

# Development Concierge Program Planning Advisory Committee

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# Concierge Pilot Program

- Developed in response to recommendations from the Economic Recovery Task Force in summer 2020.
- Nine-month pilot program for development applications in the site plan process with an identifiable impact on local economic growth.
- Based on the conclusions of the program, it was determined that the program would be an asset for investment attraction and business expansion, but would require modifications to make it effective.

# Development Concierge Program Overview

- The intent is to support the growth of new and existing businesses in Kawartha Lakes, with a formal service to facilitate the development application process through a single and consistent point of contact throughout.
- A collaborative and holistic approach of each project will help facilitate this program and ensure its success over the long-term.
- Focus will be on larger, complex employment and industrial projects with a substantial economic impact, while increasing local employment opportunities.

# Development Concierge Program Objectives

- Provide support to the City's development review process.
- Continue to leverage and strengthen inter-departmental and inter-agency collaboration.
- Collaborate with external agencies to ensure key files are streamlined.
- Provide an elevated customer service experience.
- Enhance the City's public relations within the development process.
- Support and supplement implementation of related strategies, including the Council-adopted Strategic Plan, Economic Development Strategy.

# Development Concierge Process



# Development Concierge Process



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## Eligibility Guidelines

Employment generator

New construction, expansion or a major retrofit of an existing property

Critical timelines (if unmet, the business would be negatively impacted)

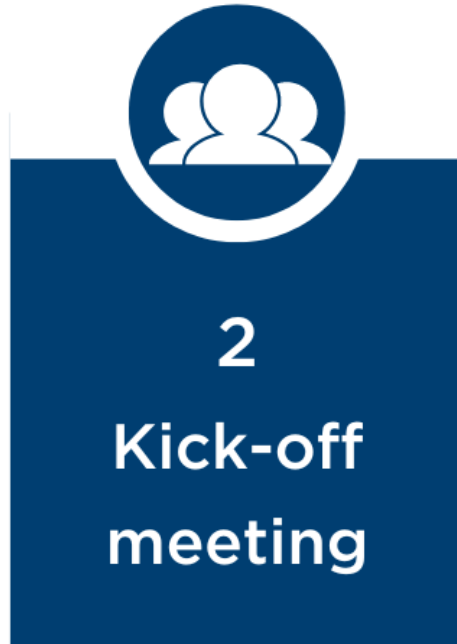
Key sector investment

Auxiliary business

Complex or high profile proposal

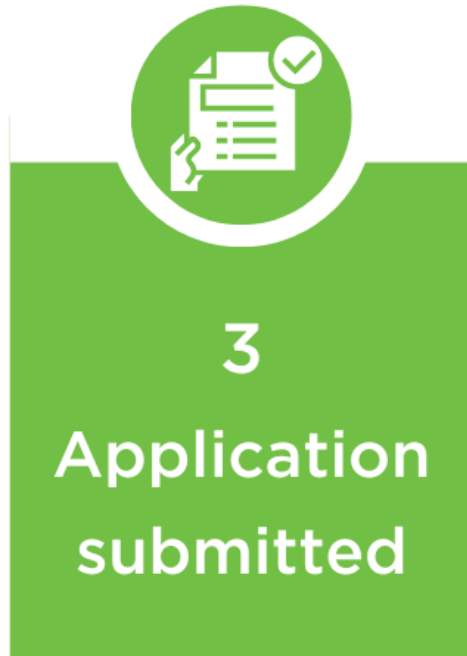
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# Development Concierge Process



- ✓ Holistic view of project
- ✓ Applicants are directed to Preconsultation
- ✓ Defined project timelines & milestones

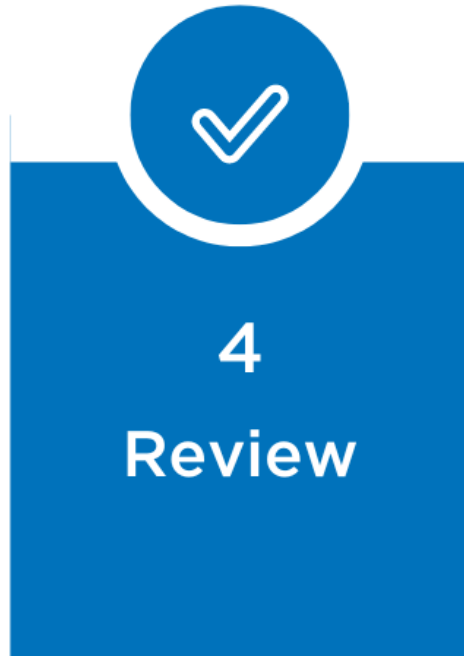
# Development Concierge Process



- ✓ Technical team is responsible for their processes
- ✓ Concierge will act as a touchpoint throughout
- ✓ Shared commitment to the project



# Development Concierge Process



- ✓ Technical team reviews submitted applications
- ✓ Concierge continues to remain as touchpoint

# Development Concierge Process



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Approvals

- ✓ Completed submissions
- ✓ Approvals by technical team
- ✓ Continued Concierge support

# Development Concierge Process



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Completion +  
Continuous  
Supports

- ✓ Graduation from the program
- ✓ Economic Development Officer continues to provide support through the businesses lifecycle

# Next Steps

- Development Concierge Program will be promoted, based on the eligibility guidelines, as a soft-launch to existing and incoming businesses.
- Once the program has been trialed for a period of time a communication and marketing plan will be prepared.
- The Economic Development Officer – Business will report back to the Development Review Team on a bi-monthly basis on the status of each project.