

City of Lafayette Memo

For: Lafayette City Council
By: Steven Falk, City Manager
Date: 6/11/2012
Subject: Open for Business Pledge

Background and Summary

At the June Mayor's Conference, the East Bay Economic Development Alliance (EDA) requested that all Contra Costa cities adopt the attached "Open for Business" pledge by not later than August 31st.

Staff has therefore prepared the attached resolution for consideration by the Council.

Recommendation

Adopt the Resolution.

**A RESOLUTION OF THE CITY COUNCIL
OF THE CITY OF LAFAYETTE
ADOPTING THE EAST BAY ECONOMIC
DEVELOPMENT ALLIANCE'S
"OPEN FOR BUSINESS" PLEDGE**

Resolution 2012-28

WHEREAS, the Lafayette City Council supports economic development as a tool for improving the business community; and

WHEREAS, the City has been introduced by the East Bay Economic Development Alliance (EDA) to its "Open for Business" Pledge, which is aimed at promoting a pro-business environment in the East Bay; and

WHEREAS, the City understands that many municipalities have been hit hard by the economic recession and the elimination of redevelopment agencies. This Pledge intends to reassure the development and business community that communities in the East Bay stand ready to assist in business attraction, expansion and retention efforts to create jobs; and

NOW, THEREFORE BE IT RESOLVED that the City Council of the City of Lafayette does hereby adopt the East Bay Economic Development Alliance's "Open for Business" Pledge, attached hereto as Exhibit A.

PASSED, APPROVED AND ADOPTED this 25th day of June, 2012, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST:

APPROVED:

Joanne Robbins, City Clerk

Carol Federighi, Mayor

“OPEN FOR BUSINESS” PLEDGE

Because we recognize and understand the critical importance of providing excellent customer service to all our customers – but particularly the business community – and because we recognize that our policies and practices have a direct impact on the East Bay’s business climate and the ability of companies in the region to create jobs, the City/County of _____ officially endorses East Bay EDA’s *Open for Business* Pledge.

We Pledge:

- *To provide senior management leadership and support for permit streamlining and empower the staff to act administratively.*
- *To conduct periodic reviews of our practices to ensure that we are current with changes in regulations, technology, and codes - including green building codes.*
- *To proactively seek customer feedback regularly, positive and negative, and to respond appropriately.*
- *To provide transparent, easy to understand fee schedules and applications online.*
- *To provide staff with training in order to achieve high levels of consistency related to permitting.*
- *To provide clear guidance on project schedules and milestones early in the process and to strive to meet to that schedule.*
- *To respond to all communication, whether phone, email, written or in-person, within 2 business days.*
- *To share best practices amongst East Bay EDA’s localities.*
- *To recognize exemplary operations and staff, both internally and externally to the organization*