April 18, 2024

# **Economic Development Strategy 2024-2029**

Implementation Plan

PREPARED FOR:

District of North Vancouver

PREPARED BY:

Lions Gate Consulting Inc.

IN ASSOCIATION WITH:

**B&A Studios** 

## **Implementation Plan**

The Implementation Plan (Plan) estimates the resources, timing and priority for the 10 Initiatives and 23 Actions identified in the Economic Development Strategy (Strategy). It also expands on the Actions, describing potential steps that would need to be taken to move Strategy implementation forward. Allocation and availability of labour and financial resources is critical to successful implementation.

The initial commitment of labour in this Plan is the Economic Development Manager (Manager). The majority of the Manager's time is assumed to be available for managing operationalization of the Strategy Initiatives and Actions, as well as working on or assisting other departments on projects that are not foreseeable and therefore not included in this Plan.

The Plan framework expands on the Strategy framework and comprises the following elements:

- Objective: the targeted outcome
- Initiative: a high-level strategy to achieve the Objective
- Performance indicators: metrics for assessing achievement of Objectives
- Actions: SMART¹ programs, projects and activities that support the Initiatives
- Labour intensity: the estimated quantity of labour required to implement the Action
- Operating budget: the estimated cost of implementing the Action
- Timing: commencement and completion by year
- Priority: the significance of the Action in advancing the Objective

<sup>&</sup>lt;sup>1</sup> The SMART framework (Specific, Measurable, Achievable, Relevant, and Time-bound) was applied throughout the Strategy development process to properly calibrate the Actions

The labour, budget, priority ratings, and time scale, used in the tables are annotated as follows:

Labour	High:	Multiple FTEs or a team, frequently or continuously active			
Intensity	Medium:	Multiple FTEs or a team periodically active, or			
		Single FTE, frequently or continuously active			
	Low:	Single FTE, periodically active			
Operating	\$\$\$	+\$150,000			
Budget	\$\$	\$50,000 to \$150,000			
	\$	<\$50,000			
Timing	Annual	2024-2029, actions starting after 2027 denoted as 2027+			
Priority High: Very important, critical for meeting the Objective		Very important, critical for meeting the Objective			
	Medium: Important, contributes to meeting the Objective				
	Flex:	Somewhat important, supports the Objective, can be			
		deferred/delayed to align with labour and budget constraints			

Note: FTE full-time equivalent position

Most Initiatives and Actions will be led and implemented by the District, with scheduling and resourcing based on internal capacity of the Economic Development function and other departments. Outreach to external stakeholder may be required from time to time and will focus on informing, consulting, and involving local stakeholders, with partnerships prioritized where the District is not positioned to lead an Action.

Objective 1: Employment Space	Update land use policies and regulations to create additional commercial space.	<ul> <li>Approval of policies/k</li> <li>Net change in comme inventory, annual</li> </ul>	ylaws, one time
_	e first floor retail in mixed-use developments in Town and Village Centro nercial corridors.	Labour Intensity:	High
_	sting mixed-used developments in the District to identify and calculate	Operating Budget:	\$\$
<ul> <li>deficiencies in achieving a commercial retail inventory that meets the evolving needs of growth areas.</li> <li>Prepare potential policies and/or bylaw amendments to provide clarity for achieving more inventory of ground-floor commercial retail in specific zones, neighbourhoods, and commercial corridors.</li> </ul>		Timing:	2025—2028
		_	High
	d-storey offices in Transit Oriented Areas and along Frequent Transit	Labour Intensity:	High
<ul> <li>Evaluate the Zoning Bylaw's effectiveness in achieving strategic additions to the District's existing office space inventory and expected challenges meeting supply targets identified in the Employment Lands Analysis.</li> <li>Identify office space demand and supply gaps by area, implications for rents and potential for generating employment density.</li> <li>Prepare potential policies and/or bylaw amendments that would provide sufficient granularity to designate office uses as distinct from other retail uses in zones and areas where transit services (present and anticipated) warrant.</li> </ul>		Operating Budget:	\$\$
		Timing:	2025—2028
			High

#### Action 1.1.3:

Evaluate opportunities to integrate new neighbourhood commercial and services into small-scale multi-unit housing (SSMUH) or similar residential areas.

- Identify the commercial amenity and service needs and resources of underserved neighbourhoods in residential areas where future SSMUH density is anticipated to occur.
- Develop land use scenarios that introduce a mix of commercial amenities and services and assess the impacts on residential areas to guide decision making and policy development, considering impacts on local employment, transportation, and other District planning objectives.
- Prepare potential land use policies and/or bylaw amendments that would identify residential areas and the degree and forms of employment space to be encouraged.

Labour Intensity:	High	
Operating Budget:	\$\$	
Timing:	2025—2028	
Priority:	High	

Objective 1: Employment Space
Action 1.2.1:

#### Initiative 1.2:

Update industrial land use policies and regulations to protect and intensify industrial lands.

#### How Will This Be Measured:

- Approval of policies/bylaws, one time
- Net change in industrial space inventory, annual

Protect strategically located major industrial sites from subdivision and preserve them for trade-related industrial uses.

- Consider the prohibition of rezoning and subdivision of major industrial land. Define and prioritize land use for the development, production, or movement of physical goods that require industrial infrastructure.
- Prepare potential land use policies and/or bylaw amendments that would preserve existing zoned and designated major industrial lands and provide consistency in traderelated permitted uses.

	Labour Intensity:	Moderate
	Operating Budget:	\$
	Timing:	2026—2028
•	Priority:	High
	Labour Intensity:	Moderate
	Operating Budget:	\$\$
	Timing:	2026—2028
	Priority:	Medium

#### **Action 1.2.2**:

Optimize light industrial land use policies and incentives to stimulate intensified light industrial (re)development.

- Review and evaluate the effectiveness of existing District policies to incentivize more intensive use of light industrial land.
- Review other jurisdictions that have had success in generating multi-storey infill and densification for solutions that could be adopted or otherwise adapted in the District.
- Consult with the landowners, businesses, and the development community to understand the likelihood of success and implications of potential policy tools.

#### Action 1.2.3:

Update land use policies and regulations for land use of District-owned lands in Maplewood to add employment-intensive uses.

- Monitor the status of the Addition to Reserve (ATR) lands and the intended designation and use of lands subsequently removed, if any, by the ATR action.
- Evaluate the servicing infrastructure feasibility and implications in the area from aligning the zoning of land under District authority to its Light Industrial/Commercial Mixed OCP designation.
- Prepare potential land use policies and/or bylaw amendments for the possibility of mixed light industrial/commercial uses, prioritizing uses for which the District is projected to have a future supply deficit and employment-intensive activities Districtwide.

Labour Intensity:	Medium	
Operating Budget:	\$\$	
Timing:	2027+	
Priority:	Medium	

Objective 1: Employment Space	Initiative 1.3: Explore temporary property tax relief for businesses impacted by rent increases due to redevelopment.
Action 1.3.1: Monitor the res triple-net busine	idential/business property tax ratio for meaningful opportunities to ress rents.
• • •	epare business-residential property tax shift scenarios and assess the on business costs and equity-efficiency tradeoffs in target redevelor

#### How Will This Be Measured:

- Service/program rollouts
- Program uptake by # of businesses
- Business property tax savings

**Labour Intensity**:

**Operating Budget:** 

tax ratio for meaningful opportunities to reduce

- property tax shift scenarios and assess the ty-efficiency tradeoffs in target redevelopment
- d where significant cost reductions for impacted

### Timing: Annual

Low

Low

#### **Priority:** Flex

Investigate utilizing new provincial policy tools, such as Bill 28, to protect business tenants from rent increases due to redevelopment potential.

- Model the implications of a business property tax relief for class 5 and 6 properties that meet the land valuation criteria and other conditions of Bill 28.
- Introduce business tax relief policy, as warranted by the modeling results.

Operating Budget:	-	
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**Labour Intensity**:

Timing: Annual

**Priority:** Flex

Objective 2: Improve Business Services	Initiative 2.1:  Modernize business licensing regulations and processes to improve and provide efficient services to businesses.	<ul><li>B</li><li>C</li><li>in</li></ul>	Will This Be Measure usiness licensing time ommercial/industrial approvement permittinompliance levels	s tenant
	eamline the Business License Bylaw, including associated classifications	and	Labour Intensity:	Moderate
<ul> <li>Review the classifications and fee schemes in the Business License Bylaw to potentially map typology to the North American Industrial Classification System, reduce and remove obsolete license types, and simplify the fees' structure.</li> <li>Prepare a potential Business License Bylaw and Fees and Charges Bylaw amendments</li> </ul>		Operating Budget:	\$	
		Timing:	2025—2027	
that would	modernize the District's business licensing practices and prepare the ensing process for digitization.		Priority:	Medium
Action 2.1.2: Establish a 1-stop business concierge service to assist businesses with navigating licensing and permitting processes at the District.  • Allocate resources through the District resourcing/budgeting process.		Labour Intensity:	High	
		Operating Budget:	\$\$	
• Develop ca	<ul> <li>Establish inter-departmental operability and coordination protocols.</li> <li>Develop case management procedures and service outcomes for related business inquiries, licenses and permits.</li> </ul>		Timing:	2025—ongoing
			Priority:	High

Action 2.1.3: Initiate an integrated online permitting and licensing portal for businesses in the District as	Labour Intensity:	High
<ul><li>part of DNV+.</li><li>Conduct a best practices review of BC cities that have adopted a business account</li></ul>	Operating Budget:	\$\$\$
<ul> <li>model as a gateway for licensing and permitting.</li> <li>Identify options for digitizing the business permits and licenses application, tracking and issuance process that will provide one-time customer data collection, serve as a</li> </ul>	Timing:	2027+
central point for applying and tracking permit and licence applications for business customer, promote self-service, and reduce the long-term costs to the District through superior operational efficiency.	Priority:	Flex
Action 2.1.4: Work with North Shore municipalities and First Nations communities to expand inter-	Labour Intensity:	Low
<ul> <li>municipal license categories to enable single-licensing for more mobile businesses.</li> <li>Work with the business community and municipalities to identify mobile business</li> </ul>	Operating Budget:	\$
types, in addition to the current trades-focused categories, that would be suitable for inter-municipal licensing; optimize costs and fee structure that would enhance compliance and promote revenue neutrality.	Timing:	2027—2028
<ul> <li>Support outreach to ensure businesses can take advantage of the opportunities the program provides, and to ensure businesses are compliant with licensing requirements.</li> <li>Work with First Nations to determine opportunities for their participation in the program.</li> </ul>	Priority:	Flex

Objective 2:
Improve
Business
Services

#### Initiative 2.2:

Support opportunities to link local talent to local employment needs.

#### How Will This Be Measured:

- Local projects/partnerships created
- # of participants

#### **Action 2.2.1**:

Explore opportunities for the District to partner with industry, educational institutions, and partners to increase access of local talent to jobs.

- Facilitate cross-sector cooperation and advocacy between education and skill development partners and industry.
- Cultivate innovative local level labour-business partnerships focused on the real-world needs of local employers.

Labour Intensity:	Low
Operating Budget:	\$
Timing:	2024—ongoing
Priority:	Flex

Objective 2: Improve Business Services	Initiative 2.3: Increase outreach to the business community.	• # (	will This Be Measured: of businesses served of jobs retained or created		
	unication channels and broker access to District engagement opportuni and government programs for business.	ties,	Labour Intensity:	High	
<ul> <li>Conduct targeted local business outreach and intelligence gathering to strengthen</li> </ul>			Operating Budget:	\$\$\$	
<ul> <li>Focus on at</li> </ul>	<ul> <li>relationships with major employers and key sectors.</li> <li>Focus on at-risk areas of the local economy, opportunities for investment attraction</li> </ul>		Timing:	2024—ongoing	
<ul> <li>and expansion of existing businesses, and facilitating access to regional, provincial and federal partner agencies and programs for business development.</li> <li>Support other departments in reaching businesses as part of engagement on major District policies and policies with significant impacts to businesses.</li> <li>Enhance the Economic Development section of dnv.org and launch an electronic newsletter to local businesses with curated local business news and data and District updates and developments; integrate social media to improve outreach.</li> </ul>		or	Priority:	High	
Action 2.3.2: Formalize the Business Task Force and its strategic advisory to the District over the life of		of	Labour Intensity:	Low	
	<ul> <li>Dissolve the Business Task Force and develop a terms of reference for a District</li> </ul>		Operating Budget:	\$	
<ul> <li>Economic Advisory Committee (EAC) that will advise District Council and staff on economic development matters, including fulfillment of Strategy Objectives.</li> <li>Engage the EAC as a strategic advisor to the District on economic development matters, including advocating for implementation of the Strategy, serving as the voice of the District business community, advising on the implications of District policies affecting business, and promoting local economic vitality and resiliency.</li> </ul>			Timing:	2024—ongoing	
			Priority:	Medium	

#### Initiative 3.1:

Facilitate partnerships with local business and other partners to tackle employee transportation and housing challenges.

#### How Will This Be Measured:

- # of businesses served
- #/\$ of projects assisted

#### **Actions 3.1.1**:

Work with local employers to explore shared North Vancouver industrial waterfront transportation solutions.

- Engage with other District departments, major employers, transportation service providers and other partners on opportunities to bring innovative transportation solutions to under-served industrial areas.
- Gather research to define a study area, identify participants, determine current solutions and potential transportation innovations that improve access of employees to work.

	Labour Intensity:	Medium
	Operating Budget:	\$
	Timing:	2025—2026
	Priority:	Flex
	Labour Intensity:	Medium
	Operating Budget:	-
	Timing:	2024—ongoing
	Priority:	Flex

#### **Action 3.1.2**:

Support research for improved transit services and parking demand management within key employment areas and business clusters.

- Engage with businesses with high demand for parking to understand parking use and integrate business needs into parking regulations in key employment areas.
- Support employee commute patterns data collection and advocate for improved transit to underserved employment areas.

### **Action 3.1.3**:

Support local employers in exploring potential worker housing solutions.

- Research, document and promote employer-led housing solutions that have been successfully deployed elsewhere in Canada.
- Identify and reduce regulatory barriers in the District that may impede employer-led housing programs.
- Identify local employers that offer affordable housing services to their employees and encourage others to adopt similar programs.

Labour Intensity:	Medium
Operating Budget:	\$\$
Timing:	2027—ongoing
Priority:	Flex

Objective 3:
Support
Transportation
and Housing
for Employers

### Initiative 3.2:

Raise awareness of housing and transportation issues and their impacts on local economic opportunities.

#### How Will This Be Measured:

- Change in core housing need
- #/\$ of projects assisted

#### **Action 3.2.1**:

Support the District's work in promoting awareness of the need for affordable, diverse housing options for workers.

- Monitor data on the correlation of employee income levels and affordability of new housing supply.
- Promote and advocate for innovative housing solutions.

Labour Intensity:	Low
Operating Budget:	-
Timing:	2025—ongoing
Priority:	Flex

Objective 4: Cultivate Great Spaces	Initiative 4.1: Support community-led business initiatives to create vibrant public spaces.	• # 0	w Will This Be Measured: # of projects assisted New business initiatives launched		
Action 4.1.1: Establish a Business Initiative Startup resource to build community capacity and sustainability in activation of public spaces.			Labour Intensity: Low		
<ul> <li>Redesignate funding, historically allocated exclusively to the North Vancouver Chamber of Commerce, to a "Business Initiative Start Up Fund" to make the funding available to local business organizations, in addition to the Chamber, to enable grass-roots level business initiatives, such as Business Improvement Areas (BIAs) in commercial areas.</li> <li>Provide access to resources made available by the Government of BC and the BC Business Improvement Association; support new BIA efforts in getting off the ground, assisting with study area definitions, property owner relations and the Council process.</li> </ul>			Operating Budget: \$\$		
			Timing:	2024—ongoing	
			Priority:	High	
Action 4.1.2: Conduct a needs assessment and delivery model review for the programming of District		ct	Labour Intensity:	Medium	
<ul><li>Pending pro</li></ul>	<ul> <li>Pending project funding availability, retain a consultant to conduct a needs assessment and delivery model recommendations for programming of public spaces.</li> <li>Collaborate with the NVRC and relevant District departments to canvas neighbourhood expectations and needs related to public space activation in the District Town &amp; Village Centres.</li> <li>Conduct a gap analysis between the current public space activations delivery model, including assets and programming, and neighbourhood expectations.</li> <li>Identify best practices and provide recommendations for improving the public realm and activations delivery model.</li> </ul>		Operating Budget:	\$\$	
Collaborate expectations			Timing:	2025-2027	
<ul><li>Conduct a gaincluding ass</li><li>Identify best</li></ul>			Priority:	High	

Objective 4: Make Great Spaces	Initiative 4.2: Support and grow the visitor and film economies.	Change in	ow Will This Be Measured:  Change in hotel inventory  Film permitting and production values		
<ul> <li>Action 4.2.1: Promote the role of the visitor economy and support the addition of hotel room capacity in the District. <ul> <li>Promote the role of the visitor economy and its North Vancouver economic impacts.</li> <li>Support and promote sustainable use of North Vancouver community assets, including parks, trails, and public spaces, by visitors as well as residents, as a way of enhancing community inclusivity and vibrancy. <ul> <li>Support development projects that have potential to add hotel room capacity.</li> </ul> </li> </ul></li></ul>		ity	Labour Intensity: Low		
		Opera	ting Budget:	\$	
		Timing	g:	2025— ongoing	
		Priorit	y:	Flex	
Action 4.2.2: Promote the be	nefits of attracting and facilitating film production in the District.	Labou	r Intensity:	Low	
<ul> <li>Work with the Film Liaison Office to quantify the economic impacts of film and media activity in the District.</li> <li>Integrate into the existing "How we benefit from filmmaking" page on the District's website and promote the findings via relevant District channels.</li> </ul>		dia <b>Opera</b>	ting Budget:	\$	
		Timing	g:	2024—ongoing	
		Priorit	y:	Flex	