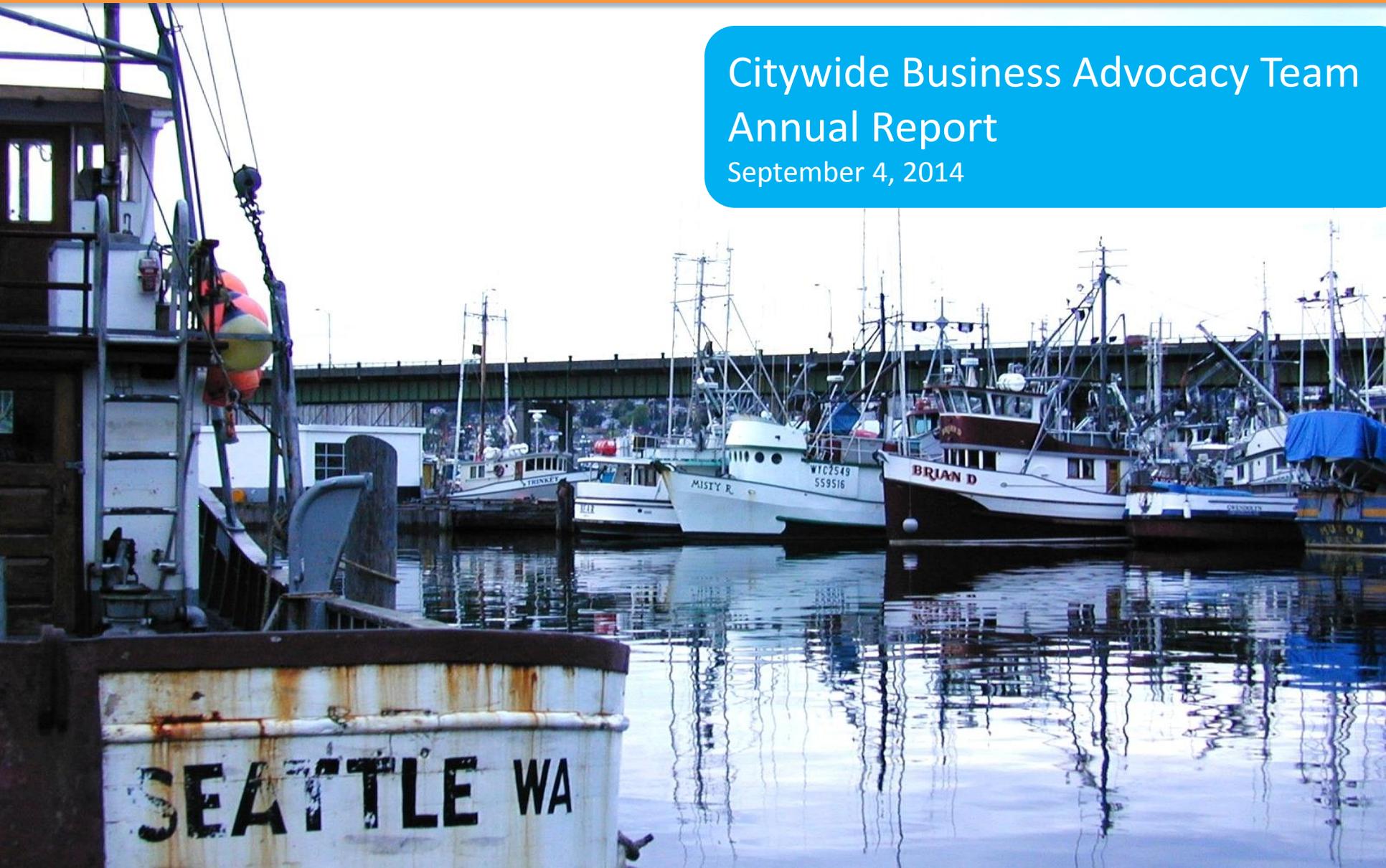




Citywide Business Advocacy Team Annual Report

September 4, 2014





Mission and Background

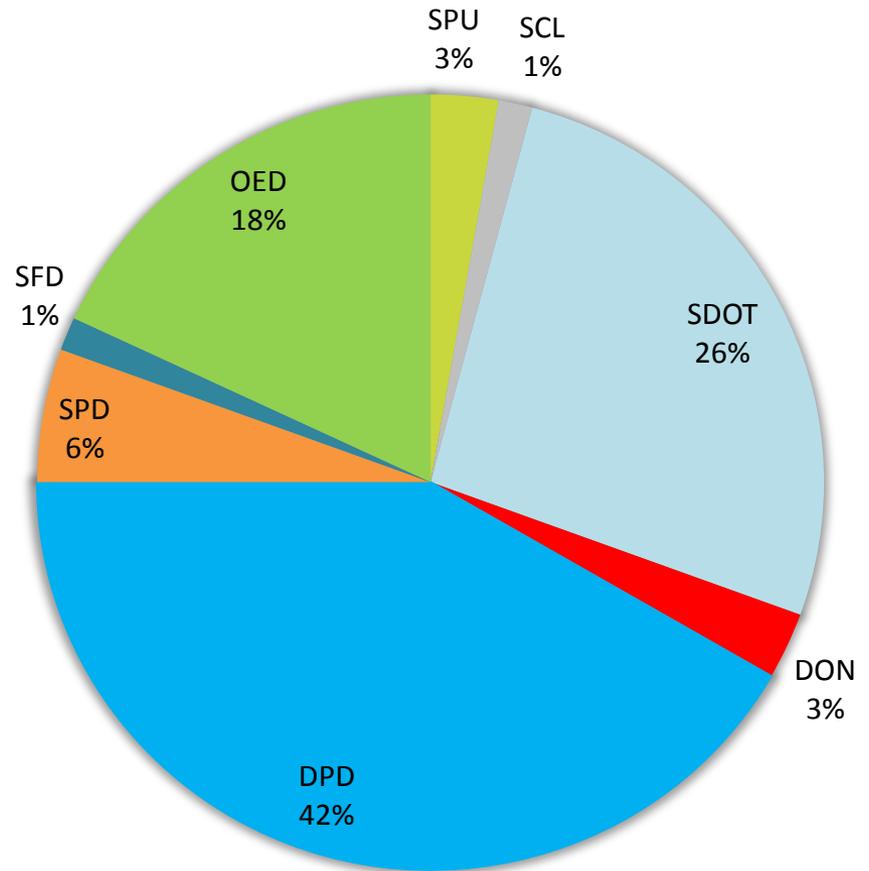
The Citywide Business Advocacy Team will provide the highest level of customer service to all Seattle businesses in support of job creation, economic diversity, and racial equity. We will work proactively and in partnership with businesses to resolve their issues in a manner that protects the public health, safety, and welfare of the city; and in a manner that meets the needs of the businesses we serve. We will track issues, identify systemic problems, and recommend regulatory and policy changes to the Mayor and City Council based on our experiences.



CBAT by the Numbers

For the 72 business cases covered by this report, this exhibit shows the number of city agencies that were the subject of a referral for business assistance.

The majority of business issues involved DPD (42%) and SDOT (26%), compared to DPD (30%) and SDOT (24%) in CBAT's last report.





Upgrades for 2014

In order to improve the function of CBAT, better capitalize on CBAT expertise, capture more information on issues that impact businesses, and expand its role of helping Seattle businesses navigate government, the CBAT members have agreed to implement the following changes in 2014:

1. Review regulations and policies that impact business
2. Better communication with Directors about CBAT activities
3. Monthly team meetings
4. Added Office of Arts and Culture and Department of Neighborhoods to the team
5. More consistent use of CRM tool for tracking of cases



Policy & Regulatory Recommendations

In order to better support Seattle businesses without compromising City values, CBAT has proposed three policy recommendations for implementation based on business cases addressed over the past 24 months. The recommendations are:

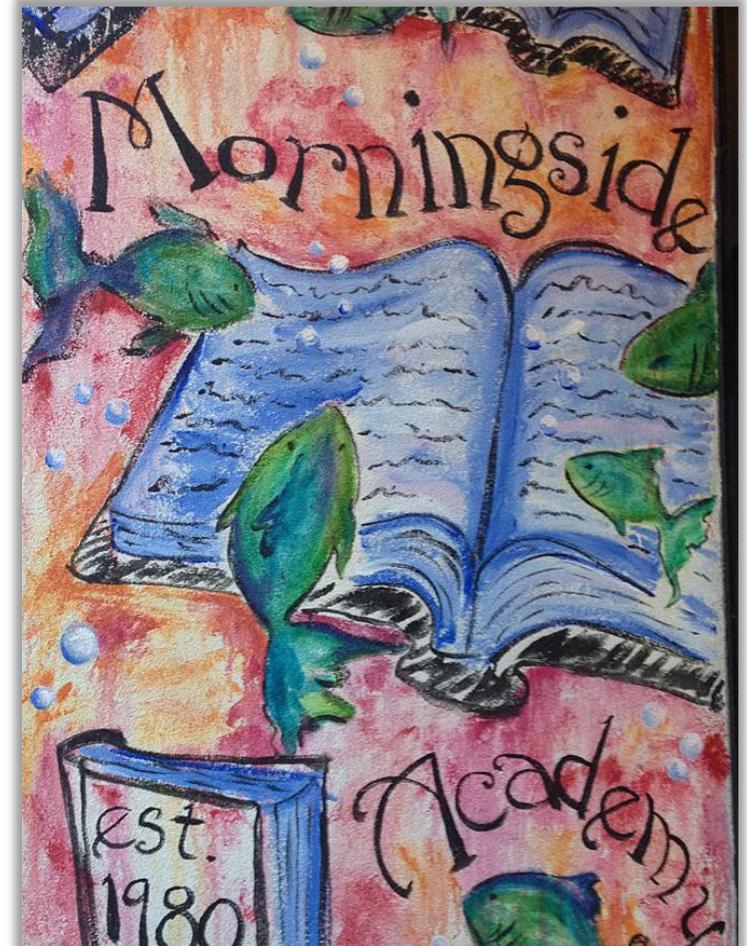
- **Improve Claims Process.** Review the process for evaluating claims against the City, with a focus on process timing, communications related to claims, and policies that affect how claims are processed.
- **Improve Outage Notifications.** Review the process for improving the consistency and effectiveness of notifications to businesses for planned utility outages and road closures.
- **Improve Construction Coordination.** Support SDOT's Access Seattle Program, which supports business activity during periods of unprecedented growth and construction in Seattle's urban centers.



Success Story: Morningside Academy

Morningside Academy

- Encountered unexpected permitting delays during their move in 2013.
- Reached out to CBAT and asked for a miracle that would allow them to move in time for the start of 2013/2014 school year.
- CBAT members from OED, SPU, SFD, and SDOT coordinated to have Morningside's water service plans reviewed and permitted, issued a street use permit, had an SPU crew install the water service, and had SFD issue a temporary certificate of occupancy in six days, a process that would normally take 8 weeks.





Success Story: University District Farmers Market

University District Farmers Market

- Resolve lease dispute between Farmers Market Alliance and University Heights Center by working with SDOT, SPU, Parks, OED, City Council, and King County Metro.
- Convened a group to help evaluate siting options, resulting in a plan to move the market in the University Way NE right-of-way.
- DPD and SDOT worked through a tricky “curb cut” issue, drafted a traffic control plan, and issued permits in time for the market to recommence on schedule.





Success Story: Crybaby Studios

Crybaby Studios

- CBAT's Arts and Culture member connected Crybaby Studios with an arts-savvy broker to help find their new location on 2nd Ave in Belltown.
- Project aligns with many City goals, including improvements to 2nd Ave, additional space for artists, and support for WMBE businesses.
- To help Crybaby Studios meet their lease obligations, DPD helped resolve a couple of key permitting issues and agreed to an shortened review process.





Success Story: Danny Woo Garden

Danny Woo Garden

- InterIm CDA obtained a City of Seattle grant to repair dilapidated retaining walls at Danny Woo Garden.
- They improperly assumed that they could achieve an over-the-counter permit when the process normally takes eight to ten weeks.
- DPD and DON worked together to issue the permit in three weeks, just in time to take advantage of free labor from AmeriCorps volunteers from California.
- Work commenced in June of 2014.





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