




Hamilton

INFORMATION REPORT

TO:	Chair and Members Open for Business Sub-Committee
COMMITTEE DATE:	July 28, 2023
SUBJECT/REPORT NO:	Open for Business Update (PED23118) (City Wide)
WARD(S) AFFECTED:	City Wide
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SIGNATURE:	

COUNCIL DIRECTION

Not Applicable.

INFORMATION

Streamlining the City of Hamilton’s approvals processes and creating an efficient and customer-focussed environment that is “open for business”, while still protecting the public interest, has been a key focus for the Planning and Economic Development Department for some time.

An Open for Business Sub-Committee was first formed in 2011 to support an Open for Business Review, led by the Planning and Economic Development Department, which involved a comprehensive stakeholder review, development of indicators for customer satisfaction and identification of opportunities for improvement for creating a better business environment.

At the staff level, the Planning and Economic Development Department established a Continuous Improvement Team to identify opportunities for improvement that advance the City’s Open for Business agenda. Staff collaborate, often across divisions and departments, to implement improvements and report results to the Open for Business

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.

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Sub-Committee through case studies. Between 2015 to 2019, the Open for Business Sub-Committee received 28 case studies showcasing continuous improvement activities across the Planning and Economic Development Department which included process reviews, policy development, delivering education, technology solutions and audits. The last meeting of the Open for Business Sub-Committee was held in October 2019 as meetings were put on hold due to COVID-19.

Moving forward, staff in the Planning and Economic Development Department will continue to bring to the Open for Business Sub-Committee regular reporting on key performance indicators, case studies of process improvements, and other information regarding opportunities for improvement within the Open for Business mandate.

In 2023, staff's priorities under the Open for Business initiative include the following:

- continuation and expansion of digital service delivery;
- customer service enhancements;
- Bill 109 and Bill 23 implementation;
- process reviews; and,
- continuation of Zoning reform.

In addition to these priorities, the Planning and Economic Development Department's Continuous Improvement Team will continue to identify opportunities for improvement and share outcomes of improvement activities with the Open for Business Sub-Committee through the presentation of case studies.

APPENDICES AND SCHEDULES ATTACHED

None.