



West End Business Improvement Association
ANNUAL GENERAL MEETING MINUTES
September 23, 2021 5pm - 6:15pm via ZOOM Video Call

Meeting Called to Order – 5:05 pm

Stephen Regan, WEBIA Executive Director, at 5:07pm welcomed members to the second video conference AGM. He thanked everyone for taking the time to attend the AGM and advised that Charlotte Taylor would be counting votes and minute taking. Stephen then took a few minutes to describe how we would use the ZOOM Video Conference tool for voting. We would be asking for those opposed to any motions to raise their hand either physically so it could be seen on screen or virtually using the ZOOM 'raise hand' tool. At approximately 5:10 we confirmed that 20 voting members were present on the call and therefore we had achieved quorum (quorum is 15). Stephen called the meeting to order and stated that five (5) proxies were received. Attendee list attached to the end of these Minutes.

Approval of Agenda

Stephen, using the 'share screen' function of Zoom reviewed agenda items, as circulated in advance via email and asked if there were any additions or changes. No changes to the agenda.

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

Approval of 2020 AGM Minutes

Stephen noted that draft Minutes were circulated in advance via email to all registered members. He asked if there were any changes or corrections required. No changes.

Motion: To approve the 2019 AGM Minutes as presented. **Carried Unanimously**

Chair & Committee Reports

The Finance Committee Report was first on the agenda to accommodate the schedule of our auditor James Bushell, from Hedden Chong LLP.

Finance Committee

Stephen asked James Bushell to touch on the highlights of the Year End financial audit process. James provided the following comments:

- Issued a clean, unqualified audit opinion on the WEBIA financial statements for the year ended March 31, 2021. [Stephen showed YE Statements on the Screen]
- Financial statements present fairly the results of operations for the year just ended.

Specific comments on the financial statements:

- The Association has a healthy balance sheet, with net assets of \$284,430.
- A quick highlight of Note 9 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.
- 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. Pleased to announce again that WEBIA management has exceeded the accounting standards typical for a small organization, and that we have no serious issues to bring to the board or members' attention.

James then introduced John Nicholson to present the formal Finance Committee Report.

John covered a few additional highlights and entertained questions at the end of the statements' presentation. From the Statement of Income on page 5 of the Financial Statements John noted revenues were mainly derived from the levy. These funds flowed through the City in two installments and were deposited in our bank account on time. This process continues to work well. On the expenses side John touched on four of the more significant expense items namely Contractors, Event Sponsorships, Leveraged Services, and Wages. Revenues exceeded expenses by \$11,092 as we continued to invest carefully across all our initiatives. This represents approximately 1.2% of our overall budget.

Motion: To Approve the audited Financial Statements for the Year Ending March 31, 2021.
Carried unanimously.

Motion: To Appoint Hedden Chong Accountants as our Auditor for the upcoming fiscal year.
Carried unanimously.

Meeting turned back to Stephen. Stephen noted that WEBIA provided a Summary 2022-23 Business Plan & Budget document in advance as part of the AGM Meeting Notice and again in the package distributed to registered members prior to the AGM. This four (4) page document included information on current program successes, proposed outcomes for the next year across all program areas, and the proposed 2022-23 annual budget.

The Board Vice Chair, David Grewal, presented a verbal Consolidated Committee Report for each of our four (4) operational committees i.e. Promotions, Maintenance & Beautification, Community Safety and Policy & Planning. David stated that for each committee he will highlight various initiatives and touch on those that were added, expanded or paused due to COVID. Questions were taken in between each report.

The Promotions Committee was Chaired by Darren Dudar.

- WEBIA expanded our events portfolio over the past six years and are well positioned to come out of the pandemic with a host of strong event partners like Pride, Car Free Day, Celebration of Light, Polar Bear Swim and Mural Festival to name a few.
- While event partners have had to temporarily change their programs in response to the pandemic, when we are once again able to gather in large numbers WEBIA will ensure we take full advantage.
- During the pandemic we responded by developing a series of targeted campaigns like 'We Are Take-Out', 'We Are Retail' and just launched 'We Are Beauty' which will focus on hair and nail salons. We also partnered with other BIAs and tourism groups to deliver 'Love Your City' in February and 'Patio Vancouver' in the summer. Business participation in campaigns has been very strong.
- We have doubled down on digital promotions in the past year. We now have 21,400 followers across three social media channels. In August alone we had 128,000 Instagram impressions. While we were sorry to see Kelsey move on in July of this year, we are thrilled that Emily Bell has joined our team. If you have not yet met Emily, you soon will as she is a real dynamo.

Maintenance & Beautification co-chaired by Mary Phelps and David Grewal.

- Our last mandate had a strong focus on enhancing maintenance programs like litter collection and landscaping. One of the most successful programs was the introduction of a graffiti removal program. It has been very successful. We have one of the lowest

instances of graffiti on commercial buildings in the city. Just secured a graffiti abatement grant from the City worth \$25,000 that will be leveraged with our ongoing investments to ensure we can keep all our commercial building graffiti-free now and in the years ahead.

- Going forward we are looking to pivot a little and invest more into beautification activities. Working with the City and other partners we see an opportunity to create dozens of murals. Over the next five years, we have identified an opportunity to place a series of murals at the lanes along Denman Street. These murals could be themed based on the recent naming of each lane.

Community Safety is chaired Jacqui McMullen.

- During the pandemic outbreak we saw a need to shore up our security patrols. We added an overnight private security patrol seven days per week.
- We upped our advocacy in light of increased reports from businesses of property crime and ongoing concerns with street disorder especially camping and open use of drugs. We have asked for more beat cops. We have a terrific Neighbourhood Police Officer and we want and need more like him. We need police officers in our area to build relationships, solve problems and through higher visibility during all hours of the day and night deter vandalism and crime.
- In the next year we are committed to using technology to generate more business engagement and participation when it comes to reporting crime and street disorder. WEBIA will enhance the lines of communication we have to the police, Coastal Health Authority and to City Hall to help amplify our concerns.

Policy and Planning is chaired by Andrew Arrica.

- Annually, in February, a WEBIA delegation meets with the General Managers of Planning and Engineering to press for new investments in our commercial streets that align with the promises made during the West End Community Planning process. This past year we asked that the City work with us to complete the street tree lighting on Robson, to double investments in Jim Deva Plaza, to update bike racks on all three streets, and to test expanding a sidewalk to support seasonal patios on sidewalks. We should be seeing the fruits of these efforts in the coming weeks and months.
- We had been advocating for a patio zone program since 2015. It took a pandemic and five years to achieve our vision of patio zones throughout our catchment. For the second year in a row, in response to the pandemic, we provided mini-grants to over 45 businesses to help them build/retro-fit their patios. And we are leading the advocacy on behalf of all the City's BIAs to make the temporary patio initiative a permanent program. In fact, we spoke at City Council yesterday in support of a well-designed and affordable program on behalf of our members.
- WEBIA is poised to play a strong role in the upcoming Waterfront Mater Plan that will redesign Sunset Beach to English Bay and the High School/Community Centre redevelopment plan which will be a catalyst for revitalizing Denman Street. WEBIA will ensure the interests of the business community are strongly advanced in these processes..

Those are just some of the highlights of past and planned initiatives.

I would like to add three additional comments as Chair of the Board.

- I very much want to thank all our Committee Chairs. These roles ensure seamless communication and decision-making between the Board, the Committees and staff.
- Secondly, the work of the committees is largely done through staff and so a thank you to the staff team at WEBIA led by Stephen for your professionalism and ongoing efforts to make the West End a great place to operate a business or own a commercial property.

- And finally, a thank you to Peter Vaisbord for his continued involvement with, and support of, the West End BIA. I also want to welcome Paul Siggers who has been assisting Peter over the past year or so.

Motion: To Approve the Consolidated Committee Report as presented. **Carried unanimously.**

2021-22 Presentation Budget

Stephen, on behalf of the Board of Directors, presented the 2022 – 2023 budget for consideration and support. The 2022-23 Budget will be the 2nd one of our 5 year mandate which extends to 2026. Stephen referenced the Summary 2022-23 Plan & Budget document, page 4 where the proposed budget for fiscal 2022-23 was presented.

In determining each year's budget the Board develops an annual business plan that builds off the previous year. We just had a review of some of the projects and programs we are currently funding from David. We have proposed a 2022-23 budget that is similar to our current year's budget. A quick reminder that we held the current budget to a 0% levy increase. The proposed budget for 2022-23 calls for a \$963,751.45 levy, which is a 4% increase over 2021-22.

We remain conservative with budgeting other revenues where there are unknowns. Sponsorships for events, grants we apply for on behalf of Lumiere, and Jim Deva Plaza City funding were significant this year at \$110,000 and \$45,000 respectively but are all unknowns going into our next fiscal. Moreover, we received a City Graffiti Abatement Grant of \$25,000 in July this year we did not anticipate when budgeting for 2022-23. We will invest most of those funds this year, with perhaps a few dollars carried forward to 2022-23.

A few things I would like to draw your attention too on the expense side. The Board took the decision to terminate our boardroom lease. This budget line item is now reduced from \$45,000 to \$24,500. We are directing those savings into our community safety initiatives, specifically increasing our budget for evening private security patrols to \$70,000. We did not need to budget for banner replacement this fiscal and that in part allowed up to keep the levy increase this past year to zero. However, street banners only last and look good for a couple years and so we are budgeting \$25,000 to replace them in the upcoming budget. We will be reducing our equipment purchase budget (mainly investments in decorative lighting systems on Robson and Davie) from \$36,000 this year to \$18,000 as we hope to have completed the installation of lights on almost 100 streets along five blocks of Robson this current fiscal.

So with that additional information on budget priorities for next year, Stephen asked for comments or questions. Hearing none...

Motion: To approve our 2022-23 budget as circulated with a 4% levy increase. **Carried unanimously.**

Gary Gohren, Board Chair, was introduced to deliver the Nominations Committee Report and adjourn the meeting.

Governance Committee Report – Election Results

The Governance Committee for the West End BIA is made up of the Chair, Past Chair and Vice Chair of WEBIA. This committee also serves the Board as the Nominations Committee. Given

David Buddle (Past Chair) was up for re-election, David Grewal and myself constituted the Nominations Committee supported by the Executive Director.

Going into this election there were seven (7) directors remaining to complete their terms and therefore five (5) openings. WEBIA initiated our nominations process in May. We used a four pronged approach: 1) calls for nominations sent to all businesses and property owners via our eNews and mail outs; 2) looked for qualified candidates from within our committees; 3) reached out to business leaders in the community who were not yet active with the West End BIA; and 4) the committee canvased current directors completing their term to see who was willing and able to serve another two-year term.

We secured a commitment to stand for re-election from three (3) incumbent directors: 1) Fiona Grieve, Buckstop Restaurant; 2) David Buddle, Prima Properties; and 3) Jacqui McMullen, Timesquare Suites. (Thanked Darren Durdar for serving on the Board. He is not running for another term but will remain on our Promotions Committee). We recruited two (2) new directors: 4) Michel Duprat owner of the Fountainhead Pub is returning to the Board; and 5) Emil Doskov, Branch Manager for TD Bank, will be joining the Board.

WEBIA's bylaws do not allow for nominations from the floor so we presented a slate of five (5) candidates. As we have five (5) qualified and duly nominated candidates and five (5) available positions they are elected by acclamation.

Motion: to acknowledge having received the slate of Fiona Grieve, Buckstop Restaurant; David Buddle, Prima Properties; Jacqui McMullen, Time Square Suites; Michel Duprat, Fountainhead Pub; and Emil Doskov, TD Bank. **Carried unanimously.**

Gary noted Stephen was leaving the WEBIA and provided a message of thanks on behalf of the Board and members.

That concludes the business of our 2021 Annual General Meeting.

Motion: To adjourn the West End BIA's 2021 AGM. **Carried unanimously.**

Thank you all for your time today. We are adjourned.

AGM Attendees 2021

Attendee Name	Business Name	Voting Status
Michel Duprat	The Fountainhead pub	Yes
Emil Doskov	TD bank	Yes
Gary Gohren	Gohren and Associates	Yes
John Nicholson	Listel Canada	No (represented by Allison Donne)
Fiona Grieve	Buckstop	Yes
Lisa Arthurs	Quick Nickel	Yes
David Grewal	Denman Medical Clinic	Yes
David Buddle	Prima Properties LTD	Yes
Sherri Zarandooz	Pappa Roti	Yes
Andrew Arrica	Hollyburn Properties	Yes
Jaqui McMullen	Times Square Holdings	Yes
Eugene Wu	Davie Pharmacy	Yes
Allison Donne	Listel Canada	Yes
Colbin Wong	Cora	No (represented by Jack Wong)
Mary Phelps	VanCity Savings Credit Union	Yes
Jack Wong	Cora	Yes
Joe Kainer	English Bay Bikes	Yes
Sharv Ramachandran	Davie Dosa Company	Yes
Darren Dudar	PumpJack/ Junction Pub	Yes
Kalli Dunham	Craft Beer Market	Yes
Aleya Trott	West End Coal Harbour Community Policing	Yes
Kathy Korcsok	The Sauce Pasta Café	Yes
Carla Wilson	WEBIA Staff	non voting
Stephen Regan	WEBIA Staff	non voting
Charlotte Taylor	WEBIA Staff	non voting
Emily Bell	WEBIA Staff	non voting
James Bushell	Heddon Chong - Auditor	guest
Peter Vaisbord	City of Vancouver	guest
Paul Siggers	City of Vancouver	guest