

Minutes of the 2017 Annual General Meeting
Thursday, September 28, 2017
The Settlement Building, 55 Dunlevy Ave, Vancouver BC

Date: Thursday, September 28, 2017

Location: The Settlement Building, 55 Dunlevy Ave, Vancouver BC

Agenda:

- Adopt meeting rules of order
- Adopt Minutes of the 2016 AGM
- Report of the Auditor, consideration of the 2016-2017 Financial Statements
- Appointment of the Auditor for ensuing year
- Year in review
- Adoption of the 2018-2019 Budget
- Election of Directors, two-year term
- Other business, as would be transacted at an annual general meeting
- Adjournment

Present:

- 27 registered voters as attached and 4 proxy
- 1 non-registered members for a total of 32 members represented
- Members and guest total 51

Commencement of the Meeting

As SBIA bylaws require at least 15 voting members in attendance to conduct a meeting, Emma Carscadden announced there was quorum in place for the AGM and it was properly constituted for the transaction of business. The meeting was declared to be under the direction of the Chair and governed by the Society's Bylaws and in accordance with the Society Act.

Meeting called to order: 4:11pm

Sam Hamilton (Member Services & Administration) was the recording secretary.

Introduction

Emma Carscadden, Chair of the Board of Directors of the Strathcona Business Improvement Association (SBIA), welcomed members and guests to the 2017 Annual General Meeting. She introduced Wayne Powell (SBIA Parliamentarian, Harrop, Phillips, Powell & Gray), Pamela Felix (SBIA Auditor, Senior Manager, Tompkins, Wozny, Miller & Co.) and Peter Vaisbord (Coordinator BIA Program, City of Vancouver) currently not present, but who would be in attendance shortly.

Meeting Rules of Order

Emma Carscadden called the members' attention to the meeting rules of order that were distributed during registration.

Emma asked if there were any questions regarding the meeting rules of order. There were none.

Motion: A motion by Emma Carscadden (Rick Havlak) to accept the meeting rules of order. This motion passed unanimously.

Minutes of the Last Annual General Meeting

Amanda Dalla Zanna (Treasurer/Secretary) noted that the last Annual General Meeting of the Association was held on September 28, 2016 and that a copy of the minutes was sent in the 2017 AGM package to all SBIA members and available on the SBIA website since September 7.

Amanda asked if there were any questions regarding last year's AGM minutes. There were none.

Motion: A motion by Amanda Dalla Zanna (Darryl Ray) to accept the minutes from the September 28, 2016 AGM. This motion passed unanimously.

Report of the Auditor, Consideration of the 2016-2017 Financial Statements

Amanda Dalla Zanna stated that all members should have received a copy of the audited financial statements in the AGM Package and copies were available at each of their tables. She then introduced SBIA auditor, Pamela Felix, who proceeded to give an overview of the 2016-2017 SBIA audited financial statements. Highlights included:

- Assets of \$304,438 compared to \$286,757 of last year
- Liabilities of \$83,829 compared to \$64,678 of last year
- Net assets of \$220,609, comprised of the BIA & General fund
- Total expenses of \$675,877 compared to \$661,399 of last year resulting in excess of \$2,813
- Amortization from grant received from the City of Vancouver for MakerLabs equipment.

Amanda asked if there were any questions for Pamela concerning the 2016-2017 audited financial statements. There were none. She then thanked Pamela for her report.

Motion: A motion by Amanda Dalla Zanna (Braden Parker) to accept the 2016-2017 Financial Report. This motion passed unanimously.

Appointment of Auditor for Ensuing Year

Motion: A motion by Amanda Dalla Zanna (Darryl Ray) to appoint Tompkins, Wozny, Miller & Company as auditors for the ensuing year. This motion passed unanimously.

Year in Review/Chair's Report

Emma Carscadden thanked members for their support and feedback through the renewal process last year and as a result of everyone's hard work that the SBIA was renewed unanimously by Vancouver City Council for another 7 year term. She remarked that moving forward the SBIA will have a strong focus on advocacy on a range of topics including mental health, addictions, harm reduction, neighbourhood improvements and city zoning. She concluded that the SBIA will continue investing in our ongoing programs and through member feedback, launch new initiatives to address their concerns.

Report of the Committees:

Community Relations

Darryl Ray, SBIA Director, presented in place of Wayne Nelsen, Community Relations Committee Chair. Darryl started by highlighting that SBIA published an open letter in the Vancouver Sun on October 29 expressing concerns about the consultation process ahead of the two supervised injection services in Strathcona with media coverage on CKNW, Metro, Roundhouse Radio, CBC and the Daily Hive. Follow up from this work included:

- Hosting a member event on November 16 with the VPD, Vancouver Coastal Health, and the City in regards to member concerns with the proposed health services and community safety
- Met with Mayor Robertson, Councillors, City Manager, senior City staff and senior VPD on November 24 to discuss neighbourhood concerns
- Conducted a walkthrough of Strathcona on November 26 with the City Manager and identified a number of engineering improvements
- Co-hosted a forum on community health on January 19 and served on a panel with the VPD, City, Vancouver Coastal Health, First Nations Health Authority and local residents
- City Council approved funding for a Strathcona Community Policing Centre on January 25 and the SBIA has been part of the founding Board
 - SBIA has led the search for a new location, hiring of an executive director, taking care of permitting and licencing
- Working with the City on a number of investments in the neighbourhood including upgrades to crosswalks at Frances and Clark and Vernon and Venables, both slated for 2018, and new garbage bins and more bike racks

Darryl provided the following program updates:

- Graffiti
 - 3,871 tags removed between April 1, 2016 and March 31, 2017
- Street cleaning
 - Coast Mental Health and United We Can provided 1,700 cleaning hours
- Security
 - Patrollers logged over 5,700 people-hours in the last fiscal year

He then highlighted the following new initiatives:

- From feedback from members during renewal, the SBIA has developed a private property debris pickup program. This will be a pilot program to help businesses and property owners cleanup and properly dispose of debris and hazardous material on private property. The program will also educate members on how to reduce and deter the likelihood of future dumping.
- As of September 1, the SBIA switched its security provider to Paladin Security. Paladin representatives will be available at the networking session. Contact information to reach the patrol is available at the registration table.

Darryl finished the report by asking if there were any questions.

Kristine Lawson – Curious about the nature of the concerns around the safe injection site?

Darryl Ray – Members have concerns around the activity on the outskirts that these sites may attract like garbage and disposal, drug use, drug dealing and prostitution.

Emma Carscadden - Our position was in support of harm reduction strategies. One of the main concerns was there was very little notice or education and members' minds go to those issues. Wanted to get ahead of concerns from the past and get better education from Coastal Health and have the City acknowledge issues around the sites and work to reduce the likelihood of issues.

Stefano Faedo – They opened and that was it? What is the current status?

Joji Kumagai - One is open at 528 Powell operated by Lookout Emergency Aid Society out of the Powell Street Getaway. Community services within the supervised injection site. Vancouver Coastal Health is trying to integrate more treatment and implementation of the programs to get people from harm reduction to treatment, not so isolated.

Stefano Faedo – Are they holding on opening the other site?

Joji Kumagai- The other site at 330 Heatley hasn't opened yet.

Christopher Chan - Can you talk about the community police center timeline and what will be different from the others?

Joji Kumagai- Trying to push the timeline forward as much as possible. Have a site on the 800 block of East Hastings identified, currently waiting for the permits and licensing to go through. Still need a building permit, have an Executive Director signed on. The delivery of the programs will look at working with agencies and the immediate perception of police, have started to do preliminary outreach with agencies and residents. Not more enforcement, only one VPD officer and the rest will be run by volunteers.

Marketing & Communications

Tammy Tsang, Marketing & Communications Committee Chair, began by summarizing the year for the committee with Made In Strathcona :

- Year 3 took place in summer 2016
 - Campaign ran from August 29 to October 16
 - 23 destination pins
 - Radio ads with Roundhouse Radio
 - Business profiles on Roundhouse Radio and on its website
 - MIS banners installed on Powell St. overpass
 - Completed vision package that has been used to communicate with property owners, business owners, real estate brokers and other key stakeholders the vision for East Hastings
- Year 4 took place in summer 2017
 - Conducted market research that involved surveying 800 individuals throughout the Lower Mainland; key findings included:
 - Awareness of Strathcona is high but familiarity and visitations is low
 - Familiarity is key in driving visitation
 - People are generally unsure of what Strathcona has to offer
 - Communication and advocacy campaign with a long term timeline (years) is key to increasing visitation
 - Positioning Strathcona as a new emerging neighbourhood for shopping, trendy restaurants, breweries and cafes is compelling
 - Based on this information, developed and launched “East Hastings Most Walkable Street 2021” campaign
 - New Walkability banners throughout the SBIA
 - WALK Pop-up Shop Series featuring four pop up shops on East Hastings and featured media tours each week
 - Partnered with the Vancouver Mural Festival for the Strathcona Street Party on June 24 that drew thousands of people and unveiled 9 new murals around Campbell Avenue and East Cordova Street
 - Surveyed people on walkability of East Hastings using Amenities, Access, Sociability and Comfort & Image as indicators
 - Drew 39 media hits, 274 survey responses, had 19 influencers attend the media tours, 100,000+ social impressions and 16M+ public impressions

She then provided the following updates:

- 56 flower baskets installed on East Hastings Street
- Sponsorship of key festivals: Powell St. Festival and Eastside Culture Crawl, which combined drew 45,000 people to Strathcona
- Hosted member networking Holiday Social in December

Tammy then drew attention to the following new initiatives:

- Helped host a walking tour in December with the City to provide input on the Hastings Kiwassa urban design guidelines
- Completed a public art plan for Strathcona with an initial focus on East Hastings
 - Working on customized bike racks
 - Will be a part of the Capture Photography Festival in spring 2018
 - Working with Emily Carr University of Art + Design on bringing an iconic art piece to Strathcona
- Started SBIA members' Facebook group to help create a stronger SBIA community particularly amongst members

Tammy then explained that the committee is at the beginning of planning Year 4 of the Made In Strathcona campaign and that the committee meets monthly to work and plan the future of how the public perceives the Strathcona area. She continued the main focus of the committee is perception shifting which will include the Made In Strathcona campaign and a public art plan for East Hastings. She also noted we would continue our work in the following areas:

- Sponsorship of key festivals: Powell St. Festival and Eastside Culture Crawl
- Member Resource Workshops
- Host our member networking Holiday Social in December

Tammy then asked if there were any questions:

Angela Giannoulis - Love what has been happening. One concern to bring up is that we don't have gentrification of businesses and by the making the area more walkable, small business might find it more unaffordable to be here. Need to be affordable and not gentrify out industrial and small businesses.

Tammy Tsang - We are very cognizant of that and when we develop those campaigns we want existing, local, independent community minded business here and to consider what they are walking into. Will continue to have that top of mind.

Pat Christie - Do you have a process to evaluate what groups are a part of the campaign, are they using Vancouver manufacturing space and is it specifically about people making here?

Tammy Tsang - Through the MIS campaign try really hard to do outreach to other businesses. If we don't reach out to you please contact us. If you want to join the Facebook group will begin to do outreach and involve as many people as possible and do as much coverage.

Pat Christie - Been part of MIS. We look at workers who are 100% local and if they are doing this outside Strathcona is that still MIS?

Tammy Tsang - That was a huge conversation in year 1. Part of the campaign is to bring local community minded businesses to the area and some business have off shore manufacturing. Often times we do consider businesses that don't exactly fit since we represent all businesses in this area. The benefit is making the area friendly to

employees and when we promote MIS we are trying to find a way to represent all business and not segregate any one group which can be very hard with small business and large industrial.

Tamara Macvey-Do you know which tenants will be occupying those towers on Hastings?

Joji Kumagai- 50% of the commercial has been purchased. 2 juicers, 2 commissaries, design studio and clothing. Market residential is fully purchased, social housing hasn't been determined.

Jonathan Simkin – Same question for the development on Powell.

Joji Kumagai - Storage facility. Entrance will be coming off the overpass and has to cross the bike lane so concerns there.

Jonathan Simkin – No residential?

Joji Kumagai – No.

Jonathan Simkin – How many people will be living in Strathcona Village?

Joji Kumagai – Roughly 500-600 people.

Denise Brennan - Slightly concerned with the word “trendy” in the campaign and how do you achieve the outreach along the Hastings corridor?

Tammy Tsang - SBIA staff do extensive outreach. Created a vision package and working with stakeholders in that area and trying really hard to support, have materials and recruitment to provide as much support as possible. Joji Kumagai gets emails looking for open space regularly; we then provide materials and contacts we know.

Denise Brennan – If you aren't on email, have a physical booklet, translation services or posters on the street.

Emma Carscadden - AGM notice goes out by email, physically mailed copies, SH makes a lot of phone calls. The poster is a great idea.

Sustainability

Rick Havlak, SBIA Vice-Chair and Sustainability Chair summarized the year for the Sustainability Committee:

- Hastings Urban Tree Nursery
 - 2 new planters were added to the Hastings urban tree nursery, with adjacent businesses continuing to be the primary stewards of these trees.
 - Held a community workshop with Haeccity Studio Architecture to design benches for the neighbourhood
 - 3 new benches were added. Benches were manufactured locally by Quest Metalworks and MakerLabs. You can find them outside of Liquids and Solids, the Uncommon Café, and 649 E Hastings.
 - A team from Mission Possible Maintenance continues to provide monthly monitoring and maintenance of the nursery.
- Recycle In Strathcona
 - We continued to grow the Recycle In Strathcona Program, in partnership with Recycling Alternative (RA) and Shift Delivery. RA helps provide cost-effective and customized recycling services to 36 SBIA members, a volume which allows efficient routes and less truck traffic in our alleyways.
 - 10 participating businesses are small volume producers and serviced by Shift Delivery zero-emissions trike pick-up.

- This year, we've also partnered with Recycling Alternative on a dumpster-free alleyway pilot program in the 300 block of Powell Street, the project will be launching soon.
 - For those who may be looking for recycling solutions at your business some representatives from Recycling Alternative are here today if you want to ask them any questions or find out more about the Recycle in Strathcona program.
- MAP Strathcona
 - This year the Sustainability committee has launched a unique project to develop a Mobility Advocacy Plan (MAP Strathcona) for our business district – the first of its kind in Canada. We received a \$20,000 grant from the Real Estate Foundation of BC to help support the project.
 - There was an extensive RFP process to retain the consultants EcoPlan International with Alta Planning - community planning and transportation consultants helping us with the project engagement and plan creation.
 - Lots of new developments within and adjacent to Strathcona, as well as changes in technology, policy and area plans that are going to impact mobility and transportation in Strathcona.
 - With this project we want to identify the pressing mobility issues for our members through extensive engagement and then address these issues through advocacy and action to see solutions that have business needs in mind.
 - This project is to be developed collaboratively between our members and key transportation stakeholders in our area.
 - In the engagement phase right now – still collecting feedback on the top issues for members, EcoPlan will be here today for anyone that wants to chat with them or contribute thoughts through a small activity.
 - The action-oriented breakfast forum on Oct.25th will be a chance to bring together SBIA members and key transportation decision makers together to roll up our sleeves and plan for the future of transportation in Strathcona.

Rick then asked if there were any questions:

Edmund Ma – When is the forum?

Rick Havlak – October 25th in the morning.

Emma Carscadden thanked the committee chairs and members for their thoughtful questions and response.

Adoption of 2018-2019 Budget

Amanda Dalla Zanna presented the 2018 -2019 proposed budget. She explained that this will be the second year of the new seven year renewal term. The budget consisted of \$1500 in investment income and a levy of \$900,200, resulting in a proposed budget of \$901,700. She continued that the budget, in line with the strategic priorities is comprised of: Good Governance accounting for 1.8% of the budget, Local Economic Development accounting for 59% of the budget, Environmental Sustainability accounting for 5.3% of the budget and Community Development accounting for 1.2% of the budget. The remainder of the budget would be allocated to Payroll accounting for 23% of the budget and Operations accounting for 9.4% of the budget.

Amanda then put forward a motion to accept the 2018/2019 budget of \$901,700 with a levy of \$900,200.

She then asked if there were any questions:

Angela Giannoulis- Can you highlight the biggest increase in the relevant projects being undertaken to reflect that jump?

Emma Carscadden- increased security cost needed and additional funding for existing programs to keep them robust and healthy.

Motion: A motion by Amanda Dalla Zanna (Braden Parker) to accept 2018/2019 budget of \$901,700 with a levy of \$900,200. This motion passed unanimously.

Emma Carscadden expressed her thanks and continued supported from the membership.

Election of Directors

Emma Carscadden noted that the list of nominees, as accepted by the association's nominating committee, did not exceed the maximum number of seats (10), and therefore, directors were elected by acclamation:

Re-elected directors:

- Amanda Dalla Zanna, Savoury Chef
- Peter Joe, Sunrise Soya Foods
- Wayne Nelsen, Patricia Hotel
- Braden Parker, Low Tide Properties

Emma finished by thanking the committees and SBIA staff for their hard work and most importantly to the members for providing the SBIA with feedback, helping to make this a better neighbourhood and supporting this progressive mandate.

Motion: A motion by Rick Havlak (Darryl Ray) to adjourn the Annual General Meeting for 2017. This motion was unanimously carried.

Adjournment: 4:56pm

2017 Voting Members in Attendance

- 1). Amanda Dalla Zanna – Savoury Chef
- 2). Angela Giannoulis – Primero Cigar Imports
- 3). Braden Parker – Low Tide Properties – 828, 855, 877, 895 E. Hastings, 780, 837, 875 and 882 E. Cordova
- 4). Brian Fitzgerald – 368 Powell
- 5). Chikako Osborne-Saito – Vancouver Japanese Language School & Japanese Hall
- 6). Christopher Chan – Rangat North Woodworking Solutions Inc.
- 7). Conner Galway – Junction Creative Solutions
- 8). Darryl Ray – The Butler Did It Catering Co.
- 9). Denise Brennan – Creative Coworkers
- 10). Derek Weiss – Union Gospel Mission
- 11). Donalda Weaver – Project Limelight Society
- 12). Edmund Ma – Mah Benevolent Society of Vancouver
- 13). Jonathan Simkin – 604 Records
- 14). John Roddick – Haeccity Studio Architecture
- 15). Lana Ryma – Lanalou's Restaurant
- 16). Leslie Glaeser – Roundhouse Radio

- 17). Matthew Smedley – Mission Possible Maintenance
- 18). Michael Thouin – Diverse Group
- 19). Pat Christie - SPACE
- 20). Reuben Major – The Settlement Building
- 21). Rick Havlak – Homestead Junction
- 22). Stefano Faedo – Portliving
- 23). Talib Jiwani – Shirtland Dry Cleaners
- 24). Tamara Macvey – Russell Food Equipment Limited
- 25). Tammy Tsang – My Loud Speaker Marketing
- 26). Toby Barazzuol – Eclipse Awards International
- 27). Vanessa Chow – Double Happiness Foods

Proxies

- 28). Berwin Wong – Sunrise Soya Foods
- 29). Holly Alyea - Plotform
- 30). Ted Whitley – Carscadden Stokes McDonald Architects
- 31). Yvonne De Valone – Downtown U-Lok Storage

2017 Non-Voting Members in Attendance

Kristine Lawson – First United Church