



City of Hamilton
OPEN FOR BUSINESS SUB-COMMITTEE
AGENDA

Meeting #: 24-001
Date: January 31, 2024
Time: 1:30 p.m.
Location: Room 264, 2nd Floor, City Hall (hybrid) (RM)
71 Main Street West

Aleah Whalen, Legislative Coordinator (905) 546-2424 ext. 6436

1. **CEREMONIAL ACTIVITIES**
2. **APPROVAL OF AGENDA**
(Added Items, if applicable, will be noted with *)
3. **DECLARATIONS OF INTEREST**
4. **APPROVAL OF MINUTES OF PREVIOUS MEETING**
 - 4.1 October 26, 2023
5. **COMMUNICATIONS**
6. **DELEGATION REQUESTS**
7. **DELEGATIONS**
8. **STAFF PRESENTATIONS**
 - 8.1 Supports for Small Business (PED24037) (City Wide)
9. **CONSENT ITEMS**
 - 9.1 Citizen Facing Portal - Planning Services (PED24038) (City Wide)
10. **DISCUSSION ITEMS**

11. MOTIONS
12. NOTICES OF MOTION
13. GENERAL INFORMATION / OTHER BUSINESS
14. PRIVATE AND CONFIDENTIAL
15. ADJOURNMENT



OPEN FOR BUSINESS SUB-COMMITTEE MINUTES 23-002

11:00 a.m.

Thursday, October 26, 2023

Room 264, City Hall, 2nd Floor
71 Main Street West, Hamilton, Ontario

Present: Councillors T. Hwang (Chair), C. Cassar (Vice-Chair) and M. Wilson

Also in Attendance: Greg Dunnett, Hamilton Chamber of Commerce
Terri Johns, West End Home Builders' Association
Kyle Slote, Hamilton-Burlington Society of Architects
Amanda Stringer, Realtors Association of Hamilton-Burlington
Nadine Ubl, Business Improvement Area Sub-Committee
Brenda Wilson, Stoney Creek Chamber of Commerce

Absent with regrets: Matteo Patricelli, Flamborough Chamber of Commerce

THE FOLLOWING ITEMS WERE REFERRED TO THE GENERAL ISSUES COMMITTEE FOR CONSIDERATION:

1. Consent Items (Items 9.1 to 9.4)

(M. Wilson/Cassar)

That the following Reports, be received:

- (a) Grading Requirements for Infill Developments with one or two Dwelling Units (PED23230) (City Wide) (Item 9.1)
- (b) New Additional Dwelling Unit Team (PED23229) (City Wide) (Item 9.2)
- (c) Case Study 32: Development Application Staffing and Organizational Chart Updates (PED23227) (City Wide) (Item 9.3)
- (d) Development Agreement Surety Bonds – Case Study 29 (FCS23107) (City Wide) (Item 9.4)

Result: Motion CARRIED by a vote of 3 to 0, as follows:

Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 4	Councillor Tammy Hwang
Yes	-	Ward 1	Councillor Maureen Wilson

2. Working with Small Businesses along the Light Rail Transit (LRT) Corridor and Terminal Points (Added Item 13.1)

(M. Wilson/Cassar)

That Light Rail Transit (LRT) staff be directed to report back to the next possible meeting of the Open for Business Sub-Committee, to present the plan for working with small businesses along the LRT corridor and terminal points leading up to and during construction.

Result: Motion CARRIED by a vote of 3 to 0, as follows:

Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 4	Councillor Tammy Hwang
Yes	-	Ward 1	Councillor Maureen Wilson

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 2)

The Committee Clerk advised that there were no changes to the agenda.

(M. Wilson/Cassar)

That the agenda for the October 26, 2023 Open for Business Sub-Committee be approved, as presented.

Result: Motion CARRIED by a vote of 3 to 0, as follows:

Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 4	Councillor Tammy Hwang
Yes	-	Ward 1	Councillor Maureen Wilson

(b) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)

(i) July 28, 2023 (Item 4.1)

(Cassar/M. Wilson)

That the Minutes of the July 28, 2023 meeting of the Open for Business Sub-Committee be approved, as presented.

Result: Motion CARRIED by a vote of 3 to 0, as follows:

Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 4	Councillor Tammy Hwang
Yes	-	Ward 1	Councillor Maureen Wilson

(d) DISCUSSION ITEMS (Item 10)

(i) Open for Business Sub-Committee - Terms of Reference (Item 10.1)

(Cassar/Wilson)

That the Open for Business Sub-Committee Terms of Reference, be received.

Result: Motion CARRIED by a vote of 3 to 0, as follows:

Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 4	Councillor Tammy Hwang
Yes	-	Ward 1	Councillor Maureen Wilson

(f) GENERAL INFORMATION / OTHER BUSINESS (Added Item 13)

(i) Working with Small Businesses along the Light Rail Transit (LRT) Corridor and Terminal Points (Added Item 13.1)

For disposition of this matter, refer to Item 2.

(g) ADJOURNMENT (Item 15)

(Cassar/M. Wilson)

That, there being no further business, the Open for Business Sub-Committee be adjourned at 12:25 p.m.

Result: Motion CARRIED by a vote of 3 to 0, as follows:

Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 4	Councillor Tammy Hwang
Yes	-	Ward 1	Councillor Maureen Wilson

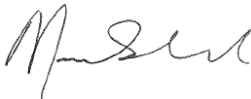
Respectfully submitted,

Councillor Tammy Hwang
Chair, Open for Business Sub-
Committee

Aleah Whalen
Legislative Coordinator
Office of the City Clerk



INFORMATION REPORT

TO:	Chair and Members Open for Business Sub-Committee
COMMITTEE DATE:	January 31, 2024
SUBJECT/REPORT NO:	Supports for Small Business (PED24037) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Kristin Huigenbos (905) 546-2424 Ext. 4110
SUBMITTED BY:	Norm Schleeahn Director, Economic Development Planning and Economic Development Department
SIGNATURE:	

COUNCIL DIRECTION

Not applicable.

INFORMATION

Background

The Hamilton Business Centre, under the management of the City of Hamilton Economic Development Department and Ministry of Economic Development, Jobs Creation and Trade, continues to provide comprehensive assistance and resources to small businesses throughout Hamilton.

Observations and Issues

The City of Hamilton continues to see a growing demand for information, resources, and incentives to support small business. Through collaboration and partnership with the Ministry of Economic Development, Jobs Creation and Trade, the Hamilton Business Centre continues to provide essential small business supports to assist businesses as they start, grow, and navigate operations in Hamilton.

Operating on the ground-floor of City Hall, the Hamilton Business Centre facilitates more than 22,000 business inquiries on an annual basis. Through comprehensive

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

programming the Hamilton Business Centre assisted with 198 new businesses opening in Hamilton during 2023, sustaining 157 jobs and supported the creation of 422 new jobs in the small business sector.

Core programming and essential services, fostering and supporting small business start-up and expansion in Hamilton remain essential for economic vibrancy. Programs and free services delivered by the Hamilton Business Centre team, that foster economic growth include;

- Business Advisory Services, providing one-to-one business consultations;
- Access to Professional program, connecting small businesses with Accountants and Legal Professionals;
- Navigator Program connects Hamilton businesses with Federal, Provincial and Municipal partners to streamline business processes and expedite operations; minimizing regulatory delays;
- Networking and workshops, providing a forum for businesses to connect, learn and foster business to business opportunities at a local level;
- Business registration services for sole-proprietor, partnership, and incorporated businesses. The only in-person service counter in Hamilton;
- Launch Local – comprehensive mentoring and training for new and scaling small businesses;
- She Means Business – offering weekly one-to-one coaching and entrepreneurial community to support women entrepreneurs across Hamilton;
- Digital Main Street – training, business advisory and micro-grant of \$2500 to support businesses to digitally adapt. To date the Hamilton Business Centre has disbursed 732 grants, totally more than \$1.8 million dollars invested into Hamilton’s small businesses;
- Food Forge is the newest program, working with Hamilton’s food entrepreneurs to provide detailed coaching and information to support growth and scale-up;
- Starter Company Plus offers valuable training, mentorship, and micro-grants of \$5000 small businesses in Hamilton annually; and,
- Summer Company provides hands-on business experience for young entrepreneurs between the ages of 15 and 29. Offering training, mentorship, and a micro-grant of \$3000.

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Outcome

Through the provision of extensive programming and resources offered by the city Hamilton Business Centre, small businesses looking to start, grow and scale have access to free information and incentives to support their economic success. The leveraging of Provincial and Federal programs will continue to enhance and expand small business supports in Hamilton, delivered by the Hamilton Business Centre.

APPENDICES AND SCHEDULES ATTACHED

Not applicable.

KH/jrb

HAMILTON
BUSINESS
CENTRE.

Small Business = Big Business In Hamilton

Helping Hamilton's Entrepreneurs Succeed!

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Background:

Through a broad based business, professional and community network, the Hamilton Business Centre provides the information and tools entrepreneurs need to start and develop their business. We offer personalized information and guidance for those looking to start, develop and run a successful business.



Location Highlights:

- ✓ 2,500 sq ft. - 1st floor City Hall
- ✓ Typically handle more than 40k inquiries per year
- ✓ **Only in-person kiosk for business registrations in Hamilton resulting in an average of 780 registrations per year**
- ✓ Host 100+ in-person workshops annually in the HBC conference room

Our Partners:



SMALL
BUSINESS
CENTRES
ONTARIO



Ministry of
Economic Development,
Job Creation &
Trade

**Plus private sector partnerships across Hamilton
and the Province of Ontario.**

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Our Team:



Kristin Huigenbos
Coordinator



Patrizia Milligan
Business Development
Officer



Mark Lupton-Grenon
Business Development
Officer



Keith Russell
Business Development
Officer



Dragica Lebo
Business Development
Officer



Kevin Dunphy
Business Development
Officer



Danielle Fenton
Business Development
Officer



Katie Hixon
Business Development
Officer

+37 volunteers and mentors

By The Numbers:



22K+

Inquiries facilitated



422

New jobs created



157

Sustained jobs



1157

One-to-one consultations
conducted



216

New businesses started



53

Workshops delivered

Services:



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Expert Business Advisory

Experienced Advisors, many with entrepreneurial backgrounds, provide one-on-one confidential small business advisory services including:

- ✓ Business Planning
- ✓ Strategy Planning
- ✓ Brainstorming Sessions
- ✓ Planning for Growth
- ✓ Systems Automation
- ✓ Process Automation
- ✓ Digital Marketing Plans
- ✓ Social Media Plans



Customized Services & Resources

Custom services, resources, online events, and webinars that support entrepreneurs in the Hamilton region with a focus on making learning convenient, accessible, and inclusive including:

- ✓ Access to Professionals
- ✓ Google 360's
- ✓ Digital Resource Hub (Online)
- ✓ Ten Steps to Starting a Business (Online Guide)
- ✓ Workshops & Seminars
- ✓ Business Referrals
- ✓ Opening a Restaurant (Online Guide)

“

I took part in programming at the Hamilton Business Centre years ago and to this day I am thankful that I did. This program is invaluable to any new entrepreneur looking to fast track their success. From the one-to-one meetings to the assistance with writing a business plan, each step is designed to push you forward in the right direction.

Steve Toma, Toma Accounting

”



Specialized Programs & Support

Programming and supports that meet the needs of the local business community while providing help navigating and solving regulatory concerns including:

- ✓ Launch Local
- ✓ She Means Business
- ✓ Food Forge
- ✓ Business Navigator
- ✓ New Business on the Block

Incentive Programs:

1.8 Million

**in funding awarded and distributed
to 710+ Hamilton businesses.**

In addition, 800+ 1-1 digital marketing related business consultation
were conducted since program start date.

DIGITAL
MAIN ST.™

HAMILTONBUSINESSCENTRE.CA

600,000

**in funding awarded and distributed
to 60 Hamilton businesses.**

Plus detailed community and industry specific market research
was provided to better inform business investment decisions.

**MY MAIN STREET
MA RUE PRINCIPALE**

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130,000

in funding annually awarded and distributed to Hamilton businesses less than 2 years in age.

Equal to 26 individual grants of \$5,000 to local businesses.



3,000

**grants awarded and distributed
to help students start and run their
own summer business.**

In addition to 1-1 mentoship and business coaching provided throughout
the summer months.

Summer Company

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What's Next For The HBC?

New and innovated programming ideas as well as Provincially and Federally funded programming upcoming for the Hamilton Business Centre include:

- ✓ My Main Street V2
- ✓ Community Connecting
- ✓ Incubation Space
- ✓ Self Employment Benefit Programs

Contact Us:

Hamilton Business Centre

71 Main Street West, 1st Floor (City Hall)

Hamilton, Ontario L8R 4Y5


Phone: 905-540-6400

Fax: 905-540-6411

Email: mail@hamiltonsmallbusiness.ca



INFORMATION REPORT

TO:	Chair and Members Open for Business Sub-Committee
COMMITTEE DATE:	January 31, 2024
SUBJECT/REPORT NO:	Citizen Facing Portal - Planning Services (PED24038) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Jenn Hohol (905) 546-2424 Ext. 7857
SUBMITTED BY:	Rob Lalli Director, Strategic Initiatives Planning and Economic Development Department
SIGNATURE:	

COUNCIL DIRECTION

Not Applicable.

INFORMATION

Background

In January 2022, the Provincial government announced the launch of the Streamline Development Approval Fund to support Ontario's largest municipalities in modernizing, streamlining, and accelerating processes for managing and approving housing applications. The funding was made available to implement initiatives that will streamline development approvals such as e-permitting systems, temporary staff to address backlogs, online application portals and other projects aimed at unlocking housing supply.

Observations and Issues

When looking at the online service offerings in the development application process at the City of Hamilton, there are several opportunities for improvement that could enhance the applicant experience. The development application process at the City of Hamilton involves many steps, and though most of these steps include online components, they often require multiple online tools to be used by applicants and staff

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which can cause frustration and inefficiencies when submitting applications. Most of these tools involve one-way communication where an applicant submits documents but is not able to receive feedback as their application moves through the approval process. Some steps in the process, like fee payment, continue to be manual and can rely on the applicant needing to visit City Hall in person.

Outcome

Using funding from the Streamline Development Approval Fund, the City of Hamilton's Planning Division in collaboration with the Information Technology Division created new online planning service options for applicants. The online planning services are available to applicants through the City of Hamilton's Citizen Facing Portal which is a City-wide initiative to expand the number of City services available online. Customers can register to access City services online using their current email accounts.

Once logged in to the Citizen Facing Portal, applicants can use the following planning services:

- Create and submit a Formal Consultation – Site Plan application;
- Book a Development Review Team meeting;
- Create and submit a Site Plan application;
- Pay application fees online with a credit card for these Site-Plan related applications; and,
- Receive updates from the City of Hamilton on the status of an application.

Anticipated benefits for applicants using the online planning services include:

- Guided user experience with multi-step forms that make it easy for applicants to start an application and return to it later to complete and submit as needed;
- Drop-down options, buttons, and real-time form validation will simplify form completion and improve data accuracy;
- Instant access to online help material;
- Flexibility in selecting preferred meeting dates; and,
- Automated notifications to keep applicant informed of progress and when their action is needed.

The online planning services were tested with industry users and their feedback was incorporated back into the service design. A full-scale launch of the online planning services is anticipated by the end of Q1 2024.

To ensure the online planning services meet the needs of applicants, users will be able to provide their feedback online or contact the Planning Division's online services support staff. Moving forward, the Planning Division will continue to look for opportunities to make a broader range of planning services available online to customers through the Citizen Facing Portal.

APPENDICES AND SCHEDULES ATTACHED

None.