# INFORMATION UPDATE

**TO:** Mayor and Members  
General Issues Committee  

**DATE:** December 11, 2019  

**SUBJECT:** Operational Changes within the Economic Development Division (City Wide)  

**WARD(S) AFFECTED:** City Wide  

**SUBMITTED BY:** Glen Norton  
Director, Economic Development  
Planning and Economic Development Department  

**SIGNATURE:** [Signature]

The purpose of this Information Update is to advise Council of some operational changes within the Economic Development Division.

On October 23, 2019, Council approved Audit, Finance and Administration Committee Report 19-015 which included transferring the Sr. Advisor, West Harbour Waterfront from the General Managers Office to the Economic Development Division of Planning and Economic Development. This position reports to the Director of Economic Development and includes responsibility for the West Harbour project. It will also include responsibility for the staff and functional areas that were transferred to the Economic Development Division in accordance with the September 12, 2018 Council approved General Issues Committee Report 18-017, including Report PED18187 titled “Transfer of Responsibilities and FTE, Major Project Delivery.” That report recommended that two FTEs and budget be transferred from the City Manager’s Office and the Housing Services Section of Healthy and Safe Communities Department to the Planning and Economic Development Department for the purposes of developing and executing strategies for land development projects that are of strategic importance to the City and are of high complexity.

While the above-noted positions initially reported to the Manager, Real Estate within the Real Estate Section of Economic Development Division of Planning and Economic Development, these positions will now report to the Manager, Municipal Land Development Office in Economic Development.

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OUR Mission: To provide high quality, cost-conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.  
OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.
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This change in reporting structure will bring together in one team the staff roles on the West Harbour Re-Development Plan and the two FTEs working on the City's other major strategic real estate initiatives related to housing and economic development. The mandate of this team will continue to be to formulate and execute strategies for high priority development and affordable housing projects, with the goal of achieving the following outcomes:

1. Continued execution of the West Harbour Re-Development Plan;

2. Continued execution of the Sports, Entertainment and Convention Venues Review;

3. Identifying and executing opportunities that facilitate the development of Affordable Housing; and,

4. Identifying and executing opportunities that promote non-residential tax growth.

In addition to the above change, there are two other operational changes in the Economic Development Division:

   a. The Urban Renewal Section of Economic Development will be renamed "Commercial Districts and Small Business" to better reflect the opportunities and assistance which are currently offered for local business districts which help create vibrant destinations to live, work, shop and play. As part of this rebranding, the Hamilton Business Centre (HBC), formerly known as the Small Business Enterprise Centre (SBEC), will be incorporated into the new Commercial Districts and Small Business section, which was previously under the Manager, Business Development. This organizational change will allow for more effective focus on small business and entrepreneurship complementing the continued role to promote the revitalization and community development of Hamilton's six downtowns, the Mount Hope/Airport Gateway, Business Improvement Areas, commercial corridors throughout the city, properties designated under the Ontario Heritage Act, and Brownfield sites.

   b. The Business Development Section of Economic Development will be renamed "Business Investment and Sector Development". The Hamilton Immigration Partnership Council team will now report to the Business Investment and Sector Development Section of Economic Development, previously reporting to the Urban Renewal Section. In addition to providing traditional settlement services, HIPC's new collaboration with the section will support entrepreneurial immigrants, help address predicted labour shortages.

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for existing businesses, as well as promote foreign direct investment with the Global Hamilton team.

c. The last notable change is that the Real Estate section will now be titled "Corporate Real Estate Office."

The above-noted organizational changes are summarized in Appendix "A" to this Report and are being implemented in accordance with the "Budgeted Complement Control Policy", with no impact to existing budget or FTEs.

If you have any questions regarding the above, please contact Glen Norton, Director, Economic Development Division, at 905-546-2424 Ext. 5780 or by email at glen.norton@hamilton.ca.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A": Outline of the Economic Development Organizational Chart with noted changes.
Economic Development – Organizational Chart

Glen Norton, Director
Economic Development

Judy Lam
Manager, Commercial Districts and Small Business
- Commercial and Retail Sectors (including Business Improvement Areas)
- Hamilton Business Centre
- Brownfields Programs
- Municipal Incentives for Redevelopment, Multi-Residential, Heritage, Office, Façade Improvements

Norm Schleehahn
Manager, Business Investment and Sector Development
- Business Retention & Expansion
- Business Attraction
- Foreign Direct Investment
- Hamilton Immigration Partnership Council
- Marketing & Research
- Foreign Direct Investment and Trade

Raymond Kessler
Manager, Corporate Real Estate Office
- Portfolio Management for all City Real Estate Interests
- Transactions – acquisitions, dispositions, lease/license
- Valuation including C.I.L
- Advisory – project strategic support

Chris Philips Manager,
Municipal Land Development Office
- West Harbour
- Land Development Initiatives
- Affordable Housing Initiatives
- Special Projects