

Small Business Growth Recommendations – Status as of 6/19/14 Revised

Small Business Growth Recommendations (based upon Gainesville Area Chamber of Commerce Report – June 20, 2013)	Status of Recommendation			
	Status	In Progress	Tentative Completion Date	Assigned to*
Accessibility				
(1) Website – Launch a simplified and current one stop website	Implemented - Launched in January in beta test mode			EDI/Communications
(2) Pamphlet – Create a printed pamphlet consistent with website	In progress - Draft created with ED, GRU, CEO input			EDI/GRU
(3) Work Week – Eliminate the four day work week	Complete – Initiated Pilot; PDS opened Fridays 7– 1			Audit, Finance, Leg.
Accountability				
(4) Customer Service – Staff training promoting problem solving approach	Implemented via HR 4 C's focus and on-going			HR
(5) Timelines – Establish efficient timelines for businesses	Implemented timelines in place for Development Review			PDS
(6) Inspectors – Construct mechanism for feedback on inspection services	Surveys being constructed with UF assistance	X	June, 2014	PDS
(7) Business Assistance – Construct mechanism for business assistance	Survey instrument complete.	X	June, 2014	EDI
(8) Benchmarking – Benchmark best practices for small business development with comparable cities	ED benchmarking/metrics against other cities being updated	x	October, 2014	EDI
(9) Level Playing Field – City to hold itself to same standards required for business	Need Clarification	X		Audit, Finance, Leg. Charter Officers

Simplicity				
(10)Zoning – Replicate the Innovation Square model to facilitate small business growth	Per LDC/FBC Update currently in progress	X	June 18 th PH 2015 Adoption	PDS
(11)Payment Processing – Allow for payment on line and via check	Implemented via Budget/Finance			Administrative Services
(12)Doing Business with City – Simplify RFP process	Internal Staff simplification process in progress.			Administrative Svcs.
(13)RFP Administrative Black Out – Review this protocol for appropriate public input	Policy issue needs to be reviewed by Committee	X		Audit, Finance, Leg.
Consistency				
(14)Standardization – Impose standardized policies throughout City	Need Clarification	X		Audit, Finance, Leg.
(15)Inspectors – Maintain consistency/uniformity between inspectors	Implemented via internal staff follow up			PDS
(16)Policy Harmonization – Ensure tree and solar policy are consistent	Implemented via Stakeholder Policy			GRU /City Manager
(17)Fairness – Ensure that regulatory framework is fair and coherent	Implemented via Charter Officers and Management			Charter Officers
Affordability				
(18)Business Cost Reduction – Reduce assessments, utility costs and eliminate unnecessary regulation	Policy Discussion	X		Audit, Finance, Leg.
(19)Tax Relief – Halt property tax increases; offer property tax relief	Policy Discussion	X		Audit, Finance, Leg.
Efficiency				
(20)Centralized Business Assistance Office – Establish Office	Implemented via EDI Office			EDI
(21)GRU Plan Review Process – Ensure process is streamlined and efficient	In progress and in sync with Planning review		June, 2014	GG/GRU

(22)Urban Sprawl – Avoid unintended consequences of regulation	Per LDC/FBC Update currently in progress and per Annexation Policy	X	June 18 th PH 2015 Adoption	PDS – City Commission
(23)Business Insight – Inform new business about business mentors/partners	Implemented via EDI Office and partners			EDI
(24)Conflict Resolution – Facilitate resolution between business/neighbors	Implemented via issued Stakeholder Policy			Administrative staff
(25)Fire Marshal Inspections – Ensure property owners are notified	In progress and letter will be issued within 30 days.	x		GFR
(26)Code Rationalization – Public safety prioritized over landscaping codes	Implemented via issued Stakeholder Policy			PDS, GPD, GFR
(27)Recordkeeping – Ensure efficient recordkeeping	Implemented via Charter Officers and Management			Charter Officers

***Acronyms Used to Denote City Administrative Units** PDS – Planning and Development Services (inclusive of Building Inspections); GPD – Gainesville Police Department; GFR – Gainesville Fire and Rescue; GRU – Gainesville Regional Utilities; EDI – Economic Development and Innovation; HR – Human Resources; LDC – Land Development Code; FBC – Form Based Code.

Color Key – Blue – Implemented; Orange- In Progress (to be discussed); Black – Policy Related or in need of deliberation by City Audit, Finance and Legislative Committee