

Business Concierge Program

Status Update, Launch and Implementation

On the Agenda



1. Program Objectives
2. Phased Work Completion
3. Project Eligibility Criteria
4. Supports and Services
5. Next Steps and Recommendations



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Program Objectives

- Continue to expedite the Town's review process;
- Collaborate with external agencies to ensure key files are expedited;
- Provide an elevated customer service experience;
- Identify and implement innovative solutions to issues;
- Enhance the Town's 'Open for Business' approach and economic competitiveness;
- Grow and diversify the economy by attracting top-tier businesses;
- Continue to leverage and strengthen inter-departmental and inter-agency collaboration; and
- Support and supplement implementation of related strategies.

Phased Work Completion

Phase 1

Research, Concept Development & Phased Work Plan

Phase 2

Internal Consultation

Phase 3

External Consultation & Conceptual Draft

Phase 4

Concept Finalization

Phase 5

Program Launch & Implementation



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Project Eligibility Criteria

- Large development in Town Employment Areas;
- Minimum of 100,000 sq. ft. of gross floor area;
- High profile and complex proposal;
- Major employment (100+ jobs) and assessment generator;
- Major office, commercial/retail, mixed-use or tourism use;
- Large monetary investment;
- Key sector aligned with the Town's priority sectors; and
- Project facing urgent timelines.



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Supports & Services

HALTON HILLS – BUSINESS CONCIERGE



1
Initial
Concept



2
Preliminary
Discussions



3
Pre-Application
Support



4
Application
Submission



5
Application
Review /
Expedited
Service



6
Project
Completion &
Continuous
Support



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Next Steps & Recommendations

- Recommendations and Program Implementation
- Communications, Marketing and Education
 - Website launch
 - Advertising
 - Staff Education
- Resourcing Strategy
- Continuous Program Enhancements



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THANK YOU



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