



**West End Business Improvement Association
ANNUAL GENERAL MEETING MINUTES
Best Western Sands
1755 Davie St.
September 25, 2019 5pm - 7:00 pm**

Meeting Called to Order – 5:07pm

The ED, Stephen Regan called the meeting to order at 5:07pm. He thanked everyone for taking the time to attend the AGM and verified that Laurie McGrath would be counting votes and minute taking. ED confirmed quorum was achieved at 5:00 i.e. 22 voting members in attendance (quorum is 15). ED also stated that 4 proxies were received. Attendee list attached to the end of these Minutes.

Approval of Agenda

ED reviewed agenda items, as presented via Power Point, and asked if there were any additions or changes. No changes.

Motion: To approve the Agenda as presented. **Carried Unanimously**

Approval of 2018 AGM Minutes

ED noted that draft Minutes were circulated in advance and made available at registration. ED asked if there were any changes or corrections required. No changes.

Motion: To approve the 2018 AGM Minutes as presented. **Carried Unanimously**

Chair & Committee Reports

Each year the Board Chair and Committee Chairs provide verbal reports to the members. Reports are accompanied by Power Point Slides. This year, these reports focused on business engagement within each portfolio. Questions were taken when all the reports are completed. Presenters referenced written notes. The following are highlights from each report.

Chair's Report – Lisa Arthurs

- Chair reported out on the Board's main activities as they relate to business engagement.
- Chair mentioned that director recruitment, participation on operational committees and invitations networking events are the three main ways by which the Board reaches out to the business community.
- Chair thanked all directors and staff for their dedication over the last year. Chair named and acknowledged the various board members that have helped guide and support the organization over the past year.
- Chair thanked our partners at City Hall, in particular Peter Vaisbord, for the support of the BIA over the years, including through our expansion in 2007-2008 and our reset in 2011-2012.

Maintenance & Beautification Committee Report – Mary Phelps

- Mary shared highlights of the main initiatives from this committee that directly benefited our businesses.
- Commercial sidewalk cleaning with our partner Gordon Neighbourhood House is in its 7th year. Over the last four years the Clean Team has removed 3,943 bags of litter which translates into 29 bags of garbage for every property in our catchment.

- In addition they have removed 2,576 small graffiti tags, stickers and posters which roughly equates to 5 tags and or stickers per building per year.
- She stated our zero tolerance policy related to graffiti on commercial buildings and noted that our contractor, Goodbye Graffiti, patrols our catchment once a week and removes, graffiti, stickers and posters from all commercial buildings. Over the last 3 years they have removed 2,252 tags & stickers which averages just over 5 tags per property per year.
- Commented on creating more attractive and interesting commercial streets through art and landscaping. WEBIA, in partnership with the City of Vancouver have wrapped a total of 17 utility boxes, 85% of all our original goal set in 2015. Supported the creation of three murals on commercial buildings, the newest on Denman St on the Anytime Fitness wall. These projects are completed via a three-way partnership model where the city, WEBIA and the property owner/tenant all contribute to the project.

Promotion's Committee Report – Darren Dudar

- Darren reported that it was another busy year for the Promotions Committee. He noted that the promotions portfolio is divided into four area: branding, tourism, events and digital.
- He highlighted progress made connecting businesses to events over the last 3-4 years.
- Darren acknowledged the 5 major summer events that WEBIA financially supports: Denman Car Free Day, Canada Day on Robson, Pride Week, Honda Celebration of Light, and Evo Summer Cinema Series in Stanley Park.
- He noted we are also a major financial contributor to the fall lighting event - Lumiere.
- Annual investments in events have ranged from \$110,000 in 2014 to \$145,000 in 2018 which includes direct sponsorship and contractor costs to activate at events.
- Two slides were shown to show the progress made over the last four years in business participation in events and the growth in sponsorship dollars. For example, business engagement in the main events we sponsor/support has increased from 66 businesses in 2016 to 260 businesses in 2019.

Community Safety Committee Report – Jacqui McMullen

- Jacqui gave a quick overview of the committee's main initiative in the past year in terms of business engagement i.e. security bulletin.
- The security bulletin created in 2014 is a member-only, email-based reporting system for businesses to share information on petty crimes, counterfeit, scams and persons of concern in an easy and timely way. Since its inception in 2014 the bulletin list has seen steady growth starting with 18 businesses in 2014 up to 109 merchants in 2019.
- In that period, a total of 204 bulletins have been distributed alerting our businesses of active shoplifters, counterfeit currency, scams, fraud, and a VPD crime prevention tips. She encouraged more businesses to sign up and receive the information as well as to share information.
- Other reporting tools that can be utilized to make the West End a better place to live and work include 311 and VanConnect mobile app or desktop version. You can report various issues from garbage, disturbances, or make a request for services.

Policy & Planning Committee Report – David Buddle

- David discussed two main areas that are tied to our mission to revitalize the West End: West End Plan and advocacy.
- The West End Plan is in the implementation phase. The biggest advances are happening in development projects with upwards of 30 buildings being built in and around our catchment. There are 5,533 new residential units under construction or

going through development approval process as of July 31, 2019. These represent new customers for our businesses.

- Implementation has brought significant growing pains from the loss of hundreds of hotel rooms and ongoing construction disruption. Longer term redevelopment includes a high school and community centre complex, a BC Hydro substation development and redevelopment of St Paul's Hospital.
- Advocacy work continues as we seek to mitigate spikes in property taxation. In 2017, we encouraged property tax appeals where we could. About a million dollars of tax relief was achieved through the efforts of individual property owners. In 2018, with our other BIA partners, we successfully lobbied the new City Council for a 2% tax shift from commercial to residential. This will result in \$16 million dollars' worth of tax relief across all commercial properties in the city.
- This year we have focused our lobbying on developing a new tool to alleviate spikes in commercial property taxes brought on by the combined impacts of rezoning and speculation.

ED – Stephen Regan

- The ED called for questions on the reports presented. There were no questions.

Motion: To Accept the Chair's, Maintenance & Beautification, Promotions, Community Safety, and Policy & Planning Committee Reports as presented. **Carried Unanimously**

Finance & Audit Committee – John Nicholson

- Typically our auditor James Bushell CPA, from Hedden Chong LLP attends our AGM, but he was unable to attend this year. James provided a written management letter with his assessment of WEBIA's accounting and financial oversight which John read in its entirety.
- Auditor was pleased to issue a clean, unqualified audit opinion on the WEBIA financial statements for the year ended March 31, 2019.
- He raised three issues on the financial statements:
 - Noting the Statement of income shows a deficit for the year. This was planned and budgeted for. The association planned to draw down from previous years' surplus to accomplish objectives that were budgeted earlier and completed this year.
 - The Association has a healthy balance sheet, with net assets of \$198,005. The cash balance looks high at \$638,743 that is because the association received \$441,278 of the operating grant for 2020 before the year end date.
 - A highlight of Note 8 to the financial Statements Economic Dependence note. This note is a standard note cautioning the reader that the WEBIA is dependent on continued funding from the City of Vancouver. The current funding arrangement is for the period 2017 to the 2021 fiscal year.
- In addition to the audit of the figures on the financial statements, an audit also involves examining the accounting function of the association's management, and reporting to those charged with governance. The auditor was pleased to announce again that WEBIA management has exceed the accounting standards typical for a small organization, and that we have no serious issues to bring to the board or members' attention.

- Given the amount of time the statements have been in circulation and available for member scrutiny, John covered a few additional highlights.
- He noted that the levy increase was 1.5% last year. It was kept low to help mitigate the massive spike in property taxes experienced in that year by businesses in up-zoned areas like Lower Robson and Lower Davie.
- Also noted and referenced in the Promotions Committee Report, is the hundreds of thousands of dollars WEBIA staff is attracting to various events to help generate more profile and demand for our member businesses.
- There was a call for questions on the report presented. There were no questions.

Motion: To Approve the 2018-2019 Audited Year End Financial Statements for the fiscal year ending March 31, 2019 as circulated and presented. **Carried Unanimously**

Motion: To Appoint Hedden Chong LLP as the association's auditors for the 2020-21 fiscal year. **Carried Unanimously**

2020-21 Budget Presentation – Stephen Regan

- The 2020-21 Budget will be the 5th one of our current 5 year mandate which started in 2016-17.
- Stephen noted the high level strategic framework that has been followed during the current 5 year mandate – Power Point Slide with Promotions, Revitalization and Governance goal areas, Each area compromising between 3 and 5 goals.
- The Board develops an annual business plan that detail a range of actions that will be undertaken within each goal area. Stephen made some additional comments that build off the committee reports to give insights into the priorities for the coming year.
- The Board proposed a 5% increase to the budget roughly allocated evenly across all our goal areas from events, to lighting, to maintenance to marketing and including a \$10,144 repayment to our contingency fund.
- The 5% levy increase adds up to \$44,128. Distributed across approx. 500 businesses, it represents an average increase of \$88 per business – for some of our smaller businesses it would be a fraction of that, perhaps closer to a \$20 or \$30 increase.
- The overall budget aims to ensure we are able to continue to deliver a range of programs that benefit and engage our businesses while allowing us to play an active role in lobbying and in the implementation of the West End Community Plan.
- As the presentation budget had been in circulation for over two months, Stephen called for questions. There were no questions.

Motion: To Approve the 2020-2021 budget as circulated and presented. **Carried Unanimously**

Governance Committee Report – Stephen Regan

- Stephen spoke about the Board structure and number of director positions available i.e. up to a maximum of 12 directors. Going into this election there were five vacancies.
- He spoke about the nomination process which was initiated in May and used a four pronged approach from mailings to eNews to in person meetings.
- The Nominations Committee is made up of the Chair, Past Chair and Vice Chair of WEBIA. The committee secured a commitment from four (4) incumbent directors to stand for re-election.

- Stephen introduced the four (4) candidates: Jacqui McMullen, Times Square Suites Hotel, Fiona Grieve, Buckstop, Darren Dudar, Junction Pub & PumpJack Pub, and David Grewal, Denman Medical Clinic.
- He reported that all four candidates were duly nominated and given there were five vacancies the election would be by acclamation.

Motion: To approve the slate of Jacqui McMullen, Times Square Suites Hotel, Fiona Grieve, Buckstop, Darren Dudar, Junction Pub & PumpJack Pub, and David Grewal, Denman Medical Clinic as presented and to accept the election results. **Carried Unanimously**

Chair – Lisa Arthurs

- The Chair thanked her predecessors.
- Announced that, David Buddle, will move to Chair from Vice Chair as per succession process outlined in our by-laws.
- Noted David is returning to the role of Chair as we head into a mandate renewal year.
- Jacqui thanked everyone for their time, attention and ongoing support and stated this would conclude the formal parts of the West End BIA's Annual General Meeting for 2019.

Motion: To Adjourn the 2019 Annual General Meeting at 6:14. **Carried Unanimously**

Reception followed.

AGM September 25, 2019			Voting Member/ Proxy	Bus Tenant Prop Owner	Attended
Attendees					
No.	Name	Business			
	Stephen Regan	WEBIA Staff			✓
	Laurie McGrath	WEBIA Staff			✓
	Jamie Hughes	WEBIA Staff			✓
	Blanca Blandon	WEBIA Staff			✓
	Peter Vaisbord - BIA Coordinator	City of Vancouver			✓
	Paul Siggers	City of Vancouver			✓
	Spencer Chandra Herbert	Constituency Office			✓
	Murray Bilida	Constituency Office			✓
	Christina	Constituency Office			✓
1	Allan MacIntosh - Branch Manager	Board Member - TD Canada Trust	✓	BT	✓
2	Andrew Arrica	Board Member - Hollyburn Properties	✓	PO	✓
3	Darren Dudar - Co-owner	Board Member - Junction/Pumpjack Pubs	✓	BT	✓
4	David Buddle - President	Board Member - Prima Properties	✓	PO	✓
5	David Grewal	Board Member - Denman Medical Centre	✓	BT	✓
6	Fiona Grieve - Owner	Board Member - Buckstop	✓	BT	✓
7	Gary Gohren - Owner	Board Member - Gohren & Assoc	✓	BT	✓
8	Jacquie McMullen - General Manager	Board Member - Times Square Suites	✓	PO	✓
9	John Nicholson - Director Business Development	Board Member - Listel Canada	✓	PO	✓
10	Lisa Arthurs - Owner	Board Member - The Quick Nickel	✓	BT	✓
11	Mary Phelps - Account Manager	Board Member - Vancity Savings Credit Union	✓	BT	✓
12	Michael Rashti	Alpha Tobacco	✓	BT	✓
13	Sharv Ramachandran	Davie Dosa	✓	BT	✓
14	John Boychuck	Davie Village Tanning	✓	BT	✓
15	Michel Duprat	Fountainhead Pub	✓	BT	✓
16	Chad Friesen	Mary's on Davie	✓	BT	✓
17	Ahmet Halaba & guest Priya Khattar	G & F Financial Group	✓	BT	✓
18	Deanna Henry	Garden Health	✓	BT	✓
19	Allison Donne	Listel Hotel	✓	BT	✓
20	Don Wilson	Little Sisters	✓	BT	✓
21	Farooq Khan	Murrick Insurance	✓	BT	✓
22	Michael Burke	Peaked Pies	✓	BT	✓
23	John Karalis	Stepho's Restaurant	✓	BT	✓
24	Vianca Vergara	Wesgroup Properties	✓	PO	✓
25	Laura Fee	WESN Clothing & Collectibles	✓	BT	✓
26	Mike Poirier - Proxy Lisa Arthurs	Diamond Parking	✓	PO	✓
27	Andrew Betteridge - Proxy Jacqui McMullen	Van Mist Vapour	✓	BT	✓
28	Helene Childs - Proxy Jacqui McMullen	West End Vet Clinic	✓	BT	✓
29	Brad Roark - Proxy Jacqui McMullen	Nook & Tavola Restaurant	✓	BT	✓
30	Jane Curry - non voting	Vancouver Public Library	--	BT	✓
31	Brandon Zhan - non voting	No Frills	--	BT	✓
	25 Registered Voters + 4 Proxy's				