



Port Colborne creates team to expedite economic development inquiries

Port Colborne, ON (Dec.1, 2020) – Port Colborne has established a cross-functional team of City staff to coordinate and accelerate the review of development proposals and investment inquiries to align with business expectations and support their timelines for decision-making.

This new “City Development Team” initiative follows through on a recommendation in the City’s 2018-2028 Economic Development Strategy and Action Plan to: “Prioritize a ‘Customer First’ service experience and Review Development Application Policies and Procedures.”

These changes also align with the Customer Relationship Management (CRM) project underway that is focused on enhancing the overall customer service experience through communications and technology improvements, a new website, staff training, and creating more coordination and integration among City departments when responding to resident and business inquiries.

The Development Team meeting will be comprised of key staff from:

- Corporate Services
- Geographical Information Systems (GIS)
- Economic Development and Tourism Services
- Engineering and Operations
- Office of the CAO
- Planning and Development

“Council supports customer service excellence throughout our organization and having a streamlined process that is business friendly and keeps Port Colborne competitive in a global economy,” said Mayor Bill Steele.

“This service-centered, business-minded, coordinated approach to land development and business investment will help the City manage current and anticipated growth while providing a priority path for individuals and companies looking to do business with us,” said Scott Luey, Chief Administrative Officer.

“Port Colborne like many other communities in Niagara is experiencing an increase in residential growth and commercial and industrial development,” said Gary Long, Manager of Strategic Initiatives. “Based on current building and development activity and investment proposals under review, this positive trend is expected to continue.”

About City of Port Colborne

Located on the south coast of the scenic Niagara Region, Niagara’s Port of Call has found the perfect balance – successful industrial and commercial sectors, comfortable and scenic residential areas, white sand beaches, unique culinary choices, the world class Sugarloaf Marina, fishing, golfing, trails, shopping districts along the historic Welland Canal and an energized festival and entertainment scene that includes live theatre – truly a community that adds to the overall Niagara Experience.

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