

Minutes of the 2018 Annual General Meeting
Wednesday, September 26, 2018
The Settlement Building, 397 Alexander St, Vancouver BC

Date: Wednesday, September 26, 2018

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

Agenda:

- Adopt meeting rules of order
- Adopt updated SBIA bylaws
- Adopt Minutes of the 2017 AGM
- Report of the Auditor, consideration of the 2017-2018 Financial Statements
- Appointment of the Auditor for ensuing year
- Year in review
- Adoption of the 2019-2020 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 6 proxy
- 6 non-registered members for a total of 39 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, SBIA President 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.

Meeting called to order: 4:11pm

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

Introduction

Emma Carscadden, President of the Board of Directors of the Strathcona Business Improvement Association (SBIA), welcomed members and guests to the 2018 Annual General Meeting. She acknowledged that Strathcona, where the meeting was convening was on the unceded territory of the Musqueam, Squamish and Tsleil-Waututh Nations and offered her respects to elders both past and present. She then 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).

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 (Anu Kainth) to accept the meeting rules of order. This motion passed unanimously.

Updated SBIA Bylaws

Emma Carscadden then presented the updated bylaws that were made available on the SBIA website from September 4, 2018 onwards and that copies were available at the registration table.

Emma asked if there was any discussion regarding the proposed updated bylaws. There was none.

Motion: A motion by Emma Carscadden (Amanda Dalla Zanna) to adopt SBIA updated bylaws as presented. This motion passed unanimously.

Minutes of the Last Annual General Meeting

Amanda Dalla Zanna (Secretary) noted that the last Annual General Meeting of the Association was held on September 28, 2017 and that a copy of the minutes was sent in the 2018 AGM package to all SBIA members and available on the SBIA website since September 4.

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

Motion: A motion by Amanda Dalla Zanna (Jason Gilron) to accept the minutes from the September 28, 2017 AGM. This motion passed unanimously.

Report of the Auditor, Consideration of the 2017-2018 Financial Statements

Anu Kainth stated that all members should have received a copy of the audited financial statements in the AGM Package and copies were available at the registration desk. She then introduced SBIA auditor, Pamela Felix, who proceeded to give an overview of the 2017-2018 SBIA audited financial statements. Highlights included:

- The audit received a clean opinion
- Assets of \$394,837 compared to \$304,438 of last year
- General fund has a balance of \$38,517
- Current liabilities of \$80,826 which includes vacation payable & deferred contributions relating to a grant for some MakerLabs equipment
- Net assets of \$314,011 comprised of the BIA and General fund
- Total expenses were \$750,353 compared to \$675,877 of last year an excess of revenue for the year of \$93,372
- Received three different grants this year for: MAP Strathcona, retail in benevolent societies and the dumpster free pilot program
- As this is a nonprofit any volunteer time is not in the financial statements because it can't be quantified in the notes

Anu asked if there were any questions for Pamela concerning the 2017-2018 audited financial statements. There were none. She then thanked Pamela for her report.

Anu then put forward a motion to accept the 2017/2018 Financial Report.

She then asked if there were any questions

Denise Brennan – Could I get some more details around the Makerlabs equipment?

Emma Carscadden – Yes, Theo will follow up with you after the meeting and give you those details.

Motion: A motion by Anu Kainth (Jason Gilron) to accept the 2017-2018 Financial Report. This motion passed unanimously.

Appointment of Auditor for Ensuing Year

Motion: A motion by Anu Kainth (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 remarked that it has been a year of much progress in Strathcona as the SBIA has proceeded with both new and strengthened programs that act on the vision you, the members, help set during engagement and strategic planning processes of the past years. She also mentioned that change remains a constant in our community and, this year, the SBIA experienced significant change as well. After nine formative years with the SBIA, Executive Director Joji Kumagai elected to move on to new personal and professional challenges, taking on the role of Manager of Economic Development at the City of Port Moody. Emma expressed that we owe a huge debt of gratitude to Joji for his bold innovation, thoughtful and practical approach, dedication, humour and good nature. She then took the time to introduce the SBIA's new Executive Director, Theodora Lamb. Theo is a long-time leader in social innovation with a unique understanding of business in Vancouver, and the board can't wait to see where Strathcona can go under her leadership.

Report of the Committees

Community Relations

Darryl Ray, SBIA Director and Community Relations Co-Chair mentioned that the committee has had a busy year and have been taking steps to plan and establish long term strategies to member concerns and strengthening our property maintenance and support programs with a focus on safety, sanitation and housing. Highlights included:

- One year ago Strathcona launched a new program no other BIA operates - the Private Property Debris Pick-Up Program
- Street cleaning teams with United We Can, Coast Mental Health provided 1,778 cleaning hours
- Goodbye Graffiti removed spray paint 4,852 tags
- Over 5,500 people-hours of security were provided
- We issued a request for proposal for a new security patroller provider and ultimately awarded the contract to Paladin Security
 - September 2018 marked the end of the first year delivering the program
- Secured funding and a location for the newly opened Strathcona Community Policing Centre (CPC) at 872 East Hastings
 - The CPC had its grand opening on September 12 with over 50 people in attendance
 - Chief of Police, Deputy Chief of Police, Inspector for district 2 (which belongs to East Vancouver) were all in attendance

Darryl concluded by drawing member's attention to the focus on the committee moving forward:

- Sanitation
 - Including further investment into daily street cleaning services
 - Advocating to the City for more resources in sanitation infrastructure in the area like garbage bins
 - Advocating for lane flushing
- Safety
 - Support and engagement opportunities with the Strathcona Community Policing Centre
 - Work and liaise with key stakeholders and community groups

Darryl then asked if there were any questions.

Reuben Major – With all the initiatives in place, how are you feeling about the safety and the progress made?

Darry Ray – We have been working with Mission Possible Maintenance to do a sanitation audit, with the City of Vancouver to get additional garbage cans and lane flushing. Hard to get it going with the City.

Reuben Major – We are from the this building (397 Alexander St) and we are challenged with camps on the streets all summer long and have to walk into traffic to get around them and have made 100s of calls to 311 and non-emergency. It's been very challenging. Staff at night feel less safe than ever. My impression is that we are less safe than ever.

Vancouver Police Department Officer, Sergeant Matt Black – the court has ruled that people can set up tents on public property overnight. We have teams in Strathcona, Oppenheimer, Crab Park for 3 hours a day around 9-11am, Monday – Friday. The VPD understands and respects your challenges, please keep calling 311 and non-emergency. The neighbouring areas share the same concern. We can't physically remove them; we can't take the tents away.

Reuben Major -300 block of Alexander, has been a camp outside each day

Vancouver Police Department Officer, Sergeant Matt Black – there was an individual dealing drugs out of there. We know a lot of them on a first name basis. We are spinning our wheels, take it down and then it goes up again. Continue your phone calls; tell us staff don't feel safe and that it is getting worse. Please keep doing what you are doing.

Emma Carscadden – Aware of the issues, keep coming to us, the VPD and City. Not from just the CRC but all three committees and working collaboratively to address these concerns.

Theo Lamb – You aren't alone, we are also working with the social services, artists and we hear your concerns. Call the security team, special community and special skill set. Our security team has relationships with people on the street and they sometimes have success engaging.

Reuben Major – Can we have security at night?

Darry Ray – Right now only have a day shift through Paladin Security. Two people patrolling a large area. More of a budget issue.

Emma Carscadden – We have explored night patrols in the past and from a cost effective standpoint it wasn't effective.

Lana Ryma – We used to have two police officers walking by my place (300 block of Powell) and they knew everyone.

Vancouver Police Department Officer, Sergeant Matt Black – We did lose one beat enforcement team from the DTES 3 years ago. Some of the numbers have reduced, still a lot of resources available.

Jonathan Oldman – I represent a social service agency and we are working really hard with VPD, housing and health services on these issues. Maybe there is an opportunity to have a meeting to help you understand what we are doing, resources available and share a little more about what is happening.

Ray Leung – With the winter coming that won't be just a nuisance but a hazard. We have a couple factories, had a fire because someone lit a fire because it was cold, that will get worse. Over the years, once one tent is established then you have 3 tents. It is not our business to call the police every day and we need to solve that problem. It affects our business but it isn't our business.

Edward Von Dehn – I would be interested in knowing the SBIA position on dealing with these overreaching issues. How can the SBIA work with these organizations and how is the SBIA helping. Maybe then members don't have to call all day. Goodbye Graffiti does a certain thing, who else does what? Seems very disjointed.

Emma Carscadden – Thank you for that comment. We will try and address that. If you have a specific issue you need to call the office. In terms of specific policy we have a policy document we can look at after the meeting. We collaborate with all the different organizations. To deal with the tent in front of your businesses is very hard, working with social services, City, VPD, security team, Coast Mental Health, Goodbye Graffiti, street cleaning teams on a case by case issue. We need more feedback on that.

Lana Ryma – In parks (camping) is legal what about alleys?

Vancouver Police Department Officer, Sergeant Matt Black – I can address these concerns specifically after the meeting.

Marketing & Communications

Jason Gilron, Marketing & Communications Chair, began by summarizing the year for the committee with Made In Strathcona:

- Made In Strathcona - our flagship marketing campaign - has just now wrapped its 5th year
 - We developed “10 Blocks of Passion” for this year
 - Partnership with the Georgia Straight
 - We worked with five different artist teams to bring you the 10 Blocks of Passion, each piece occupying space outside, in among our business members
- Year 4 took place across the summer of 2017 and focused on pop up shops to encourage people to explore the businesses our community has to offer with a focus on local and independent, it was called the WALK Pop-up Shop Series and it featured four pop up shops on East Hastings
- Most Walkable Street
 - Created an amenities map of the businesses and art in the area designed to get people walking and exploring the community
 - New walkability banners throughout the SBIA were hung along Hastings
 - Hosted four different media tours showcasing the history, community, emerging areas and businesses in the area
 - Partnered with the Vancouver Mural Festival to bring you the Strathcona Street Party in June of both 2017 and 2018

- To better understand if our efforts are indeed having an impact on perception shifting and developing a sense of familiarity, we conducted market research that involved surveying 800 individuals throughout the Lower Mainland; key findings included:
 - Awareness of Strathcona is high but familiarity and visitation is still low
 - Building awareness around existing businesses and what the public can expect when coming to Strathcona is key to 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
- Will be doing another round of market research in mid-late 2019 to see if the SBIA marketing efforts and recent development in the area has changed public perceptions and thoughts about Strathcona
- Other highlights from the year included:
 - Received a grant from the City of Vancouver to identify buildings and societies that would be interested in activating the ground floor of their businesses to increase the vibrancy at street level and generate income for the society
 - Installed three utility box wraps along East Hastings at Dunlevy, Glen and Clark
 - Installed two utility wraps by local artists at the corner of Powell & Jackson and Hastings & Heatley
 - Customized bike racks at MakerLabs, Strathcona Beer Company and Luppolo Brewing
 - Installed 46 flower baskets along Hastings Street
 - Supported the Yarrow Intergenerational Society for Justice, with the goal of raising awareness around safety for Chinese Seniors, we installed banners designed by local Chinese residents on East Hastings from Gore to Dunlevy Ave
 - We also extended support to the Eastside Culture Crawl, Powell St. Festival and Strathcona Street Party attracting over 50,000 people to Strathcona

Jason then thanked the members for their support and all the work volunteers have put in on this year's initiatives. He then asked if there were any questions.

Ryan Parfitt – I'm the owner at Luppolo Brewing and the bike rack project has seemed to have fallen off. The bike rack isn't in.

Emma Carscadden – Thank you for letting us know. We will follow up with that.

Sustainability

Rick Havlak, SBIA Vice-President and Sustainability Chair went through the year for the Sustainability Committee:

- Recycle In Strathcona since last year has grown from 36 to 42 members on the program
- A Dumpster Free alleyway pilot project was completed this year in the 300 Block of Powell street
 - Mission Possible provided a valet-style pick-up service from businesses, bringing waste to a consolidated location for pick-up by RA, allowing the elimination of several bins from the alleyway for the duration of the pilot program
- Hastings Urban Tree Nursery
 - 10 planters in the Hastings Urban Tree Nursery are getting new murals to refresh the original ones from 2014 that are starting to show wear and tear from over the years
 - The artist selection process was done in part by participating organizations and businesses
 - A few of the damaged trees will be replaced in early October

- Last year we undertook a unique and innovative project to develop a Mobility Advocacy Plan (MAP Strathcona) for our business district – the first of its kind in Canada. The project explored a range of transportation and mobility issues and solutions for the Strathcona context. This included goods movement, transit, curbside uses, active transportation, car and bike sharing opportunities, and parking
 - Between July 2017 and January 2018 260 people participated in some form of engagement to inform MAP Strathcona
 - This included decision makers, mode experts, Strathcona BIA members and employees, as well as other community members
 - Engagement activities included interviews, an online survey, Bike ride workshops, a Mobility and Transportation Forum event, pop-up engagements at events and more
 - Based on all the engagement results and additional research and data collection on current and upcoming mobility impacts in the neighbourhood, the SBIA worked with the project consultants to create the Mobility Advocacy Plan document.
 - We've launched our Mobility Advocacy plan, an action plan to achieve shared mobility objectives for the Strathcona area, approved by the SBIA Board in January 2018
- State of the Streets Map and Updates
 - A one-year No Time-Limit Metered parking Pilot was implemented by the City of Vancouver in Strathcona to improve availability of short-term parking while also providing longer-term parking options for commuters
 - Through our MAP engagement efforts we were able to help Mobi Bike Share determine desirable locations for Mobi stations in the area. The map shows all of the current docking stations in Strathcona and includes a free 24 hour trial pass code so that you or your staff can try it out.
 - Modo Car share is also offering SBIA members free business account sign-ups plus a promotion of \$50 of Modo driving time when you sign up as a new member for their Modo individual membership
- Finally, we are launching a grant program for property and business owners who want to better illuminate their buildings and adjacent streets
 - Grants will be available for replacement or new exterior LED lighting on buildings. We'll cover 50% of the costs of a project up to \$1500 per grant

Rick finished by asking if there were any questions.

Justin Lemire-Elmore – Can you elaborate on the no time limit meter parking?

Rick Havlak – You can park as long as you want. Free overnight. Unlike other parking meters you don't have to move every two hours. You can park in that spot for 8 hours or customers can park for their visit.

Justin Lemire-Elmore – Can we do our own installation for the light program and could you apply for an existing or new light?

Rick Havlak – yes to both.

Adoption of 2019-2020 Budget

Anu Kainth presented the 2019-2020 proposed budget. She pointed out that the proposed budget is located on page 14 of the annual report, which was sent to members as part of the AGM package and copies are available at registration. She then mentioned that the budget consisted of \$3,000 in investment income and a levy of \$1,063,250 for a total budget of \$1,116,250. She continued that the budget is in line with strategic priorities and is comprised of: Good Governance accounting for 2.1%, Local Economic Development accounting for 59.4%,

Environmental Sustainability accounting for 5.2%, Community Development accounting for 2.5%. The remainder of the budget would be allocated to Payroll accounting for 22.4% and Operations accounting for 8.4%.

Anu Kainth then put forward a motion to accept the 2019/2020 budget of \$1,116,250 with a levy of \$1,063,250.

She then asked if there were any questions.

Edward Von Dehn – It would be helpful in the future to be able to compare the last two budgets side by side. 34% increase in funding for the BIA over last year and another 30% increase over the year before. Are we going to keep increasing the budget by over 30%?

Emma Carscadden – In terms of the increase year or year, we have a levy cap that is set over a 7 year period and we can't budget or approve budgets that go over that cap. Which is roughly 7 million. We can't increase forever or levy more each year.

Denise Brennan – Will members be consulted for the \$50,000 public art piece?

Emma Carscadden – This year's marketing campaign was public art focused, we had a discussion at the board a couple of times about doing a larger art piece and how we would budget/pay for it. We elected to use part of the surplus for this, not a commitment or plan to do it. Emily Carr approached us to do a larger art piece but we didn't go forward because there wasn't an opportunity for member engagement. Now that we have budgeted for it we have the opportunity to consult with members.

Steve Thorp – On the community safety side, we have a budget of \$230,000. Maybe we can look at using 25% of the budget for a night patrol. Doesn't need to be 24/7 can be dusk to 1am. When staff leave it would be nice to have some security.

Emma Carscadden – as the neighbourhood changes there will be more restaurants and bars open in the area.

Steve Thorp – food manufacturing is open late.

Emma Carscadden – The increase in the budget is for wages but there might be room in the budget

Peter Vaisbord – for the night security maybe best doing an audit to see what neighbourhood coverage you need and target those businesses.

Motion: A motion by Anu Kainth (Darryl Ray) to accept the 2019/2020 budget of \$1,116,250 with a levy of \$1,063,250. This motion passed unanimously.

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

Election of Directors

Emma pointed out that In 2017/2018, the Board consisted of three tenants, four owner/operators and three property owners. 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.

She informed the members that we have received two director nominations:

- David Greaves from Mission Possible Maintenance
- Monica Reyes from the Back Gallery Project

She then updated members that we have two outgoing directors this year so the following directors are appointed by acclamation:

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

And warm welcome back to our returning directors:

- Amanda Dalla Zanna, Savoury Chef
- Peter Joe, Sunrise Soya Foods
- Wayne Nelsen, Patricia Hotel

Emma then presented the 2018/2019 SBIA Board of Directors, congratulations both returning and new directors and thanked the members.

Meeting Adjournment

Emma ended the meeting by acknowledging Rick Havlak who will be stepping down from the board for his years on service on the board as Vice-President and as chair of the Sustainability committee. Rick has been instrumental in implementing Sustainability initiatives, such as MAP Strathcona and board strategic planning processes.

She then thanked the board of directors, committee chairs and all volunteers for the time and effort they've given us this year. I'd also like to thank our staff, Joji Kumagai, Theodora Lamb, Sam Hamilton and Johanna Lauyanto and all of our partners for their hard work and dedication.

And most importantly, thanks to you, our BIA members, for your continued support of the SBIA and its progressive mandate.

Motion: A motion by Denise Brennan (Ian McDonald) to adjourn the Annual General Meeting for 2018. This motion was unanimously carried. Denise (Ian McDonald).

Adjournment: 5:09pm

2018 Voting Members in Attendance

1. Alyssa Wongkee – MakerLabs
2. Anu Kainth – Property Manager 485 Railway & 395 Alexander
3. Bobby MacDonald – Union Gospel Mission Thrift Store
4. Cathy O'Connor Morris – Strathcona Community Policing Centre
5. Chris Chan – Rangat North Woodworking Solutions Inc.
6. Danielle Beck – Goodbye Graffiti

7. Darryl Ray – The Butler Did It Catering Co.
8. Denise Brennan – Creative Coworkers
9. Edward Von Dehn – Raintown Works Building Inc. – 439 Railway
10. Ian McDonald – Carscadden Stokes McDonald Architects
11. Jason Gilron – Pacific Restaurant Supply
12. Jennifer Watt – 604 Records
13. Josh Dunford – Burnkit
14. Justin Lemire-Elmore – Grin Technologies
15. Lana Ryma – Lanalou’s Restaurant
16. Ling Yang – Property Owner – 872 E. Hastings
17. Matt McKenzie – Marine Printers
18. Matthew Smedley – Mission Possible Maintenance
19. Matthew Tsang – My Loud Speaker Marketing
20. Paul Sekhorn – BMS Security (Paladin Security)
21. Ray Leung – Hon’s
22. Reuben Major – The Settlement Building
23. Rod Fong – Wing Wing
24. Ryan Parfitt – Luppolo Brewing
25. Shirley Shen – Haecity Studio Architecture
26. Tamara Macvey – Russell Food Equipment Limited
27. Toby Barazzuol – Eclipse Awards International

Proxies

28. Jack Lutsky – Property Owner – 1250 East Pender
29. Jane Chao – Haoyun Enterprises Ltd.
30. Michael Bishop – Lowtide Properties
31. Peter Joe – Sunrise Soya Foods
32. Tracy McCourt – AuTec Innovative Extractive Solutions
33. Yvonne De Valone – 4 V Holdings

2018 Non-Voting Members in Attendance

34. Anthony Muscardin – Property Owner – 520 Alexander
35. Jonathan Oldman – The Bloom Group
36. Kevin Cohen – C.I.C. Properties
37. Kevin Sandhu – Shirtland Drycleaners
38. Tracy Draper – Enterprising Women Marking Art
39. Terry Brown – Container Brewing