

Red Tape Reduction Task Force

Task Force Members

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- City of Duluth-
- Keith Hamre
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Purpose

- The purpose of this task force is to provide the Duluth city council with information and recommendations that will reduce red tape and make it easier for entrepreneurs to establish businesses in Duluth. The goal of this task force is to produce recommendations which will promote business development and job growth in the city of Duluth.
- The focus largely is on first time businessowners/entrepreneurs

Work Accomplished

- Monthly Meetings from October 2017 to April 2018
- Leveraged expertise from the task force to make recommendations and improvements
- Examination of metrics used by City Staff
- Surveys Collected from the public and reviewed
- In person case studies from area businesses on what could be improved
- Exploration on how to make process better and more efficient

Task Force Recommendations

Add A “Call Out Box” To The Commercial Checklist For Pre-review Meetings And Permit Applications

- Easy to add to checklist and highlight this aspect. We know that we need to get this message out earlier in the process and assist the customer
- We can increase emphasis for benefits of pre-reviews with the website update

Develop Quarterly “Lunch And Learns” With Tips For Work In Existing Buildings.

- Potential audience groups: Design professionals, commercial realtors, business owners, commercial contractors, these could be sponsored by business groups or professional associations, include other business resources in these sessions (ie. Business Development, Center for Economic Development and Entrepreneur Fund)
- Potential topics: Questions to ask before selecting a building, where to find information, change of uses and code triggers, accessibility, sprinklers

Compile Research On Existing Buildings To Identify Previous Use And Permits. Provide Some Information For Use By Organizations Like The Lincoln Park Group's Database.

- We can use TRAKiT to compile research we have already done on a building so it is ready share with potential new owners/tenants.
- Develop way to distribute information from previous inquiries to save time but not release proprietary data

Develop Commercial District Inquiry team.

- Working with property owners or business groups, identify a group of buildings to walk thru and outline potential items to consider when marketing properties
- Develops understanding of items prior to getting to far in to a proposition and hopefully reduces challenges
- Work with Business Development to provide resources for business start-up or expansion efforts

Expand One Stop Website tools and resources.

- Identify resources and timelines on website for commonly asked questions
- Have a link on website for business startup and development resources
- Add staff for having a “business permitting navigator”
- Add software and hardware capabilities to expand online permitting and plan review options for customers

Questions?