



Hamilton

OPEN FOR BUSINESS SUB-COMMITTEE

REPORT 15-003

Tuesday, September 29, 2015

1:00 p.m.

Room 264, 2nd Floor

Hamilton City Hall

Present: Councillor M. Pearson, Chair
Councillor J. Partridge, Vice-Chair
Councillors M. Green, T. Whitehead, L. Ferguson, A. VanderBeek, R. Pasuta

Also in attendance: Patrick Campbell, Stoney Creek Chamber of Commerce
Matt Johnston, Hamilton Halton Homebuilders Association
Arend Kersten, Flamborough Chamber of Commerce
Keanin Loomis, Hamilton Chamber of Commerce
Meghan Platts, Hamilton Burlington Realtors Association
Huzaifa Saeed, Hamilton Chamber of Commerce
Arnie Strub, Stoney Creek Chamber of Commerce

THE OPEN FOR BUSINESS SUB-COMMITTEE PRESENTS REPORT 15-003 TO THE GENERAL ISSUES COMMITTEE AND RESPECTFULLY RECOMMENDS:

1. Continuous Improvement Team (CIT) Update (PED15154) (City Wide) (Item 7.1)

That Report PED15154, respecting the Continuous Improvement Team (CIT) Update, be received.

2. Vacancies – Planning Division (Added Item 11.1)

That the General Manager of Planning and Economic Development be directed to report to the General Issues Committee on the status of position vacancies within the Planning Division.

FOR THE INFORMATION OF THE COMMITTEE:

(a) CHANGES TO THE AGENDA (Item 1)

The agenda for the September 29, 2015 meeting was approved, as presented.

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) ADOPTION OF MINUTES (Item 3)

3.1 Minutes of the July 8, 2015 meeting

The Minutes of the July 8, 2015 meeting were approved, as presented.

(d) DELEGATION REQUESTS (Item 4)

- (i) Delegation request from Mr. Toon Dreessen, Senior Vice President and Treasurer, Ontario Association of Architects, respecting the results of the Ontario Association of Architects' Site Plan Approval Study (for a future meeting) (Item 4.1).**

The delegation request from Mr. Toon Dreessen, Senior Vice President and Treasurer, Ontario Association of Architects, respecting the results of the Ontario Association of Architects' Site Plan Approval Study be approved for the November 30, 2015 meeting.

(e) CONSENT ITEMS (Item 5)

- (i) Leadership and Professional Development (PED15151) (City Wide) (Item 5.1)**

Marty Hazell, Senior Director, Parking and By-law Services, Planning and Economic Development, provided an overview of Report PED 15151 respecting Leadership and Professional Development, and answered questions from the Committee.

Report PED15151 respecting Leadership and Professional Development, was received.

(f) STAFF PRESENTATIONS (Item 7)

(i) Continuous Improvement Team (CIT) Update (PED15154) (City Wide) (Item 7.1)

Bill Janssen, Director, Open for Business Initiative, Planning and Economic Development, provided an update to Report PED15154 respecting the activities of the Continuous Improvement Team.

The Committee members were asked to submit suggestions for future case studies to be researched by the Continuous Improvement Team.

For disposition on this matter, refer to Item 1.

(ii) Open for Business – 2014 Performance Measures for the Planning and Economic Development Department (PED13179(b)) (City Wide) (Item 7.2)

Graeme Brown, Business Analyst, Planning and Economic Development, provided an overview of Report PED13179(b) with the aid of a PowerPoint presentation. A copy of the presentation has been retained for the official record.

Mr. Brown's presentation included, but was not limited to the following:

- Select City-Wide Performance Measures
- 2014 Interactions with the Public
- Year Over Year Comparisons
- Processes and Average Timeline Analysis
- Community Impact Performance Measures

The Committee sought clarification on some of the data presented, and directed staff to report back to the Open For Business Sub-Committee with a confirmation on the data.

The presentation on Report PED13179(b) respecting Open for Business – 2014 Performance Measures for the Planning and Economic Development Department, was received.

Staff were directed to report back to the Open For Business Sub-Committee with a confirmation on the data presented regarding licensing turn-around timelines.

(iii) Update on the City of Hamilton Web Site (no copy) (Item 7.3)

Jay Adams, Service Delivery Analyst, Financial Planning and Policy, gave an Update on the City of Hamilton Web Site, with the aid of a PowerPoint presentation. A copy of the A copy of the presentation has been retained for the official record.

Mr. Adams's presentation included, but was not limited to the following:

- New site launched in June 2015
- 4-5 million visits to the site annually
- 12,000 visits to the site daily
- Web site now contains 1,600 pages, down from 6,700 pages on the previous version of the web site
- New design is responsive, working well with laptops, tablets and smartphones
- New design is more Accessibility for Ontarians with Disabilities Act, 2005 (AODA) compliant

The Update on the City of Hamilton web site, was received.

(g) GENERAL INFORMATION / OTHER BUSINESS (Item 11)

(i) Vacancies – Planning Division (Added Item 11.1)

The Committee sought clarification on the number of vacant positions within the Planning Division. Steve Robichaud, Director, Planning, updated the Committee on the current state of vacancies within Planning and Economic Development.

For disposition on this matter, refer to Item 2.

(ii) Building Department documentation (Added Item 11.2)

Staff were directed to report back to the Open For Business Sub-Committee with clarification on the risk and liability involved in missing Building Permit documentation, and recommendations to resolve the impact on property or business owners who received the permits but the City nor the property owner have copies.

Staff were directed to report back on approval timelines for water permits.

(h) ADJOURNMENT (ITEM 10)

There being no further business, the meeting was adjourned at 3:45 p.m.

Respectfully submitted,

Councillor M. Pearson, Chair
Open for Business Sub-
Committee

Loren Kolar
Legislative Coordinator
Office of the City Clerk