

# Orlando, FL

## Mayor Glenda E. Hood

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### ***The Mayor's Business Assistance Team (BAT Team)***

#### **Mission Statement**

Our mission is to provide the business community of Orlando with the most accessible, accountable, efficient and effective service while facilitating in the resolution of their needs.

#### **Background**

The Mayor's Business Assistance Team (BAT) typifies the City's pro-business attitude. In 1995, the BAT was created to ensure that businesses within our community have every opportunity to succeed. The BAT is about more than accessibility; it's also about accountability. Each member of the BAT is a "point person," leading a small business to the appropriate City Hall departments, serving as a liaison and ensuring that every effort is made to resolve any and all issues. Since its inception, the Business Assistance Team has helped over 3,000 customers and expanded from two to twenty members covering all aspects of City Hall.

BAT services include:

- Streamlining Permitting
- Land Development
- Code Enforcement
- Public Works
- Site Selection
- Downtown Parking
- Non-Profit Referral
- Economic Development Program Evaluation

From mom and pop shops to Fortune 500 companies, BAT is accessible and accountable and exists to serve.



Mayor Glenda E. Hood

***"We are an efficient government with a strong central city, dynamic local economy and high quality of life. In 1995, I created the Business Assistance Team to ensure Orlando is always home to a thriving, diversified economic environment that allows businesses of all sizes to grow and prosper."***

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Program has been running six years

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