

## COUNCIL MEMBERS' MOTION

*For consideration at the Standing Committee meeting on Policy and Strategic Priorities on  
May 6, 2026*

### 1. **Supporting Vancouver's BIAs and Growing VANSTAT**

Submitted by: Councillor Meiszner

#### WHEREAS

1. The Vancouver BIA Partnership is a coalition representing all 22 Business Improvement Areas (BIAs) in the City of Vancouver, collectively representing more than 25,000 businesses and commercial property owners with approximately \$53 billion in assessed property value;
2. Business Improvement Areas play a critical role in supporting public safety, cleanliness, and economic activity at the neighbourhood level, and are key partners in identifying emerging safety concerns, repeat locations, under-reported incidents, and operational gaps affecting local businesses and public spaces;
3. For the past four years, the Mount Pleasant BIA has been using and piloting a shared, web-based incident data collection and reporting platform ("SmartrBID"), which enables the efficient, crowd-sourced capture of granular, real-time information on safety and public realm issues;
4. The SmartrBID tool offers the public, business owners, and property owners access to a quick and simple tool to report incidents. It allows for crucial information to be passed along quickly and easily via an online portal, particularly where a police or another response from authorities is not required (e.g., documenting that a shoplifting incident has occurred);
5. Adoption of SmartrBID by the Mount Pleasant community has resulted in increasing user participation and has provided improved data capture and a more timely and coordinated responses to local issues;
6. Over the past year, the South Granville BIA and Hastings Crossing BIA have successfully piloted the adoption of the SmartrBID platform in conjunction with their regular reporting procedures;
7. The Vancouver BIA Partnership has supported the implementation of a shared, web-based incident data collection and reporting platform, and SmartrBID has proven its adaptability and ease of use by local BIAs;
8. The Mount Pleasant Community Policing Centre (CPC) has also been using SmartrBID to support local public safety initiatives in conjunction with their regular reporting procedures, demonstrating the value of structured, community-based data in identifying trends, informing responses, and supporting coordination with the Vancouver Police Department (VPD);

9. Based on experience to date, SmartrBID would be a valuable tool for all Community Policing Centres (CPCs) as it supports integration between CPCs and local BIAs and facilitates the electronic forwarding of collected data to the City of Vancouver and the VPD while allowing BIA staff, contractors, and CPCs to see real-time results on locally reported issues;
10. It is important to note that SmartrBID is not a replacement for 911 or the City's 311 system. Rather, it supports these services and helps to allocate resources efficiently and effectively based on patterns and frequency;<sup>1</sup>
11. Based on the experience with SmartrBID, the Vancouver BIA Partnership has identified an opportunity to expand the platform to additional Business Improvement Areas of sufficient scale that would benefit from participation, recognizing that smaller BIAs may not yet require or benefit from such a system;
12. The projected cost to implement the SmartrBID system is approximately \$1,000 per Business Improvement Area for initial setup and between \$200 and \$400 per month for ongoing operation, representing a proven, relatively low-cost, scalable investment in public safety and public realm data infrastructure;
13. Expanding the SmartrBID platform would support the integration of Business Improvement Areas into the VanStat program by providing consistent, standardized, and actionable neighbourhood-level data; and
14. The City maintains reserves intended to support strategic, one-time investments and pilot initiatives that enhance coordination, data quality, and evidence-based decision-making in support of public safety and community well-being.

THEREFORE BE IT RESOLVED

- A. THAT Council approve an allocation of up to \$50,000 in one-time funding to the Vancouver BIA Partnership to administer a pilot expansion of the SmartrBID incident data collection platform to up to nine additional Business Improvement Areas of sufficient scale and operational readiness, with funding to support initial setup and early-stage operating costs; and

FURTHER THAT the approved funding be allocated in Q4 2026, with the pilot expansion to be implemented thereafter and the first consolidated reporting of incident data delivered to the City, including for integration into VanStat, in Q1 2027.

- B. THAT Council direct staff, within existing resources where possible, to work with the Vancouver BIA Partnership to explore opportunities to integrate SmartrBID data into the City's VanStat program to strengthen neighbourhood-level

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<sup>1</sup> In most cases, BIAs have their own contractors that respond more quickly than calls through 311 services. BIAs have a more focused, granular expertise with respect to their individual BIA districts and are able to capture a granular level of data that 311 is not able to do. However, it is important to note that SmartrBID is not a replacement for 311 services which, along with 911 services, have important roles to play in a complete system.

intelligence and improve coordination of City responses.

- C. THAT Council direct staff, within existing resources, and where possible, to explore opportunities to enhance coordination between Business Improvement Areas and City-contracted service providers, including the feasibility of enabling BIAs to submit service requests (such as graffiti removal) directly through or in alignment with the SmartrBID system.
- D. THAT Council direct staff, within existing resources and where possible, to explore the feasibility of integrating relevant third-party data sources, including but not limited to data from parking and public space management providers, into a coordinated public safety data framework.
- E. THAT Council direct staff, within existing resources and where possible, to report back following the initial implementation period, including on participation levels, data quality, integration with VanStat, operational impacts, and any recommendations for broader program expansion.

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