



## ADMINISTRATIVE REPORT

Report Date: November 10, 2017  
Contact: Chris Robertson  
Contact No.: 604.873.7684  
RTS No.: 12297  
VanRIMS No.: 08-2000-20  
Meeting Date: December 12, 2017

TO: Vancouver City Council  
FROM: General Manager of Planning, Urban Design and Sustainability  
SUBJECT: Approval of Council Initiative - Proposed Creekside BIA

### **RECOMMENDATION**

- A. THAT Council approve the Creekside Economic Development Association as sponsor for the proposed Creekside BIA.
- B. THAT Council approve the commencement of a Council Initiative to establish the proposed Creekside BIA, for a 5-year term commencing April 1, 2018;  
  
FURTHER THAT Council forward the application of the Creekside Economic Development Association to a hearing of the Court of Revision.
- C. THAT the City notify property owners and tenants within the area (outlined in Appendix A) of the proposed BIA and BIA levy.
- D. THAT Council approve a 5-year (2018-2023) funding-ceiling of \$2,303,649 for the proposed Creekside BIA, subject to Council approval of the proposal.

### **REPORT SUMMARY**

The Creekside Economic Development Association (CEDA) has applied to establish a new Business Improvement Area (BIA) for a 5-year term commencing April 1, 2018.

CEDA has completed the first step in the BIA establishment process. The purpose of this report is to commence the second step, which is to approve CEDA as sponsor of, and to commence a Council Initiative for, the proposed Creekside BIA, to notify affected property owners and businesses, and to forward the BIA application to Court of Revision.

## COUNCIL AUTHORITY/PREVIOUS DECISIONS

Vancouver Charter section 506 sets out the threshold for Council approval of a Council Initiative as follows:

*Council may, in its discretion, [approve a BIA Council Initiative] ... if, after notice of the Council's intention to undertake the project has been mailed to the assessed owners of the parcels liable to be specially assessed a sufficient number of notices of objection to the project has not been filed with the City Clerk during the period of one month after the mailing of such notice ... A sufficient number of notices of objection to a project shall be deemed to be filed if at least more than one-half in number of the then assessed owners, representing at least more than one-half of the value according to the last real-property assessment roll, of the parcels liable to be specially assessed have, in writing, given notice to the City Clerk within the time above prescribed that they object to the project.*

Council policy for the renewal of a BIA was approved on July 30, 1992, and for the establishment and expansion of a BIA on October 14, 1997, as follows:

*A BIA is established, renewed, and/or expanded by Council Initiative process; under a Council Initiative, affected property owners and commercial tenants receive a notification that sets out a description of the Initiative, the designated area, and the estimated annual charge and rate. The notification includes instructions for filing objections to the Initiative, which are reported to Council after they are received and tabulated. Council also hears delegations as to whether or not the Initiative should proceed. The Initiative generally will not be approved if one third or more of the owners, representing one third of the assessed property value, or one third of the tenants, counted separately, submit objections.*

Proposed revisions to Council policy with regard to approval of BIA Council Initiatives are the subject of a companion Report 'Amendments to Business Improvement Area (BIA) Renewals Policy and Model Grant Allocation By-law' dated November 6, 2017. Should Council approve the recommendations in that Report, the following policy will apply to Council's approval of the renewal and expansion Initiatives referenced in the Recommendations to this Report, as follows:

- *BIA designation, re-designation (renewal) and expansion will continue to proceed by way of Council Initiative under Section 506 of the Vancouver Charter,*
- *In addition to notification of assessed property owners, the City will continue to notify all business tenants occupying parcels liable to be specially assessed,*
- *A BIA Council Initiative will not succeed if at least more than one-half in number of the then assessed owners, representing at least more than one-half of the value according to the last real property assessment roll, of the parcels liable to be specially assessed have, in writing, given notice to the City Clerk*

*during the period of one month after the mailing of the notification, that they object to the BIA Initiative; and*

- *A BIA Council Initiative will not succeed if, counted separately from the assessed owners, at least more than one-half of the business tenants occupying parcels liable to be specially assessed have, in writing, given notice to the City Clerk during the period of one month after the mailing of the notification, that they object to the BIA Initiative.*

Section 462 of the Vancouver Charter was amended on September 23, 1998, to permit BIA terms of up to 20 years, as opposed to the previous 5-year limitation. Council has exercised its authority under the amendment by previously approving seven-year and ten-year renewal terms. BIA applicants are encouraged to limit their first term to 5 years to allow property owners and businesses an opportunity to evaluate the benefits of a BIA in their area.

### **CITY MANAGER'S/GENERAL MANAGER'S COMMENTS**

The City Manager and the General Manager of Planning, Urban Design and Sustainability recommend APPROVAL of the foregoing.

### **REPORT**

#### **Background/Context**

##### **BIA Establishment Process Overview**

The BIA establishment process has two basic steps as described below - the first is the BIA's role and the second is the City's role:

##### Step 1

The Creekside Economic Development Association (CEDA) has completed the first step in the BIA formation process. This step involves consultation with all affected commercial property owners and business tenants regarding the proposed BIA and cost ("BIA outreach").

The outreach process involves several iterations including:

- Property owner and business surveys to determine needs and priorities and to scope potential support or opposition
- Invitational meetings or open houses to introduce the proposal, review survey input, and explain the BIA approval process
- Direct engagement with business tenants and (where possible) property owners
- Distribution of a draft business plan and budget followed by further meetings for owner/business input and to provide individual cost estimates

- Revisions to the proposed plan and budget (Appendix B), followed by further meetings and/or a final survey to gauge support and opposition<sup>1</sup>

The organizing group's outreach is summarized in this report based on an outline provided by the group, along with detailed documentation; the outline and documentation is attached to the Report as Appendix C.

## Step 2

Step 2 requires Council approval of the recommendations in this report as follows: a) to confirm a society as sponsor of the BIA or expansion; b) to approve a Council Initiative to establish the BIA, which means the City will notify the affected property owners and tenants prior to Council approval or rejection of the Initiative; c) to forward the application to Court of Revision, and; d) subject to final Council approval, to approve a cumulative total levy ('funding ceiling') for the proposed BIA term.

If, after notification of owners and businesses, Council approves the proposed BIA, the year-1 budget will be reported along with all of the other BIAs' 2018 - 2019 budget requests. Although Council does not approve the proposed year-1 budget at this stage in the BIA process, a copy of the proposed budget is attached to this report for reference, to indicate the anticipated cost of the proposals. This addresses Vancouver Charter section 506(2), which requires the City's formal notification to include an estimate of each property owner's expected contribution.

## *Strategic Analysis*

### **BACKGROUND**

#### **History of CEDA Proposal**

Interest in establishing a BIA in the vicinity of the former Olympic Village (now Creekside) area began in 2013 when a group of businesses around the Olympic Village Square began exploring options to attract more customer traffic. In early 2014, at the group's request, a representative of the BIA Program presented to the group and provided cost estimates for potential BIA boundaries and budgets. The group did not proceed further at that time, opting to explore ways to promote the area through informal cooperation and the use of in-house resources.

Since 2014, the City has occasionally been contacted by other businesses wanting to know if they were in a BIA or how to start one. The City endeavoured to connect these businesses for mutual self-help, and to encourage the cooperation needed to promote local business and organize toward a future BIA initiative.

In June 2016, a different group of business owners and managers came together and reached out to the City for information about BIAs. That group was put in touch with

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<sup>1</sup>Unlike BIA renewals, proposed budgets are not formally approved by society memberships prior to commencement of a Council Initiative. Instead, membership approval of the budget occurs at a Special General Meeting held after Council approval of the BIA, but before Council approves the BIA budgets for the coming year.

previous contacts, including the group around Olympic Village Square that had organized in 2013. In October 2016 this new group began raising funds to implement business promotion programs, and in December 2016 registered a not-for-profit society, 'Creekside Economic Development Association' (CEDA). In June 2017, CEDA informed the City of its intention to commence a process toward establishing a 'Creekside' BIA.

After exploring various boundary and budget options, CEDA proposed a BIA boundary that includes approximately 350 property owners and 650 business tenants (combined total approximately 1,000 owners and businesses). The proposed BIA generally encompasses the area from False Creek to West Broadway between Cambie and Main, flanked by the Cambie Village and Mount Pleasant BIA boundaries (see Appendix A). The proposed Creekside BIA therefore includes the lower Mount Pleasant light industrial area, which CEDA sees evolving as a tech district that would benefit from the branding and other services a BIA could provide. As this proposed BIA would include a portion of West Broadway (between Alberta and Ontario streets), CEDA believes it could provide representation for businesses potentially affected during construction of the Millennium Line Broadway Extension.

Because the proposed Creekside BIA is significantly larger than the previously-considered areas adjacent to, or in the vicinity of, Olympic Village Square, the cost per owner/business in the proposed Creekside BIA would be proportionally smaller, but providing equal value to the larger diverse area will be more challenging for a number of reasons, including a) the Olympic Village area and lower Mount Pleasant light industrial area are different in character and therefore would require different identities (or 'brands') for promotional purposes and b) it may be easier for the proposed BIA to provide value to retail/commercial businesses in the Olympic Village area, than to light industrial businesses in lower Mount Pleasant, because retail/commercial businesses generally benefit more from the on-street customer traffic generated by BIA promotions.

### **Competing Proposals**

CEDA commenced outreach to businesses and commercial property owners in July 2017, and notified the adjacent Cambie Village and Mount Pleasant BIAs. The City requests BIA organizers to inform existing adjacent BIAs to determine whether the existing BIAs have been considering expansions that might be impacted by a new proposed BIA in their area. This provides an opportunity for representatives of the existing and proposed BIA to negotiate boundary adjustments or, alternatively, to put forward competing applications.

### **Cambie Village BIA Response**

The Cambie Village Business Association (CVBA) has been engaging property owners and businesses as part of its currently-proposed Cambie Village BIA expansion. Part of CVBA's expansion involves an eastward addition bounded by W. Broadway and W. 6<sup>th</sup> Avenue, between the Cambie Village eastern boundary and Alberta Street (see Appendix A). The CVBA requested CEDA to adjust its proposed BIA boundary to skirt the proposed expansion, and CEDA has agreed to the adjustment.

## Mount Pleasant BIA Response

The Mount Pleasant BIA (MPBIA) has been exploring expansion options for several years. In 2016, Council approved a small expansion north along Main Street to E. 2<sup>nd</sup> Avenue. In response to CEDA's proposal, MPBIA indicated its intention to explore expanding its BIA boundaries to include a portion of CEDA's proposed Creekside BIA<sup>2</sup>. The proposed MPBIA expansion would have included a portion of the Creekside area located in the former Olympic Village precinct, bounded roughly by False Creek, 2<sup>nd</sup> Avenue, Columbia and Main (see shaded area, Appendix A). As MPBIA had already expanded north to 2<sup>nd</sup> Ave., the BIA viewed a further expansion west along 2<sup>nd</sup> Ave. and north to False Creek as a logical extension benefitting both the Olympic Village area and MPBIA. This area included 39 property owners and 98 business tenants (total 137 owners and tenants).

## City's Process to Manage Competing Proposals

The overlapping CEDA and MPBIA proposals marked the first time in the history of the City's BIA Program where a geographic area was contested. Therefore, in order to better coordinate the two competing proposals, and to afford a neutral forum for both proposals to be heard together with City staff as moderator, a series of four City-hosted information meetings were arranged. The meetings took place during one week in October at the Creekside Community Recreation Centre. Affected businesses and property owners, in the contested-area only, received a mailed explanatory letter/meeting invitation that included a one-page survey ('Preliminary Survey'). The survey asked respondents whether or not they supported the idea of a BIA in their area and, if so, which of the two proposals they preferred. The invitation package included materials provided by CEDA and MPBIA outlining their respective proposals and costs. The invitation letter and survey are attached as Appendix D.

In addition, CEDA held two separate meetings, at the local TD Bank branch, in the same week as the City-held meetings. Those meetings were only for owners/businesses in the 'uncontested' area between 2<sup>nd</sup> Ave. and Broadway.

Only two persons attended the City's meetings, and only one person attended the CEDA meetings. To date, the City has received only 9 of 137 survey returns in response to the Preliminary Survey. MPBIA interprets the low response as indicating little interest in, or potential opposition to, a BIA at this time. In addition, some owners/businesses located immediately adjacent to Olympic Village square have voiced opposition to having their area's identity subsumed under the larger 'Mount Pleasant' BIA identity/brand.

## Withdrawal of MPBIA Proposal

Considering the low survey and meeting participation, MPBIA wrote the City to advise that it would not be pursuing expansion in the Olympic Village area at this time. However, CEDA has expressed its intention to proceed with its proposed Creekside BIA application, and has formally requested that Council consider its request to commence

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<sup>2</sup> The MPBIA's intention to explore expansion was formalized by vote of the society's membership at its Annual General Meeting in September, 2017

a Council Initiative to establish the BIA for a 5-year term (Appendix C). If Council agrees to commence the Initiative, all commercial property owners and business tenants in the proposed Creekside BIA would be notified and would have the opportunity to register objections.

## **DISCUSSION**

The proposed Creekside BIA generally comprises the area from False Creek to West Broadway between Cambie and Main, flanked by irregular Cambie Village and Mount Pleasant BIA boundaries that extend as far east as Alberta Street (Cambie Village proposed expansion), and as far west as Ontario Street (existing Mt. Pleasant BIA). (See map in Appendix A).

If approved by Council, the proposed funding-ceiling of \$2,303,649 will define the maximum amount that may be levied over the proposed Creekside BIA 5-year term. As the ceiling functions as a cumulative 'cap' rather than as a budget, the cumulative maximum does not necessarily reflect BIA annual expenditures.

CEDA proposes a Year 1 BIA budget of \$438,262, representing an annual levy rate of \$0.22 per \$1,000.00 of assessed property value or 1.3% of commercial property taxes. If, after owner and business notifications, Council approves the proposed Creekside BIA, the BIA's year-1 budget will be reported along with all of the other BIAs' 2018 - 2019 budget requests (See budget in Appendix B).

## **Outreach Activities**

Outreach activities to approximately 350 commercial property owners and 650 business tenants extended from June to October 2017, and included the following steps:

### **Introductory Survey**

- Initial outreach package sent by mail, enclosing the City's BIA Program brochure, a BIA information flyer, and a survey asking respondents to indicate issues, priorities and whether they were interested in a BIA; the survey was also posted on line.
- Follow-up by e-mail, telephone or voice mail, and in-person door-to-door contact.

### **Introductory Outreach Meeting**

- Outreach meeting held September 7, 2017, reporting survey results, providing information on BIAs and BIA funding, and receiving property owner and business feedback.

### **Budget Survey**

- Proposed budget package and survey sent by mail, enclosing the BIA information flyer, three proposed budget options and cost estimates, upcoming outreach meeting dates, and a survey asking recipients for their preference and input; The survey was also available on-line.

- CEDA's proposed budget options and cost estimates were also included in a brochure CEDA provided for insertion in the mailed invitations for the City-led information meetings for the contested area.

### City's 'Preliminary' Survey

- The mailed invitations for the City-led information meetings included a 'preliminary' survey to assess levels of support/non-support for a BIA in the contested area, and to determine preference for either the CEDA or MPBIA proposal. This survey was not available on line.

### Meetings - Alternative BIA Proposals and Budget Options

- Uncontested area: Two outreach meetings held by CEDA on October 26, 2017 to review budget options and receive feedback from owners and businesses.
- Contested area: Four City-hosted information meetings on October 23 and October 25, 2017; CEDA and MPBIA presented their respective proposals and solicited feedback.

### Final Survey

- Final budget option selected, based on owner/business feedback
- On-line survey, with information page, final proposed budget, and cost estimates, asked recipients to indicate whether or not they 'support creation of a Creekside BIA'

CEDA's request letter, an outline of its outreach process, and a compilation of its outreach materials are attached as Appendix C.

### Comments

CEDA confirms it has notified all commercial property owners and tenants within the proposed Creekside BIA area. As required, CEDA has provided a summary of its outreach process and a compilation of outreach materials.

### Introductory Survey

CEDA received 142 returns in response to its introductory survey (14% of total property owners and business tenants. 32 property owners responded (9% of total owners) and 110 business tenants responded (16% of total businesses). These are reasonable response rates for BIA materials.

Of the responses to the question 'Do you support creation of a Creekside BIA?', 86 (60%) indicated 'yes', 25 (18%) responded 'no', and 31 (22%) responded 'not sure'. If the 'no' and 'not sure' responses translate as objections filed in response to City notification, the level of objections could be somewhere between 18% (the 'no' responses) and 40% (if the 'not sure' responses are all resolved as negative). Council's current policy sets the objections needed to defeat a BIA Council Initiative at 33.3%. The Vancouver Charter threshold for objections needed to defeat a Council Initiative is 50%.

### **Introductory Outreach Meeting**

This initial information meeting was poorly attended, with only 3 business owners present and no property owners. Low attendance numbers can be interpreted as a low level of interest, or possibly as a sign the BIA proposal is not supported.

### **Budget Survey**

CEDA received 58 returns in response to its budget survey (6% of total property owners and business tenants). This indicates a downward trend in responses as compared with the introductory survey (14%).

Forty-two respondents (72% of total respondents) were supportive of a BIA, 12 (21%) were not supportive, and 4 (7%) were not sure. Level of support at this stage was 12% higher than in response to the introductory survey, declared non-support was 3% higher, but the 'not-sure' group was much smaller. If the 'no' and 'not sure' responses translate as objections filed in response to City notification, the level of objections could be somewhere between 21% (the 'no' responses) and 28% (if the 'not sure' responses are all resolved as negative).

### **City's Preliminary Survey**

The City received 9 returns (6.6% of 137 total owners/businesses in contested area) in response to its Preliminary Survey included with the materials mailed to this sub-set of owners and businesses. Four respondents (44.5%) replied 'yes' in favour of a BIA, and 5 respondents (55.5%) replied 'no'. These results are not reliable due to the low response rate, but as three of the 'no' responses are from businesses located adjacent to Olympic Village Square, the responses could reflect localized opposition to inclusion in the proposed BIA.

Of the 4 respondents in favour of a BIA, 3 (75%) favoured the CEDA proposal, with one (25%) favouring the MPBIA proposal.

### **Meetings - Alternative BIA Proposals and Budget Options**

Meetings for both the contested and uncontested areas were poorly attended, with only two persons attending the contested-area meetings and only one person attending the uncontested-area meetings. The low attendance numbers at this second iteration parallel the numbers attending the initial information meetings.

### **Final Survey**

CEDA received 23 returns in response to its final survey (only 2% of owners and businesses). Eighteen respondents (78%) were supportive of a BIA, 3 respondents (13%) were not supportive, and 2 respondents (9%) were not sure. If the 'no' and 'not sure' responses translate as objections filed in response to City notification, the level of objections could be somewhere between 13% (the 'no' responses) and 22% (if the 'not sure' responses are all resolved as negative). Although the final results cannot be relied upon due to the low response rate, the general consistency of support/non-

support over the three CEDA survey iterations is notable, as well as a gradual decline in the 'no' and 'not sure' percentages over the course of the outreach process.

### Overall response

Response to CEDA's print and on-line surveys was significantly higher than attendance at BIA outreach meetings. This is fairly typical of BIA outreach, except that the attendance rate at outreach meetings for the proposed Creekside BIA is at the lower end of the scale compared with BIA outreach historically. However, considering the survey responses, there appears to be sufficient owner/business interest to justify proceeding with a Council Initiative. Note that potential levels of opposition to the proposed BIA vary depending on the various survey results and how they are interpreted, but the results generally indicate a moderate level of opposition at this point in the process.

The City has been contacted by owners and businesses both for and against the proposed BIA, including calls or e-mails from several businesses adjacent to Olympic Village Square.

Based on the outreach input received to date, the CEDA believes that the BIA 5-year term, the proposed 5-year funding ceiling, and the Year-1 budget are generally supported. After owner and business notifications, if the proposed BIA is approved by Council, CEDA will hold a Special General Meeting for membership approval of the proposed budget and funding ceiling prior to Council approval of the BIA budget.

### *Implications/Related Issues/Risk (if applicable)*

#### *Financial*

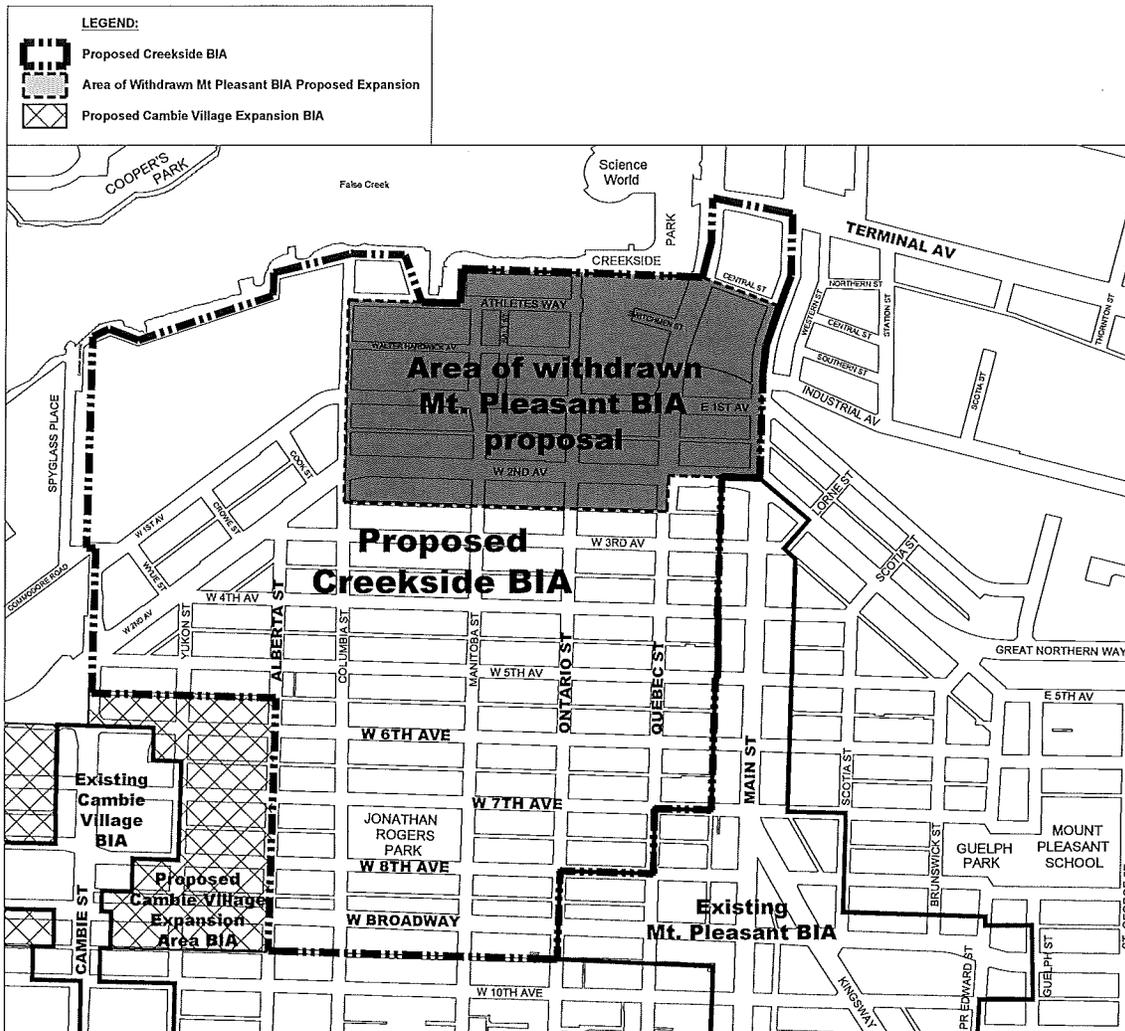
There are no financial implications.

### **CONCLUSION**

The Creekside Economic Development Association (CEDA) is requesting that Council consider approval of the proposed Creekside BIA, and has asked that its application be forwarded by way of Council Initiative to a Court of Revision. The results of CEDA's outreach activities indicate moderate opposition at this stage in the process. It is recommended that Council approve commencement of a Council Initiative to establish the proposed Creekside BIA, that affected property owners and businesses be notified of the Initiative, and that the application be forwarded to Court of Revision.

If Council approves the BIA application, the proposed Creekside BIA year-1 budget will be reported along with all of the other BIAs' 2018 - 2019 budget requests.

\* \* \* \* \*



Proposed Creekside BIA in context



## Proposed Annual Budget - (Est 1.32% of Existings Property Tax)

**REVENUE**

<b>GENERAL REVENUE</b>		<b>\$ 438,262.00</b>	90%
City of Vancouver - Recoverable Grant (6)	\$ 438,262.00		
<b>EARNED REVENUE</b>		<b>\$ 49,218.00</b>	10%
Canada Summer Jobs (Interns)	\$ 11,718.00		
Misc Event Revenue	\$ 30,000.00		
Third Party Banner rentals	\$ 7,500.00		
<b>Total Revenue</b>		<b>\$ 487,480.00</b>	

**EXPENSES**

<b>ADMINISTRATION</b>		<b>\$ 167,980.00</b>	34%
<u>Wages (1)</u>	\$ 149,480.00		
ED	\$ 66,560.00		
Programs	\$ 43,680.00		
Communications	\$ 32,760.00		
CSJ Interns	\$ 6,480.00		
<u>Misc Admin</u>			
Office Supplies & Printing	\$ 8,000.00		
Internet & Phone	\$ 3,500.00		
Accounting/Legal & Insurance	\$ 7,000.00		
<b>PROMOTION / MARKETING (2)</b>		<b>\$ 109,500.00</b>	22%
Website, Directory, & General Advertising	\$ 9,500.00		
Outdoor Merchant Signage	\$ 80,000.00		
Wayfinding/Hydro Wrap Maps	\$ 20,000.00		
<b>PLACEMAKING</b>		<b>\$ 90,000.00</b>	18%
<u>Events (3)</u>			
Seasonal Event (Movie Night)	\$ 10,000.00		
Seasonal Event (Halloween/Fall Market)	\$ 10,000.00		
Seasonal Event (Winter/Lighting)	\$ 10,000.00		
<u>Bannering/Beautification (4)</u>			
Banner Design, Production, & Installation	\$ 60,000.00		
<b>COMMUNITY SAFETY (5)</b>		<b>\$ 120,000.00</b>	25%
Graffiti Removal & Maintenance	\$ 60,000.00		
Neighbourhood Patrol Program	\$ 60,000.00		
<b>Total Expenses</b>		<b>\$ 487,480.00</b>	

**NOTES**

- 1 Wages include 1 full time Executive Director, 1 full time Program Manager, 1 part time Communications Coordinator, 3 Summer Interns
- 2 Permanent installations such as outdoor Merchant Signage and Wayfinding/Hydro Box Wrap Maps are generally more costly to start with less significant fees after being set up.
- 3 Events will be subject to change by board and staff.
- 4 Banner program set-up are more costly to start with design, production, and installation, and less significant fees after being set up for maintenance.
- 5 Scope of programs to be developed/recommended by board and staff, and be presented to members for approval.
- 6 Five year funding cap at \$2,303,649.05, based on the proposed budget with a 2.5% annual increase to adjust for inflation.

Year 1 Budget	\$ 438,262.00
Year 2 Budget	\$ 449,218.55
Year 3 Budget	\$ 460,449.01
Year 4 Budget	\$ 471,960.24
Year 5 Budget	\$ 483,759.25
<b>5 Year Funding Ceiling</b>	<b>\$ 2,303,649.05</b>



CREEKSIDE ECONOMIC DEVELOPMENT ASSOCIATION  
125 West Broadway; Vancouver, BC - V5Y 1P4  
www.cside.ca

November 10, 2017

Mayor Gregor Robertson and Council  
City of Vancouver  
453 West 12<sup>th</sup> Avenue,  
Vancouver, B.C. V5Y 1V4

Dear Mayor Robertson and Council:

**Re: Request to Establish Proposed Creekside Business Improvement Association**

On behalf of the Creekside Economic Development Association, I hereby request City Council to consider our application to establish the proposed Creekside BIA (see attached map). This letter is our formal application as required by the BIA Program.

Our Board and staff have been working on the BIA proposal since June 2017. As a part of our outreach, we have:

- Sent two rounds of information packages and surveys by post to 350+ property owners and 650+ business tenants;
- Conducted three rounds of surveys, receiving a total of 223 surveys from 187 distinct property owners and business tenants, engaging 17% of affected stakeholders;
- Followed up with 447+ business tenants by phone, email, or in person to invite them to complete surveys for feedback, soliciting 150 responses (22% of business tenants within the proposed BIA); and
- Held 8 informational sessions where the City's BIA Program Coordinator also attended to answer questions about BIAs and the formation process.

The feedback so far has led us to believe that the BIA proposal is generally supported.

Thank you in advance for your consideration of our BIA request.

Sincerely,

A handwritten signature in black ink, appearing to read "Ray Lam".

Ray Lam, Executive Director  
**Creekside Economic Development Association**  
**Phone 604 416 0268**

on behalf of the CEDA Board of Directors

cc. Peter Vaisbord, Coordinator  
BIA Program

# **CREEKSIDE BUSINESS IMPROVEMENT ASSOCIATION OUTREACH SUMMARY**

November 10, 2017

Proposed by



**CREEKSIDE ECONOMIC DEVELOPMENT ASSOCIATION**

## CREEKSIDE BUSINESS IMPROVEMENT ASSOCIATION

### OUTREACH SUMMARY

Initial organization for the proposed Creekside BIA started in June 2016 when a number of business owners and managers operating within the proposed area came together to discuss how to access or produce business improvement programs and services in our area. With the help of the City's BIA Coordinator, we also connected with business owners who had previously inquired about the possibility of a BIA for this area.

In October 2016, a core group of six business owners and managers developed a plan of action to form a Business Improvement Area. This included applying for, and securing, funds that would support staff to ensure we were able to effectively canvas business and property owners.

In December, 2016, the Creekside Economic Development Association (CEDA) was registered as a not-for-profit society and hired staff to conduct the outreach described in this summary.

Between January and May of 2017, two more businesses independently contacted the City regarding a BIA formation and were put in touch with our group as we began our outreach and community consultation.

This document provides an overview of CEDA's Outreach efforts, provided in the following sections:

- |  |      |
|--|------|
| 1. Introductory Survey,                    | pg 1 |
| 2. Budget Survey and Final Support Survey, | pg 2 |
| 3. Potential Opposition, and               | pg 3 |
| 4. Conclusions.                            | pg 3 |

This supported by the following attachments:

- |  |            |
|--|------------|
| i. Introductory Survey and Associated Promotional Material – First Mailer; | pg 5 – 10, |
| ii. Canvassing Master Sheet – Internal Tracking Sheet;                     | pg 11 - 19 |
| iii. Introductory Survey – Tabulated Results;                              | pg 20 - 22 |
| iv. Budget Survey and Final Support Survey – Second Mailer;                | pg 23 - 24 |
| v. Budget Survey – Tabulated Results; and                                  | pg 25      |
| vi. "Forming a Free-standing BIA" Brochure - Insert for City Survey;       | pg 26      |
| vii. Final Survey;   | pg 27 - 31 |
| viii. Final Survey – Tabulated Results.                                    | pg 32      |

### Section 1 - Introductory Survey

In June 2017 CEDA began working with the City's BIA Program to develop our initial outreach survey. The initial survey asked recipients to indicate issues and priorities, and whether they were interested in a BIA for the area. Information packages sent to 350+ property owners and 650+ business tenants in the proposed area included the following documents:

- The City's BIA Brochure,
- A flyer titled "What a BIA can do for you?" and,
- A printed version of the CEDA BIA survey, which included a boundary map.

The survey was delivered to business tenants and property owners on August 4<sup>th</sup> via email and on August 10<sup>th</sup> via post. The mailer is provided in the attached package (pg 5 - 10).

## Follow-up/Canvassing

The initial survey and information package was sent to 650+ businesses and 350+ property owners. Of those:

- 29 mailers to businesses and 15 to property owners were returned as “No Such Address” or “Moved”;
- After the initial mailer, CEDA followed up with at least 562 businesses (81%, of the 696 active businesses in the area) via email, phone, or in person.

Highlights from our canvassing efforts include:

- 447 businesses were emailed PDFs of the documents mailed sent in the information package by post,
- 158 businesses received a door-to-door canvasser as follow-up,
- 174 businesses received a phone call from a canvasser as follow-up, and
- 231 businesses were left voice message reminders about the survey.

A breakdown of CEDA’s canvassing efforts is included in the attached package (pg 11 - 19)

## Response – Initial Survey

- 94 complete surveys were returned with feedback on the needs and priorities in the proposed BIA area
- 48 additional responses were collected where stakeholder only answered the question: “Do you support the creation of a Creekside BIA?” for a total of 142 responses as follows:

Yes:	86	(60% of responses);
Not sure:	31	(22% of responses);
No:	25	(18% of responses).

- 32 responses are from property owners and 110 are from business tenants, representing an 8% and 16% response rate respectively.

Tabulated results are included in the package (pg 20 - 22). During this introductory stage, four individuals indicated interest in joining the future BIA’s board of directors.

## Outreach Meeting

A meeting was held on September 7, 2017 to report survey results, discuss BIAs and funding, budget options, and to obtain feedback. Three businesses owners were present. The City’s BIA Program Coordinator also attended the meeting to answer any questions related to BIA funding and approval.

## Section 2 - Budget Survey & Final Support Survey

On October 5<sup>th</sup>, CEDA distributed a second information package proposing three BIA budget options. The survey package was sent by post to 350+ property owners and 650+ business tenants. Stakeholders were notified of a deadline for feedback, and a launch date for a final budget proposal, incorporating stakeholder feedback. Contents of the second mailer are included in the package (pg 23 - 24).

Property owners and business tenants were asked to select one of three budgets to indicate the overall levy they would support, if any, and suggest revisions to the budget line items to reflect their priorities.

58 stakeholders provided feedback on the budget survey by October 27, 2017, as follows:

Yes:	42	(72% of responses);
Not sure:	4	(7% of responses);
No:	12	(21% of responses).

Of respondents who were supportive of a BIA:

- 9 (18%) voted for budget option 1,
- 6 (13%) voted for budget option 2, and
- 31 (68%) voted for budget option 3.

Tabulated results are included in the package (pg 25).

### **Outreach Meetings**

On September 12, 2017 at its AGM, the Mount Pleasant BIA membership approved a motion to “explore” an expansion into the Olympic Village (approximately between Main Street and Columbia Street, from 2<sup>nd</sup> Avenue to False Creek. As a result, outreach meetings were scheduled in two parts: the “contested area”, and the remainder of the proposed Creekside BIA.

CEDA’s meeting notification for the uncontested area is attached (pg 23 – 24). The City’s Council report covers the City’s meeting notification and survey in the contested area. CEDA prepared a brochure for the City’s meeting notification and have attached it to this document (pg 26).

The City held four outreach meetings in relation to the contested area as follows: October 23<sup>rd</sup> and October 25<sup>th</sup>; at noon and at 6pm. CEDA participated in the City’s meetings.

CEDA held two additional meetings were on October 26<sup>th</sup> at noon and 3pm for the uncontested area. Only two individuals attended the City’s and CEDA’s meeting dates over the three day period.

### **Final Support Survey**

The final survey was live online between October 27<sup>th</sup> and November 5<sup>th</sup>. The survey included a single proposed budget and the question: “Do you support the creation of a Creekside BIA?” 23 respondents completed the online survey. Their responses were as follows:

Yes:	18	(78% of responses).
Not Sure:	2	(9% of responses);
No:	3	(13% of responses);

The final survey and tabulated results are included in the package (pg 27 - 32).

## **Section 3 - Potential Opposition**

### **June Introductory Survey**

25 out of 142 respondents (18%) indicated they were opposed to the idea of a BIA in the area.

**Budget Survey**

8 out of 52 respondents (15%) indicated they were opposed to the idea of a BIA. Only 2 are new respondents and the remaining 6 had indicated their opposition in the previous survey.

**Final Budget Survey**

Only 3 respondents (13%) indicated they were opposed to the idea of a BIA. These respondents had indicated their opposition in a previous survey.

**Section 4 - Conclusion**

The table below breaks down the total number of stakeholders, number of responses, and the respective response rate. Additionally, the table shows the support level of respondents on each of the three surveys.

	Total Response	Property Owners (359)	Business Tenants (696)	Do you support the creation of a Creekside BIA?		
				Yes	Not Sure	No
<b>Introductory Survey</b>	142 (13.5%)	32 (9%)	110 (16%)	86 (60%)	31 (22%)	25 (18%)
<b>Budget Survey</b>	58 (5.5%)	10 (3%)	48 (7%)	42 (72%)	4 (7%)	12 (21%)
<b>Final Support Survey</b>	23(2.2%)	8 (2%)	15 (2%)	18 (78%)	2 (9%)	3 (13%)

187 distinct property owners and business tenants were identified out of a total of 223 surveys returned. Of those:

- 37 were property owners (10% response rate), with 13 opposed, or 3.5% of owners, and
- 150 were business tenants (22% response rate), with 14 opposed, or 2% of tenants.

At this time, we believe that the level of opposition is well below the number required to defeat a BIA, and that there is enough support to proceed to the next step.

## Introductory Survey and Associated Promotional Material – First Mailer

### Creekside Survey for Business & Property Owners

Dear Business Tenants and Property Owners,

The Creekside Economic Development Association is currently working with the City of Vancouver to form a new Business Improvement Area (BIA) to serve the Olympic Village and False Creek area.

During our consultation process (July - October, 2017), property and business owners will have the opportunity to share their thoughts and refine both the boundaries and budget of our BIA. This will allow us to develop programs, services, and produce/attract public events/festivals.

This is your opportunity to help shape your business district and affect the local economy! Please take 5-10 minutes to complete this quick survey to ensure your concerns are heard and considered.

----- What is a Business Improvement Area (BIA)? -----

Business Improvement Areas are managed by non-profit organizations led by local business owners. The role of a BIA is to help keep their communities active, promote business in the area, attract tourism, and keep their communities safe, as well as enhance overall BIA branding and beautification. In Vancouver, there are currently 22 BIAs, and we are working with the City of Vancouver to develop a plan to become the 23rd! Potential BIA services include: neighbourhood safety/security (via an ambassador program), graffiti removal, street cleanliness/illegal dumping, neighbourhood branding, and producing/attracting special events that will bring people to the neighbourhood and/or provide opportunities for businesses to engage with the community.

----- How is a BIA funded? -----

BIAs are funded through a special BIA charge collected along with the municipal property taxes. The cost of BIA business programs and services depends on a range of factors including the size of the BIA area (number of properties/businesses sharing the cost), the kinds of programs or services desired by businesses and commercial property owners, and cost/budget required to deliver those services and programs. BIA budgets are voted annually by their memberships. In 2017, the average BIA budgets represented less than 5% of the commercial property taxes.

----- Need more information? -----

If you have any further questions, click the following link to learn more about BIAs from the City of Vancouver: <http://vancouver.ca/doing-business/business-improvement-areas-bias.aspx>

Sincerely,

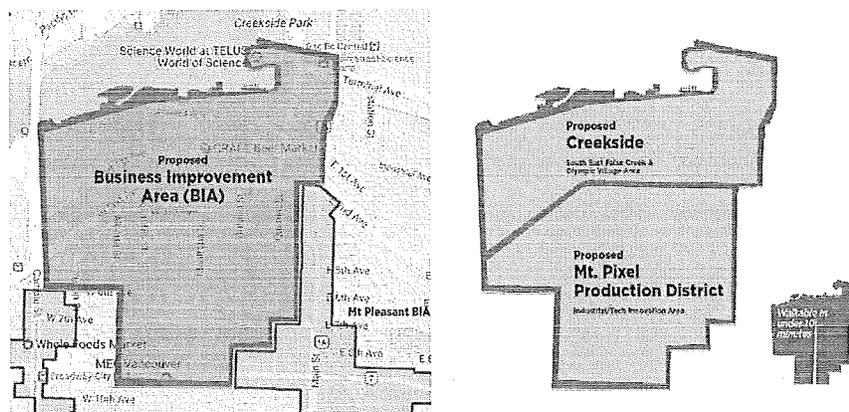
Creekside Economic Development Association

\* Required

### Forming the Creekside BIA Boundaries

Feedback collected during the consultation period will be used to help us define the BIA boundaries.

**Two distinct brands, one walkable community. (10 minutes walk to anywhere from the Village Square)**



## Introductory Survey and Associated Promotional Material – First Mailer

### Our Survey

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Please take 10-15 minutes to fill out this survey so we can better serve the neighbourhood and your business in the future!

### Company Information

The questions marked with an asterisk (\*) are required to be answered. Otherwise, questions without the asterisk are optional.

**1. Title**

*Mark only one oval.*

- Property Owner or Representative  
 Business Owner or Manager  
 Both of the above - Business is located on owned property

**2. Business Name or Name of Property Owner \***

.....

**3. Your Name and Position**

.....

**4. Contact Number**

.....

**5. Contact Email**

.....

**6. Property/Business Street Address**

.....

**7. Postal Code**

.....

**8. Website and/or Social Media**

.....

**9. Please write a brief description about what your company/company located on your property does.**

.....

### Business Operations

In the following questions, only consider the business location in the Creekside BIA area if there are multiple locations.

**10. How long have you been doing business in the proposed BIA area? / How long have you owned property in the BIA area?**

*Mark only one oval.*

- Under 1 Year  
 1 - 5 Years  
 6 - 10 Years  
 Over 10 Years

## Introductory Survey and Associated Promotional Material – First Mailer

### General Questions

Please indicate how strongly you agree or disagree with the statements below.

11. I am satisfied with my current business/property location.

Mark only one oval.

1      2      3      4      5

Strongly Disagree                  Strongly Agree

12. I believe having a BIA in my area will help improve my business/my tenant's business.

Mark only one oval.

1      2      3      4      5

Strongly Disagree                  Strongly Agree

13. The neighbourhood where my business/property is located is clean.

Mark only one oval.

1      2      3      4      5

Strongly Disagree                  Strongly Agree

14. The neighbourhood where my business/property is located is safe.

Mark only one oval.

1      2      3      4      5

Strongly Disagree                  Strongly Agree

15. My business/tenant's business benefits from pedestrian foot traffic from the area.

Mark only one oval.

1      2      3      4      5

Strongly Disagree                  Strongly Agree

16. Please provide more detail if you feel strongly about the last five questions questions. Please keep your response brief.

.....

.....

.....

.....

.....

17. Select the 3 busiest months of the year for your business/tenant's business.

Check all that apply.

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

## Introductory Survey and Associated Promotional Material - First Mailer

18. Select the 3 slowest months of the year for your business/tenant's business.  
*Check all that apply.*

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

19. Please check the 3 most important issues/activities your BIA should focus on.  
*Check all that apply.*

- MAINTENANCE - sweeping/cleaning, graffiti removal, garbage removal, street planters/tree pruning
- SAFETY & SECURITY - parking patrols, after-hours security, ambassador program
- MARKETING & PROMOTIONS - promoting and developing neighbourhood identity and businesses
- LIAISON TO CITY HALL - advocacy on development/zoning proposals, property taxes, and city services
- BEAUTIFICATION - branded civic assets (banners, benches, street signs, garbage cans, public art)
- SPECIAL EVENTS - produce and attract events/festivals (car-free days, concerts, movies)

20. Please provide more detail on your concerns/priorities.

.....  
.....  
.....  
.....  
.....

21. Have you, or will you, spend money in the following areas this year:  
*Check all that apply.*

- MAINTENANCE - sweeping/cleaning, graffiti removal, street vending, garbage removal
- SAFETY & SECURITY - parking patrols, neighborhood security/ambassador program
- OUTDOOR ADVERTISING - bus shelter ads, billboards, posters
- SPECIAL EVENTS - participating in community events, such as car-free days, & outdoor movies

22. Would you be interested in co-branding street banners in or around near your business/property (production costs may apply).  
*Mark only one oval.*

- Yes
- No
- Maybe

23. How would you like the BIA to support your business/tenant's business? (Check all that applies)  
*Check all that apply.*

- Create a listing for your business on our website and write feature stories about your business.
- Support/Produce events to promote tourism and vending opportunities for businesses. (ie. Dragon Boat Festival)
- Promote incentives from businesses and general social media engagement (shares, retweets, etc)
- Advertise leasing opportunities and promote new businesses on our website and social media
- Other: .....

## Introductory Survey and Associated Promotional Material – First Mailer

24. If other, please elaborate.

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### Almost there!

Just a few more questions to go! Thanks again for taking the time to take this survey. We really appreciate it!

25. Do you support the creation of the Creekside BIA?

*Mark only one oval.*

- Yes, I am a supporter
- No, I am not really interested
- Not sure, I would like to learn more about the BIA

26. The existing "Mount Pleasant BIA" may be interested in expanding its boundaries to include areas currently being canvassed by Creekside Economic Development Association (CEDA), and may put forward a proposal. If you were asked to choose between being included in the proposed "Creekside BIA" or being included in an expanded "Mount Pleasant BIA" would you:

*Mark only one oval.*

- Prefer to be in the proposed Creekside BIA
- Prefer to be in an expanded Mount Pleasant BIA
- Have no preference
- Don't know/ Need more information

27. Would you or your business be interested in participating in community events hosted in your neighbourhood?

*Mark only one oval.*

- Yes
- No
- Depends on the event

28. Would you like to subscribe to our mailing list?

*Mark only one oval.*

- Yes
- No

29. Please feel free to add additional comments, or express any concerns you have!

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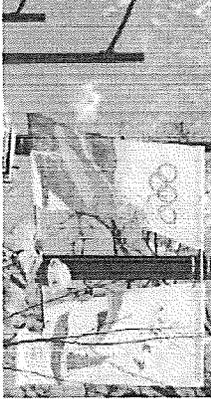
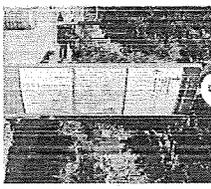
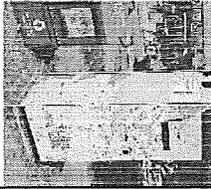
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# Introductory Survey and Associated Promotional Material – First Mailer



**What can a BIA do for you?**

Coastal Economic Development Association - 125 West Broadway, Vancouver, BC V5Y 1P4

Business Improvement Areas focus in three main areas within their districts: Promotion, Placemaking, and Community Safety. Below is a partial list of general services and programs offered by other BIAs throughout the City. The specific services and priorities needed in our area will be informed by your answers to the attached survey.

**Promotion**

- Business Directory:** Online and/or print directory listing.
- Social Media Engagement:** Sharing, liking, or promoting your social media activity on our platforms.
- Neighbourhood Advertising/Group Rates:** Developing neighbourhood advertising campaigns or group discounts on advertising and/or printing services.
- Map/Directory/Listing/Event:** Limited businesses listed on City map.
- Businesses that promote pedestrian foot traffic, etc.**

**Placemaking**

- Local Events:** Promoting, producing, or supporting events that build community and create opportunities to get involved, tell stories, or make.
- Street Banners:** Developing and maintaining a program to help brand the district and add visual interest.
- Street Decorations:** Decorative street-pole or tree lighting.
- Seasonal street furniture / pop-up plazas.**
- Colorful and General Landscaping:** Gardening, maintenance, and replanting of street planters/benches, etc.
- Graffiti and Junk Removal:** Removing graffiti and illegal dumping on your property.

**Community Safety**

- Community Patrols:** Bikes and/or foot patrols to review entrances that hold community and create opportunities to get involved, tell stories, or make.
- Neighbourhood Ambassador Program:** Rounding security during the day and general neighborhood information.
- Local Security Alerts:** Warning to merchants of criminal incidents and suspects in the district.
- Working with Police:** Developing relationships with local police liaisons.
- Addressing Community Concerns:** Partnerships with police, social services and other groups to address street issues/homelessness.
- Member education and awareness:** Workshops on property crime prevention, graffiti removal/prevention, etc.

**How is it funded?**

BIAs are funded through a special BIA charge collected along with the municipal property taxes. The cost of BIA business programs and services depends on a range of factors including the size of the BIA area, (number of properties/businesses sharing the cost), the kinds of programs and services desired by businesses and commercial property owners, and the budget requested to deliver these services and programs. BIA budgets are voted annually by their memberships. In 2017, the average BIA budget represented less than 5% of the commercial property taxes.

## Three ways to be heard!

Please note the earlier **MAIL BY** deadline for submissions by post to account for mailing time.

<p>Complete online at <a href="http://cside.ca/bia-survey">cside.ca/bia-survey</a></p> <p><b>BEFORE AUGUST 25, 2017</b></p>	<p>Complete, scan, and email to <a href="mailto:bia-survey@cside.ca">bia-survey@cside.ca</a> or fax to 604-757-4206</p> <p><b>BEFORE AUGUST 25, 2017</b></p>	<p>Complete and mail to BIA Formation Committee, CEDA 125 West Broadway Vancouver, BC V5Y 1P4</p> <p><b>MAIL BY AUGUST 21, 2017</b></p>
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### Canvas Master Sheet

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
478	VST 2W6	Wholesale Dealer	cr
1163	VST 1J3	Office	CR
993	VST 4S7	Wholesale Dealer	CR
322	VST 4S7	Wholesale Dealer	CR
52	VST 4S7	Office	CR
12	VST 4S7	Restaurant Class 1	
33	VST 2Z6	Cosmetologist	
964	VST 1C3	Auto Parking Lot/Parkade	
501	VST 1C3	Office	
529	VST 1C4	Auto Wholesaler	
636	VST 1C5	Office	
630	VST 1C7	Computer Services	
450	VST 1E8	Community Association	
521	VST 1E9	Photographer	
660	VST 1G4	Ltd Service Food Establishment	
524	VST 1G7	Contractor	
530	VST 1G7	Office	
600	VST 1M4	Auto Painter & Body Shop	
1006	VST 1R5	Wholesale Dealer	
93	VST 2Z3	Sheet Metal Works	
304	VST 2Z6	Beauty Services	
422	VST 2Z6	Restaurant Class 1	
556	VST 3A1	Physical Therapist	
13	VST 4S7	Wholesale Dealer	
583	VST 4S7	Auto Washer	
537	VSY 0A2	Plumber & Gas Contractor	
410	VSY 0B8	Gasoline Station	
379	VST 1G7	Laboratory	ac
261	VST 1G7	Ltd Service Food Establishment	ac
451	VST 1M2	Auto Painter & Body Shop	CR
303	VST 3B5	Retail Dealer	cindy
468	VST 1M4	Auto Dealer	
92	VST 2W6	Wholesale Dealer	CR
62	VST 1C7	Office	
63	VST 1C8	Office	
847	VST 1C8	Retail Dealer	
427	VST 1E8	Health Services	
147	VST 1E8	Theatre	
272	VST 1G4	Health and Beauty	
1095	VST 1G8	Health Services	
353	VST 2X5	Gas Contractor	CR

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
728	VST 2Z3	Auto Painter & Body Shop	CR
1150	VST 1J4	Health Services	CR
1132	VST 1J4	Massage Therapist	CR
1122	VST 1M2	Health Services	CR
396	VST 1M4	Computer Services	CR
536	VST 1M5	Auto Parking Lot/Parkade	CR
823	VST 2Z4	Health and Beauty	CR
133	VST 1G7	Manufacturer	ac
1148	VST 1J3	Boot & Shoe Repairs	
540	VST 1R5	Financial Institution	
31	VST 2Z3	Studio	
182	VST 4P5	Studio	cindy
395	VST 1M4	Computer Services	cr
203	VST 1J3	Office	CR
1005	VST 1M4	Restaurant Class 1	CR
426	VST 4P4	Auto Repairs	cindy
967	VST 4P4	Auto Repairs	cindy
436	VST 1M2	Auto Painter & Body Shop	CR
848	VST 1M2	Auto Painter & Body Shop	CR
775	VST 1G7	Manufacturer - Food	
1093	VST 1C5	Health Services	kv (c)
394	VST 1G8	Manufacturer	ac
302	VST 2Z6	Ltd Service Food Establishment	cindy
226	VST 4S7	Entertainment Services	cindy
82	VST 4S7	Studio	cindy
338	VSY 0B8	Auto Detailing	cindy
965	VST 4L1	Health and Beauty	cindy
305	VST 4P4	Studio	cindy
344	VST 1M4	Auto Dealer	cr
717	VST 1C8	Printing Services	moved to richmo
719	VST 1E8	Computer Services	kv ym
327	VST 1C8	Computer Services	kv (c)
535	VST 1C3	Liquor Establishment Standard	kv
503	VST 1C3	Liquor Establishment Standard	kv
517	VST 1C3	Office	kv
392	VST 1C5	Health Services	kv
635	VST 1C5	Office	kv
629	VST 1C5	Health Services	kv
1129	VST 1C7	Animal Services	kv
1004	VST 1C8	Computer Services	kv
718	VST 1C8	Telecommunications	kv

### Canvas Master Sheet

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
716	VST 1C8	Office	kv
559	VST 1E8	Retail Dealer	kv
306	VST 1E8	Community Association	kv
428	VST 1E8	Restaurant Class 1	kv
504	VST 1E8	Office	kv
550	VST 1C3	Restaurant Class 1	Krishna: 2-39
301	VST 4G6	Ltd Service Food Establishment	does not accept
557	VST 4P4	Studio	didn't go thru
706	VST 1J3	Manufacturer - Food	CR
986	VST 1J3	Office	CR
1165	VST 1J4	Personal Services	CR
1117	VST 1J4	Health Services	CR
1160	VST 1J4	Health Services	CR
1143	VST 1J5	Travel Agent	CR
463	VST 1M4	Office	CR
1025	VST 1M4	Auto Dealer	CR
944	VST 1R5	Restaurant Class 1	CR
1100	VST 1R5	Health Services	CR
943	VST 1R6	Health Services	CR
803	VST 1V9	Retail Dealer	CR
479	VST 2X2	Wholesale Dealer	CR
180	VST 2Z9	Office	cindy
34	VST 3B5	Postal Rental Agency	cindy
966	VST 3B5	Health and Beauty	cindy
842	VST 4S7	Office	cindy
323	VST 4S7	Wholesale Dealer	cindy
727	VST 4S7	Manufacturer	cindy
225	VST 4S7	Retail Dealer	cindy
598	V5X 4P3	Manufacturer	cindy
1001	V5Y 0B8	Manufacturer - Food	cindy
424	V5Y 2Z9	Office	cindy
157	V5Y 0B1	Restaurant Class 1	carman
715	V5Y 1C8	Office	call 12,3
146	V5Y 1E9	Community Association	ASH:40-78
1133	V5Y 1J3	Office	already listed
522	V5Y 1G1	Janitorial Services	ac
520	V5Y 1G1	Office	ac
376	V5Y 1G7	Restaurant Class 1	ac
294	V5Y 1G7	Office	ac
1069	V5Y 1G7	Dance Hall	ac
937	V5Y 1G8	Restaurant Class 1	ac

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
165	V5Y 1G8	Retail Dealer	ac
295	V5Y 1G8	Retail Dealer - Food	ac
1176	V5Y 1J3	Office	ac
1172	V5Y 1J3	Funeral Services	ac
1124	V5Y 1J3	Retail Dealer	ac
1166	V5Y 1J3	Retail Dealer	ac
1179	V5Y 1J3	Restaurant Class 1	ac
1178	V5Y 1J3	Retail Dealer	ac
1155	V5Y 1J3	Wholesale Dealer	ac
1118	V5Y 1J3	Office	ac
1158	V5Y 1J3	Caterer	ac
1139	V5Y 1J3	Manufacturer with Anc. Retail	ac
1136	V5Y 1J3	Restaurant Class 1	ac
908	V5Y 1C3	Liquor Retail Store	
374	V5Y 1C3	Restaurant Class 1	
1061	V5Y 1C4	Restaurant Class 1	
283	V5Y 1C4	Residential/Commercial	
367	V5Y 1C7	Financial Institution	
658	V5Y 1G1	Ltd Service Food Establishment	
1171	V5Y 1J3	Fitness Centre	
798	V5Y 1J3	Pet Store	
65	V5Y 1R5	Production Company	
539	V5Y 1R5	Restaurant Class 1	
158	V5Y 0A7	Liquor Establishment Standard	same ^
26	V5Y 0K1	Moving/Transfer Service	replied
241	V5Y 3Y3	Health Services	repeat
10	V5Y 1C2	Production Company	repeat
174	V5Y 0H1	Talent Agency	repeat
263	V5Y 1L1	Laboratory	not in province
702	V5Y 1E6	Wholesale Dealer	not in bia
957	V5Y 1E6	Machinery Dealer	n/a
363	V6A 0C5	Computer Services	kv vm
888	V6A 0C7	Health Services	kv vm
110	V6A 2V5	Retail Dealer	kv vm
108	V6A 2W5	Ltd Service Food Establishment	kv vm
757		Office	kv vm
747	V5Y 3E1	Seamstress/Tailor	kv vm
884	V5Y 3E2	Retail Dealer	kv vm
1047	V5Y 3E6	Retail Dealer	kv vm
921	V5Y 3I6	Health Services	kv vm
483	V5Y 3T9	Seamstress/Tailor	kv vm

### Canvas Master Sheet

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
880	V5Y 3W3	School (Business & Trade)	kv vm
487	V5Y 3W3	Wholesale Dealer	kv vm
830	V5Y 1P4	Office	kv vm
41	V5Y 1P5	Manufacturer	kv vm
809	V5Y 1P5	Office	kv vm
1049	V6A 2W5	Travel Agent	kv vm
490	V6A 2W5	Retail Dealer - Food	kv
750	V5Z 4T1	Retail Dealer	kv
751	V5Z 4T1	Office	kv
1050	V6A 0C6	Instruction	kv
491	V6A 0G1	Financial Services	kv
1048	V6A 2W5	Contractor - Special Trades	kv
246	V6A 2W5	Restaurant Class 1	kv
624	V6B 1W2	Travel Agent	kv
489		Health and Beauty	kv
894		Office	kv
758		Financial Institution	kv
1056		Office	kv
907		Retail Dealer	kv
781	V5Y 1P6	Retail Dealer	kv
650	V5Y 1P6	Money/Services	kv
782	V5Y 1P6	Specialized Services	kv
514	V5Y 3A1	Health Services	kv
1045	V5Y 3A3	Restaurant Class 1	kv
243	V5Y 3A3	Ltd Service Food Establishment	kv
244	V5Y 3A4	Ltd Service Food Establishment	kv
107	V5Y 3A6	Repair/Service/Maintenance	kv
882	V5Y 3C9	Retail Dealer	kv
883	V5Y 3E1	Financial Services	kv
621	V5Y 3E2	Retail Dealer	kv
622	V5Y 3E7	Instruction	kv
620	V5Y 3E7	Wholesale Dealer w/ Anc. Retail	kv
746	V5Y 3E7	Community Association	kv
745	V5Y 3E9	Beauty Services	kv
267	V5Y 3I6	Computer Services	kv
515	V5Y 3I6	Retail Dealer	kv
923	V5Y 3I6	Office	kv
268	V5Y 3I6	Community Association	kv
922	V5Y 3I6	Office	kv
919	V5Y 3I6	Fitness Centre	kv
511	V5Y 3K6	Retail Dealer	kv

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
1075	V5Y 3K7	Fitness Centre	kv
649	V5Y 3K7	Electrical Contractor	kv
891	V5Y 3N8	Retail Dealer	kv
628	V5Y 3N8	Restaurant Class 1	kv
364	V5Y 3N8	Seamstress/Tailor	kv
493	V5Y 3P1	Boot & Shoe Repairs	kv
754	V5Y 3I2	Retail Dealer	kv
892	V5Y 3I2	Community Association	kv
114	V5Y 3I8	Printing Services	kv
358	V5Y 3I8	Repair/Service/Maintenance	kv
240	V5Y 3I8	Retail Dealer	kv
136	V5Y 3V2	Retail Dealer	kv
137	V5Y 3V3	Retail Dealer	kv
648	V5Y 3V5	Health and Beauty	kv
135	V5Y 3W2	Health Services	kv
359	V5Y 3W2	Production Company	kv
879	V5Y 3W2	Health and Beauty	kv
484	V5Y 3W3	Cosmetologist	kv
360	V5Y 3W3	Wholesale Dealer	kv
917	V5Y 3W3	Secondhand Dealer	kv
485	V5Y 3W3	Financial Services	kv
104	V5Y 3W3	Health and Beauty	kv
100	V5Y 3Y3	Computer Services	kv
486	V5Y 4A2	Office	kv
103	V5Y 4A2	Office	kv
766	V5Y 4A5	Retail Dealer	kv
497	V5Y 4A6	Rentals	kv
121	V5Y 4B5	Retail Dealer	kv
253	V5Y 4B5	Health Services	kv
1034	V5Y 1P4	Wholesale Dealer	kv
354	V5Y 1P4	Wholesale Dealer	kv
829	V5Y 1P4	Office	kv
197	V5Y 1P5	Manufacturer	kv
494	V5Y 1P5	Production Company	kv
565	V5Y 1P5	Studio	kv
756	V5Y 1P5	Manufacturer	kv
116	V5Y 1P5	Community Association	kv
560	V5Y 1P5	Wholesale Dealer	kv
185	V5Y 1P5	Studio	kv
36	V5Y 1P5	Wholesale Dealer - Food	kv
825	V5Y 1P5	Studio	kv

### Canvas Master Sheet

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
1055	VSY 1P5	Production Company	kv
186	VSY 1P5	Wholesale Dealer	kv
115	VSY 1P5	Auto Repairs	kv
546	VSY 1P5	Club	kv
951	VSY 1P5	Office	kv
950	VSY 1P5	Office	kv
545	VSY 1P6	Office	kv
159	VSY 1P6	Real Estate Dealer	kv
808	VSY 1P6	Office	kv
890	VSY 1P4	Manufacturer - Food	kv
1051	VSY 4T1	Retail Dealer	In tuess
548	VSY 1M8	Warehouse Operator	emailed back
67	VSY 1K6	Laboratory	CR
722	VSY 1I3	Manufacturer	CR
219	VSY 1I3	Studio	CR
71	VSY 1I6	Manufacturer	CR
1014	VSY 1I6	Manufacturer	CR
431	VSY 1N2	Office	CR
564	VSY 1N2	Office	CR
194	VSY 1N2	Wholesale Dealer	CR
430	VSY 1N2	Rentals	CR
563	VSY 1N2	Production Company	CR
193	VSY 1N2	Contractor	CR
310	VSY 1N2	Wholesale Dealer	CR
940	VSY 1N2	Wholesale Dealer - Food	CR
40	VSY 1N2	Wholesale Dealer	CR
988	VSY 1N3	Production Company	CR
843	VSY 1N3	Manufacturer	CR
994	VSY 1N3	Club	CR
311	VSY 1N3	Ltd Service Food Establishment	CR
77	VSY 1N3	Office	CR
807	VSY 1N3	Electrical-Security Alarm Installation	CR
827	VSY 1N3	Recycling Depot	CR
1009	VSY 1K3	Wholesale Dealer	CR
211	VSY 1K6	Wholesale Dealer	CR
68	VSY 1K6	Community Association	CR
1008	VSY 1K6	Studio	CR
432	VSY 1K6	Manufacturer	CR
209	VSY 1K6	Office	CR
58	VSY 1K6	Wholesale Dealer	CR
45	VSY 1K6	Printing Services	CR

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
312	VSY 1K6	Manufacturer	CR
568	VSY 1K6	Wholesale Dealer	CR
533	VSY 1K7	Contractor - Special Trades	CR
532	VSY 1K7	Rentals	CR
198	VSY 1K7	Wholesale Dealer	CR
262	VSY 1L1	Laboratory	CR
646	VSY 1L1	Production Company	CR
850	VSY 1L1	Office	CR
579	VSY 1L1	Office	CR
324	VSY 1L1	Office	cr
710	VSY 1L1	Manufacturer - Food	CR
446	VSY 1L3	Production Company	CR
459	VSY 1L3	Contractor - Special Trades	CR
76	VSY 1L3	Wholesale Dealer	CR
837	VSY 1L3	Repair/ Service/Maintenance	CR
1017	VSY 1L4	Manufacturer	CR
72	VSY 1L4	Office	CR
853	VSY 1L4	Tattoo Parlour	CR
73	VSY 1L4	Manufacturer	CR
534	VSY 1L4	Office	CR
799	VSY 1L4	Retail Dealer	CR
215	VSY 1L4	Warehouse Operator - Food	CR
335	VSY 1L4	Office	CR
38	VSY 1L4	Manufacturer	CR
588	VSY 1L4	Production Company	CR
1012	VSY 1L4	Manufacturer	CR
332	VSY 1L6	Computer Services	CR
70	VSY 1L6	Office	CR
587	VSY 1L6	Manufacturer	CR
696	VSY 1L8	Manufacturer	CR
971	VSY 1L8	Contractor - Special Trades	CR
695	VSY 1L8	Community Association	CR
37	VSY 1L8	Manufacturer	CR
188	VSY 1L8	Manufacturer	CR
832	VSY 1L8	Wholesale Dealer	CR
292	VSY 1L6	Production Company	CR
17	VSY 1G4	Repair/ Service/Maintenance	CR
816	VSY 1G6	Wholesale Dealer	CR
319	VSY 1G6	Wholesale Dealer - Food	CR
981	VSY 1G9	Wholesale Dealer	CR
935	VSY 1H4	Wholesale Dealer	CR

### Canvas Master Sheet

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
435	VSY 1H4	Wholesale Dealer	CR
705	VSY 1H4	Auto Repairs	CR
230	VSY 1H5	Manufacturer - Food with Anc. Retail	CR
980	VSY 1H5	Manufacturer	CR
212	VSY 1H5	Wholesale Dealer	CR
602	VSY 1H6	Studio	CR
74	VSY 1H6	Wholesale Dealer	CR
721	VSY 1H6	Wholesale Dealer	CR
200	VSY 1H7	Manufacturer	CR
513	VSY 1H7	Computer Services	CR
315	VSY 1H7	Wholesale Dealer	CR
836	VSY 1H7	Production Company	CR
835	VSY 1H7	Manufacturer with Anc. Retail	CR
703	VSY 1H9	Manufacturer - Food	CR
257	VSY 1H9	Manufacturer	CR
833	VSY 1H9	Manufacturer	CR
689	VSY 1H9	Wholesale Dealer	CR
172	VSY 1H9	Rentals	CR
22	VSY 1H9	Wholesale Dealer	CR
956	VSY 1J3	Photo Services	CR
549	VSY 1J5	Manufacturer - Food	CR
597	VSY 1J5	Wholesale Dealer	CR
224	VSY 1J5	Computer Services	CR
812	VSY 1J5	Auto Detailing	CC
952	VSY 1J5	Financial Services	CC
342	VSY 1J6	Manufacturer	CC
666	VST 1B1	Ltd Service Food Establishment	CC
277	VST 1B1	Financial Institution	CC
51	VST 1B1	Liquor Retail Store	CC
18	VST 1B5	Repair/ Service/Maintenance	CC
732	VST 1B5	Wholesale Dealer	CC
507	VSY 1E9	Contractor	CC
508	VSY 1E9	Manufacturer	CC
1065	VSY 1E9	Manufacturer	CC
325	VSY 1E9	Production Company	CC
1003	VSY 1E9	Rentals	CC
584	VSY 1E9	Studio	CC
713	VSY 1E9	Production Company	CC
316	VSY 1E9	Contractor	CC
839	VSY 1E9	Contractor - Special Trades	CC
202	VSY 1E9	Moving/Transfer Service	CC

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
573	VSY 1E9	Office	CC
982	VSY 1E9	Office	CC
313	VSY 1E9	Laboratory	CC
977	VSY 1E9	Product Assembly	CC
976	VSY 1E9	Repair/ Service/Maintenance	CC
170	VSY 1E9	Caterer	CC
817	VSY 1E9	Wholesale Dealer	CC
56	VSY 1E3	Production Company	CC
55	VSY 1E3	Manufacturer - Food	CC
996	VSY 1E3	Manufacturer	CC
444	VSY 1E3	Contractor	CC
205	VSY 1E3	Electrical Contractor	CC
206	VSY 1E4	Studio	CC
997	VSY 1E4	Manufacturer - Food	CC
7	VSY 1E6	Machinery Dealer	CC
547	VSY 1E6	Production Company	CC
999	VSY 1E6	Studio	CC
419	VSY 1E6	Repair/ Service/Maintenance	CC
252	VSY 1E6	Dry Cleaner	CC
575	VSY 1E3	Wholesale Dealer	CC
840	VSY 1C2	Contractor	CC
9	VSY 1C2	Office	CC
567	VSY 1C6	Auto Repairs	CC
566	VSY 1C6	Auto Repairs	CC
11	VSY 1C7	Contractor - Special Trades	CC
954	VSY 1C7	Contractor	CC
701	VSY 1C7	Manufacturer	CC
1019	VSY 1C8	Auto Repairs	CC
461	VSY 1C8	Manufacturer	CC
863	VSY 1A4	Rentals	CC
84	VSY 1A4	Manufacturer	CC
819	VSY 1A4	Wholesale Dealer	CC
1000	VSY 1A4	Wholesale Dealer - Food	CC
57	VSY 1A4	Wholesale Dealer - Food	CC
420	VSY 1A4	Printing Services	CC
958	VSY 1B1	Production Company	CC
959	VSY 1B1	Production Company	CC
173	VSY 1B1	Manufacturer	CC
24	VSY 1B1	Wholesale Dealer	CC
960	VSY 1B1	Studio	CC
690	VSY 1B1	Wholesale Dealer - Food	CC

### Canvas Master Sheet

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
469	VSY 1B1	Community Association	cc
687	VSY 1B1	Manufacturer	cc
440	VSY 1B1	Contractor	cc
439	VSY 1B1	Wholesale Dealer	cc
297	VSY 1B3	Wholesale Dealer	cc
991	VSY 1B3	Printing Services	cc
321	VSY 1B3	Office	cc
442	VSY 1B3	Moving/Transfer Service	cc
577	VSY 1B3	Computer Services	cc
578	VSY 1B3	Office	cc
992	VSY 1B8	Manufacturer - Food with Anc. Retail	cc
441	VSY 1B8	Computer Services	cc
166	VSY 1B8	Product Assembly	cc
962	VSY 0E3	Printing Services	cc
298	VSY 0E4	Production Company	cc
299	VSY 0E4	Office	cc
554	VSY 0E4	Product Assembly	cc
30	VSY 0E5	Wholesale Dealer	cc
820	VSY 0G8	Production Company	cc
300	VSY 0G9	Office	cc
821	VSY 0H1	Production Company	cc
29	VSY 0H7	Animal Services	cc
421	VSY 0H7	Wholesale Dealer	cc
963	VSY 0H8	Wholesale Dealer	cc
691	VSY 0H8	Manufacturer	cc
27	VSY 0I7	Office	cc
86	VSY 0K1	Manufacturer	cc
345	VSY 0K1	Studio	cc
229	VSY 0K3	Wholesale Dealer	cc
987	VSY 0B8	Manufacturer	cc
574	VSY 0C9	Wholesale Dealer w/ Anc. Retail	cc
208	VSY 0B8	Laboratory	cc
1002	VSY 0B8	Computer Services	cc
599	VSY 0B8	Warehouse Operator	cc
447	VSY 0B5	Manufacturer - Food with Anc. Retail	cc
48	VSY 1I3	Printing Services	carman
25	VSY 1B1	Manufacturer	carman
112	VSY 1P4	Office	ac
113	VSY 1P4	Office	ac
492	VSY 1P4	Wholesale Dealer	ac
1041	VSY 1P4	Studio	ac

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
481	VSY 1P4	Contractor	ac
99	VSY 1P4	Wholesale Dealer	ac
482	VSY 1P4	Animal Services	ac
593	VSY 1P2	Wholesale Dealer	ac
1021	VSY 1P3	Wholesale Dealer	ac
858	VSY 1P3	Wholesale Dealer	ac
859	VSY 1P3	Office	ac
221	VSY 1P3	Computer Services	ac
594	VSY 1P3	Computer Services	ac
595	VSY 1P3	Computer Services	ac
467	VSY 1P3	Production Company	ac
1022	VSY 1P3	Computer Services	ac
80	VSY 1P4	Computer Services	ac
724	VSY 1P4	Production Company	ac
222	VSY 1P4	Retail Dealer	ac
78	VSY 1P4	Office	ac
105	VSY 1P4	Office	ac
242	VSY 1P4	Office	ac
1044	VSY 1P4	Office	ac
752	VSY 1P4	Production Company	ac
626	VSY 1P4	Manufacturer	ac
247	VSY 1P4	Production Company	ac
1038	VSY 1P1	Financial Services	ac
876	VSY 1P1	Office	ac
1039	VSY 1P1	Office	ac
356	VSY 1P1	Contractor	ac
1037	VSY 1P1	Retail Dealer	ac
95	VSY 1P1	Office	ac
96	VSY 1P1	Office	ac
612	VSY 1P1	Financial Services	ac
1035	VSY 1P1	Employment Agency	ac
741	VSY 1P1	Office	ac
355	VSY 1P1	Office	ac
97	VSY 1P1	Money Services	ac
238	VSY 1P1	Office	ac
740	VSY 1P1	Health Services	ac
914	VSY 1P1	Office	ac
913	VSY 1P1	Manufacturer	ac
1066	VSY 1P2	Instruction	ac
401	VSY 1N5	Community Association	ac
402	VSY 1N5	Laboratory	ac

### Canvas Master Sheet

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
806	VSY 1N5	Wholesale Dealer	ac
288	VSY 1N5	Studio	ac
403	VSY 1N5	Wholesale Dealer	ac
2	VSY 1N5	Wholesale Dealer	ac
946	VSY 1N5	Wholesale Dealer	ac
543	VSY 1N5	Office	ac
805	VSY 1N5	Manufacturer	ac
947	VSY 1N5	Manufacturer - Food	ac
680	VSY 1N5	Studio	ac
3	VSY 1N5	Office	ac
189	VSY 1N3	Wholesale Dealer	ac
699	VSY 1N3	Contractor	ac
190	VSY 1N3	Instruction	ac
429	VSY 1N3	Telecommunications	ac
309	VSY 1N3	Computer Services	ac
213	VSY 1N5	Instruction	ac
933	VST 1A1	Health Services	ac
274	VST 1A1	Health Services	ac
218	VST 1A4	Restaurant Class 1	ac
337	VST 1B1	Office	ac
199	VSY 1L8	Office	ac
187	VSY 1L8	Manufacturer	ac
46	VSY 1L8	Production Company	ac
571	VSY 1I8	Production Company	ac
570	VSY 1I9	Production Company	ac
509	VSY 1I9	Manufacturer	ac
1071	VSY 1I9	Product Assembly	ac
852	VSY 1I9	Manufacturer	ac
130	VSY 1M1	Wholesale Dealer	ac
378	VSY 1M1	Computer Services	ac
773	VSY 1M1	Retail Dealer	ac
774	VSY 1M1	Wholesale Dealer	ac
500	VSY 1M7	Wholesale Dealer	ac
372	VSY 1M7	Manufacturer - Food	ac
904	VSY 1M7	Wholesale Dealer	ac
1020	VSY 1M7	Studio	ac
464	VSY 1M7	Production Company	ac
465	VSY 1M7	Studio	ac
714	VSY 1M8	Manufacturer with Anc. Retail	ac
585	VSY 1M8	Photo Services	ac
59	VSY 1M8	Computer Services	ac

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
61	VSY 1M8	Restaurant Class 1	ac
326	VSY 1M8	Production Company	ac
60	VSY 1M8	Computer Services	ac
586	VSY 1M8	Manufacturer	ac
161	VSY 1M8	Manufacturer	ac
160	VSY 1M8	Manufacturer	ac
973	VSY 1M8	Wholesale Dealer	ac
196	VSY 1N2	Studio	ac
191	VSY 1N3	Computer Services	(listed twice)
1040	VSY 1P4	Manufacturer	-
405	VST 0C9	Wholesale Dealer	1-Jan-11
454	VST 0C9	Manufacturer	
1052	VST 0E7	Auto Repairs	
749	V6A 2W5	Ltd Service Food Establishment	
488	VSY 3A6	Retail Dealer	
748	VSY 3E6	Health and Beauty	doesn't exist
362	VSY 3I6	Repair/ Service/Maintenance	
627	VSY 3K7	Ltd Service Food Establishment	
615	VSY 3T8	Restaurant Class 1	
381	VSY 3W2	Club	
1074	VSY 3W2	Ltd Service Food Establishment	
1043	VSY 3W3	Office	
102	VSY 3Y6	Ltd Service Food Establishment	
831	VSY 1P4	Laboratory	
969	VSY 1P5	Liquor Retail Store	
4	VSY 1P5	Computer Services	
725	VSY 1P3	Office	
596	VSY 1P4	Printing Services	
456	VST 0E7	Entertainment Services	
1011	VST 0G2	Production Company	
214	VST 1A1	Office	
480	VSY 1P1	Restaurant Class 1	
877	VSY 1P1	Real Estate Dealer	
239	VSY 1P1	Office	
613	VSY 1P1	Office	
237	VSY 1P1	Health Services	
544	VSY 1N5	Studio	no response
541	VSY 1N5	Food Processing	
828	VSY 1N3	Office	
192	VSY 1N5	Office	

### Canvas Master Sheet

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
525	VST 1A1	Office	
538	VST 1A1	Retail Dealer	
826	VSY 1L8	Manufacturer	
380	VSY 1L9	Manufacturer	not in area code
645	VSY 1L9	Electrical Contractor	same
643	VSY 1M1	Janitorial Services	
124	VSY 1M7	Community Association	
407	VSY 1M8	Manufacturer - Food with Anc. Retail	ac
54	VSY 1N3	Janitorial Services	
53	VSY 1N3	Wholesale Dealer	
443	VSY 1N3	Office	
44	VSY 1K6	Wholesale Dealer	
569	VSY 1K6	Wholesale Dealer	
1010	VSY 1K8	Wholesale Dealer	ac
455	VSY 1K8	Manufacturer	
591	VSY 1L3	Wholesale Dealer	
155	VSY 1L4	Office	
1013	VSY 1L6	Janitorial Services	
409	VSY 1L6	Production Company	
408	VSY 1L6	Production Company	
375	VST 1B1	Retail Dealer - Food	
389	VST 1B1	Ltd Service Food Establishment	
663	VST 1B1	Retail Dealer - Grocery	
167	VSY 1G4	Manufacturer	
990	VSY 1G6	Laboratory	
864	VSY 1G8	Warehouse Operator	
527	VSY 1H4	Wholesale Dealer	
729	VSY 1H5	Manufacturer	
87	VSY 1H5	Wholesale Dealer	kv
1026	VSY 1H5	Wholesale Dealer	
141	VSY 1H7	Manufacturer - Food	
811	VSY 1J4	Auto Repairs	
684	VSY 1J5	Wholesale Dealer	
223	VSY 1J6	Contractor - Special Trades	
341	VSY 1J6	Manufacturer	
861	VSY 1J6	Repair/Service/Maintenance	
204	VST 1B1	Restaurant Class 1	
938	VST 1B3	Retail Dealer	
169	VST 1B3	Auto Repairs	replied
178	VSY 1E9	Laundry (w/equipment)	
19	VSY 1E9	Wholesale Dealer - Food	

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
433	VSY 1E9	Manufacturer - Food	
318	VSY 1E3	Manufacturer	
437	VSY 1E3	Printing Services	
404	VSY 1E6	Rentals	
818	VSY 1E6	Restaurant Class 1	
633	VSY 1E6	Warehouse Operator	
765	VSY 1E9	Manufacturer	kv
985	VSY 1C2	Plumber	
49	VSY 1C2	Office	kv vm
43	VSY 1C2	Studio	kv vm
974	VSY 1C6	Animal Services	
164	VSY 1C6	Manufacturer	
688	VSY 1C7	Laboratory	
168	VSY 1C8	Manufacturer - Food with Anc. Retail	
470	VSY 1A4	Office	
961	VSY 1A4	Production Company	
14	VSY 1B8	Manufacturer - Food with Anc. Retail	
175	VSY 0H1	Production Company	
177	VSY 0H1	Entertainment Services	
841	VSY 0B8	Community Association	
607	VSY 1G3	Contractor - Special Trades	kv vm
870	VSY 1G3	Studio	kv vm
603	VSY 1K1	Health Services	kv (back monday)
735	VSY 1K3	Contractor	kv
1028	VSY 1K3	Manufacturer	kv
453	VSY 1K3	Wholesale Dealer	kv
473	VSY 1K1	Health Services	kv
975	VSY 1J9	Auto Parking Lot/Parkade	kv
1032	VSY 1E9	Manufacturer	kv
605	VSY 1G1	Health Services	kv
349	VSY 1G2	Manufacturer	kv
606	VSY 1G3	Manufacturer	kv
871	VSY 1G3	Contractor	kv
91	VSY 1G1	Studio	doesn't exist
506	VSY 1G4	Office	cc
377	VSY 1G4	Office	cc
129	VSY 1G4	Office	cc
128	VSY 1G4	Office	cc
642	VSY 1G4	Wholesale Dealer	cc
475	VSY 1G4	Wholesale Dealer	cc
736	VSY 1G4	Printing Services	cc

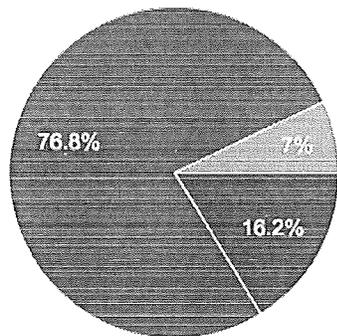
### Canvas Master Sheet

RECORD	POSTAL CODE	LICENSE TYPE	Contacted By
207	V5Y 1E9	Landscape Gardener	cc
581	V5Y 1E9	Wholesale Dealer	cc
873	V5Y 1E2	Community Association	cc
610	V5Y 1E2	Computer Services	cc
234	V5Y 1E2	Wholesale Dealer	cc
233	V5Y 1E2	Manufacturer - Food	cc
857	V5Y 1C8	Wholesale Dealer	cc
21	V5Y 1C8	Telecommunications	cc
418	V5Y 1C8	Booking Agency	cc
417	V5Y 1C8	Community Association	cc
171	V5Y 1C9	Instruction	cc
220	V5Y 1C9	Manufacturer - Food	cc
1007	V5Y 1C9	Restaurant Class 1	cc
452	V5Y 1C9	Office	cc
140	V510C2	Office	ac
265	V5T 0B9	Studio	ac
777	V5T 0B9	Studio	ac
776	V5T 0B9	Studio	ac
652		Health and Beauty	ac
216	V5Y 1N5	Laboratory	ac
347	V5Y 1K2	Health and Beauty	ac
1127	V5Y 1K2	Artist Live/Work Studio	ac
1149	V5Y 1K2	Financial Services	ac
1108	V5Y 1K2	Health and Beauty	ac
1123	V5Y 1K3	Office	ac
1115	V5Y 1K3	Computer Services	ac
1125	V5Y 1K3	Travel Agent	ac
1103	V5Y 1K3	Auto Painter & Body Shop	ac
604	V5Y 1K3	Wholesale Dealer	ac
90	V5Y 1K3	Office	ac
1031	V5Y 1K3	Office	ac
868	V5Y 1K3	Wholesale Dealer	ac
869	V5Y 1K3	Wholesale Dealer	
1030	V5Y 1K3	Wholesale Dealer	
867	V5Y 1K1	Health Services	
81	V5Y 1J9	Auto Parking Lot/Parkade	
350	V5Y 1G1	Studio	
474	V5Y 1G3	Photographer	kv
856	V5Y 1C8	Community Association	

## INTRODUCTORY SURVEY – TABULATED RESULTS

### Title

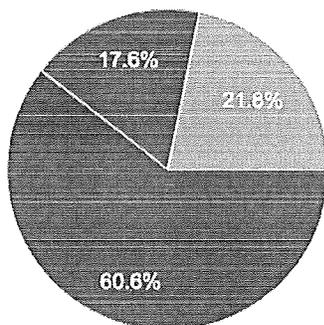
142 responses



- Property Owner or Representative
- Business Owner or Manager
- Both of the above - Business is located on owned property

### Do you support the creation of the Creekside BIA?

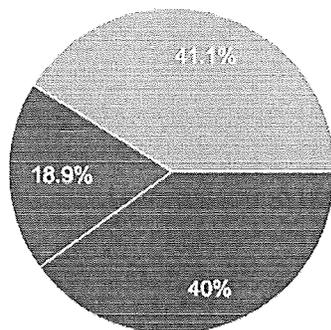
142 responses



- Yes, I am a supporter
- No, I am not really interested
- Not sure, I would like to learn more about the BIA

### Would you or your business be interested in participating in community events hosted in your neighbourhood?

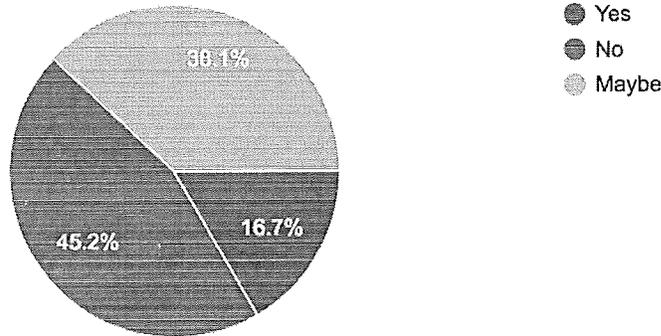
90 responses



- Yes
- No
- Depends on the event

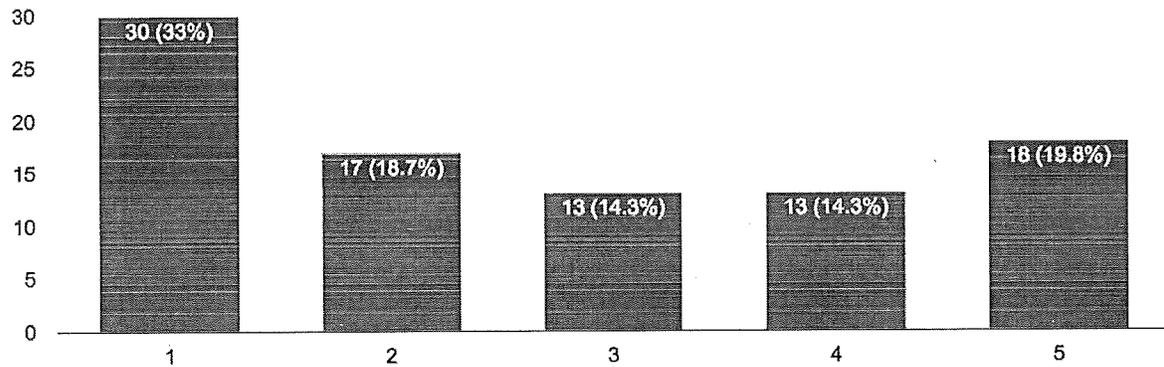
Would you be interested in co-branding street banners in or around near your business/property (production costs may apply).

84 responses



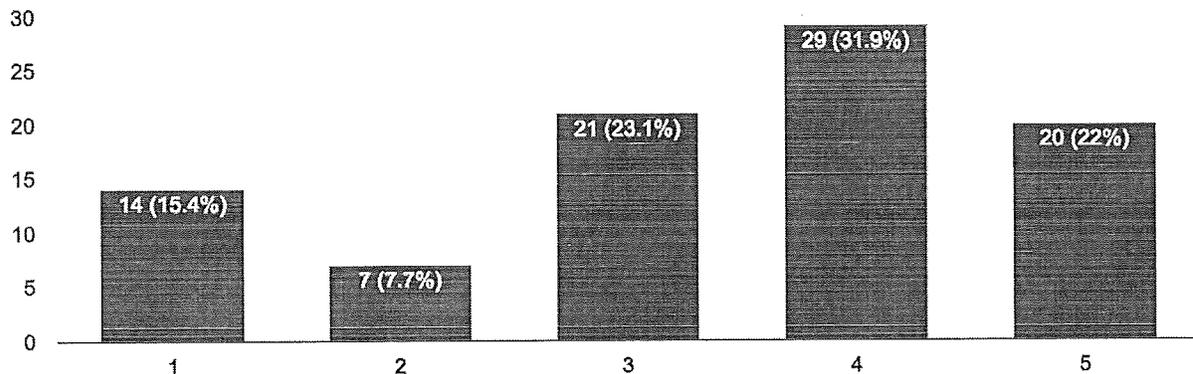
My business/tenant's business benefits from pedestrian foot traffic from the area.

91 responses



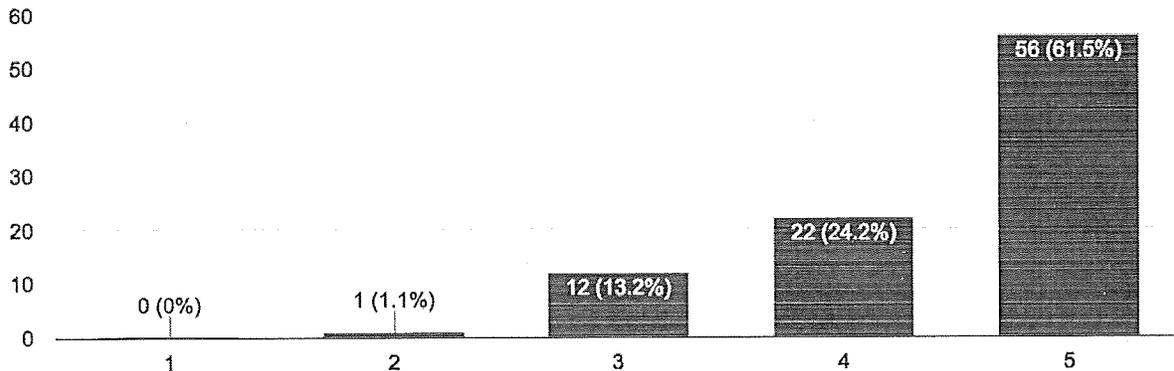
I believe having a BIA in my area will help improve my business/my tenant's business.

91 responses



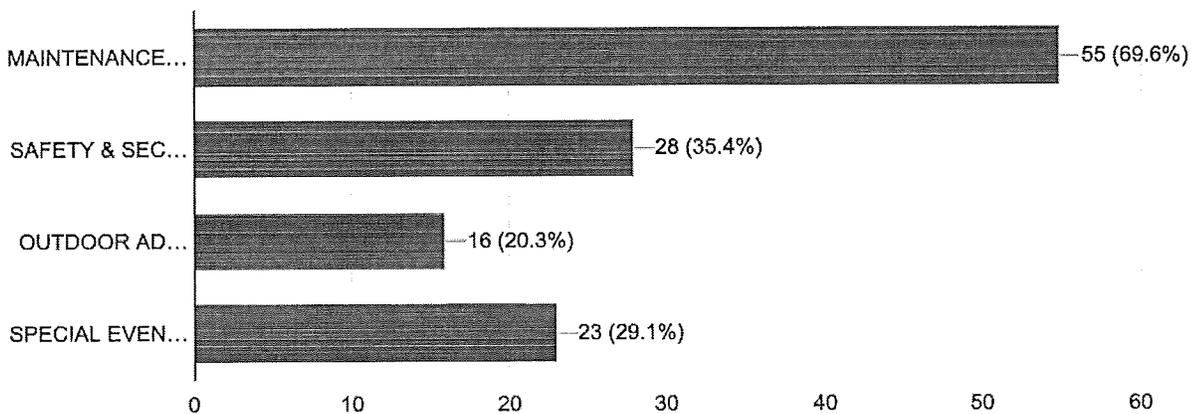
### I am satisfied with my current business/property location.

91 responses



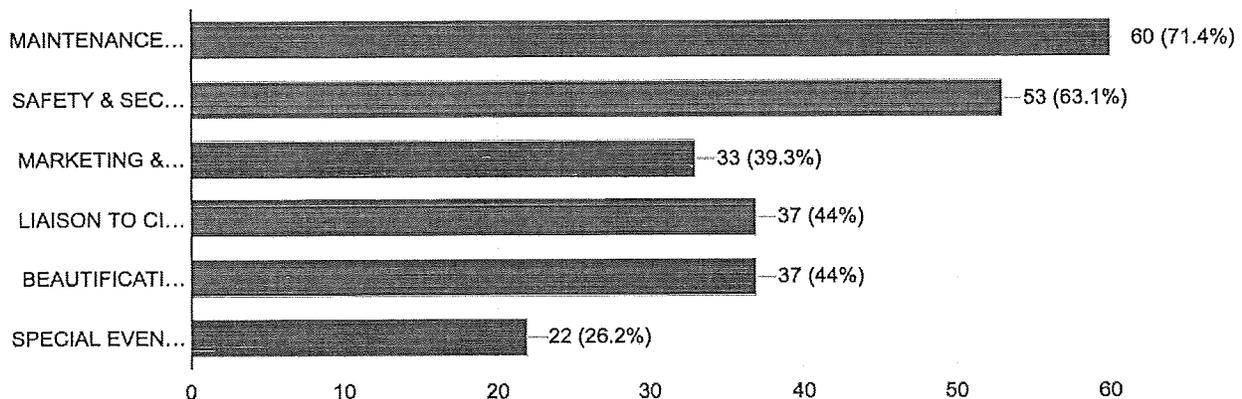
### Have you, or will you, spend money in the following areas this year:

79 responses



### Please check the 3 most important issues/activities your BIA should focus on.

84 responses



# BUDGET SURVEY AND FINAL SUPPORT SURVEY



**2018 BIA BUDGET SURVEY**  
Crestside Economic Development Association 125 West Broadway, Vancouver, BC V5Y 1Y4

**Submission Deadline: October 25, 2017**  
**Consultation Meeting: October 26, 2017 (see back page)**

Online responses are encouraged to reduce processing time for the survey results. Please visit [www.cside.ca/budget-survey](http://www.cside.ca/budget-survey) to complete the survey online. Paper surveys can be completed and emailed to [bis-surveys@cside.ca](mailto:bis-surveys@cside.ca).

Business Name/Property Owner: \_\_\_\_\_ Contact Name/Title: \_\_\_\_\_ Email Address: \_\_\_\_\_

I would like information on events or community engagement opportunities.

I would like information on joining the Board of Directors.

I would like to join the CSIDE Email List.

**Budget Options for the Crestside Business Improvement Association**

Budgets would be approved annually by property owners and business tenants in the proposed business improvement area to fund priorities identified in the street BIA budget. The budgets are divided among the properties based on a percentage of the BIA commercial value and a total budget through common property taxes. All funds collected go directly to funding the BIA budget. The BIA would be limited to a 5 year term with a funding cap for the term. BIAs are managed by property owners and business tenants elected to the BIA's board of directors. Below are three options presented for consideration.

	Option 1	Option 2	Option 3
<b>Revenue</b>			
City BIA Levy	\$ 236,902.00	\$ 344,002.00	\$ 438,552.00
Earned Rev	\$ 26,718.00	\$ 36,718.00	\$ 49,218.00
<b>Expenses</b>			
Administration	\$ 98,200.00	\$ 131,200.00	\$ 102,980.00
Promotions/Marketing	\$ 62,000.00	\$ 82,000.00	\$ 90,000.00
Placemaking	\$ 55,000.00	\$ 67,000.00	\$ 90,000.00
Community Safety	\$ 60,000.00	\$ 100,000.00	\$ 120,000.00
<b>Community Safety</b>	<b>\$ 263,200.00</b>	<b>\$ 380,200.00</b>	<b>\$ 487,480.00</b>

**Generator Notes**

See chart for more information. The chart shows the total revenue and expenses for each option. The chart also shows the percentage of revenue and expenses for each option. The chart is located on the back page of the survey.

**Which Budget Option would you prefer for the Crestside Business Improvement Association (BIA)?**

BIAs are funded through a special BIA charge collected along with the municipal property taxes. The cost of BIA business programs and services depends on a range of factors including the size of the BIA area, number of properties/businesses sharing the cost, the kinds of programs or services desired by businesses and commercial property owners, and cost/budget required to deliver these services and programs. BIA budgets are voted annually by their memberships. In 2017, the average BIA budget represented less than 5% of the commercial property taxes. The three budget options provided represent an estimated change of 0.48%, 0.96%, and 1.2% over current property taxes. Generally, property owners pass the cost on to the business tenants, depending on the lease conditions.

Please provide your response online at [cside.ca/budget-survey](http://cside.ca/budget-survey) or continue/complete both sides to submit via email or post.

Circle one to indicate your preferred budget option. Circle "No BIA" if you do not support a BIA for the False Creek/Olympic Village area.

	Option 1	Option 2	Option 3	Other Budget/Suggestion (see below)	No BIA
lev for BIA funds	\$ 236,902.00	\$ 344,002.00	\$ 438,552.00		
lev BIA Levy as % of Property Tax	0.76	1.10	1.40		
Average \$ per property	\$ 416.23	\$ 606.71	\$ 722.50		
Median \$ per property	\$ 238.00	\$ 350.00	\$ 497.00		

Please note that these figures are based on the property and not the individual business. A business tenant portion of the levy would be a fraction of the total levy if multiple units/tenants are on the property. An estimated 13 properties would be paying \$500-750 per year, 11,000-17,000 per year, 2 properties \$2,000+ per year (includes multi-unit/tenant buildings). 402 properties would be below the average. 166 would be above the average.

**Suggest Revisions on Preferred Budget Option**

If you indicated a preference above, please provide feedback if you would like to suggest reallocating funds within the key areas of the budget: Administration, Promotions/Marketing, Placemaking, and Community Safety. Refer back to the budget option selected and the "What Can a BIA Do For You?" flyer.

Please make your recommendation by marking a plus symbol (+) or minus symbol (-) to indicate where you would like to increase the budget, and where you would like to decrease the budget.

	+	-	Other
Administration	<input type="checkbox"/>	<input type="checkbox"/>	_____
Promotions / Marketing	<input type="checkbox"/>	<input type="checkbox"/>	_____
Placemaking	<input type="checkbox"/>	<input type="checkbox"/>	_____
Community Safety	<input type="checkbox"/>	<input type="checkbox"/>	_____

**Other Budget**

If you do not support any of the proposed budget options, please help us understand what level of budget you would support.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Additional Feedback/Comments**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**IMPORTANT DEADLINES AND MEETING DATES**

October 1, 2017 to October 25, 2017	Budget Survey - Three Options
October 26, 2017 to October 27, 2017	Final Survey - Preferred Budget Option with Recommended Reallocations
October 27, 2017 to November 5, 2017	cside.ca/budget-survey (Live online or around October 27, 2017)

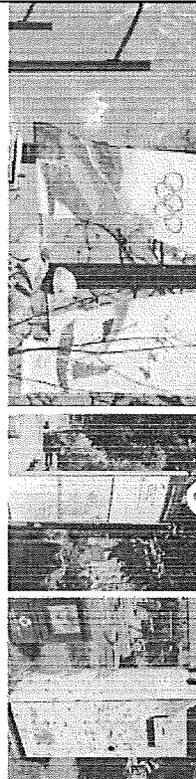
**SAVE THE DATE! UPCOMING BUDGET MEETINGS**

Two meetings will be held on October 26, 2017 to ensure that we can hear back from as many businesses as possible. If you cannot attend either meeting, please be sure to complete the survey to ensure your voice is heard.

October 26, 2017 - 12 pm & 3 pm  
@ Olympic Village TD Branch  
1690 Maritima Street

Consultation on Budget Options and Survey Results  
These meetings are for business between 3rd Avenue and Broadway. Separate meetings will be held for business on 2nd Avenue and the Olympic Village to consider Mount Pleasant BIA's interest in expanding into the Olympic Village area.

# BUDGET SURVEY AND FINAL SUPPORT SURVEY



**CSIDE**

**What can a BIA do for you?**  
Coastal Economic Development Association • 125 West Broadway, Vancouver, BC V5Y 1P4

Business improvement areas focus in three main areas within their districts: Promotion, Placemaking and Community Safety. Below is a partial list of general services and programs offered by other BIAs throughout the City:

## Promotion

- Business Directories**  
Online and/or print directory listing
- Social Media Engagement**  
Sharing, liking, or promoting your social media activity on our platforms
- Neighbourhood Advertising/Group Rates**  
Developing neighbourhood advertising campaigns or group discounts on advertising and/or printing services
- Wayfinding/Listings (limited)**  
Limited businesses listed on City map installations that promote pedestrian foot traffic, etc.

## Placemaking

- Local Events**  
Promoting, producing, or supporting events that build community and create opportunities to get involved, sell wares, or table
- Street Banning**  
Developing and maintaining a program to help brand the district and add visual interest
- Street Decorations**  
Decorative street pole or tree lighting
- Seasonal street furniture / pop-up plaza**  
Gardening and General Landscaping
- Signage, maintenance, and repairing of street planters/benches**
- Graffiti and Vandalism Removal**  
Removal of graffiti and illegal removal/dumping on your property

## Community Safety

- Community Patrols**  
Bike and/or foot patrol to review entrances, respond to alarms, and call police to get involved, sell wares, or table
- Neighbourhood Ambassador Program**  
Raising security during the day and general watchkeeping information
- Local Security Alerts**  
Warnings to merchants of criminal incidents and suspects in the district
- Working with Police**  
Establishing relationships with local police divisions
- Addressing Community Concerns**  
Partnerships with police, social services and other groups to address street issues/homeslessness
- Member education and awareness**  
Workshops on property crime prevention, graffiti removal/prevention, etc.

## How is it funded?

BIAs are funded through a special BIA charge collected along with the municipal property taxes. The cost of BIA business programs and services depends on a range of factors including the size of the BIA area (number of properties/businesses sharing the cost), the level of programs or services desired by businesses and commercial property owners, and cost/budget required to deliver those services and programs. BIA budgets are voted on annually by their membership. In 2017, the average BIA budgets represented less than 5% of the commercial property taxes. The options provided in the attached budget survey range from 0.76% to 1.48% of the commercial property tax.

A business (a small portion of the levy) would be a fraction of the total levy. If multiple units/tenants are on the property. An estimated 43 properties would be paying \$500+/yr, 9 paying \$1,000+/yr, 3 paying \$2,000+/yr (includes multi-unit/tenant buildings), 102 properties would fall below the averages presented in the budget survey. 165 would be above the average.

IMPORTANT DEADLINES	
October 1, 2017 to October 25, 2017	Budget Survey - Three Options cside.ca/budget-survey (live online now!)
October 27, 2017 to November 5, 2017	Final Survey - Preferred Budget Option with Recommended Reallocations cside.ca/final-survey (Live online on or around October 27, 2017)

## Four ways to be heard!

Please note the earlier MAIL BY deadline for submissions by post to account for mailing time.

Complete online at cside.ca/budget-survey	Complete, scan, and email to bia-survey@cside.ca or fax to 604-757-4206	Complete and mail to BIA Formation Committee, 125 West Broadway Vancouver, BC V5Y 1P4
BEFORE OCTOBER 25, 2017	BEFORE OCTOBER 25, 2017	MAIL BY OCTOBER 20, 2017

### BUDGET MEETINGS

Two meetings will be held on October 26, 2017 to ensure that we can hear back from as many businesses as possible. If you cannot attend either meeting, please be sure to complete the survey to ensure your voice is heard.

October 26, 2017 - 12 pm & 3 pm  
@ Olympic Village, TD Branch  
1889 Marston Street

Consultation on Budget Options and Survey Results  
(These meetings are for business owners and those who own and operate businesses in the Olympic Village area)  
Please use this survey to help us understand the Olympic Village area.

# "FORMING A FREE-STANDING BIA" BROCHURE – INSERT FOR CITY SURVEY

## FORMING THE CREEKSIDE BIA

An independent business improvement association (BIA) ensures that Olympic Village businesses are properly represented and serviced. An existing BIA has current services, programs, and commitments that use their entire organizational capacity.

A free-standing BIA has the distinct advantage of having a staff and organization dedicated to the vision and mandate of the newly formed business district, as guided by a board of directors elected by you.

Complete our budget survey before  
October 25th, 2017 at:

[cside.ca/budget-survey](http://cside.ca/budget-survey)

### GETTING INVOLVED

Are you interested in getting involved in events in the Creekside community?

To participate in local events and festivals, contact our Community Partnerships Manager at [SephiaJ@cside.ca](mailto:SephiaJ@cside.ca).

To sponsor programs or activities, contact our Sponsorship Coordinator at [CarylDolinko@cside.ca](mailto:CarylDolinko@cside.ca).

To get your business listed on our website or engage with us on social media, contact our Communications Coordinator at [PedroMuniz@cside.ca](mailto:PedroMuniz@cside.ca).

To express interest in Board or Committee opportunities, contact our Executive Director at [RayLam@cside.ca](mailto:RayLam@cside.ca).

**FORMING A FREE-STANDING BIA**

## CREEKSIDE BIA

We want to hear from you!

**SAVE THE DATE!**

On October 27, 2017, a budget representing the feedback provided at [cside.ca/budget-survey](http://cside.ca/budget-survey) will be presented for your final thoughts before proceeding to City Council.

Be sure to visit:  
[cside.ca/final-survey](http://cside.ca/final-survey)



**CSIDE**  
Creekside Economic Development Association  
125 West Broadway Vancouver BC V5Y1P4

## DOLLARS & SENSE

A NUMBERS BASED PERSPECTIVE

The economies of scale are in our favour. The tables below show the comparative costs and benefits, on a purely financial basis.

BUDGET OPTION 1				BUDGET OPTION 2				BUDGET OPTION 3			
	Levy per \$1,000 assessed value	Levy as % of property tax	Proposed Levy / Budget for Services		Levy per \$1,000 assessed value	Levy as % of property tax	Proposed Levy / Budget for Services		Levy per \$1,000 assessed value	Levy as % of property tax	Proposed Levy / Budget for Services
CEDA - Free-standing BIA	\$0.12	0.46%	\$236,302	CEDA - Free-standing BIA	\$0.17	0.96%	\$344,002	CEDA - Free-standing BIA	\$0.22	1.32%	\$487,480
MPBIA - Expansion of Mount Pleasant	\$0.30	2.41%	\$115,000	MPBIA - Expansion of Mount Pleasant	\$0.55	4.65%	\$209,800	MPBIA - Expansion of Mount Pleasant	\$0.61	4.90%	\$230,000
% difference (MPBIA v CEDA)	150%	402%	-51%	% difference (MPBIA v CEDA)	224%	385%	-39%	% difference (MPBIA v CEDA)	177%	271%	-53%

Under this option, the MPBIA imposes Olympic Village businesses pay 150% more per \$1,000, or 402% more as a percent of property tax, for a budget 51% smaller than CEDAs.

Under this option, the MPBIA imposes Olympic Village businesses pay 224% more per \$1,000, or 385% more as a percent of property tax, than CEDAs proposal, for a budget 39% smaller than CEDAs.

Under this option, the MPBIA imposes Olympic Village businesses pay 177% more per \$1,000, or 385% more as a percent of property tax, than CEDAs proposal, for a budget 53% smaller than CEDAs.

### COMPARATIVE ANALYSIS

The MPBIA's 2017 budget is \$470,000. CEDA's 2018 Budget Option 3 would provide the BIA with \$487,480. CEDA's proposal could provide businesses in the area with more funding and organizational capacity than the existing MPBIA, for less than half of what the MPBIA is proposing. CEDA's highest option: \$0.22/\$1,000 and 1.32% of property tax is dramatically lower than MPBIA's lowest option: \$0.30/\$1,000 and 2.41%

In every scenario proposed for an MPBIA expansion, businesses would pay exponentially

more, and receive substantially less services. This is because the proposal does not include enough businesses to reach a critical mass to benefit from the economies of scale.

The CEDA proposal unites businesses within a 10 minute walk from end to end to ensure members benefit from not only the community and public spaces, but also neighbourhood engagement with fellow business and property owners in their area.

The MPBIA proposals to group the Olympic Village businesses with the existing MPBIA, which

historically has only served Main Street, between 7th Avenue and 16th Avenue.

A free-standing BIA will provide businesses in the area the opportunity to properly establish itself without having to compete for attention and resources with pre-existing programs, services, events, etc.

An independent BIA ensures that we are more in-tune with the needs of our businesses in the area and can respond quicker, in addition to having more and better representation at the Board level.

## GOVERNANCE AND ESTABLISHING PROGRAMS/SERVICES

An autonomous business improvement association (BIA) would elect a board of directors at a spring General Meeting of properly owners and business tenants.

The Board of Directors will establish the vision, mandate, and five-year plan for the area based on outreach to stakeholders within the proposed boundaries. The board will also hire staff to develop and

manage programs and services for the BIA. Similar to other BIAs, this area may have one or more distinct 'brands' to ensure historic identities within the district are not lost, and that their needs are met. This would include modulating services in each area, on a block-by-block basis, to ensure that members are getting value for their money.

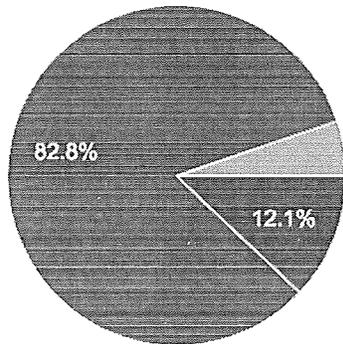
For instance, the industrial area within the BIA may be more interested in maintenance and community safety programs than placemaking and promotions.

Our Volunteer Committees will provide stakeholders with the opportunity to engage and help shape our community throughout the year.

## BUDGET SURVEY – TABULATED RESULTS

### Title

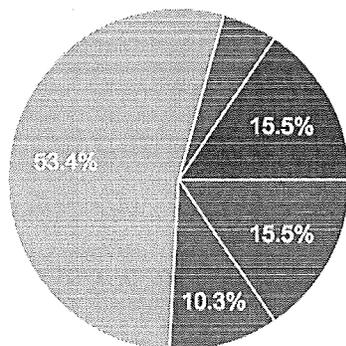
58 responses



- Property Owner or Representative
- Business Owner or Manager
- Both of the above - Business is located on owned property

### Which of the three options do you prefer?

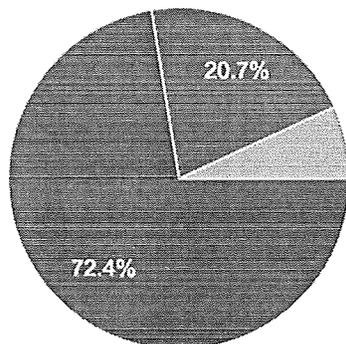
58 responses



- Option 1
- Option 2
- Option 3
- Other Suggestion (see below)
- Do not support BIA

### Do you support the creation of the Creekside BIA?

58 responses



- Yes, I am a supporter
- No, I am not really interested
- Not sure, I would like to learn more about the BIA

## FINAL SUPPORT SURVEY

### 2018 Final BIA Survey

Dear Business Tenants and Property Owners,

The Creekside Economic Development Association is currently working with the City of Vancouver to form a new Business Improvement Area (BIA) to serve the Olympic Village and False Creek area.

During our consultation process (July - November, 2017), property and business owners will have the opportunity to share their thoughts and refine both the boundaries and budget of our BIA. This will allow us to develop programs and services for all types of businesses, in addition to producing/attracting public events/festivals to the area to drive pedestrian foot traffic to the area.

This survey is the final opportunity for input before the Creekside BIA proposal is submitted to the City for review.

In the month of October, we received 52 responses to our budget survey. Of those who responded, 8 property/business owners (15%) were not supportive of a BIA, 8 (15%) voted for budget option 1, 6 (12%) voted for budget option 2, and 30 (58%) voted for budget option 3. Excluding "No" votes where budget preferences was not indicated, 18% prefer Option 1, 14% prefer Option 2, and 68% prefer Option 3.

The purpose of the final survey is to present the preferred budget option with only one question: Do you support the creation of a Creekside BIA, as a final gauge of support before proceeding.

Sincerely,

Creekside Economic Development Association

----- What is a Business Improvement Area (BIA)? -----

Business Improvement Areas are managed by non-profit organizations led by local business owners. The role of a BIA is to help keep their communities active, promote business in the area, attract tourism, and keep their communities safe, as well as enhance overall BIA branding and beautification. In Vancouver, there are currently 22 BIAs, and we are working with the City of Vancouver to develop a plan to become the 23rd! Potential BIA services include: neighbourhood safety/security (via an ambassador program), graffiti removal, street cleanliness/illegal dumping, neighbourhood branding, and producing/attracting special events that will bring people to the neighbourhood and/or provide opportunities for businesses to engage with the community.

----- How is a BIA funded? -----

BIAs are funded through a special BIA charge collected along with the municipal property taxes. The cost of BIA business programs and services depends on a range of factors including the size of the BIA area (number of properties/businesses sharing the cost), the kinds of programs or services desired by businesses and commercial property owners, and cost/budget required to deliver those services and programs. BIA budgets are voted annually by their memberships. In 2017, the average BIA budgets represented less than 5% of the commercial property taxes. The preferred budget option represents a 1.32% of your commercial property taxes.

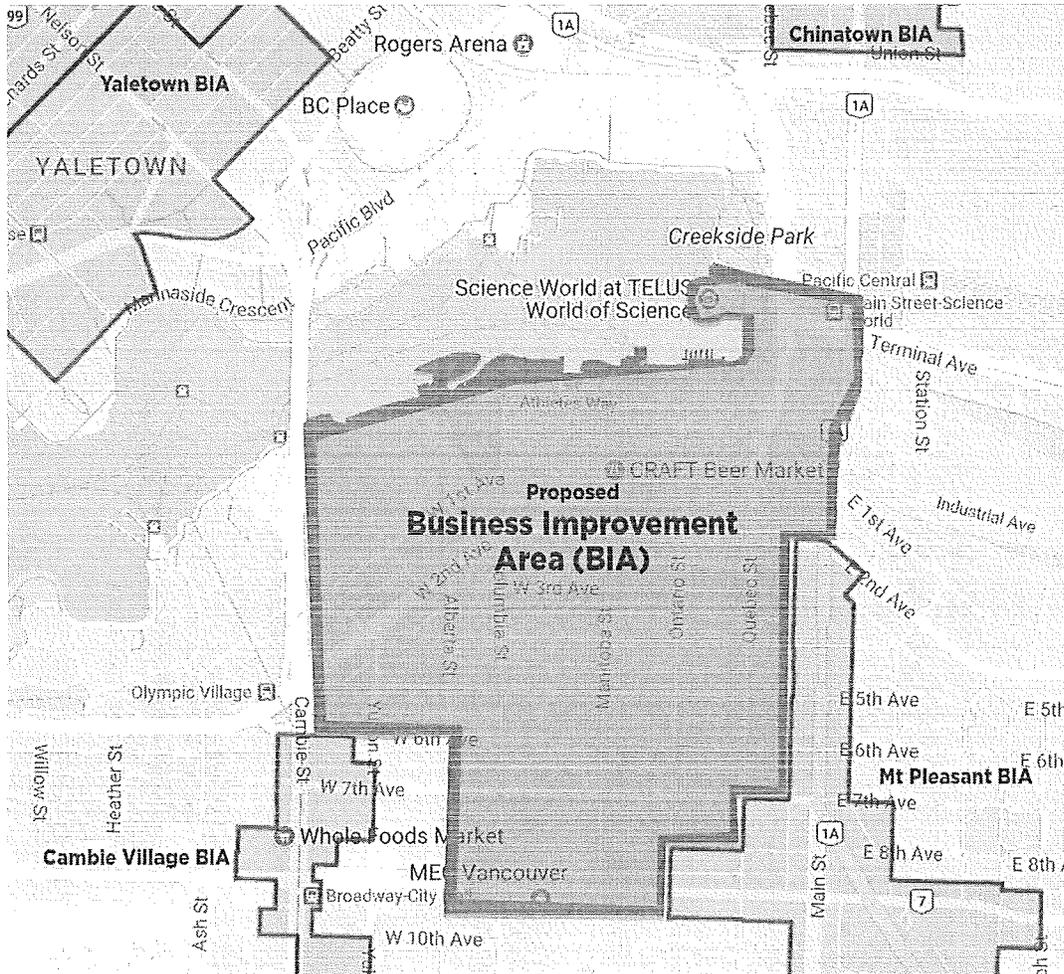
----- Need more information? -----

If you have any further questions, click the following link to learn more about BIAs from the City of Vancouver: <http://vancouver.ca/doing-business/business-improvement-areas-bias.aspx>

\* Required

### Proposed Creekside BIA Boundaries

## FINAL SUPPORT SURVEY



### Company Information

The questions marked with an asterisk (\*) are required to be answered. Otherwise, questions without the asterisk are optional.

**1. Title \***

*Mark only one oval.*

- Property Owner or Representative
- Business Owner or Manager
- Both of the above - Business is located on owned property

**2. Business Name or Name of Property Owner \***

\_\_\_\_\_

**3. Your Name and Position \***

\_\_\_\_\_

**4. Contact Number \***

\_\_\_\_\_

## FINAL SUPPORT SURVEY

5. Contact Email \*

---

6. Property/Business Street Address \*

---

7. Postal Code \*

---

8. Website and/or Social Media

---

9. Please write a brief description about what your company/company located on your property does.

---

### Proposed Budget

## FINAL SUPPORT SURVEY

### REVENUE

<b>GENERAL REVENUE</b>		<b>\$ 438,262.00</b>
City of Vancouver - Recoverable Grant	\$ 438,262.00	
<b>EARNED REVENUE</b>		<b>\$ 49,218.00</b>
Canada Summer Jobs (Interns)	\$ 11,718.00	
Misc Event Revenue	\$ 30,000.00	
Third Party Banner rentals	\$ 7,500.00	
<b>Total Revenue</b>		<b>\$ 487,480.00</b>

### EXPENSES

<b>ADMINISTRATION</b>		<b>\$ 167,980.00</b>
<u>Wages</u>	\$ 149,480.00	
<u>Misc Admin</u>		
Office Supplies & Printing	\$ 8,000.00	
Internet & Phone	\$ 3,500.00	
Accounting/Legal & Insurance	\$ 7,000.00	
<b>PROMOTION / MARKETING</b>		<b>\$ 109,500.00</b>
Website, Directory, & General Advertising	\$ 9,500.00	
Outdoor Merchant Signage	\$ 80,000.00	
Wayfinding/Hydro Wrap Maps	\$ 20,000.00	
<b>PLACEMAKING</b>		<b>\$ 90,000.00</b>
<u>Events</u>		
Movie Night	\$ 10,000.00	
Halloween Event	\$ 10,000.00	
Winter Lighting Event	\$ 10,000.00	
<u>Bannering/Beautification</u>		
Banner Design, Production, & Installation	\$ 60,000.00	
<b>COMMUNITY SAFETY</b>		<b>\$ 120,000.00</b>
Graffiti Removal & Maintenance	\$ 60,000.00	
Neighbourhood Patrol Program	\$ 60,000.00	
<b>Total Expenses</b>		<b>\$ 487,480.00</b>

### Budget Notes

Wages include 1 FTE (40hr/wk) Executive Director, 1 FTE (40hr/wk) Program Staff, 0.75 FTE (30hr/wk) Communications Staff. The budget will act as a general guide, to be disbursed by a board of directors elected by the property owners and business tenants. The earned revenue projections are based on 2017 actuals.

### Annual Levy per property (ave: \$772.50, median: \$498)

Please note that these figures are based on the property and not the individual business. Your portion of the levy may be smaller if there are multiple units/tenants on the property. An estimated 43 properties paying \$500+/yr, 9 paying \$1,000+/yr, 3 paying \$2,000+/yr (includes multi-unit/tenant buildings). 402 properties will fall below the average, 165 will be above the average.

## FINAL SUPPORT SURVEY

10. Do you support the creation of the Creekside BIA? \*

Mark only one oval.

- Yes, I am a supporter  
 No, I am not interested  
 Not sure, I would like to learn more about the BIA

### Almost there!

Thanks again for taking the time to take this survey. We really appreciate the feedback.

11. Would you or your business be interested in participating in community events hosted in your neighbourhood? \*

Mark only one oval.

- Yes  
 No  
 Depends on the event

12. Would you like to subscribe to our mailing list? \*

Mark only one oval.

- Yes  
 No

13. Please feel free to add additional comments, or express any concerns you have.

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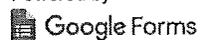
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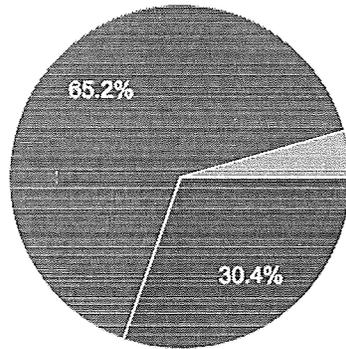
Powered by



## FINAL SUPPORT SURVEY – TABULATED RESULTS

### Title

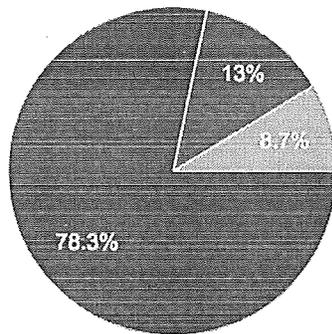
23 responses



- Property Owner or Representative
- Business Owner or Manager
- Both of the above - Business is located on owned property

### Do you support the creation of the Creekside BIA?

23 responses



- Yes, I am a supporter
- No, I am not interested
- Not sure, I would like to learn more about the BIA



October 12, 2017

Dear Property Owner or Business Tenant:

**RE: Upcoming Meetings for Proposed Business Improvement Area (BIA)**

The City encourages Business Improvement Areas as a way for property owners and business tenants to promote business and enhance services in their area. There are currently 22 BIAs in the City of Vancouver. In those areas, the City collects a BIA levy as part of the property taxes and turns all of the money over to the BIA to use. The BIAs use the funds for a variety of activities to improve area profile, such as producing advertising and business directories, providing banners and other identifying material, improving business-area appearance, and enhancing safety. The BIA money is administered by a Board of Directors. The BIA Boards are comprised of commercial property owners and business tenants who are elected by all owners and tenants in the area. The Boards are responsible for directing BIA promotions and services, overseeing staff and administration, and generally managing BIA affairs.

What is happening?

For the past few years, the City has received several enquiries about BIAs and how to establish one in the Creekside/ Lower Mount Pleasant area. Earlier this year, two different groups approached the City about forming a BIA in your area (see enclosed map):

- 1. The Creekside Economic Development Association (CEDA)**  
CEDA proposes establishing a new free-standing BIA in your area. If the BIA is approved, CEDA (a non-profit society) would hold a general meeting to elect a board of directors from commercial property owners and businesses in the defined area.
- 2. The existing Mount Pleasant BIA (MPBIA)**  
MPBIA proposes to extend services to your area by creation of a BIA expansion area. If the BIA expansion is approved, membership in the MPBIA society would also be expanded to include owners and businesses in the expansion area. Expansion owners and businesses would be eligible for election at the next MPBIA AGM.

The City requested the proponents discuss their proposals/costs with owners and tenants in the BIA area to a) assess support for the proposal and b) determine whether there is a preference of one or the other proposal. As requested, the two groups have commenced

OV City Outreach Letter

outreach activities to inform businesses and property owners about their respective proposals and to receive input. You may already have been approached by one or both groups door-to-door, by telephone, or by e-mails, flyers, or mailed materials.

In order to better coordinate the two competing BIA proposals and to afford a neutral forum for both proposals to be heard together, for questions to be asked, and for City staff to provide information about BIAs and the BIA formation process, a series of City-hosted information meetings have been arranged. All City-hosted meetings are at the Creekside Community Recreation Centre, 1 Athletes Way, Vancouver, BC.

The dates and times of the meetings are as follows (choose one):\*

**Monday October 23, Meeting Room #2**

Times: 1) 12 noon - 1:30pm, or  
2) 6pm - 7:30pm

**Wednesday October 25, Multipurpose Room #2**

Times: 1) 12 noon - 1:30pm, or  
2) 6pm - 7:30pm

\*Note: Separate meetings will be held on October 26, for property owners and businesses in an additional area proposed by CEDA that is not included in the smaller MPBIA expansion. See enclosed boundary map. If you are in the additional CEDA area, meeting times and locations will be sent separately by CEDA.

Included with this letter are:

1. Information materials from the Creekside Economic Development Association (CEDA) on their BIA proposal
2. Information materials from the Mount Pleasant BIA (MPBIA) on their BIA expansion proposal
3. A survey from the City of Vancouver asking recipients to let us know whether or not you support a BIA for your area and the associated cost, and if yes, whether you have a preference as to which association/proposal you prefer. The survey document provides information on how to provide your response.
4. A map of the proposed BIA area / proposed expansion, showing area of overlap.

What will be the cost to property owners and businesses?

BIAs are funded by a levy charged to every commercial property within a defined boundary. As property owners generally pass this cost to their business tenants, all businesses indirectly share of the expense to fund BIA promotions and other business improvement initiatives. If approved by the owners and businesses and by City Council, the first BIA levy would appear on the July 2018 property taxes, for a maximum of 5 years unless renewed.

**Comparative proposed 2018 costs**

**A: \$ per \$1,000 assessed commercial value; B: Levy as % of total commercial taxes\***

Proposal	Budget Option 1		Budget Option 2		Budget Option 3	
	A	B	A	B	A	B
CEDA	\$0.12	0.48%	\$0.17	0.96%	\$0.22	1.32%
MPBIA	\$0.30	2.41%	\$0.55	4.66%	\$0.61	4.90%

\*Rates are based on detailed budgets sent previously by the proponents and should be read in conjunction with the size of the respective proposed service areas.

What happens next?

The City and two proponents will review input from the meetings and will review and tabulate the survey responses. This will allow us to determine if there is sufficient support to proceed further with any BIA proposal for the area. If there appears to be general support, we want to know whether there is a clear preference for one or the other BIA proposal, CEDA's or MPBIA's. If there is clear support for one proposal, the other proposal will not proceed further. The preferred proponent will continue to engage property owners and business tenants to make requested changes. If there appears to be support for both proposals, we will need to determine whether the support is in different areas (go forward as two separate BIAs), or whether both proposals should be forwarded to City Council for a final decision.

A final BIA proposal would not go forward until late Fall 2017, for final Council decision in March 2018. Property owners and business tenants would be notified by the City, and would have an opportunity to submit their views to Council at that time. Per Council policy, a BIA Initiative will not proceed if, within one month of the notification, more than one-third of assessed owners, representing more than one-third of the commercial value, or one-third of the business tenants, counted separately, have given written notice that they object to the BIA Initiative.

Should a BIA proposal be approved by City Council, your BIA association will still need to obtain approval of the program and budget from its membership on an annual basis (at its annual general meetings) before Council releases funds.

Need more information?

If you wish further information about the City's role in the BIA process, please call me at (604) 871-6304. For further information on the respective BIA proposals, please contact the proponents via the contact information in their enclosed materials.

Yours truly,



Peter Vaisbord, BA, LLB, MA(Pln)  
Coordinator, BIA Program

453 W. 12th Ave., Vancouver, BC V5Y 1V4  
tel: 604.871.6304  
peter.vaisbord@vancouver.ca

PV/pv

Enclosures

cc: Ray Lam, Creekside Economic Development Association  
Neil Wyles, Mount Pleasant Commercial Improvement Society



## SURVEY - BUSINESS IMPROVEMENT AREA (BIA) PROPOSALS FOR CREEKSIDE AREA

Earlier this year, two different groups approached the City about forming a BIA in your area:

- The **Creekside Economic Development Association (CEDA)** proposes establishing a new free-standing BIA.
- The existing **Mount Pleasant BIA (MPBIA)** proposes to extend services to your area by creation of a BIA expansion area.

As requested by the City, the two groups have begun to engage businesses and property owners about their respective proposals and to receive input. You may already have been approached by one or both groups. A map showing the area of overlap between the two proposals is printed on the reverse page.

In order for the City and the proponents to better understand whether there is support for a BIA in the Creekside area, and if so, whether one or the other is supported, please review the enclosed materials from the two proponents, and then complete the survey questions below.

### PRELIMINARY SURVEY

1. *I have reviewed the enclosed materials and am in favour of a Business Improvement Area (BIA) and BIA levy for the described area.* [  ] YES [  ] NO [  ] Don't know
2. *If YES to Question 1:*  
[  ] I support the CEDA proposal  
[  ] I support the MPBIA proposal  
[  ] I don't know / have no preference.
3. *Please provide your comments (if any) on the BIA proposals:*

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Please return completed survey **BY MONDAY OCTOBER 30** to the attention of Peter Vaisbord, BIA Program Coordinator, either by scanned e-mail attachment to [peter.vaisbord@vancouver.ca](mailto:peter.vaisbord@vancouver.ca) or by postal mail to:

Peter Vaisbord, BIA Program  
City-Wide & Regional Planning, Planning Urban Design & Sustainability  
Vancouver City Hall, 453 W 12<sup>th</sup> Ave, Vancouver, BC V5Y 1V4