio z c. c. op.iiciit					
Cutting Red Tape	RT5	applicants including the ability to submit and check on the status of their applications.	IT with Community Planning	In Progress	Unknown	CofA has initiated accepting and circulating applications in digital format as first step.		
Tatang near rape		Explore additional paid "Fast Track" options for rush projects and business applications in areas				approach in a figure of the control		
		in addition to the existing fast track for building permits, while also ensuring the delivery date				Other options for fast track applications will be reviewed as part of Comprehensive Fee		
Cutting Red Tape	RT6	results in a firm decision.	Community Planning	Not Started	02 2021	Review. RFP for review in Q2 2020.		
Catting Nea Tape	1110	results in a min decision.	Community Flurining	110t Started	QL 2021	neview. N. 1 to review in Q2 2020.		

						Created new role Customer Service Experience Manager and council approved new
						organizational structure implemented September 24th. Review of customer service
Cutting Dad Tare	DT7		City Manager	l. D	0	business process completed Q4 2019. Developing a culture of performance assessment
Cutting Red Tape	RT7		City Manager	In Progress	Ongoing	will be integrated with the customer service commitment.
Cutting Dad Tare	DTO	Review the agribusiness rules, zoning, and definitions to encourage diversified use and help	Community Diameter	I. D	0	Agribusiness Guide being developed by Burlington Economic Development to support
Cutting Red Tape	RT8	support economic sustainability for our rural/farming businesses.	Community Planning	In Progress	Ongoing	rural business.
		Establish a wirel point of contact nerson who can policate agriculture requests (business or				Planner assigned as interim key point of contact for rural business support. Reviewing
Cutting Dad Tana	RT9	Establish a rural-point-of-contact person who can navigate agriculture requests (business or	Community Blanning	In Drogress	04 2020	planning support for Agribusiness and integration as part of new process reviews and
Cutting Red Tape	KIS	otherwise) with other agencies.	Community Planning	In Progress	Q4 2020	organizational changes.
						Performance Concepts and Dillon consulting have completed a review of pre-building
						permit development approval processes, with recommendations on workflow for
						processing these applications. Staffing consideration through Phase II of the
Cutting Red Tape	RT10	Target completion of all minor site plan reviews and zoning clearances within 30 days.	Community Planning	In Progress	Ongoing	organizational structure is being approached with the intent of reducing response time.
and the same				l l		Staff are accepting applications which include imperial dimensions in addition to the
						required metric dimensions, should the applicant decide to include the both
		Implement an acceptable Standard Deviation for development related plans and drawings that				measurement systems. Staff are accepting two decimal places as a standard conversion
Cutting Red Tape	RT11	better accounts for the use of imperial measurements (e.g. 0.00m or 3/16").	Community Planning	Completed	Complete	deviation.
						New Business Attraction Strategy focused on 6 niche sectors developed and to be
						presented to council in October. The following Sectors have been defined as a focus for
						Investment Attraction where Burlington has a strong value Proposition:
						1 - Advanced Manufacturing – Robotics & Process Engineering, Additive & Composite
						Manufacturing
						2 - Business & Professional Services – Regional Head Offices
						3 - Clean Tech – Water & Waste Water Technology
						4 - Information Technology – Smart Tech, Sensors, Software & Property Tech
						5 - Biomedical & Life Sciences – Cannabis HQ & R&D
						6 - Creative Industries & Film
					Investment	Value propositions, investment attraction partners, lead gen channels and marketing
					Attraction Ongoing	materials are being developed for each cluster. An update on the Investment Attraction
						Strategy and new Burlington Brand will be provided as part of the Red Tape Red Carpet
			Economic Development in		New Burlington	update to council.
Rolling out the Red		Develop a clear vision and associated branding strategy at the City of Burlington with respect to	coordination with City		Brand launch Q1	
Carpet	RC12	business attraction and development.	Manager's Office	In Progress	2021	Funding, Project Team and Advisory Committee in place for One Brand.

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And economic activities integrated in the fleet carpet. Rolling out the fleet. Rolling out the fleet carpet. Rolling out	g on an ongoing basis as part of Investment Attraction Strategy.
And economic activities integrated in the fleet carpet. Rolling out the fleet. Rolling out the fleet carpet. Rolling out	
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Develop a Brownfield Community Improvement Plan for the City of Burlington with said plan to	
	ormed and consultants engaged to deliver recommendations on a
Carpet RC22 strategy. Economic Development In Progress Q3 2020 Community Improvement PI	ment Plan to Council in Q3 2020.