



Pipeline to Permit Committee

Agenda published February 20, 2026

Addendum published March 4, 2026

Date: March 5, 2026
Time: 9:30 a.m.
Location: Council Chambers, City Hall, second floor
Contact: Committee Clerk, suzanne.gillies@burlington.ca 905-335-7777, x7862

Pages

6. Enhancements

6.3 Concierge Service 2025 operational update (DGM-14-26)

- a. *Staff presentation regarding Concierge Service 2025 operational update (DGM-14-26)*

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High-Impact Concierge Service

2025 Operational Update DGM-14-26

Pipeline To Permit Committee

March 5, 2026



What is High Impact Concierge Service?



A municipal navigation function that supports complex commercial, business and developmental files



Advances the City's ongoing process improvement initiatives (RTRC and SDAP)



Purpose



CROSS-
DEPARTMENT
COORDINATION



CLEAR
SEQUENCING



EARLY ISSUE
IDENTIFICATION



REDUCED
ESCALATION RISK



2025 Activity Snapshot



47 Unique Files



338 facilitation touch points



14 High Complexity files



17 Small Business



22 Commercial Developments



What Made These Files Different

Complexity:

- Multi-department review
- Infrastructure dependencies
- External agency coordination

Duration & Coordination:

- 13 required formal cross-departmental coordination
- 15 exceeded support beyond 60 days

“Navigating municipal regulatory pathways can be complex, and your ability to coordinate, explain next steps and facilitate communication made a meaningful difference to our team.”
– Dr. Michael Surkont, Owner, Brant Family Health and Walk-In Clinic




Empowered Decision Making

17

Early Intervention/
Escalations Prevented

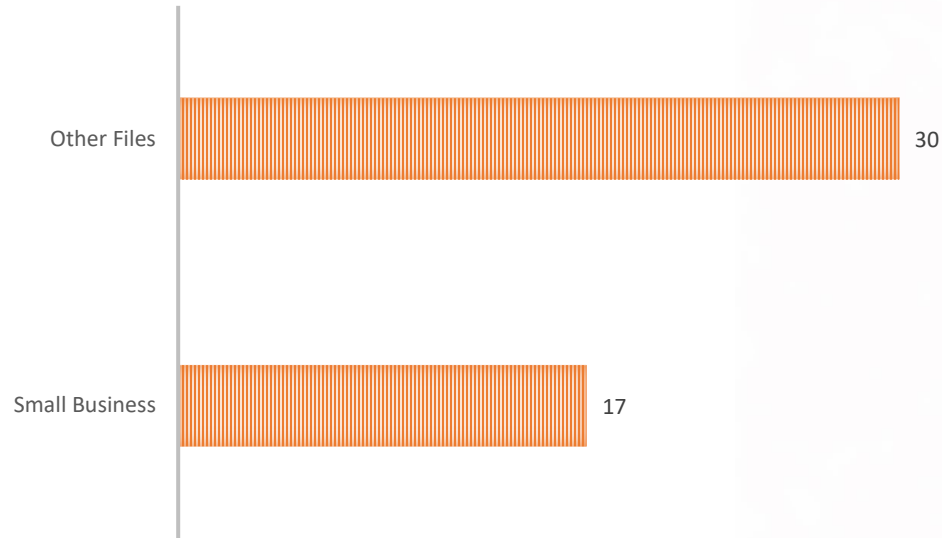
8

Coordinated Resolutions



Early facilitation
reduces
late-stage
intervention

Small Business & BIA Support



36%

Small Business files supported

“.. Concierge Service provides a critical communication bridge between small business entrepreneurs and City departments, supporting businesses opening on time and on budget...”

- Brian Dean, Executive Director, Burlington Downtown Business Association



Pressure Points in Large-Scale Applications

Permit sequencing challenges

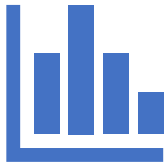
Infrastructure clarification

Regulatory clarification

External agency alignment



A Look Ahead



Continued quantitative and qualitative tracking



Ongoing early coordination



Alignment across departments



Predictable, transparent file progression

