

**Minutes of the 2019 Annual General Meeting
Thursday, September 26, 2019
The Settlement Building, 397 Alexander St, Vancouver BC**

Date: Thursday, September 26, 2019

Location: The Settlement Building, 397 Alexander St, Vancouver BC

Agenda:

- Call to Order, welcome & introductions
- Adopt meeting rules of order and agenda
- Adopt the Minutes of the 2018 AGM
- President's Report: Year in Review
- Report of the Auditor, consideration of the 2018-2019 Financial Statements
- Appointment of the Auditor for ensuing year
- Executive Director's Report: Strategic Goals & Looking Ahead to 2020-2021
- Adoption of the 2020-2021 Budget
- Election of Directors, two-year term
- Other business, as would be transacted at an annual general meeting
- Adjournment

Present:

- 29 registered voters as attached and 6 proxies representing 55 properties and businesses
- 3 non-registered members for a total of 58 members represented
- Members and guest total 50

Commencement of the Meeting

As SBIA bylaws require at least 15 voting members in attendance to conduct a meeting, Emma Carscadden, SBIA President welcomed everyone to the meeting and began by acknowledging that here in Strathcona we are convening on the unceded territory of the Musqueam, Squamish and Tsleil-Waututh Nations. She then 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 President and governed by the Society's Bylaws and in accordance with the Society Act. She informed members that copies of the bylaws were available at the registration table.

Meeting called to order: 11:34am

Sam Hamilton (Manager, Member Services & Operations) was the recording secretary. Emma mentioned that the meeting was being audio recorded to better assist staff in listening and responding to member comments.

Emma then introduced the board of directors and special guests Paul Siggers (City of Vancouver), Pamela Felix (SBIA Auditor, Senior Manager, Tompkins, Wozny, Miller & Co.), Cathy O'Connor Morris (Strathcona Community Policing Centre), Sergeant Matt Black (Vancouver Police Department) and Peter Vaisbord (Coordinator BIA Program, City of Vancouver).

She then took the time to explain to members how to vote using the voting and proxy card distributed to voting members during registration.

Members should also have received a copy of the AGM package through Canada Post or email 21 days prior to the meeting.

Meeting Rules of Order

Emma Carscadden called the members' attention to the voting card which contained the meeting rules of order and the meeting agenda that was distributed during registration to each voting member. Meeting rules were also projected on a screen during the meeting.

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

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

Meeting Agenda

Emma Carscadden then called the members' attention to the meeting agenda.

Emma asked if there were any questions regarding the meeting agenda. There were none.

Motion: A motion by Emma Carscadden (Ryan Parfitt) to accept the meeting agenda as present. This motion passed unanimously.

Minutes of the Last Annual General Meeting

Amanda Dalla Zanna (SBIA, Secretary) noted that the last Annual General Meeting of the Association was held on September 26, 2018 and that copies of the minutes was available on the SBIA website from September 4, 2019 onwards, was cited in the AGM package that was sent to all members and that copies were available at registration.

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

Motion: A motion by Amanda Dalla Zanna (Zachory Taylor) to accept the minutes from the September 26, 2018 AGM. This motion passed unanimously.

President's Report: Year in Review

Emma started her report by acknowledging that we experienced a great loss to Strathcona and the BIA this year. She then took a moment to remember Wayne Nelsen, owner of the Patricia Hotel, a founding member of the SBIA and who served for 19 years on the board. Wayne passed away in late 2018.

She drew attention to:

- The first full year of leadership by Executive Director, Theo Lamb
- Member advocacy, specifically, protection of industrial lands, increased activity around Oppenheimer Park, and high commercial tax rates
- Ongoing SBIA programs
- Board and committee governance and the transition from a committee model to a work group model
- Launch of the new 5 year strategic plan

She then proceeded to summarize the past year chronologically starting with September of last year.

September 2018

- 5 new public art installations as part of the Made In Strathcona campaign
- Official opening of the Strathcona Community Policing Centre

October 2018

- Municipal Election event

November 2018

- 9 new murals on the Hastings Urban Tree Nursery planters
- Sponsored the Eastside Culture Crawl
- Launched Illuminate Strathcona

December 2018

- Holiday Social

January 2019

- First tax advocacy workshop
- Launched the Strathcona Tax Empowerment Program (STEP)
- SBIA wide commercial tax appeal and review of each member property

February 2019

- Additional lane flushing by the City of Vancouver around Oppenheimer Park
- SBIA presentation to the Flat Arterial Panel on the impacts to business
- Presentation to City planners on activating vacant spaces in Chinese Benevolent buildings

March 2019

- Member engagement survey on strategic priorities
- 3 new micro cleaning contracts
- Launch of Strathcona Bizmap

April 2019

- 30th anniversary of BIAs in BC
- Successfully advocated for a commercial tax shift at Vancouver City Council. The tax role will shift 1% in 2019 and 0.5% in both 2020 and 2021.

May 2019

- Replaced damaged street banners
- Floral baskets were hung
- New mural at Hawks and Cordova in partnership with Vancouver Mural Festival

June 2019

- Summer Social
- Sponsored Strathcona Street Party

July 2019

- Industrial lands tour with Vancouver City Council in partnership with Vancouver Economic Commission
- Sponsored the African Descent Festival

August 2019

- Member survey on the impacts and activity at Oppenheimer park and vision for the park in the future
- Survey results released to the public, media, and close to 20 media interviews were completed across television, radio, and print
- Sponsored the Powell Street Festival and Monstercat Compound event

September 2019

- Launched four new strategic goals
- First annual Wayne Nelsen memorial clean-up day in partnership with the Strathcona CPC

Emma closed by saying it had been a very busy year and that we anticipate things will only get busier as we continue to serve and support our members, comprising over 800 businesses and property owners who operate over 42 square blocks.

Report of the Auditor, Consideration of the 2018-2019 Financial Report

Anu Kainth stated that the 2018-2019 audit was conducted by Tompkins Wozny, Miller, and Co. for the third year in a row and copies of the audited financials are on display and available at the registration table.

She then introduced SBIA auditor, Pamela Felix, who proceeded to give an overview of the 2018-2019 SBIA audited financial statements. Highlights included:

- Based on the auditor's report and in their opinion the financial statements present in all material respects the financial position and statement of operations of the association for the year
- Total association assets for the year: \$1,034,323 compared to last year's \$394,837. The major reason for the increase was the first installment of the BIA levy came in advance of the fiscal year, normally this doesn't happen. This is also reflected in the deferred revenue under liabilities
- Total liabilities have increased because of that to \$621,427
- The BIA Fund which comprises the revenue from the levy and interest increased slightly to \$904,020
- Expenses for the year for all operations totaled \$805,354
- The financial statements do not include the volunteers time

Pamela then asked if there were any questions about the audited financial statements. There were none.

Anu thanked Pamela for her report

Motion: A motion by Anu Kainth (Douglas Welch) to accept the 2018-2019 Audited Financials. This motion passed unanimously.

Appointment of Auditor for Ensuing Year

Motion: A motion by Anu Kainth (Koman Chow) all in favour. Motion passed. to appoint Tompkins, Wozny, Miller, & Company as auditors for the ensuing fiscal year. This motion passed unanimously.

Executive Director's Report: Strategic Goals & Looking Ahead to 2020-2021

Emma Carscadden, introduced Theo Lamb, SBIA Executive Director to look at the year ahead.

Theo began by referencing the SBIA Mission and Vision and that in the beginning of the year the Board of Directors reached out to members to see what our work should look like for the community and organization for the next five years.

What we heard was that the biggest challenges for businesses are the branding of the commercial district, higher cost of doing business, commercial tax rates, balancing gentrification, parking, and changes in city infrastructure.

The biggest opportunities were retaining our cultural and artistic environment, our industrial lands, unique zoning, and opportunities to support stronger marketing to bring more people into Strathcona and into your businesses.

Finally, that advocacy with the Vancouver Police Department and the City of Vancouver to lower commercial taxes, make Strathcona more beautiful, and safety and security were issues that were top of mind.

From this feedback the board built a new strategic framework with four new goals and a plan to achieve those goals over the next five years.

Theo invited the board to introduce the four new strategic goals. Starting with Darryl Ray.

Darryl Ray, then introduced the first goal Safety & Security - Our goal is to transform our security patrol program into a community-based safety model that supports and strengthens the SBIA membership.

He mentioned that over $\frac{1}{3}$ of the budget is dedicated to Safety & Security in Strathcona and it doesn't include costs related to sanitation and advocacy and that safety was the cornerstone of

why the SBIA was formed. He finished by saying that we will engage you, our membership, on defining what safety means and ensure we are crystal clear when, where, and how you feel safe running a business here.

Darryl then introduced SBIA director, Monica Reyes to present the next goal.

Monica introduced the second goal focused on Member Advocacy - to support members to respond to change by serving as an influential and respected voice for a prosperous Strathcona.

Monica explained that this means, first and foremost, ensuring you have everything you need to raise your voice and name what our community needs most and that we hold institutional partners accountable.

She then introduced fellow director, Peter Joe who presented the third goal.

Peter explained the third goal was focused on Member Engagement - to create a culture of engagement and pride where members actively participate in SBIA programs, events and communications.

This means defining and refining our ability to reach you, our members, with the information you need, when you need it. Delivering events and educational opportunities and understanding our role as an institution serving Strathcona in Truth and Reconciliation

Peter introduced SBIA director, Jason Gilron who introduced the last goal.

Jason introduced the last goal Placemaking and Programing - to innovate through technology, sustainability, arts, and culture programs so that businesses thrive in Strathcona.

Jason continued, that this means making decisions based on data and the lived experience of our member businesses and community stakeholders as we work to rebrand the Strathcona commercial district in time for Spring, 2020

Jason then introduced David Greaves, SBIA Vice-President.

David, recognized the work and support from the members and community members at large who served on the three SBIA committees: Community Relations, Marketing & Communications and Sustainability and took the time to recognize the following individuals:

Joe Chaput , Matthew Tsang, Denise Brennan, Charles Wertman, Amelia Huang, Meg O'Shea, Toby Barazzoul, John Roddick, Vicki Scully.

Theo thanked the directors for introducing the goals and the committee members for their work over the years. She then continued with what is happening right now, in this point of history. The highlights included:

- Member advocacy
 - Activity and media attention around Oppenheimer Park
 - Member survey about Oppenheimer Park
 - Report that was sent to stakeholders and media outlets and centring the voice of business and be a source and voice for members
 - Recent motion and activity from City Council
 - Commercial tax advocacy
 - Loss of artist space
- 5317 Safety team hours provided
- 8980 graffiti tags removed
- 2210 street cleaning hours provided
- 274 bags of garbage, 3100 needles collected in the Oppenheimer district
- 31 private property debris removals
- What we are doing to attract visitors to Strathcona
- How we are serving the members
- In January we will be launching a digital engagement platform called Ethelo on what it takes to keep you safe and what that means
- New City infrastructure: new crosswalk on Clark, St. Pauls development, Port expansion, East West Connector, increased rail traffic, Heatley overpass coming down, DTES LAPP plan under review after 5 years, and the work to protect the industrial land base
- Two new murals
- New project with the Lookout Emergency Aid Society
- Activation of the Chinese Benevolent Association retail spaces
- SBIA Branding work
- Building a robust member engagement platform that will communicate traffic impacts

Theo finished by saying that we will always be available to respond and talk through any challenges your businesses might face and that we are here to serve you.

Emma thanked Theo and asked if there were any questions from the audience.

Koman Chow -I would like to address Oppenheimer Park, the tents, and amount of people currently there. Doesn't just affect Oppenheimer Park but also us. Some of the people are moving, occupying, selling stuff, setting up their tents (at their business). The property owners have to pay taxes to keep everything going and the people outside are affecting our survival because when our staff don't feel safe they just leave. Most of the people coming down here don't want to come into the interview because they are scared. When we do hire someone they don't want to work here and don't come back because of the environment. This situation could cost us our survival of our business. For the time being we are trying to keep it up but I don't know how long we can keep it up. I believe our block is the first block of Strathcona and if we don't address this it will affect the whole area. We should voice our opinion to the city council and let them know the problems.

Theo Lamb - I've heard a lot of things and particularly want to talk with you about the benevolent association piece and there is a really rich conversation to have there. I hear you about what you are raising around the park and I'm sorry it is happening to you. I think this is reinforcing the decision by the board and the work by staff to keep on this. The safety team will continue to take your calls and support you as needed and while that is happening, behind the scenes we are working with the VPD and city partners.

Koman Chow - The Park Board is one of the key areas we have to work on.

Theo Lamb - We know right now that the Parks Board and City aren't seeing eye to eye on everything right now. We are tracking this very closely, keep calling and telling us the story.

Koman Chow -We need to let them know and tell them our voice.

Douglas Welch - Regarding the comment about letting the Parks Board know our voice it is my understanding that there is a meeting tonight, Monday and Wednesday night and people can sign up as speakers. Many commissioners are conflicted right now about their opinions and anything anyone can do to convince them about protecting our green space would probably help.

Emma thanked the members for sharing their thoughts and comments.

Adoption of 2020-2021 Budget

Anu Kainth presented the 2020-2021 proposed budget. She pointed out the structure of BIAs, how they are formed, how the levy is collected, and that the budget members will be voting on is year 4 of the renewal period.

Based on member feedback we created a new budget document included in the AGM package and available at registration. The new format has a comparison on page 2 and the budget you will be voting on is on page 3.

The BIA levy for 2020-2021 is \$1,051,764.

We are projecting \$3,000 in investment income and drawing \$49,136 from the surplus. The 2020-2021 budget represents a decrease of \$12,350 compared to the current budget - this is part of a balanced approach on the board's part to ensure we have sufficient funds for the years ahead that remain in our 7 renewal period.

The budget is grouped into the following categories:

- Operating Expenses at 33.8 percent of the total budget and includes payroll
- Good Governance at 2.7 percent of the total budget.

- Local Economic Development which has absorbed our sustainability initiatives and includes safety, security, sanitation, all programming costs, and all member services and engagement costs at 59.9 percent of the total budget.
- And Community Relations, formally called Community Development at 3.6 percent of the total budget.

Anu then asked if there were any questions. There were none.

Motion: A motion by Anu Kainth (Jason Gilron) to accept the 2020/2021 budget of \$1,103,900 with a levy of \$1,051,764. This motion passed unanimously.

Emma expressed her thanks and for the continued support from the membership.

Election of Directors

In 2018/2019, the Board consisted of both tenants and owner/operators in accordance with our bylaws. Geographically, there is representation from the Railtown area, the Downtown Eastside Oppenheimer District, the industrial areas both north and south of Hastings, and both Clark Drive and East Hastings.

The Board meets monthly in person and each director contributes between 5 and 20 hours per month, depending on the need and role.

The Strathcona BIA put out a call for nominations this past summer and we're delighted to share with you that we have received expressions of interest from four members. In alphabetical order, they are:

- Peter Joe, Sunrise Soya Foods - a returning director
- Kathy Tuulos, Low Tide Properties
- Charles Wertman, George Wertman Ltd.
- Amanda Dalla Zanna, Savoury Chef - a returning director

Per our bylaws, as few as 8 and as many as 12 directors can serve on the Strathcona BIA board of directors. The Board reserves the right to set the number of seats within that range in any given year, based on the needs and function of the board and the organization at large.

Having received no more than four nominations we are prepared to appoint all four members by acclamation. This requires no motion and no vote, per our bylaws.

And of course, welcome back to our returning directors:

- Emma Carscadden, Carscadden Stokes McDonald Architects
- Jason Gilron, Pacific Restaurant Supply
- David Greaves, Mission Possible Maintenance
- Anu Kainth, property manager for 395 Alexander & 495 Railway

- Darryl Ray, The Butler Did It Catering
- Monica Reyes, Back Gallery Project
- Tammy Tsang, My Loud Speaker Marketing

Meeting Adjournment

Emma thanked the board and committee members for their time they've given us this year. She also thanked SBIA staff for their hard work and dedication and our community partners. Most importantly she thanked the members for their continued support of our work and mandate.

Motion: A motion by Anu Kainth to adjourn the Annual General Meeting for 2019.

Meeting Adjournment: 12:31pm