

NO: R249

COUNCIL DATE: December 18, 2017

REGULAR COUNCIL

TO: **Mayor & Council** DATE: **December 14, 2017**

FROM: **General Manager, Investment & Intergovernmental Relations** FILE: **6930-20**

SUBJECT: **Renewal of the Downtown Surrey Business Improvement Area**

RECOMMENDATION

The Investment & Intergovernmental Relations Department recommends that Council:

1. Approve the use of the “Council Initiative” process as the mean by which to measure property owner support for the renewal of the Downtown Surrey Business Improvement Area;
2. Authorize the City Clerk to bring forward the necessary Downtown Surrey Business Improvement Area By-law No. 19457 (the “Bylaw”) for the required readings and authorize staff to undertake all the necessary related actions; and
3. Request that staff proceed with the formal property owner notification process related to the renewal of the Downtown Surrey Business Improvement Area and submit a further report on the matter complete with recommendations for Council’s consideration after the expiry of the “Council Initiative” notice period.

BACKGROUND

A Business Improvement Area (BIA) is similar to a Local Service Area where funds are collected for specific purposes through a rate levied against benefitting properties in a specified area. The establishment of a BIA is an effective means for businesses in any area to finance programs in support of keeping businesses in the area healthy and prosperous. In most circumstances such collaboration between businesses is not possible by other means.

In 2003, Council approved the initial Whalley Business Improvement Area By-law No. 14923 creating the BIA. There were two renewal terms for five years each in 2007 and 2012. The current By-law expires on March 31st, 2018. The Downtown Surrey Business Improvement Association (the “Association”), formerly known as the Whalley Business Improvement Association, representing the BIA would like to renew their BIA for a further five years and has advised that there is continued support for the BIA by its members.

The area covered by the Downtown Surrey BIA is illustrated in Appendix “I” attached to this report. The Association is not seeking to expand their boundaries during this renewal period.

DISCUSSION

Under the *Community Charter*, the level of support for the establishment or renewal of a BIA may be determined using either of the following means of consultation with the property owners within the area proposed to be covered by the BIA:

- i. **Council Initiative:** Under this approach Council advises property owners that it will enact the related BIA By-law unless more than half of the land owners, representing at least 50% of the assessed value of land and improvements that would be subject to the BIA tax levy, register their dissent within 30 days of notification; and
- ii. **Petition Process:** Under this approach at least half of the property owners, representing at least 50% of the assessed value of land and improvements that would be subject to the BIA tax levy, must sign a petition indicating their support for the establishment of a BIA.

Local governments may select either approach. The City has received a letter, dated October 4, 2017, (attached as Appendix "II") as part of the renewal package from the Association requesting the City use the "Council Initiative" approach to formally assess the level of support for the renewal of the Downtown Surrey BIA, which is the same process that was used for the BIA renewal in 2007 and 2012. The vast majority of BIAs in British Columbia have been established or renewed using the Council Initiative process in measuring business support.

As part of the process of establishing a BIA under the Council Initiative process, Council must introduce and give three readings to a BIA By-law for the area that will be subject to the BIA tax levy. The By-law:

- Identifies the organization representing the BIA;
- Defines the geographic area covered by the BIA and specifies the funding formula to be used in establishing the BIA tax levy that will be paid by each property that is covered by the BIA; and
- Establishes the term that the By-law will be in effect.

A draft of the proposed Downtown Surrey BIA By-law No. 19457, including Schedule B, is attached as Appendix "III" to this report.

After the By-law is given three readings, formal notification of the proposed BIA is to be sent by the City to all property owners within the area that is covered by the By-law. Property owners not in favour of proceeding with the BIA renewal are advised that they have 30 days to petition Council not to proceed. Unless a sufficient petition against the BIA is received, the BIA By-law can proceed to final adoption. A sufficient petition against proceeding with the BIA requires at least half of the land owners, representing at least 50% of the total assessed value of the properties liable to be charged under the proposed BIA. Following the requisite notifications, a further report will be brought back to Council with recommendations regarding the next steps in the process.

Subsequent to a BIA By-law being adopted by Council, BIA revenues are collected by the City through an annual tax levy on each property within the BIA area and are transferred to the BIA Society (Association) subject to the requirements outlined in legislation having been met. There are approximately 466 properties (Class 5 and 6) that would pay into the levy. Based on the Extraordinary General Meeting (EGM) held by the Association on September 28th, 2017, the 2018

levy rate charge for the Downtown Surrey BIA will be \$1,074,400 (a 14% increase over 2017) followed by a 3% increase in year two and three and 4% increase in year four and five thereafter similar to the previously approved By-laws at renewal. The budget increase will be used to expand programming such as the Clean Streets program and to run additional marketing campaigns for the BIA area.

Outreach

The Association conducted outreach to their membership using various methods to gauge support for the renewal and determine priority areas for the five year term as demonstrated in attached Appendix “IV.” The outreach process is an opportunity for the Association to inform and to gauge support for the formation or renewal of the BIA. The Association made reasonable efforts to engage the property and business owners in the area as demonstrated in chart below. There are approximately 530 property owners representing 466 properties and approximately 900 businesses in the designated area.

Membership Outreach	
Survey	
Mail	1221 (369 property owners* & 852 commercial businesses)
Email	691 email recipients (email list included: businesses, non-profits, property owners, and developers)
Phone & In person	60 businesses
Open House	13 individuals (included businesses, property owners)
Extraordinary General Meeting Notification	
Mail	369 property owners
Unaddressed Ad-mail	852 (two notices were sent within the BIA catchment area)
Email	653 recipients (three notification reminders were sent in September)

*Note: A complete list of property owners could not be provided by the City to Downtown Surrey Business Improvement Association due to Freedom of Information Act.

Overall, the Association received 55 completed surveys (representing 4.5% of the BIA membership) with over 95% of the respondents in favour of the renewal. The Association board developed the new proposed budget for the five year term utilizing the feedback from the surveys and the strategic plan, which was voted on unanimously at the EGM, by 18 members, representing 13 businesses and 44 properties, to proceed with the BIA renewal and the budget for the next five years.

Businesses are included in the consultation process as the BIA levy is typically passed on by property owners to tenants (either whole or in part). As such, it is important that business tenants be part of the process, even though legislation directs that approval for the BIA be sought from the property owners.

Legal Services

Legal Services has reviewed this report and has no concerns.

SUSTAINABILITY CONSIDERATIONS

The Downtown Surrey BIA focuses on business promotion schemes to keep businesses in the area healthy and prosperous and will help the City of Surrey in achieving the objectives of the City's Sustainability Charter including achieving the following Desired Outcomes (DO) and Strategic Direction (SD):

- Innovation DO16: Surrey's businesses are active participants in the community and create economic value in a way that generates value for society; and
- Community Pride and Engagement SD19: Support placemaking opportunities at the neighbourhood level and the creation of community gathering spaces.

CONCLUSION

The Downtown Surrey Business Improvement Association Board is requesting the City use the "Council Initiative" to renew the BIA for a further five year period from March 2018 to March 2023. Based on the above discussion it is recommended that Council:

1. Approve the use of the "Council Initiative" process as the mean by which to measure property owner support for the renewal of the Downtown Surrey BIA;
2. Authorize the City Clerk to bring forward the necessary Downtown Surrey Business Improvement Area By-law No. 19457 for the required readings and authorize staff to undertake all the necessary related actions; and
3. Request that staff proceed with the formal property owner notification process related to the renewal of the BIA and submit a further report on the matter complete with recommendations for Council's consideration after the expiry of the "Council Initiative" notice period.

Donna Jones
GM, Investment & Intergovernmental Relations

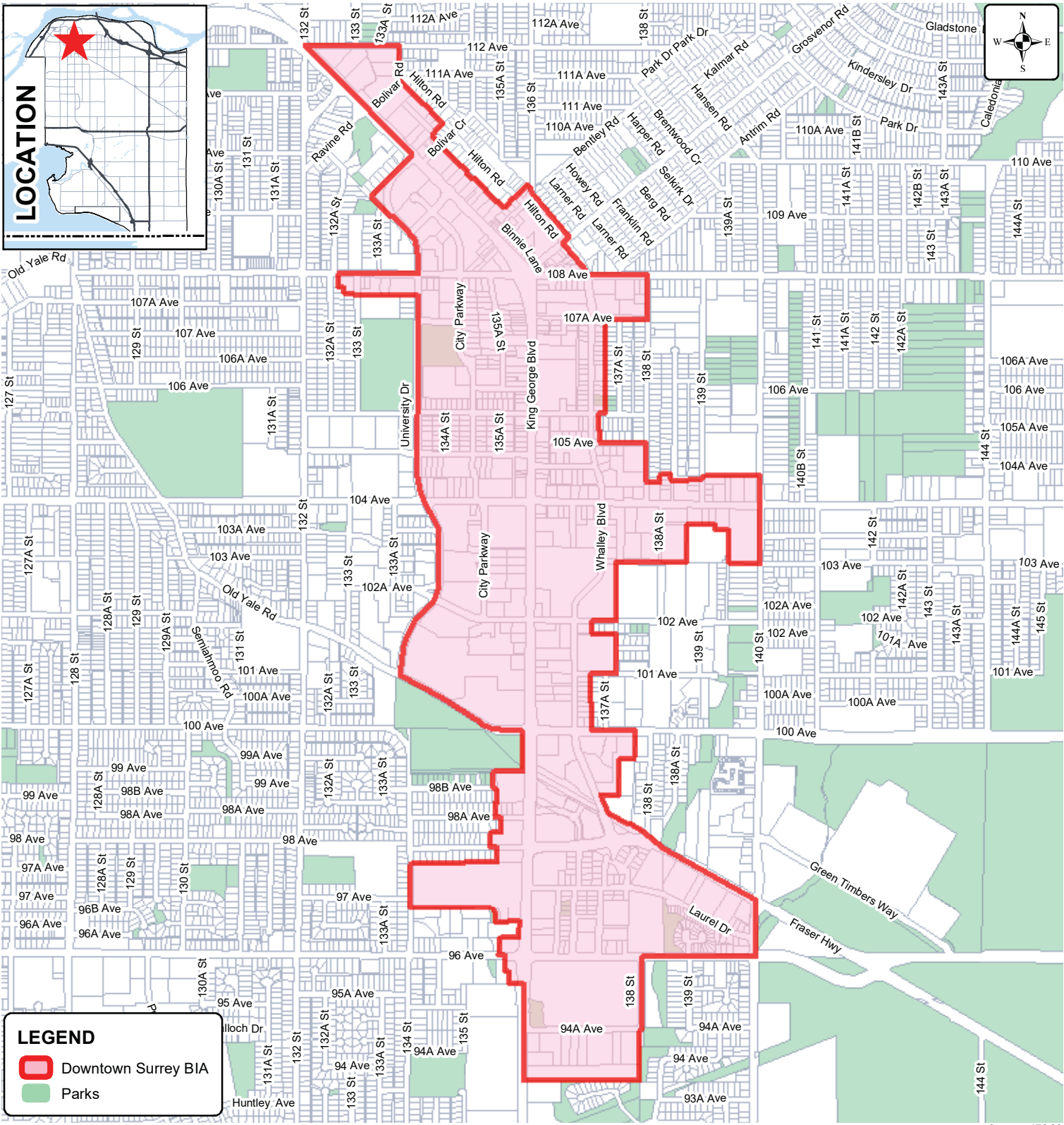
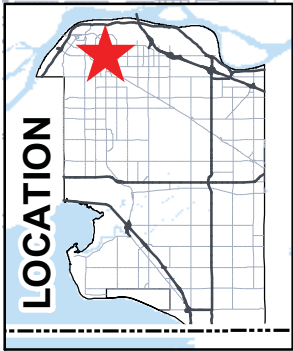
Attachments:

Appendix "I": Boundaries of the Downtown Surrey Business Improvement Area



Appendix "II": Letter, dated October 4, 2017, from Downtown Surrey Business Improvement Association including the 2018-2023 Renewal Package

Appendix "III": Draft Downtown Surrey Business Improvement Area By-law No. 19457

Appendix "IV": Downtown Surrey Business Improvement Association Membership Survey Results



LEGEND

-  Downtown Surrey BIA
-  Parks

Produced by GIS Section: 08-Dec-2017, C9W

Date of Aerial Photograph: April 2017

Scale: 1:19,000 



Downtown Surrey BIA

ENGINEERING DEPARTMENT

The data provided is compiled from various sources and IS NOT warranted as to its accuracy or sufficiency by the City of Surrey. This information is provided for information and convenience purposes only. Lot sizes, Legal descriptions and encumbrances must be confirmed at the Land Title Office.

Source: G:\MAPPING\GIS\Maps\CorporateReps\Other\CW_SurreyCentreBIA.mxd



October 4, 2017.

Kiran Kooner,
City of Surrey,
13450 104 Avenue,
Surrey, BC

Dear Kiran:

RE: Downtown Surrey BIA Bylaw Renewal Process

The Downtown Surrey Business Improvement Association is seeking renewal for a 5 year term using the council initiative process.

Attached is a record of the process and artifacts related to the By-law renewal process for the Downtown Surrey BIA. The materials include:

1. Schedule of activities and due diligence required by the BIA and the City.
2. Results of BIA member Survey conducted between January and March. This survey was distributed by snail mail to all property owners and by unaddressed ad-mail to business members. We sent the survey out via email with the option to complete the survey online.
3. A Copy of the flyer regarding dates and times for three BIA member information sessions: morning, lunch and early evening.
4. Renewal publication which outlines the renewal process, achievements, states motions regarding to the Extraordinary General Meeting set for September 28, 2017, including the incremental levy for a new five year mandate, proposed budget for the first year of the new mandate and a motion to adopt changes to DSRIA By-laws as required by the new BC Societies Act.
5. Notice of the September 28, 2017 Extraordinary General Meeting. This was sent out in accordance with our By-laws to all member businesses and property owners by snail mail, email, unaddressed ad-mail and was posted on our website.
6. Agenda, followed by Minutes of the meeting of the membership on September 28, 2017.
7. Current Strategic Plan and most current Year End Report (2016).
8. Members were notified of results of EGM. Minutes of the EGM held on September 28, 2017 have been distributed to all property owners by snail mail and to all businesses by unaddressed ad-mail. Minutes have also been posted on our website.

Please contact the writer as required.

Sincerely,

A handwritten signature in black ink, appearing to read "Bonnie Burnside", is written over a large, light blue circular graphic that contains a stylized city skyline.

Bonnie Burnside,
Manager
Enclosures

Process for Renewal Schedule

August – December 2016

- Decided that the DSBIA would pursue a new five year term (rather than a longer 7 or 10 year term)
- Board held a Strategic Planning Session to develop a new five year Strategic Plan
- Student hired to assist with Renewal process
- Developed questionnaire
- Planned outreach materials

January – March 2017

- Board adopted the new Strategic Plan
- Received redacted version of Property Owners List from the City of Surrey – research required to update the list to include all Property owners
- Questionnaire circulated via snail mail to property owners, unaddressed ad-mail to businesses and email to business list
- Questionnaire link available on DSBIA website
- Return rate from questionnaire very poor – student was sent out to conduct the survey in person
- Tabulated the results of the survey and presented to the Board of Directors
 - Only 55 surveys (out of potentially 1200) were completed therefore instruction to staff to prepare budgets to reflect the Strategic Plan with options to reflect the survey requests

April – June 2017

- Three budgets were developed and discussed by the Board – information taken into account included: allocation of funds per committee in comparison to other BIAs in BC; overall budget compared to other BIAs in BC of similar size; and rate per \$1000 of assessed value of BIAs in Surrey and Vancouver. Information on three properties (large, mid-size, small) within the DSBIA area compared property taxes and DSBIA Levy for 2016 and 2017.
- Meetings were set up for Membership to discuss the various Budgets – meetings held May 30, 31.
- Based on discussions with the Board and the Membership, two budgets were presented to the Board in June

July – August 2017

- Board approved the Budget for the first year and levy amounts for the subsequent years of the Renewal Term
- Distribution of Renewal Information, including the proposed Budget, to Property Owners and Businesses
- Information posted on the DSBIA website

HAVE YOUR SAY

with Downtown Surrey BIA

We want your input on our budget and plans for the next 5 years. Join our directors and staff to discuss DSBIA's next steps as Downtown Surrey continues its rapid growth.



TUESDAY
MAY 30
4-7^{PM}

WEDNESDAY
MAY 31
8-10^{AM}

WEDNESDAY
MAY 31
11:30^{AM}-1:30^{PM}

Join us at 330-10362
King George Blvd.

Refreshments will
be provided

NOTICE

To Downtown Surrey Business Improvement Association Members of an Extraordinary General Meeting (EGM)

When: Thursday, September 28, 2017 at 6:15 pm

Where: City Centre Library
Meeting room 120
10350 University Drive,
Surrey, BC

Note: Between 5:30-6:15pm, the Board of Directors will be available to discuss your concerns and answer questions. Snacks will be provided.

Purpose: The only business to be conducted is to vote on four motions as stated below.

Motion 1- To renew the Downtown Surrey Business Improvement Association for a five year mandate

Motion 2- To adopt a levy strategy for the next five years as part of the BIA renewal process that provides for graduated increases to the following schedule:

2018	\$1,074,400
2019	\$1,106,632
2020	\$1,139,831
2021	\$1,185,424
2022	\$1,232,841

Motion 3- To adopt the attached 2018 budget as presented by the Board of Directors of the BIA.

Reason: Normal business practice to ensure the delivery of BIA services and programs.

Motion 4 - To adopt the changes to the Downtown Surrey Business Improvement Association Bylaws as available online to conform to the new requirements of the BC Societies Act.

NO OTHER BUSINESS WILL BE CONDUCTED AT THIS MEETING. NO PROXIES.

For further information: 604.580.2321 or info@downtownsurreybia.com

Further information is also available on our website www.downtownsurrey.com (click on AGM - EGM 2017) or you can contact the DSBI CEO, Elizabeth Model at 604.580.2321.



Motion 3: Proposed DSBIA Budget for 2018

Revenue

Levy	1,074,400
Movies Under the Stars Sponsorship	22,000
Sponsorship – other	10,000
	1,106,400

Expenses

Board of Directors	18,600
Finance & Audit	14,100
Government Relations	10,000
Marketing	99,300
Events	91,800
Members Services	30,000
Economic Development	58,050
Area Enhancement	106,000
Safety	173,200
Facilities/Offices	160,350
Salaries/Wages/Benefits	345,000
	1,106,400

Further information is available on our website: www.downtownsurrey.com

Motion 4: Proposed changes to DSBIA Bylaws

The current Bylaws with changes tracked as well as a copy of the Bylaws with the changes incorporated can be found on the Downtown Surrey BIA website under AGM go to EGM 2017. If you prefer to have us email you a copy of the changes, please contact Bonnie or Tracey at 604.580.2321 or info@downtownsurreybia.com and we would be happy to send them to you.

All information is available on our website: www.downtownsurrey.com

Downtown Surrey Business Improvement Association
Extraordinary General Meeting
Thursday, September 28, 2017 at 6:15 pm
City Centre Library, Room 120 – 10350 University Drive, Surrey, BC

Agenda

Welcome & Introductions - Bill Cunningham, Chair of the Downtown Surrey Business Improvement Association

MOTION 1: To renew the Downtown Surrey Business Improvement Association for a five year mandate.

MOTION 2: To adopt a levy strategy for the next five years as part of the BIA renewal process that provides for graduated increases to the following schedule:

2018	\$1,074,400
2019	\$1,106,632
2020	\$1,139,831
2021	\$1,185,424
2022	\$1,232,841

MOTION 3: To adopt the 2018 budget as presented by the Board of Directors of the BIA.

Proposed DSBIA Budget for 2018

Revenue

Levy	1,074,400
Event Sponsorship	32,000
Total	1,106,400

Expenses

Board of Directors	18,600
Finance & Audit	14,100
Government Relations	10,000
Marketing	99,300
Events	91,800
Member Services	30,000
Economic Development	58,050
Safety	173,200
Area Enhancement & Sustainability	106,000
Facilities/Office	160,350
Salaries/Wages/Benefits	345,000
Total	1,106,400

MOTION 4: To accept the attached changes to our Bylaws as required by the new BC Societies Act.

NO OTHER BUSINESS WILL BE CONDUCTED AT THIS MEETING. NO PROXIES.



Downtown Surrey Business Improvement Association

Extraordinary General Meeting

Thursday, September 28, 2017 at 6:15 pm

City Centre Library, Room 120 – 10350 University Drive, Surrey, BC

Before the meeting commenced, the Board of Directors and DSBI staff were available to answer questions arising from the material distributed prior to the meeting and handed out upon arrival.

EGM Minutes

Thursday, September 28, 2017

Meeting called to order at 6:15 pm.

Welcome & Introductions by Bill Cunningham, Chair of the Downtown Surrey Business Improvement Association.

Members: 18 DSBI members representing 13 businesses and 44 properties

Special Guest: Kiran Kooner, Economic Development, City of Surrey

Guests: Feezah Jaffer, Surrey Food Bank and Jonquil Hallgate, Surrey Housing and Homelessness Task Force.

Note: one DSBI member representing one business and 11 properties attended via telephone not included in above count.

Motion to accept the Agenda.

Moved/Seconded: Mike Nielsen/Jamie Stewart. **Carried:** unanimously.

DSBI CEO, Elizabeth Model, explained the steps taken during the past eight months. This information can be found within the Renewal 2017 Document handed out to attendees and available on the DSBI website.

MOTION 1: To renew the Downtown Surrey Business Improvement Association for a five year mandate.

Moved/Seconded: James Stewart/Larry Fisher. **Carried:** unanimously.

MOTION 2: To adopt a levy strategy for the next five years as part of the BIA renewal process that provides for graduated increases to the following schedule:

2018	\$1,074,400
2019	\$1,106,632
2020	\$1,139,831
2021	\$1,185,424
2022	\$1,232,841

Moved/Seconded: Wolfgang Degemann/Tako Van Popta. **Carried:** unanimously.



Downtown Surrey Business Improvement Association

Extraordinary General Meeting

Thursday, September 28, 2017 at 6:15 pm

City Centre Library, Room 120 – 10350 University Drive, Surrey, BC

MOTION 3: To adopt the 2018 budget as presented by the Board of Directors of the BIA.

Proposed DSBI Budget for 2018

Revenue

Levy	1,074,400
Event Sponsorship	32,000
Total	1,106,400

Expenses

Board of Directors	18,600
Finance & Audit	14,100
Government Relations	10,000
Marketing	99,300
Events	91,800
Member Services	30,000
Economic Development	58,050
Safety	173,200
Area Enhancement & Sustainability	106,000
Facilities/Office	160,350
Salaries/Wages/Benefits	345,000
Total	1,106,400

Moved/Seconded: Larry Fisher/Soleman Hashmi. **Carried:** unanimously.

MOTION 4: To accept the attached changes to our Bylaws as required by the new BC Societies Act.

Moved/Seconded: Rob Blackwell/Mike Nielsen. **Carried:** unanimously.

To be noted: Televotes in favour of all Motions.

The DSBI will now compile all the materials and activities and send them to the City's BIA Coordinator. City staff will prepare a Corporate Report for City Council. If everything is in order and acceptable, Council will proceed with formal notification of all registered commercial property owners by mail. Following this process, there is a 30 day objection period when owners opposed to the BIA Bylaw may register objections. Following this process, Council, through its Court of Revision, will reach a final decision regarding a new Bylaw early in 2018.

MOTION: To adjourn Extraordinary General Meeting at 6:25pm.

Moved/Seconded: James Stewart/ Soleman Hashmi **Carried:** unanimously



RENEWAL 2017

VISION STATEMENT:

The Downtown Surrey Business Improvement Association champions a new and vibrant Metropolitan Centre.

MISSION STATEMENT:

The Downtown Surrey Business Improvement Association builds partnerships to create a dynamic and sustainable Metropolitan Centre that is THE place to invest, work, learn, live and play.



DOWNTOWN SURREY BUSINESS IMPROVEMENT ASSOCIATION

#330 - 10362 King George Boulevard, Surrey, BC V3T 2W5 Tel: 604.580.2321 Fax: 604.580.6321

www.downtownsurrey.com www.surreycitycentre.ca Email: info@downtownsurreybia.com Twitter: @dtsurreybia



Councillor Hayne, Donna Rowand, Victor Davis, Jason Wong, David Pel, Soleman Hashmi, Mike Nielsen, Michael Wilson, Robert Dominick, Bill Cunningham, Elizabeth Model, James Stewart, Joanne Curry

Who We Are

The Downtown Surrey Business Improvement Association is a not-for-profit society with a mandate to support revitalization and economic development of the BIA area while balancing the needs of large and small, established and new Members with available resources.

The Association was established in 2002 and the BIA area designated through a By-law of the City of Surrey in 2003 under Provincial legislation.

Downtown Surrey BIA is funded by a special levy on all property owners within a designated area (please refer to the map) and is collected by the City of Surrey.

The Downtown Surrey BIA is the only organization solely dedicated to Downtown Surrey. Businesses and property owners within the area contribute to the direction of the organization. The Downtown Surrey BIA is a leader in addressing Downtown issues and promoting the assets and benefits of Downtown, often acting as a facilitator or collaborator with other organizations, agencies and all levels of government.

What Is Renewal 2018

The current By-Law of the Downtown Surrey BIA ends March 31, 2018. To continue operating, support for the organization by its Members and City Council must be expressed through the passage of new By-laws of the City of Surrey. Planning for the next mandate period through analysis, consultation, and budgeting is referred to as the Renewal Process.

To be endorsed by the membership and City Council:

- A mandate period from April 1, 2018 to March 31, 2023 for the Downtown Surrey BIA
- A business plan that reflects the needs and expectations of the Downtown business community
- A boundary area which includes properties and businesses that benefit from the business plan (no boundary changes are recommended for this mandate)
- A budget that will allow the business plan to be carried out

Process For Renewal

AUGUST - DECEMBER 2016

- Developed Strategic Plan for five year renewal
- Developed questionnaire
- Planned outreach activities

JANUARY - JULY 2017

- Outreach activities
- Tabulate and analyze survey results
- Invited businesses to meetings to discuss ideas, concerns and review potential budgets
- Revise and finalize renewal proposal & budget based on Member input

AUGUST - SEPTEMBER 2017

- Distribute renewal information to Property Owners and Businesses
- Extraordinary General Meeting: Members vote on motions to approve renewal budget as well as Year One Budget for new mandate

OCTOBER 2017

- All materials to be sent to the City of Surrey BIA liaison within the Economic Development Office

NOVEMBER 2017

- Economic Development Office prepares Council Report
- Council decides on whether to proceed
- Formal notifications from the City mailed to property owners

JANUARY 2018

- 30 day notice period for objections

MARCH 2018

- Council enacts re-designation (renewal By-law and new Granting By-Law)

MARCH 31, 2018

- Old By-law expires

APRIL 1, 2018

- If approved, new BIA term begins

Work In Progress

To be endorsed by the Membership and City Council:

GOVERNMENT RELATIONS

Advocacy (includes but not limited to):

- Improved transportation South of the Fraser
- Housing homeless people
- Legislation to address street disorder
- Discarded needles
- Infrastructure spending (SFU, Performing Arts Centre, Recreation)
- A Purpose - Built shelter

ECONOMIC DEVELOPMENT

Promote, educate and advance Downtown Surrey as the place to invest, develop and grow business.

Program (includes but not limited to):

- Sponsorships of Economic Development Department activities with the City of Surrey
- Organizing Familiarization Tours with media and specific target markets
- Highlighting & growing sectors within Innovation Boulevard

MARKETING

Implement strategies to support, enhance and achieve the objectives, goals & work of all committees.

- Media marketing campaigns
- Showcase good news stories within the DSBIA
- Facilitate programs encouraging support & highlighting local businesses



Round-up Safety Meeting

SAFETY

Based on the results of our Annual Safety Audit, programs are designed, instituted, or revised.

Programs (include but are not limited to)

- Bike Patrol (6 days per week/10 hours per day)
- Business Connect
- Social media campaigns regarding safety tips
- Education of Membership through Community Safety Breakfasts

AREA ENHANCEMENT & SUSTAINABILITY

Programs (include but are not limited to)

- Graffiti removal from business buildings
- Clean Streets through Options Club House
- Ongoing Placemaking activities to activate public spaces



Ann Wilson, Michael Wilson, Bruce Ralston M.L.A., Elizabeth Model, Councillor Mike Starchuk, Rachna Singh M.L.A., Tracy Reddies M.L.A.

EVENTS

In the absence of permanent entertainment venues, the BIA creates and sponsors special events in various locations within our area in an effort to establish a sense of place that encourages and attracts people to visit, stay, and play in Downtown Surrey.

Events (include but are not limited to)

- Movies Under the Stars
- Sponsorship of City Events (Fusion Festival, Party for the Planet, Tree Lighting Festival)
- Local Community Events such as Eat Play Live Well, Surrey Fest Downtown, Long Long Table.

MEMBER SERVICES

Grassroots Marketing initiatives and Communications programs to provide information and help meet the needs/requests of the DSBIA members.

Programs (include but are not limited to)

- It's News Downtown (bi-weekly electronic email), The New View (6 times per year by electronic email) to Members and the Community at large and What's Up Downtown (sent by unaddressed airmail 6 times per year to DSBIA Members).
- "Explore the George" marketing campaign
 - Special Videos highlighting local businesses
 - Summer Lunch Tour
 - Social Media
- Annual Update of the Restaurant Guide

RESEARCH

- Annual Safety Audit
- An Analysis of the Proliferation of Social Services within the DSBIA area
- Road pricing & Transportation report by Hendrickson & Connelly PHD's from SFU
- Research on types of entertainment activities/venues in other Downtown areas
- What people want in their Downtown Core

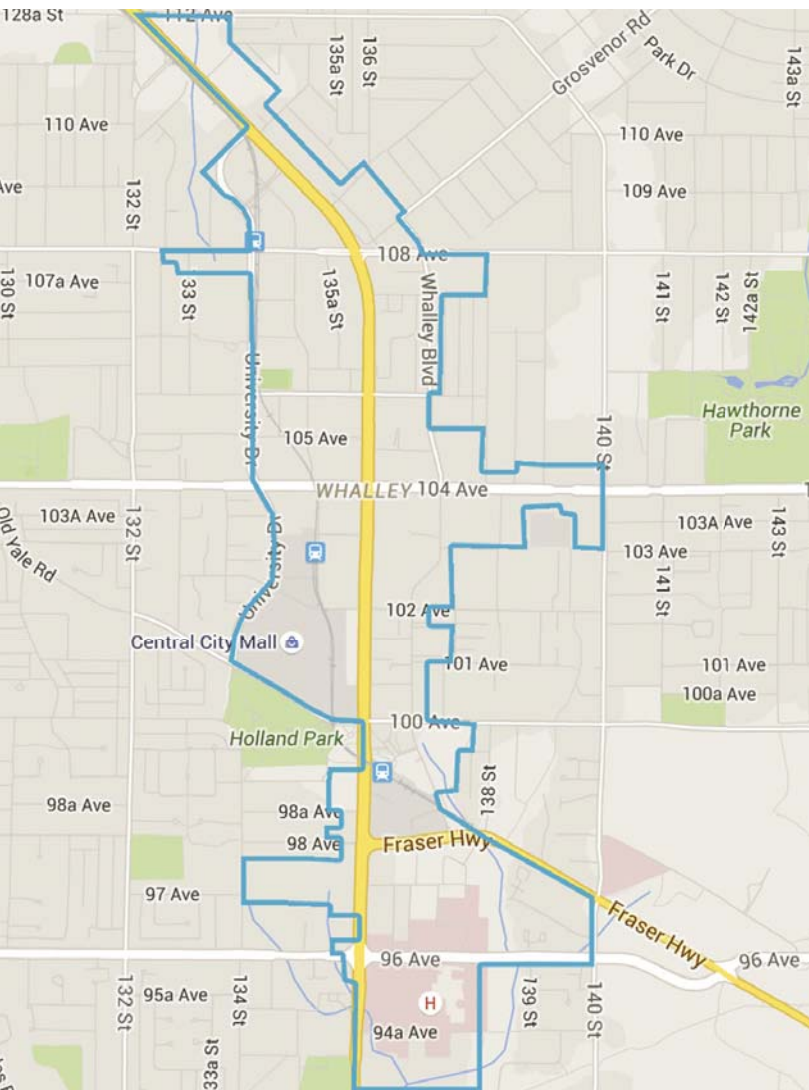


Future Focus

In the Fall of 2016, the strategic direction of the BIA was developed by the DSBIA Board of Directors

- Work with all levels of Government, Crown Corporations, Businesses & Industry Leaders to facilitate the mandate of the DSBIA to service the needs of all Members within the framework of the DSBIA
- To support and promote economic development in Downtown Surrey
- Capitalize on new opportunities as well as support ongoing positive events that bring media attention and/or the public to Downtown Surrey
- Support and promote a safe, livable Downtown

A copy of the detailed Strategic Plan can be found on our website (www.downtownsurrey.com) or we would be pleased to mail you a copy if Contact 604.580.2321 or info@downtownsurreybia.com.



Next Steps

The Members of the DSBIA will be requested to vote on three motions at the Extraordinary General Meeting (EGM) at 6:15 pm on September 28, 2017 at City Centre Library Centre 10350 University Drive, Surrey.

Directors of the Downtown Surrey BIA will be available prior to the meeting (5:30-6:15pm) to answer questions. Questions prior to the EGM, call the BIA office at 604.580.2321.

MOTION 1: To adopt a levy strategy for the next five years as part of the BIA renewal process that provides for graduated increases to the following schedule:

2018	\$1,074,400	2021	\$1,185,424
2019	\$1,106,632	2022	\$1,232,841
2020	\$1,139,831		

MOTION 2: To adopt the 2018 budget below as presented by the Board of Directors of the BIA.

Proposed DSBIA Budget for 2018

REVENUE	\$1,106,400
Levy	1,074,400
Event Sponsorship	32,000
EXPENSES	\$1,106,400
Board of Directors	18,600
Finance & Audit	14,100
Government Relations	10,000
Marketing	99,300
Events	91,800
Member Services	30,000
Economic Development	58,050
Safety	173,200
Area Enhancement & Sustainability	106,000
Facilities/Office	160,350
Salaries/Wages/Benefits	345,000

Motion 3: There will be a further motion to address changes to our Bylaws required by the new BC Societies Act.

Annually a Year-End Review is published of all projects and initiatives. Our 2016 Year-End Review is available for review on our website (www.downtownsurrey.com). If you would prefer a copy mailed, please contact us at 604.580.2321 or info@downtownsurreybia.com.

STRATEGIC PLAN 2017 & BEYOND

VISION STATEMENT

The Downtown Surrey Business Improvement Association are champions of co-creating a new and growing vibrant Metropolitan Centre.

MISSION STATEMENT

The Downtown Surrey Business Improvement Association builds partnerships to create a dynamic and sustainable Metropolitan Centre that is **THE** place to invest, work, learn, live and play.



ECONOMIC DEVELOPMENT

Downtown Surrey is identified as the place to invest, develop and grow business and improve our economic well-being.

- Promote Downtown Surrey as the future largest city in BC and a Regional Trade Centre
- Support the City of Surrey and partners to position Downtown Surrey as an attractive and welcoming location
- Connect with developers, trade associations, government agencies, and business leaders to educate and create awareness of developing assets
- Cultivate and collaborate with new and burgeoning sectors within Innovation Boulevard
- Promote the area as a location for business incubators and start-up companies
- Support, promote and cultivate the Cultural Industry recognizing and advancing economic opportunities
- Encourage development of amenities in the DSBIA area through private and public involvement (i.e. recreational, entertainment, cultural)
- Profile Downtown Surrey for investment (i.e. FAM Tours, conferences and trade missions)
- A key factor to the success of Downtown Surrey is transportation
 - To advocate for improved transit South of the Fraser
 - To support King George Boulevard as a walkable, commercial Downtown core
- Advocate for transit oriented development (TOD) for the build-out of Downtown Surrey
- Partner with existing businesses and potential investors to profile successes in City Centre
- Promote the DSBIA area for corporate and business relocation
- Actively promote Downtown Surrey as a residential-friendly area for relocation

GOVERNMENT RELATIONS

Working and advocating with all levels of Government, Crown Corporations, business and industry leaders to facilitate the growth and development of an inclusive City.

- Support, endorse, and advocate appropriate Government and community stakeholders on key initiatives that impact Downtown Surrey
 - Transportation/Transit
 - Post-secondary Expansion
 - Infrastructure for Downtown Surrey
 - Performing Arts Centre
 - Recreation that also includes programs for at-risk youth
- Social issues
 - Housing, Mental Health and Addiction Policies at the Provincial and Federal Level
- Education K-12
- Zoning permits and Bylaws



Councillor Hayne, DSBA Past Chair Bill Rempel, DSBA Past Chair James Stewart, Marvin Hunt MLA



Honourable Peter Fassbender MLA, Elizabeth Model DSBA CEO, Randeep Sarai MP

MARKETING

Combine the DSBIA strategies to support, enhance and achieve the objectives, goals and work of the organization's mission and vision.

- Partner with the City of Surrey, Post-secondary Institutions, Developers and others where opportunities exist to promote Surrey as **THE** place to invest
- Target Public Relations opportunities that support the vision and mission statements of the DSBIA
- Identify opportunities to educate and inform interested parties
- Showcase good news stories about Downtown Surrey to educate and inform
- Facilitate programs that encourage people to support local businesses
- Support and promote the ongoing work, efforts and initiatives of all DSBIA committees



Economic Health Conference



Explore The George Banners



MEMBERSHIP

To provide information, education, service, and assistance to the DSBIA Membership.

- Service the Membership according to the Bylaws and Constitution of the DSBIA
- Provide educational opportunities (i.e. forums or town hall meetings, symposiums) to Members for information on relevant topics
- Encourage participation and involvement of businesses, organizations and property owners in the DSBIA Board of Directors, Standing & AdHoc Committees and other opportunities as they arise
- Communicate, inform, highlight and promote positive stories and events to Members through The New View and What's Up Downtown publications
- Offer opportunities for Members to participate in local marketing campaigns (i.e. "Explore the George," the Restaurant Guide)
- Update and inform Members on a continual "as needed" basis via electronic newsletter It's News Downtown



Christmas On The George Gift Basket



Over 120 restaurants to explore.

Dine in Downtown Surrey!

Restaurant Guide



SAFETY

The DSBIA supports, encourages and promotes a safe, livable community for Downtown Surrey.

- Identify and address safety concerns of DSBIA Members through programs and advocacy
- Participate in meetings focused on strengthening ties and cooperative efforts with stakeholder groups
- Encourage Membership to be pro-active and adopt Community Safety Best Practices
 - Ongoing supply of updated brochures and other materials to Membership regarding Safety and other initiatives pertaining to subject
- Engage, support and collaborate with The City of Surrey's Public Safety Strategy/Department
- Provide ongoing outreach to Members regarding Bylaw Changes and other issues as required



Community Safety Breakfast



Emergency Preparedness



AREA ENHANCEMENT

The DSBIA champions a clean, welcoming, walkable and quality area for businesses, residents and visitors

- Address area enhancement through beautification initiatives (ie. Graffiti Removal Program and Clean Streets Program)
- Identify and support the City of Surrey's Beautification initiatives beneficial to the DSBIA
- Encourage and support the City in beautification of DSBIA area (i.e. Street Furniture, Landscaping, Public Art, etc.)
- Activate public and private spaces with placemaking activities
- Monitor infrastructure to ensure it meets the requirements of the area (i.e. upgraded lighting, safe sidewalks, landscaped medians and boulevards)
- Support the City on alternate forms of transportation requiring City infrastructure (i.e. bike lanes, secure bike parking, walking paths, etc.)



Potential Public Art



Stitch by Stitch



EVENTS

The DSBIA engages and encourages activities and events to build popularity and enliven public spaces to create a welcoming Downtown where people want to be: a here HERE.

- To create and leverage new opportunities as well as support ongoing positive events that bring media awareness and focus and/or citizens and visitors to Downtown Surrey
- Promote placemaking events and activities to create a more walkable, positive and interesting streetscape
- Promote and support City, Community or Stakeholder events
- Encourage and support Member-related events
- Identify other events or activities through strategic partnerships



Movies Under The Stars



Long Long Table 2015



Big Rigs For Kids

2016

downtown
SURREY BIA

YEAR END REPORT

DOWNTOWN SURREY BUSINESS IMPROVEMENT ASSOCIATION



DOWNTOWN SURREY BUSINESS IMPROVEMENT ASSOCIATION

#330 - 10362 King George Boulevard, Surrey, BC V3T 2W5

Tel.: 604.580.2321 Fax: 604.580.6321 Email: info@downtownsurreybia.com

Website: www.downtownsurreybia.com

Chair's Report



Robert Dominick
Chair
Downtown Surrey BIA

Having now served two terms as President and one term as Chairman of the Downtown Surrey Business Improvement Association, I look back over those various terms and one word jumps out at me... Improvement. It has been a privilege to have served the BIA and to have witnessed the continual improvement of our area during the various years of my tenures.

The evolution of our City Centre never ceases to impress me and, as a developer and contributor to this evolution, it makes me proud of the role that the BIA plays and provides to this growth and the care of its Members.

We are blessed with an exceptional staff under the guidance and direction of our CEO, Elizabeth Model. I often wonder if the BIA would be where it is today without her continual drive, energy and enthusiasm. Then there's Bonnie Burnside whose local knowledge and devotion to duty are irreplaceable. Finally, there is the ever adaptable and always obliging Tracey Gravel. I applaud them all and our student interns on behalf of the Board of Directors and myself, for all they do and all they will continue to do to take the BIA forward.

It's amazing to look back and think that it's 12 years now since my company, the WestStone Group, started building in Surrey City Centre. We had a similar vision to that of our civic leaders and it's exceptionally rewarding to see the momentum continuing with the same passion that it did well over a decade ago.

It's also refreshing to see that our Downtown Surrey area continues to be more and more recognized locally, nationally and internationally as the principal centre of commerce south of the Fraser. It has taken us a long time to pull away from a "Vancouver" categorization and it will continue to be a primary task for us at the BIA to keep that recognition of Surrey, as its own entity, moving forward as the City continues to grow.

Finally, my thanks to all the Board of Directors and Committee members for their continued efforts, dedication, and input. I have appreciated working with them all and have valued their contributions and participation in helping us to achieve another successful year of representing the Downtown Surrey area.

Robert Dominick
Chair



Toque Tuesday



Party on the Block



Coalition 2016

CEO's Report

Surrey's rapid growth rate continues to be recognized by the Real Estate Investment Network (for the past five years in a row), as the best place in British Columbia to invest! The Downtown Surrey Business Improvement Association has positioned our emerging City Centre as the premier place to live, work, learn, play and to invest. Our focus remains in building a strong and vibrant Downtown and be recognized as the **Economic Powerhouse** of our region!

As your CEO, huge thanks are extended to the local businesses in Downtown Surrey and a dedicated Board of Directors for the combined efforts for continuous ongoing focus, hard work, and commitment to making Surrey City Centre the business core for the City. It is the ongoing, consistent efforts and messaging that we, as key stakeholders in the community, collectively send out to our neighbouring Cities, Provinces, and beyond. It is accomplished and supported in conjunction with businesses, developers, the City, community partnerships, provincial business organizations, the DSBIA Board of Directors and your staff working for your local area's business organization.

Huge kudos and very special thanks are extended to the DSBIA Chair, Robert Dominick, who returned for one year as your leader and spokesperson for the organization. Your service has been outstanding and very much appreciated. Thank you to the Board of Directors for their efforts, input, work, and involvement to the organization! My personal thank you is extended Bonnie and Tracey, for all their conscientious work, dedication, and commitment to the DSBIA. With all the players involved, the hard work and vision... it is all part of the process for a healthy, vibrant Downtown Surrey. It's building our local economies – together!

Please take the time to review the AGM Reports; the Board and staff welcome your feedback and comments.

ELIZABETH MODEL
CEO



ELIZABETH MODEL
CEO
Downtown Surrey BIA



Canada Day

Eat Play Live Well

Prospera Popcorn Tent

Board of Directors 2016 - 2017

ANDREW WESTLUND

Apex Communications/
Westlund Group of Companies

BILL CUNNINGHAM

TD Bank

CHARAN SETHI

Tien Sher Group
of Companies

ELFIE STUMPF

Whalley Optical
Centre Ltd.

JAMES STEWART

Hamilton Duncan Armstrong
+ Stewart Law Corp.

JOANNE CURRY

Simon Fraser University

MICHAEL MCNAUGHT*

Stantec Consulting

MIKE NIELSEN

Sprite Computers

ROBERT DOMINICK

WestStone Group

SOLEMAN HASHMI

Hashmi Law Office

WOLFGANG DEGEMANN

Eurocan Industries

BARB LAMBERT*

HSBC

BILL REMPEL

Central City/Blackwood Partners

DAVID PEL

David Pel & Company Inc.

GLENDA SAWATZKY*

Dream Realty Management
Corp.

JASON WONG

Beta Collective

KELLY BOTCHAR

Scotiabank

LARRY FISHER

Lark Group

MICHAEL WILSON

Phoenix Drug & Alcohol
Education Centre

NORM LAUBE **

SCDC

SHIRLEY SAMUJH-DAYAL**

Translink

TAKO VAN POPTA

McQuarrie Hunter

COUNCILLOR BRUCE HAYNE

(ex-officio) City of Surrey



* RESIGNED PRIOR TO TERM ENDING
** APPOINTED TO FILL VACANCY

Staff

ELIZABETH MODEL

CEO

LINYAN JIANG

Spring/Summer Intern 2016

BHAV BANSI

Summer/Fall Intern 2016

MARK PONCE

Summer Intern 2016

MAUREEN SOLMUNDSON

Summer Intern 2016

AIRI NAKAMOTO

Fall Intern 2016

BONNIE BURNSIDE

MANAGER

ALEX DIBNAH

Summer Intern 2016

CHERYL CHANG

Summer Intern 2016

OLIVIA HUI

Summer Intern 2016

DANIEL BREEDVELD

Summer Intern 2016

KYLA FRASER

Fall Intern 2016

TRACEY GRAVEL

ADMINISTRATIVE ASSISTANT



Summer Student Interns



Looking Back 2016...

ECONOMIC DEVELOPMENT

Downtown Surrey is identified as the place to invest, develop, and grow business and improve our economic well-being.

DSBIA Economic Development and Promotional Activities:



Better Transit & Transportation Coalition 2016

VIP Educational Reception

- The DSBIA showcased Downtown Surrey at a special reception hosted in the atrium of City Hall. All local developers in Downtown Surrey were showcased in a montage video highlighting all activities and building in Downtown Surrey; Presentation by Acting Mayor Councillor Bruce Hayne and reception and networking followed. This year's target identified were realtors from all of Metro Vancouver.

DSBIA Presentations

- To local developers, realtors and business & community groups (ongoing).

Transportation Initiatives

- **Better Transit & Transportation Coalition** - DSBIA Founding Member & Board Member, CEO is Chair of the Society, & continues to support improvement for transit and transportation in Metro Vancouver. The annual AGM was held in July and the Membership directed BTTC to continue as an organization to support the regional Mayors' Transportation Plan.
- **City of Surrey Transportation Forum** - Sponsored

- Participated in *City & Translink* forum on Light Rail SOTF
- Participated in *Metro Vancouver* Transportation Forum
- Participated in *Translink's consultations* for Pattullo Bridge upgrades
- *Light Rail Links* meetings - participation and advocacy SOTF.

Media (in conjunction with Marketing Committee)

- **LBMG - DSBIA Media Campaign** (Laura Ballance Media Group)
Public Relations, Advertising & Promotions for Downtown Surrey 2016-2017.
- **Media personnel** Meetings, connections, interviews & education to develop & highlight features in publications with special interest stories and business involvement South of the Fraser.

Promotional Economic Development Downtown Surrey Video

- Organized & updated video for Downtown Surrey with local businesses, developers, Mayor, and community highlighting the progress in Surrey City Centre. Featured video on our website: www.surreycitycentre.ca

ICSC (International Council of Shopping Centres)

- Toronto and Whistler - attended and participated with DSBIA Trade show booth educating and highlighting opportunities for development, business, retail & education; connections with DSBIA developers & key & interested stakeholders in the industry and growth of Surrey City Centre.

BUILDEX

- Vancouver Western Canada's largest conference and tradeshow for Property Management, Interior Design, Architecture, Renovation, Construction, and Real Estate; attended and participated with DSBIA Trade show booth, sponsored, showcased, educated, and promoted Downtown Surrey; over 14,000 attendees; City of Surrey Economic Development helped participate with staffing requirements due to volume.

BUILDEX EXPRESS

- Participated in a one - day mini trade show in Vancouver educating and promoting Downtown Surrey to attendees



Fraser Valley Real Estate Trade Show

- Booth sponsored, showcased, promoted, and educated realtors with happenings in Downtown Surrey.

eHealth Conference & Expo

- Downtown Surrey booth at the Trade Show provided an excellent opportunity for direct access to attendees of the health communities from Canada to learn about the growing Health Tech community in Downtown Surrey.



Health Conference

Pacific Northwest Regional Conference BIABC & IDA (International Downtown Association)

- Education, collaboration, and networking ensures success for all; showcasing best practices; economic development initiatives, Member & placemaking events and relations.

Mayor's Business Advisory Committee

- Meeting with all City's Business & Trade Associations (Chambers, BOT, BIA's).

City of Surrey Social Innovation Summit

- Sponsored 2nd annual summit.

Forums & Workshops

- Input from the Downtown Surrey BIA on Regional issues, growth, Real Estate IBCA event; GLOBE 2016 Leadership Summit; LRT Transportation & Regional Transportation Forums; City Transportation Meetings; City's Investment & Innovation Committee Meetings; SFU; Vancouver Real Estate Forums & invited panelist; Translink Forums; Creative City Summit sponsorship.

Business & Educational Organizations & Membership: Networking & Promotional opportunities with Community input:

- NAIOP (Commercial Real Estate Development Association); BOMA (Building Owners & Managers Assoc.); REIBC (Real Estate Institute of BC); UDI (Urban Development Institute Fraser Valley & Vancouver); Greater Vancouver Board of Trade (GVBOT); Surrey Board of Trade; BCEDA (BC Economic Development Association).
- Simon Fraser University Advisory Committee
- Attended and supported SFU events and functions relating to Downtown Surrey
- Vancouver Regional Construction Association Meetings
- Attended local developers, businesses, sod turning, grand openings, speaking engagements and special events

GOVERNMENT RELATIONS

Working and advocating with all levels of Government, Crown Corporations, business and industry leaders to facilitate the growth and development of an inclusive City.

Government Representatives Meetings & Advocacy Work

- *Attended announcement at SFU* with Federal, Provincial, and Municipal government officials for new Energy Systems Engineering Building funding
- *MLAs* – Surrey City Centre; Surrey & BC
- *Mayor's Council on behalf of BTTC* – presentations Phase 1
- *Federal Liberals – Minister of Immigration – John McCallum* (input to future immigration for Canada)

Presentations:

- Attended City Centre Stakeholder Meetings re: Social Issues
- Continued meetings, discussions and presentations with City & MLAs on Purpose Built Shelter
- Presentation and input to Finances/Budget Presentation to BC Standing Committee on Finance re: Supporting Simon Fraser University's request for expansion
- Visits and DSBIA office discussions with MLAs and MPs
- Attendance, discussions, and networking at BCEDA with elected officials; Municipal & Provincial



DSBIA CEO & MP Randeep Sarai



Surrey City Council Meetings

- Presentations and attendance in support of local development in City Centre
- Mayor’s Meeting with City Centre developers
- Transportation support and local engagement

City Staff and Departments

- Issues impacting Downtown Surrey (Crime, Mental Health, Development, Transportation, Unsightly Properties)
- Recreational and support facilities – YMCA (presentations)
- Transportation discussions and input
- Marketing City Centre

SAFETY

The DSBIA supports, encourages, and promotes a safe, livable community for Downtown Surrey.

DSBIA Business Patrol

- Operates Monday through Saturday from 9am-7pm. In addition, a second team has been scheduled to work three days per month (Thursday, Friday, Saturday) from 11am-7pm on high volume service days immediately following “Welfare Wednesday.” Generating over 1400 incident reports in 2016, answering an average of thirty calls for service per month that came into the DSBIA office, and visiting DSBIA businesses on a regular basis, this program has been a visible example of the DSBIA’s commitment to providing the services for a safe community.
- The DSBIA Bike Patrol liaised regularly with RCMP District 1 and participated in various Safety meetings throughout the year.

- The DSBIA Bike Patrol participated in the area’s special events during the year including Movies Under the Stars, Surrey Fest Downtown, Picnic en Rouge, and Big Rigs for Kids.



DSBIA Business Patrol

Other Community Safety Initiatives

- SFU Co-op Student and Summer Intern, Alex Dibnah, returned for a third summer. She completed the 12th Annual Safety Audit. Over 210 street-level businesses responded. The majority of businesses reported they felt as safe as last year however, overall more businesses felt less safe than in any year since the survey began (29% of the businesses felt less safe). Concerns have centred around drug users/dealers, street people, theft, and discarded needles.
- The DSBIA has been involved with the RCMP’s new initiative, the “SMART TABLE”. This pilot project was publically introduced at the end of 2015 which is focused on getting help for prolific offenders among street-entrenched people.
- When an increase in discarded needles was noted both through the Safety Audit and our first Community Clean Up, our summer intern, Alex Dibnah researched options to deal with discarded needles and presented her findings to the Whalley Integrated Services Team for community follow-up.

- Business Connect – initiated in the summer of 2014, our summer intern Alex Dibnah expanded and increased the participation in 2016. Currently, the program includes are 18 pockets of businesses in the DSBIA area and 139 individual businesses. All participants are given information on crime prevention and staff safety tips upon signing up.
- Three Community Safety Breakfasts (March– special guests Dr. Terry Waterhouse, City of Surrey Director of Public Safety and Sergeant Jet Sunner with the RCMP; June – David Izzard (City of Surrey) providing information on Cyber Crime; November – roll out of the new City of Surrey Community Safety Strategy).
- The DSBIA staff participate in the monthly Whalley Integrated Service Team (WIST) meetings.
- In order to obtain valid statistics, it is crucial that everyone reports crime. In 2014, keychains were distributed to remind people to report crime; phone numbers and emails were provided on the keychain. This initiative was continued through 2016.
- During the summer of 2016, DSBIA Intern, Olivia Hui, surveyed a number of the local businesses to determine their level of preparedness in the event of an emergency. She researched the topic more thoroughly, and compiled a comprehensive package. The package was circulated to businesses that requested the information. She also had a display set up at various events where information was distributed to the public.



Community Clean Up

- Two of our Summer Interns, Alex Dibnah and Olivia Hui, set up an information tent in the parking lots at London Drugs and TD Bank several times during the summer to provide people with information on both Safety and Disaster Preparedness Tips.
- The DSBIA participates in the City's Advisory Committee on the Boulevard Shelter.
- As part of the "Explore the George" campaign (see Marketing), banners designed by Intern Linyan Jiang were hung through the area.
- The DSBIA has an ongoing program to identify by-law infractions and report to appropriate departments at the City of Surrey. Staff also forward complaints from the community to the City.
- It was brought to the attention of the DSBIA that a number of groups hand out clothing, blankets and food to people on the street. While we applaud these groups for their good intentions, quite often it creates a problem for local businesses. Old clothes and wet blankets end up in the landfill after one night in the rain. Therefore, several of our summer interns in 2015 created a campaign called "Recreate How You Donate." The social media campaign was carried throughout 2016 and the materials produced were used by the City to develop a City-wide program.
- To help enhance positive activity in the area, a number of placemaking activities were organized throughout the summer and into the fall. These

AREA ENHANCEMENT & SUSTAINABILITY

The DSBIA champions a clean, welcoming, walkable, and quality area for businesses, residents, and visitors.

- Since April 2012, the DSBIA has contracted Goodbye Graffiti for graffiti removal within the DSBIA area. During the year ending December 31, 2016, over 13,000 site inspections were done and 3,095 tags were removed as well as 387 posters and 218 stickers.
- The Clean Streets Program, provided by Options New Frontier Clubhouse Program, ran from March 1 - December 30, 2016.

activities included DJ Fridays at City Hall Plaza, Zumba and Party Line Dance Classes at Holland Park, two Music Marathons at the Park-It at Surrey Central Skytrain Station (where pianists hired by the DSBIA played 12 hours straight), I Love Surrey Project with the Love Ball, Monster Mash candy distribution at Surrey Central Skytrain Station on Halloween, and a variety of pop-up activities.

EVENTS

The DSBIA engages and encourages activities and events to build popularity and enliven public spaces to create a welcoming downtown where people want to be: a here [HERE](#).

DSBIA Signature Events

Movies Under the Stars

- In 2016 we showed four very popular movies: "The Minions," "Inside Out," "Big Hero 6," and "Zootopia" every Saturday in August at Holland Park. Prior to each movie, there were displays, activities, and a variety of local entertainers. A complete list of sponsors are recognized under Sponsor Recognition on page 12 of this report.

Community Block Party

- The DSBIA worked with other local stakeholder groups (RCMP, Parks & Rec, North Surrey Lions Club, Options, Lookout, BC Lions Football Team, etc.) to hold a Block Party on City Parkway beside Chuck Bailey Recreation Centre.





Lighted Truck Parade

Big Rigs for Kids

• Lighted Truck Parade at Surrey City Hall in December. This event has been hosted as the second part of the Surrey Santa Parade in Cloverdale for six years. Local residents are dazzled by the spectacularly decorated trucks. Organized with the assistance of the Cloverdale BIA and Pro-Trucker Magazine. In 2016, the DSBIA organized a Christmas Carol Sing-along prior to the arrival of the trucks.

DSBIA Membership Events

- **AGM 2016** at Surrey City Centre Library.
- **Community Safety Breakfast** at Knight & Day Restaurant in March with Special Guests Dr. Terry Waterhouse and Sergeant Jet Sunner.
- **Community Safety Breakfast** at Brown’s Socialhouse in June with Special Guests David Izzard from the City of Surrey who spoke on Cyber Crime and Sergeant Jet Sunner.
- **Community Safety Breakfast** at Knight and Day Restaurant in November with Special Guest Dr. Terry Waterhouse who outlined the new Public Safety Strategy.
- **Christmas Open House** in December at the Surrey Christmas Bureau Toy Depot located at the old Sears Building and generously donated to SCB by BOSA.

Event Partnerships with the City

- **Party for the Planet** in April 2016 at Surrey City Hall Plaza. The DSBIA once again sponsored and activated the Kids’ Area tent, providing eco-friendly crafts for the young and young-at-heart.
- **Canada Day** in Cloverdale on July 1, 2016 – sponsored and activated Kids’ World while promoting upcoming events such as Movies Under the Stars and encouraged people to “Explore the George”.
- **Fusion Fest** at Holland Park in July 2016 – sponsored, organized, and activated Kids’ World
- **Refugee Day at City Hall Plaza** – DSBIA sponsored Kids’ activities including crafts, face-painting, and a balloon artist.
- **City Centre Library 5th Anniversary** October 1, 2016 sponsored face-painting and balloon artists and were in attendance to encourage guests to sign and have their picture taken with the Love Ball.
- **Tree Lighting Festival** in November 2016 Surrey City Hall – sponsored and organized Kids’ World.
- **Surrey Social Innovation Summit** November 2016 at Surrey City Hall – sponsored by DSBIA.

Event Partnerships with the Community

- **SFU Surrey Open House** in March 2016 – sponsored and ran Kids’ Activities. Organized by SFU Surrey.
- **Surrey Fest Downtown, A Celebration of Community** – at Holland Park June 2016. DSBIA was the mainstage sponsor and used the opportunity to promote the work of the DSBIA and events during the summer months. Organized by the Whalley Community Association.
- **Whalley Little League 60th Anniversary** – DSBIA sponsored Kids’ Activities including crafts, face-painting, and balloon artists.

- **Whalley’s Corner Community Festival** – DSBIA partially sponsored the annual event held on Grosvenor Road at King George Blvd. Organized by the Whalley Community Improvement Association.
- **Kaboom! Playground Build** at Bolivar Park in June. A new community playground was built in a day! The DSBIA sponsored the DJ on event day and provided staff resources leading up to Build Day. The DSBIA was also involved in taking pictures and providing social media on Build Day. Organized by Kaboom!, Million Dollar Round Table, North Surrey Lions Club, and the City of Surrey.
- **Pride Festival** at Holland Park in June – sponsored and activated Kids’ World including crafts, face-painting, and a bouncy castle. Organized by Surrey Pride.
- **Eat Play Live Well Street Fair** at Phoenix Drug and Alcohol Education Centre in July. DSBIA provided staff support to organize the event and sponsored the children’s activity area. Initiated by Phoenix Society and organized by DSBIA, and other community groups.
- **Central City’s Christmas Party** at Central City Shopping Centre two Saturdays in December – DSBIA provided and activated the children’s craft table.



Eat Play Live Well

MARKETING

Combine the DSBIA strategies to support, enhance and achieve the objectives, goals, and work of the organization's mission and vision.

- In 2016, the DSBIA started a comprehensive Public Relations campaign that focused on a Good News Campaign for Surrey. Laura Ballance Media Group (LBMG) was hired to plan and implement the program commencing in September 2016 and will run until April 2017. The Good News Campaign included pitching stories tailored to local media outlets, media releases, paid advertorials in daily newspapers with a tie-in to social media, and a radio campaign on News 1130.
- The King George Boulevard has long been referred to as "The George" by first responders. In an effort to encourage local residents and employees as well as people who drive "The George" every day to check out the businesses in the area, we commenced a campaign to invite people to "Explore the George".
 - A website, explorethegeorge.com, was linked to the downtownsurreybia.com website that hosts information on the campaign.
 - 60 thirty-second videos were produced and used in social media as well as posted on the explorethegeorge.com website. Each descriptive video focused on a different business or organization. Initially the videos fell under one of the following categories: food, retail, medical, education, and finance.
 - Logos of the five main categories of businesses in the area displayed on the banners and hung along King George Boulevard.

- Logos were placed on stickers and were given out at local events.
- Using the hashtag #explorethegeorge, weekly social media campaigns focused on specials offered by local businesses.
- During the Christmas season, over 25 businesses donated prizes and had entry boxes in their stores. The DSBIA received hundreds of entries and four lucky people received Explore the George gift baskets containing gift certificates and products valued at over \$150 each.
- A video promoting "Explore the George" was shown at each Movie Night in August with over 12,000 people being exposed to the campaign.
- In addition to updating the DSBIA Restaurant Guide, we organized and hosted "Picnic en Rouge" in Holland Park, sponsored by VanCity and invited all restaurants to participate.
- Continued to use the DSBIA Trade Show Booth at various events and Trade Shows both locally and nationally.
- Giveaway chocolates in the shape of the DSBIA logo were distributed at various trade shows and networking events including the Mayor's State of the City Address.
- Updated presentation outlining information about Surrey and the benefits of investing/relocating to Downtown Surrey. The presentation was distributed on USB Drives to interested partners at various events and Trade Shows throughout the year.



Explore The George Banner

MEMBER SERVICES/ COMMUNICATIONS

To provide information, education, service, and assistance to the DSBIA Membership.

- The New View; a publication distributed six times per year via email as well as posted on our website; sharing positive stories about the community.
- It's News Downtown; email newsletter to Members sent out 20 times per year (as warranted)
- What's Up Downtown; a newsletter distributed by unaddressed ad mail to businesses in the DSBIA area and sent out seven times per year. This newsletter updates the Members on specific developments in the area including current projects the staff are working on.
- Pens were distributed to our Members by our Bike Patrol reminding businesses to call 9-1-1 in an emergency or the DSBIA Bike Patrol for nuisance complaints.
- Media Releases – to promote special events and announcements.
- Social Media – DSBIA has a presence on Twitter (@dtsurreybia), Blogs, Facebook, and Instagram @dtsurrey). Also, for the investment community, our Twitter account @investsurrey is tied into the surreycitycentre.ca website.
- In addition to our ongoing social media campaigns (#recreatehowyoudonate, #growSFUSurrey, #ExploreTheGeorge, #reportcrime), we have continued with #DYK (Did you know) which provides interesting information about the area and started #realpeoplelivehere – a blog that highlights interesting people who work or live in the area.
- Three community Safety Breakfasts were held to provide up-to-date information to the membership.
- www.downtownsurreybia.com website is updated on a continuous basis.





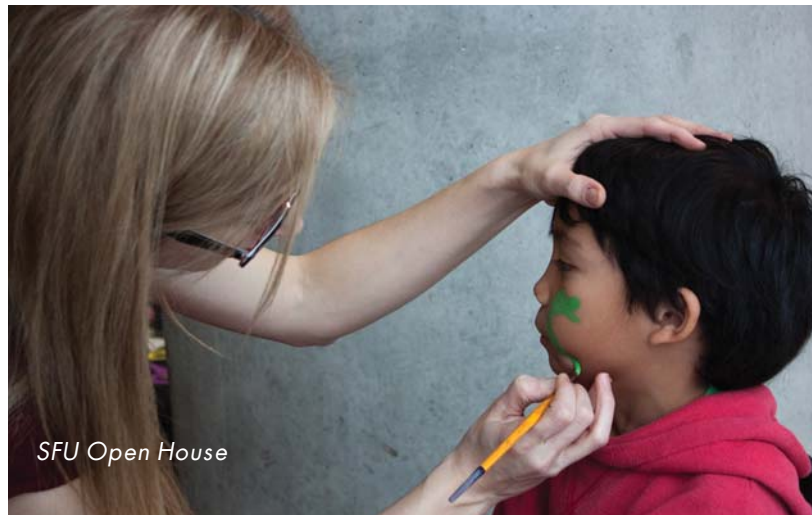
Community Safety Breakfast



Kaboom 2016



Picnic En Rouge



SFU Open House



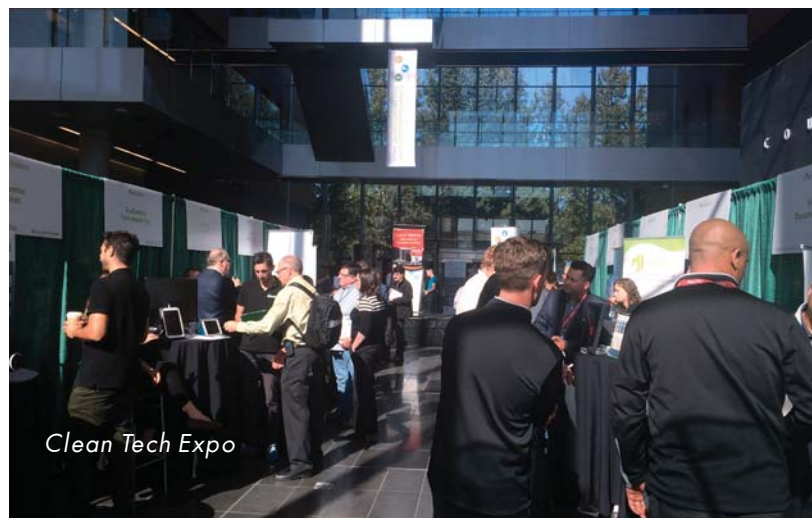
Music Marathon



Toque Tuesday



Surrey Festival Downtown



Clean Tech Expo

Recognition of Supporters

We appreciate the financial sponsorship of our local events. We couldn't have done it without your help.

Movies Under the Stars

- Prospera
- Port of Vancouver
- City of Surrey
- Dream Management Corp
- Pro Vita
- Concord Security
- Goodbye Graffiti
- KPU University
- Hamilton Duncan Armstrong + Stewart
- Pulse FM
- MISS 604
- Joy TV
- **Prize Sponsors:**
 - Dream Management Corp
 - Richmond Go Karts
 - Castle Fun Park
 - Chuck Bailey Rec.
 - SFU
 - McDonald's
 - Mastermind Toys
 - Funky Monkey
 - Splashdown Park
 - Mucho Burrito
 - Sky Zone
 - Science Alive
 - City of Surrey
 - Funtopia
 - Central City

Big Rigs for Kids

- City of Surrey
- Pro-Trucker Magazine
- Cloverdale BIA

FAM Tour

- City of Surrey

Community Safty Breakfast

- Knight and Day Restaurant
- Brown's Socialhouse

Picnic en Rouge

- VanCity

Christmas on the George

- African Cultural Village
- Blenz
- Brown's Socialhouse
- Bros BBQ
- Bozzini's
- Canadian Tire
- Craving for a Game
- Fukuda Sushi
- Lorenzo Clothing
- Mucho Burrito
- Nahm Thai
- Northwest Eye Doctor
- Pharmasave
- Pastime Sports
- Pet Solutions
- Round Up Café
- Safeway
- Save-On-Foods
- Staples
- Starbucks
- Shoppers Drug Mart
- Tandy Leather
- Taste of Punjab
- Whalley Optical

Pop-Up Safety/Disaster Preparedness Tent

- London Station
- TD Bank



Safety/Emergency Preparedness Info Tent

A big thank-you to:

The Red Shirts from Phoenix Society who assisted at all our community events.



Community Clean Up



DOWNTOWN BUSINESS IMPROVEMENT ASSOCIATION

CONSTITUTION

1. The name of the Society is the Downtown Business Improvement Association.
2. The purposes of the Society are:
 - a) to develop, encourage and promote business in the Downtown Business Improvement Area
 - b) to carry out studies and make reports respecting Downtown Surrey Business Improvement Area;
 - c) to improve, beautify and maintain streets, sidewalks and municipally owned land, buildings or structures in the Downtown Surrey Business Improvement Area;
 - d) to promote the conservation of heritage property in Downtown Surrey Business Improvement Area;
 - e) to support and assist any person, body, group or association for the benefit of the Downtown Surrey Business Improvement Area;
 - f) to promote matters of common concern and interest to businesses and property owners in the Business Improvement Area and to bring together businesses and property owners in the improvement area to further the economic and commercial welfare of the area and for fulfilling the purposes of the Society; and
 - g) to solicit donations and to raise revenue to carry out the purposes of the Society.

SCHEDULE "A"
BY-LAWS
DOWNTOWN SURREY BUSINESS IMPROVEMENT ASSOCIATION

Here are set forth, as numbered clauses, the By-laws of the Downtown Surrey Business Improvement Association.

1. PART I – INTERPRETATION

1.1 In these By-laws, unless the context otherwise requires:

- a. "Assessment Act" means the Assessment Act of British Columbia from time to time in force and all amendments thereto;
- b. "Authorized Representative" means a person authorized in writing by a member of the Society to represent such member at any meeting of the DSBIA;
- c. "BIA Coordinator" means the General Manager, Finance, Technology and HR of the City of Surrey or their successor;
- d. "Directors" means the Board of Directors of the Society, and "Director" means any member of the Board of Directors of the Society;
- e. "Person" includes a Corporation, a partnership, a society or an unincorporated company or association
- f. "Property Owner" means a person, who is:
 - i. registered in the New Westminster Land Title Office as the fee simple owner, or the purchaser under a registered Agreement for Sale; or
 - ii. is a tenant pursuant to a lease or rental agreement for a term of years, which, including all options to renew, is greater than 60 years in aggregate.
of class five or class six real property, as described in the Assessment Act – Prescribed Classes of Property Regulation, B.C. Reg 438181 , and that is located within the Downtown Surrey Business Improvement Area;
- g. "Registered Address" of a member means that member's address as recorded in the Register of Members;
- h. "Registered Facsimile Number" of a member means that member's facsimile number as recorded in the Register of Members;
- i. "Society" means the Downtown Surrey Business Improvement Association;
- j. "Act" means the *Societies Act* of the Province of British Columbia from time to time in force, and amendments thereto;
- k. "Tenant" means a person who is a tenant pursuant to a lease or rental agreement for a term of years, which, including all options to renew, is less than 60 years in aggregate, of class five or class six real property, as described in the Assessment Act – Prescribed Classes of Property Regulation, B.C. Reg 438181, and that is located within the Downtown Surrey Business Improvement Area;
- l. "Downtown Surrey Business Improvement Area" or "DSBIA" means the lands within the area outlined on the map attached as Schedule "A" to the Bylaws of the Society, or any other area or areas designated as such from time to time by the City of Surrey.

1.2 The definitions in the Act on the date these by-laws become effective apply to these by-laws.

1.3 Words importing the singular include the plural and masculine includes the feminine, and vice versa, and words importing a person include a group, business, society or corporation.

2. PART II - MEMBERSHIP

2.1 There are two classes of members: voting members and associate members:

- a. only a Property Owner or Tenant may be a voting member;
- b. any person with an interest in promoting the DSBIA may be an associate member.

2.2 The number of associate members must not exceed the number of voting members.

2.3 The voting members of the Society at any particular time shall consist of all persons who are either a Property Owner or a Tenant at such time. No application for or acknowledgement of membership shall be required and a person shall be deemed to be a member upon their becoming a Property Owner or Tenant. The Society shall prepare a membership list and shall take reasonable steps to keep the same current, but it shall be the responsibility of persons who either become, or cease to be, a Property Owner or Tenant to so inform the Society, and, for the purposes of giving any notice or communication to the members of the Society from time to time, the Directors may rely on the most recent membership list available to the Directors, having regard to the time required to prepare and deliver such notice or communication.

2.4 Applications for associate membership shall:

- a. be in writing and in a form approved by the Directors;
- b. include the full name, business and residential addresses, telephone and facsimile numbers, and e-mail address of the applicant, be made to and approved by the Directors;
- c. include any membership dues or initiation fees which are payable upon being accepted for membership.

2.5 Annual membership dues, if any, for voting and associate members shall be:

- a. set by the Directors;
- b. payable on or before the date of the Annual General Meeting;

2.6 Membership is not transferable.

2.7 Every member and Director must comply with:

- a. the Act;
- b. the Constitution and By-laws of the Society;

g. accompanying information to the attention of the members in a timely and cost efficient manner having regard to the time and expense required to ascertain the current names and addresses of all Property Owners and Tenants within the DSBI at any particular time; or by such other means as the Directors may reasonably determine will bring the notice and any accompanying information to the attention of the members in a timely and cost efficient manner having regard to the time and expense required to ascertain the current names and addresses of all Property Owners and Tenants within the DSBI at any particular time.

- 4.3 No proceedings conducted at any meeting of the members of the Society shall be invalidated by reason only of the accidental failure of the Society to give notice of such meeting to any member or members, or the failure of any member or members to receive notice of such meeting.
- 4.4 A notice sent by Canada Post regular mail shall be deemed to have been received by the member on the second business day following its deposit in any Canada Post office or mailbox.
- 4.5 Notice of a general or extraordinary general meeting shall be mailed, and/or published in a local newspaper or other periodical circulating within the DSBI and posted on community bulletin boards or other public sites within the DSBI, not less than twenty-one days prior to the date scheduled for the meeting, or, if transmitted by facsimile, emailed or hand delivered, then not less than fourteen days prior to the date scheduled for the meeting.
- 4.6 A Declaration of Notification stating that the members of the Society have been given notice of a general or extraordinary general meeting thereof in accordance with the provisions above of shall be delivered to the Director of Finance and to the BIA Coordinator of the City of Surrey prior to the date scheduled for such meeting.
- 4.7 Associate members may attend, but are not entitled to receive notice of or to vote at general or extraordinary general meetings of the members of the Society.

5. PART V – PROCEEDINGS AT MEETINGS

- 5.1 Special business is:
- a. all business at an extraordinary general meeting except the adoption of rules of order; and
 - b. all business transacted at an annual general meeting, except:
 - i. the adoption of rules of order;
 - ii. the consideration of financial statements;
 - iii. the report of the Directors;
 - iv. the report of the Auditor;
 - v. the election of Directors;
 - vi. the appointment of the auditor;
 - vii. any other business that, under these by-laws, ought to be transacted at an annual general meeting;
 - viii. business which is brought under consideration by the report of the Directors issued with the notice convening the meeting.
- 5.2 No business, other than the election of a person to chair the meeting and the adjournment or termination of a meeting, shall be conducted at a general meeting at a time when a quorum is not present.
- 5.3 If at any time during a general meeting there ceases to be a quorum present, business then in progress shall be suspended until there is a quorum present or until the meeting is adjourned or terminated.
- 5.4 A quorum is ten members present in person.
- 5.5 If within 30 minutes of the time appointed for a general meeting a quorum is not present, the meeting, if convened on the requisition of the members, shall be terminated; but in any other case it shall stand adjourned to the same day in the next week, at the same time and place.
- 5.6 The Chair of the Society, or in his absence, the Vice-Chair of the Society, or in the absence of both, any Director, shall chair the proceedings of a general meeting.
- 5.7 A general meeting may be adjourned from time to time, and from place to place, but no business shall be transacted at an adjourned meeting, other than the business left unfinished at the meeting from which the adjournment took place.
- 5.8 When a meeting is adjourned for ten days or more, notice of the adjourned meeting shall be given as in the case of the original meeting.
- 5.9 Except as provided in this By-Law, it is not necessary to give notice of an adjournment or of the business to be transacted at an adjourned general or extraordinary general meeting.
- 5.10 Voting shall be by show of hands, unless a poll is requested by a voting member. Voting by proxy is not permitted.
- 5.11 A resolution of the members, other than a special resolution of the members, shall be carried and adopted upon the approval of a majority of the voting members present,
- 5.12 A special resolution of the members shall be carried and adopted upon the approval of at least two-thirds of the voting members present.

the year immediately preceding the Annual General Meeting held at the end of the Chair's final term will hold the office of Chair until the following Annual General Meeting.

- 6.15 The immediate past Chair will be invited to attend Directors' meetings for the twelve months following the end of his/her term as Chair, in a non-voting, advisory capacity.

7. **PART VII – PROCEEDINGS OF DIRECTORS**

- 7.1 The Directors may meet together at the place they think fit to dispatch business, adjourn and otherwise regulate their meetings and proceedings as they see fit.
- 7.2 The quorum necessary to transact business at a meeting of the Directors shall be not less than 5 Directors present in person or by telephone.
- 7.3 The Chair shall chair all meetings of the Directors unless the Directors resolve otherwise.
- 7.4 The Chair or the Secretary may at any time, and the Secretary shall at the request of two or more Directors, convene a meeting of the Directors.
- 7.5 There shall be forty-eight hours notice of any meeting of the Directors unless such notice is waived by all Directors or unless such meeting takes place on a Saturday, Sunday or statutory holiday in which case notice shall be given at least one business day in advance of the meeting.
- 7.6 Notice of a meeting of the Directors may be given to the directors in the same manner as notice of any general meeting may be given to the members.
- 7.7 A Director may waive notice of a meeting and no business conducted at a meeting of the Directors shall be declared invalid by reason only that one or more Directors did not receive notice of such meeting.
- 7.8 The Directors may delegate any, but not all, of their powers to committees consisting of such persons as they think fit.
- 7.9 Each committee may include at least one Director and shall be subject to the general control and supervision of the Board of Directors.
- 7.10 Subject to the direction of the Directors, the committee shall determine its own procedures.
- 7.11 The members of a committee may meet and adjourn as they think proper.
- 7.12 Except as otherwise provided herein, questions arising at a meeting of the Directors or of a committee shall be approved by a simple majority of votes.
- 7.13 A resolution proposed at a meeting of Directors or at a committee meeting must be seconded.
- 7.14 In the event of a dispute, meetings shall be conducted in accordance with the provisions of the latest edition of Roberts Rules of Order.
- 7.15 Any resolution in writing, signed by all the Directors or by all committee members and placed with the Minutes of the Directors, or with the minutes of such committee, is as valid and effective resolution of the Directors or of such committee in the same manner as if regularly moved, seconded and approved at a meeting of the Directors or of the members of such committee.
- 7.16 Meetings of the Directors and of any committee may be held by telephone conference call and resolutions may be approved by facsimile or email signature and subsequent results shall be entered into the minutes of the next board meeting.

8. **PART VIII – DUTIES OF OFFICERS**

- 8.1 The Chair shall Chair all meetings of the members of the Society and of the Directors, unless he shall be absent from such meeting or unless the Directors resolve otherwise.
- 8.2 The Vice-Chair shall carry out the duties of the Chair in the absence of the chair, unless the Directors decide otherwise.
- 8.3 The Secretary shall be responsible for:
- a. receiving and recording correspondence received by the Society;
 - b. issuing notices of meetings of the Society and Directors;
 - c. keeping minutes of all meetings of the Society and Directors;
 - d. having custody of all records and documents of the Society, except those required to be kept by the Treasurer;
 - e. maintaining the Register of Members; and
 - f. providing documents to the BIA Coordinator of the City of Surrey, as required.
- 8.4 The Treasurer shall be responsible for:
- a. keeping the financial records, including books of accounts necessary to comply with the Act, and
 - b. rendering financial statements to the Directors, members and others when required.
- 8.5 The offices of Secretary and Treasurer may be held by one person who shall in that case be known as the Secretary-Treasurer.

- b. any two Directors of the Society, or
- c. any Director(s) or Officer(s) of the Society duly authorized by authority of a resolution of the Directors.

12.2 The Officers or Directors affixing the seal, shall sign the instrument to which the Seal is affixed on behalf of the Society.

12.3 Documents need not be issued under the seal of the Society, if any, and any instrument executed by a Director or Officer on the authority of a resolution of the Directors shall be binding and enforceable by and against the Society in the same manner as if executed under seal.

13. **PART XIII - BORROWING**

13.1 Subject to this Part, in order to carry out the purposes of this Society, the Directors may, on behalf of and in the name of the Society, raise or secure the payment or repayment of money in any manner, including by the issue of debentures.

13.2 Every debenture of the Society shall be signed manually by at least one Director or Officer of the Society or on behalf of a trustee or registrar for the debenture or other security appointed by the Society or under any instrument under which the debenture or other security is issued and any additional signatures may be printed or otherwise mechanically reproduced, and in such event, a debenture or other security so signed is as valid as if signed manually notwithstanding that any person whose signature is so printed or mechanically produced shall have ceased to hold office that he is stated on such debenture or other security to hold at the date of the issue thereof.

13.3 No borrowing:

- a. shall be secured by way of debenture without a special resolution of the members of the Society; or
- b. result in any indebtedness or other obligation as to money granted to the Society by the City of Surrey and which extends beyond the fiscal year in which that money was granted.

14. **PART XIV – INSURANCE**

14.1 For so long as the Society receives funds from the City of Surrey by way of grant or otherwise, the Society shall at all times carry a policy of comprehensive general liability insurance in the amount as determined by the City of Surrey from time to time, with the City of Surrey as additional named insured and with a cross coverage provision, and such policy shall contain an endorsement to provide the BIA Coordinator of the City of Surrey with 30 days notice of change or cancellation, and/or such other insurance as the City of Surrey may determine from time to time.

14.2 The Board of Directors may arrange for the Society to obtain Directors' and Officers' liability and indemnity insurance on such terms and for such amounts as the Directors in their absolute discretion deem advisable and such insurance shall cover the Directors and Officers of the Society and such other individuals (if any) as the Directors may determine.

15. **PART XV – BY-LAWS**

15.1 A member is entitled to obtain a copy of the Constitution and By-laws of the Society on payment of a sum not to exceed the amount set out in the Act's Regulations.

15.2 These By-laws and the Constitution shall not be altered or added to without the Directors first providing the BIA Coordinator of the City of Surrey with two months' notice of its intention to do so.

16. **PART XVI – TRANSITION**

16.1 The purposes of the Society shall be carried out without purpose of gain for its Members, and any profits of other accretions to the Society shall be used for promoting its purposes, and all of the purposes shall be carried on an exclusively charitable basis.

16.2 In the event of a winding up or dissolution of the Society, or other liquidation or distribution of its assets, and after payment of all debts and liabilities of the Society:

- a. any money which was granted to the Society by the City of Surrey pursuant to Section 651.1 of the Local Government Act, RSBC 1996, c. 323, as amended, shall be returned to the City of Surrey; and
- b. any remaining assets of the Society shall be given or transferred to such organization or organizations promoting the interests of the Downtown Surrey Business Improvement Area as the Directors of the Society shall determine at the date of its winding-up or dissolution.

This provision was previously unalterable.

16.3 Any monies granted to the Society by the City of Surrey pursuant to Section 651.1 of the Local Government Act, RSBC 1996, 323:

- a. are to be spent in accordance with a Business Promotion Scheme, as defined in section 651.1 of the Local Government Act, Chapter 323 of the Statutes of British Columbia, for the Downtown Surrey Business Improvement Area., and
- b. if not required for immediate use, may be invested only in such securities as trustees are authorized by law to invest in.

This provision was previously unalterable.

CITY OF SURREYBYLAW NO. 19457

A Bylaw to establish the Downtown Surrey Business Improvement Area

WHEREAS a City Council may pursuant to Section 215 of the Community Charter, S.B.C. 2003, c.323, as amended, grant money to an applicant that has as one of its aims, functions and purposes, the planning and implementation of a Business Promotion Scheme;

AND WHEREAS a City Council may propose on its own initiative that a Business Promotion Scheme be undertaken;

AND WHEREAS before a City Council grants money for a Business Promotion Scheme, the City Council shall pass a Bylaw pursuant to Section 215 of the Community Charter, S.B.C. 2003, c. 323, as amended;

NOW, therefore, the City Council of the City of Surrey, in meeting assembled, ENACTS AS FOLLOWS:

1. This Bylaw be cited for all purposes as "Downtown Surrey Business Improvement Area Bylaw, 2018, No. 19457"

2. For the purpose of this Bylaw:

"Association" means the Downtown Surrey Business Improvement Association, or any other name that the members of the Association may approve.

"Business Promotion Scheme" means:

- (a) carrying out studies and making reports respecting the advancement of project plans and improvements designed to benefit the Downtown Surrey Business Improvement Area and carrying out all of the studies incidental to the objectives of the Association and to further these goals, and all management and administration necessary to implement the scheme of the Association;
- (b) the improvement, beautification or maintenance of the streets and sidewalks in the Downtown Surrey Business Improvement Area;
- (c) the conservation of heritage property in the Downtown Surrey Business Improvement Area;
- (d) the encouragement and promotion of commercial business development and encouragement of entertainment, sports and cultural activities within the Downtown Surrey Business Improvement Area in furtherance of its economic and commercial welfare; and
- (e) the creation of a pleasant environment in the Downtown Surrey Business Improvement Area.

“City” means the City of Surrey.

“City Council” means the Council of the City of Surrey.

“Downtown Surrey Business Improvement Area” means the area of the City designated by Section 3 of this Bylaw.

“Taxable Property” means land or improvements, or both, that fall within Class 5 or 6 of the Assessment Act - Prescribed Classes of Property Regulation, B.C. Regulation 438/81.

3. City Council hereby designates for a term of five (5) years those lands shown in heavy outline on Schedule “A” attached hereto and forming part of this Bylaw as Downtown Surrey Business Improvement Area.
4. City Council hereby approves a grant to the Association of an amount not exceeding one million seventy-four thousand and four hundred dollars (\$1,074,400) in Year 1 (2018). The amount shall increase year over year as follows:

(a)	Year 2	2019	\$1,106,632
(b)	Year 3	2020	\$1,139,831
(c)	Year 4	2021	\$1,185,424
(d)	Year 5	2022	\$1,232,841

5. Monies granted to the Association under this Bylaw must be expended only by the Association and in accordance with the conditions and limitations set out in this Bylaw and for the planning and implementation of a Business Promotion Scheme.
6. Monies granted to the Association pursuant to this Bylaw shall be for projects provided for in the annual budget submitted by the Association and approved by City Council pursuant to Section 9 of this Bylaw.
7. All of the money granted to the Association pursuant to this Bylaw shall be recovered within the Downtown Surrey Business Improvement Area from the owners of land or improvements, or both, or from persons from whom charges provided in the Community Charter, S.B.C. 2003, c.323, as amended, may be collected in the Downtown Surrey Business Improvement Area.
8. For the purpose of recovering the monies granted to the Association an annual tax shall be imposed on the Taxable Property within the Downtown Surrey Business Improvement Area and such tax shall be based on the assessed value of the land, improvements, or both.
9. The Association shall submit annually to the City Council for approval, on or before April 1st in each year, a budget for the purpose of the Business Promotion Scheme based on a fiscal year commencing April 1st which contains information sufficient in detail to describe all anticipated expenses and revenues and which have been approved by a majority of the members present at the annual general meeting of the Association.

10. The Association shall keep separate from any other accounts, the account used for money granted to the Association by the City pursuant to this By-law, and shall cause the revenue and expenditures resulting from the use of that separate account to be an audited schedule to the financial statements of the Association and reported separately as required by Section 18 of this Bylaw.
11. The Association shall not carry out any borrowing that results in indebtedness or other obligation as to money granted to it by the City pursuant to this Bylaw which extends beyond the fiscal year in which the money was granted.
12. The directors of the Association shall permit the General Manager, Finance and Technology of the City, or a nominee of the General Manager, Finance and Technology, to inspect during normal business hours on reasonable notice, all books of account, receipts, invoices, and other financial position records which the General Manager, Finance and Technology deems advisable for the purpose of verifying and obtaining further particulars of the budget and any financial statements of the Association as they relate to money granted to the Association by the City pursuant to this Bylaw.
13. Any money granted to the Association by the City pursuant to this Bylaw shall, if not required for immediate use, be invested in only such securities in which trustees, by law, are authorized to invest.
14. The Association shall at all times carry a policy of comprehensive general liability insurance in the amount of five million dollars (\$5,000,000) with the City added as an additional named insured and containing a cross coverage provision, and such policy shall also contain an endorsement to provide that the policy shall not be cancelled, lapsed or materially altered without giving thirty (30) days' notice in writing to the General Manager, Finance and Technology.
15. The Association shall give notice of every general meeting not less than fourteen (14) days prior to the date scheduled for the meeting if delivered by hand or transmitted via facsimile or e-mail, twenty-one (21) days by other means to:
 - (a) the General Manager, Finance and Technology;
 - (b) all persons who own Taxable Property within the Downtown Surrey Business Improvement Area, to their addresses as ascertained from the most recent assessment rolls for the City; and
 - (c) all persons who lease Taxable Property within the Downtown Surrey Business Improvement Area and from which they carry on business, to their address as determined by directories, visual inspections or any other information system.
16. The bylaws of the Association must include the provisions set out in the Schedule "B" to this Bylaw.
17. The Association shall not alter or approve amendments to its constitution or bylaws without providing the General Manager, Finance and Technology with two (2) months' notice in writing of its intentions to make such alteration or amendment, and where any alteration or amendment is made without such notice the City may withhold any payments of the grant referred to in this Bylaw.

18. The Association shall account for the money approved by City Council for the previous year by submitting to the City on or before May 15th in each of the years 2019, 2020, 2021 2022 and 2023, an annual audited financial statement of the Association which shall be prepared in accordance with generally accepted accounting principles and shall include a balance sheet and a statement of revenue and expenditure. The financial statement shall be prepared on a calendar year basis.
19. The Association shall not incur any indebtedness or other obligations beyond each budget year.
20. This Bylaw shall be in effect until March 31, 2023.

PASSED FIRST READING on the _____th day of _____, 2017.

PASSED SECOND READING on the _____th day of _____, 2017.

PASSED THIRD READING on the _____th day of _____, 2017.

NOTICE OF INTENTION

ADVERTISED on the ___ day of _____, 2018 and ___ day of _____, 2018.

RECONSIDERED AND FINALLY ADOPTED, signed by the Mayor and Clerk, and sealed with the

Corporate Seal on the _____th day of _____, 2018.

_____MAYOR

_____CLERK

BIA BYLAW SCHEDULE "B"

The Bylaws of the Association must include the following provisions:

Definitions

1. "Authorized Representative" to be defined as follows:

"Authorized Representative" means a person who has authority to act on behalf of a member of the Association in its day to day operations and who is authorized in writing by that member to represent the member at any meeting of the Downtown Surrey BIA .

2. "Property Owner" to be defined as follows:

"Property Owner" means a person who is:

- i. registered in the Land Title Office as the fee simple owner, or the purchaser under a registered agreement for sale; or
- ii. a tenant,

of Class 5 or Class 6 real property as described in *Prescribed Classes of Property Regulation*, B.C. Reg. 438/81 that is located within the Downtown Surrey Business Improvement Area.

3. "Tenant" to be defined as follows:

"Tenant" means a person who is a tenant pursuant to a lease or rental agreement for a term of years which, including all options to renew, is less than 60 years in aggregate, of Class 5 or Class 6 real property as described in *Prescribed Classes of Property Regulation*, B.C. Reg. 438/81 that is located within the Downtown Surrey Business Improvement Area.

Members and Meetings of Members

4. There will be only two classes of members: voting members and associate members.
5. Only a Property Owner or a Tenant may be a voting member.
6. The number of associate members must not exceed the number of voting members.
7. Voting by proxy is not permitted at meetings of members.

Directors

8. No person may be elected or appointed as a director unless that person is a voting member of the Association or an Authorized Representative of a member.
9. A maximum of two directors may be elected or appointed who are associate members of the Association.

Process for Survey

January-February 2017

1. Received redacted list of DSBI A property owners from the City. (A complete list of property owners is not provided by the City due to Freedom of Information Act.)
2. Hired a student and paid to obtain redacted information through Land Title office.
3. Mailed out 369 surveys, through snail mail, to property owners.
4. Sent out 852 surveys to commercial properties within the DSBI A area through unaddressed admail.
5. Links to survey posted on website.

February- March 2017

1. Sent out links to survey by email to email list (as part of "It's News Downtown")
 - a. February 24: 22.4% opened
 - b. March 3: 27% opened
 - c. March 10: 24.5% opened
 - d. March 17: 24.7% opened
 - e. March 24: 27.4% opened
 - i. Note: email list (ranged from 691-693 recipients) includes: businesses, non-profits, City of Surrey (library), property owners (most are developers) - most are businesses as we did a push on getting business email addresses in 2015. It should also be noted that some businesses have more than one email address (manager, assistant manager, "info@", etc.)
2. Student contacted approximately 60 local businesses by phone in various locations throughout the area and completed surveys by phone.
3. Student visited businesses in person to conduct survey.

Overall, we received 55 completed surveys through the various methods. (Half were completed by phone and in person).

This information was discussed with the Board of Directors at the May 2, 2017 DSBI A Board meeting. Given the low response rate, 55/1221, it was decided to take into account the Strategic Plan as well as the responses when putting together the Budgets for Renewal. Three budgets were put together and discussed at the Membership meetings on May 30/31.

Contact with members re: EGM

Property owners (369) were mailed information through Canada Post, businesses were contacted by two notices through unaddressed admail, notice was posted on the DSBI A website and it was mentioned in "It's News Downtown" – email to 653 three times in September, prior to the EGM.

Downtown Surrey Business Improvement Association Renewal
#330 – 10362 King George Blvd., Surrey, BC V3T 2W5 **phone: 604.580.2321**

BIA Member Survey

What is your BIA?

BIAs (Business Improvement Associations/Areas) provide a way for property owners and businesses to join together to promote and improve the economic vitality of their business district.

Within a specific Bylaw, the City collects a levy from all commercial property owners within the Business Improvement area, and forwards the entire amount to the Downtown Surrey Business Improvement Association (DSBIA) to fund business improvement initiatives. During the past five years, initiatives include safety projects, graffiti removal, special events, and activities to market & promote Downtown Surrey. The DSBIA has continued with aggressive Economic Development initiatives to attract investment, development and new businesses to the area. In 2016, we began a comprehensive "good news" marketing campaign to highlight positive stories about Downtown Surrey in the local media as well as a grassroots social media campaign that focuses on local businesses.

The Downtown Surrey BIA (originally the Whalley BIA) was first approved in 2003 for five years. We renewed our mandate in 2008 and 2013. The current term will expire March 31, 2018. As BIA property owners and business owners, you have a voice in determining the focus of your BIA's efforts and the operating budget. The following questionnaire is the first step in the process and will help develop a renewal proposal and budget.

The draft proposal and budget will be discussed at open meetings, and a final draft will be presented for Membership approval at a special meeting in September 2017. The results of the following survey will be used to draft a budget that will be presented to the Membership.

In December 2017, the City will send notifications to all property owners, giving you another opportunity for input. Surrey City Council will make final decision in early February 2018. If you have any questions about the renewal process, please call the DSBIA office at 604.580.2321 or email us at info@downtownsurreybia.com.

We encourage your suggestions for new initiatives and ways to improve our existing ones.

Help Us Set Your Priorities For the Next Five-Year Term – 2018-2022

Please circle your priority ranking for each of the following projects:

Safety

Lowest Average Highest
 1 2 3 4 5

DSBIA/Concord Bike Patrol (current hours Monday-Saturday, 9am-7pm)	3.82	1	2	3	4	5
Business Connect Program	3.29	1	2	3	4	5
Annual Safety Audits	3.71	1	2	3	4	5
Emergency Contact Cards	3.47	1	2	3	4	5
Emergency Preparedness Toolkit	3.6	1	2	3	4	5
Other Suggestions:						
Expanded hours for Bike Patrol <i>please circle</i> (early morning) 45% (later evening) 74% (Sunday) 21%		1	2	3	4	5
<i>Your ideas</i>						
Everything is important						

Marketing/Special Events/Placemaking - Activation of Public Spaces:

1 2 3 4 5

Website: www.downtownsurreybia.com	3.57	1	2	3	4	5
Sponsorship of major business events (Surrey Economic Summit, etc.)	3.29	1	2	3	4	5
Cross marketing with other businesses and Associations	3.45	1	2	3	4	5
Founding new events (eg. Movies Under the Stars, Signature Christmas Event)	3.69	1	2	3	4	5
Public Events Funding (Fusion Fest, Tree Lighting, Party for the Planet)	3.85	1	2	3	4	5
Public Relations (media, all venues)	3.75	1	2	3	4	5
Restaurant Guide	3.47	1	2	3	4	5
Networking events for local businesses	3.76	1	2	3	4	5
Grassroots/Social Media marketing campaigns (ie. "Explore the George")	3.73	1	2	3	4	5
Other Suggestions:						
<i>Your ideas</i>						
Small business guide						

Economic Development

Lowest 1 2 3 4 5 highest

FAMILIARIZATION Tours: introduce new businesses, investors, developers, realtors & media to the area	3.63	1	2	3	4	5
Website: www.surreycitycentre.ca	3.69	1	2	3	4	5
Presentations and educating groups outside of Surrey regarding opportunities and growth in Downtown Surrey	3.65	1	2	3	4	5
Align with sponsorship opportunities that promote & highlight Downtown Surrey	3.93	1	2	3	4	5
Collaborate with City of Surrey in Economic initiatives profiling Downtown Surrey	4.06	1	2	3	4	5
Other Suggestions:						
Your ideas		1	2	3	4	5
Need to attract businesses & jobs and transit						

Area Enhancement:

1 2 3 4 5

Anti-Graffiti Program	4.37	1	2	3	4	5
Clean Team (sidewalk sweeping 2-3 times per week)	4.33	1	2	3	4	5
Advocate Lobby for enforcement of Unsightly Property Bylaw	4.36	1	2	3	4	5
Other Suggestions						
Beautification and Enhancement on King George Boulevard	4.27	1	2	3	4	5
Create an area "gateway" or entrance at 108 and King George	3.83	1	2	3	4	5
Public/Community Art Projects	3.70	1	2	3	4	5
<i>Your ideas</i>						
Public washrooms, public washrooms at Skytrain Stations, more policing. City should clean up not expect landowners to do it (referenced 135A Street as cause)						

Government Relations & Advocacy:

1 2 3 4 5

Better transit and transportation South of the Fraser	4.0	1	2	3	4	5
Fraser Health (discarded needles, new initiatives)	4.53	1	2	3	4	5
Advocate for changes regarding homelessness (and associated issues)	4.71	1	2	3	4	5
Other Suggestions						
<i>Your ideas</i>						
Deal effectively with 135A Street, safety						

Summary & Communication:

- Please rank from 1 to 6 the following in order of importance to you (1 = least important; 6 = most important):
4 economic development 5 area enhancement 6 safety 3 advocacy 2 special events 1 marketing
- Would you be interested in special networking events between BIA members? **56%** Yes No **44%**
 If yes, when is the best time to meet? _____
- Are you interested in being more involved in the DS BIA through Committee participation? Yes No **65%**
- The Downtown Surrey BIA is asking Property Owners and Business Owners to support a new 5-year Renewal/Plan. Do you support the continuation of the Downtown Surrey BIA? **95%** Yes No **5%**
- How do you prefer to receive information from the Downtown Business Improvement Association?
 email 76% (please provide your email below if this is your preference) newsletter
 meetings If you prefer meetings please specify what time of the day you prefer before 9am lunch after 5:30pm
- I am a Property Owner **20%** I am a Business Owner **43%** I am a Business Manager **55%**

Thank you for your time! Please complete the following and we will keep you informed.

Name _____
 Business _____
 Street Address _____ Postal Code _____
 Phone _____ Fax _____
 E-mail _____ Website _____

Please return by February 21st, 2017 by hand or mail to:

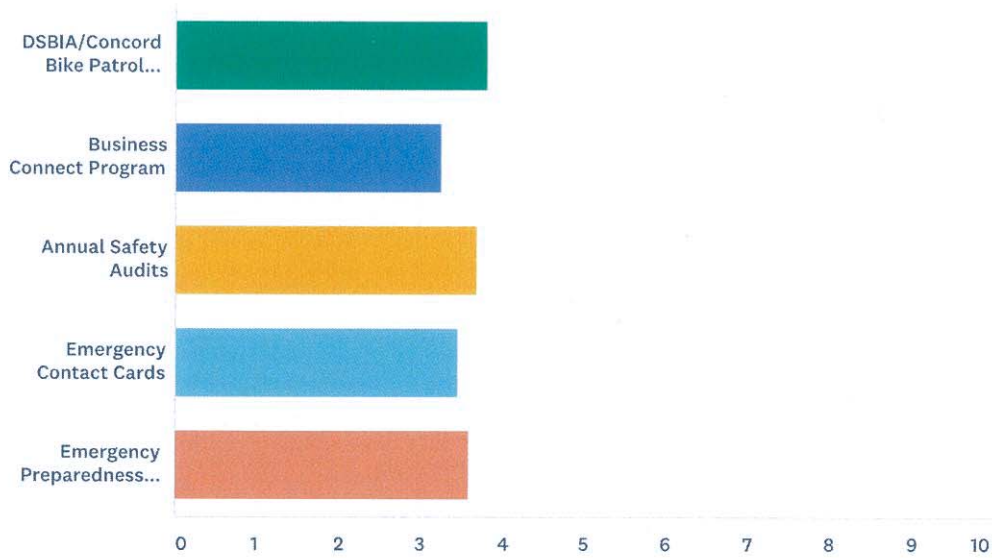
Downtown Surrey Business Improvement Association
 or by fax to: 604.580.6321

#330 - 10362 King George Blvd, Surrey, BC V3T 2W5
 or by email to: info@downtownsurreybia.com

For further information, please contact: Elizabeth Model, DS BIA CEO - 604.580.2321

Q1 Safety

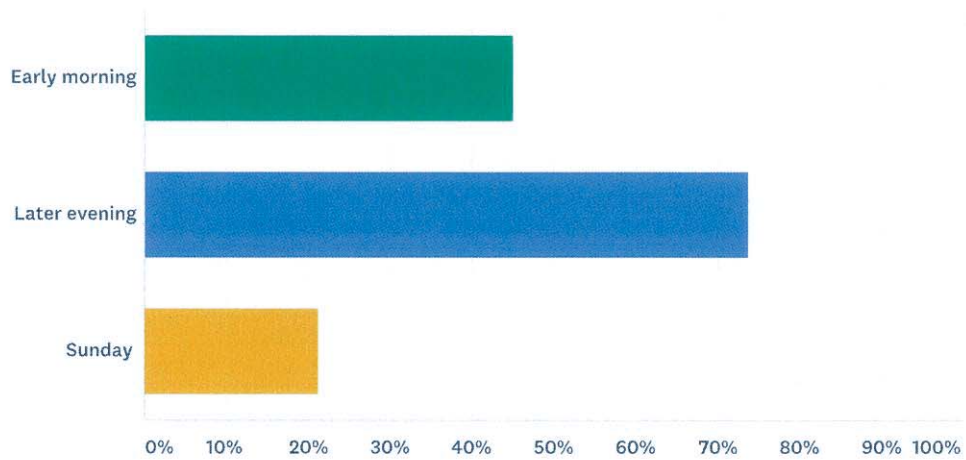
Answered: 55 Skipped: 0



	LOWEST	2	AVERAGE	3	4	HIGHEST	TOTAL	WEIGHTED AVERAGE
DSBIA/Concord Bike Patrol (current hours Monday-Saturday, 9am-7pm)	5.45%	16.36%	14.55%	18.18%	45.45%		55	3.82
	3	9	8	10	25			
Business Connect Program	11.11%	14.81%	24.07%	37.04%	12.96%		54	3.26
	6	8	13	20	7			
Annual Safety Audits	1.82%	10.91%	30.91%	27.27%	29.09%		55	3.71
	1	6	17	15	16			
Emergency Contact Cards	3.64%	23.64%	20.00%	27.27%	25.45%		55	3.47
	2	13	11	15	14			
Emergency Preparedness Toolkit	5.45%	14.55%	20.00%	34.55%	25.45%		55	3.60
	3	8	11	19	14			

Q2 Safety - Other Suggestions - Extended hours for Bike Patrol

Answered: 42 Skipped: 13



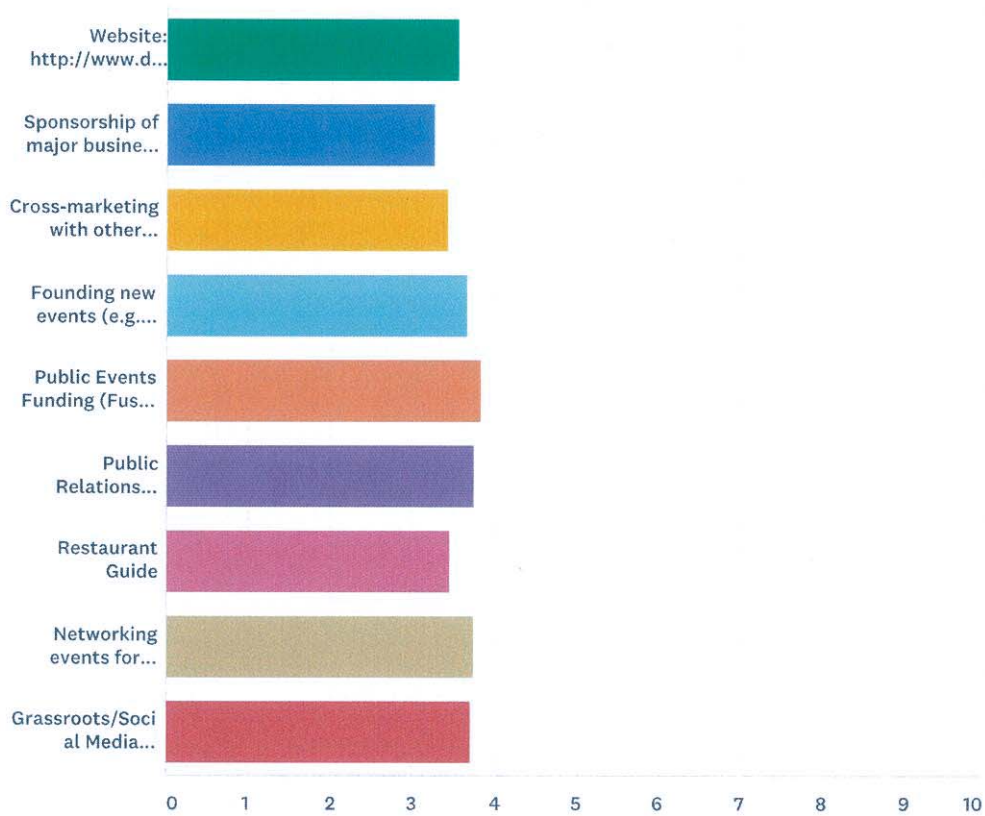
ANSWER CHOICES

RESPONSES

Early morning	45.24%	19
Later evening	73.81%	31
Sunday	21.43%	9
Total Respondents: 42		

Q3 Marketing/Special Events/Placemaking - Activation of Public Spaces

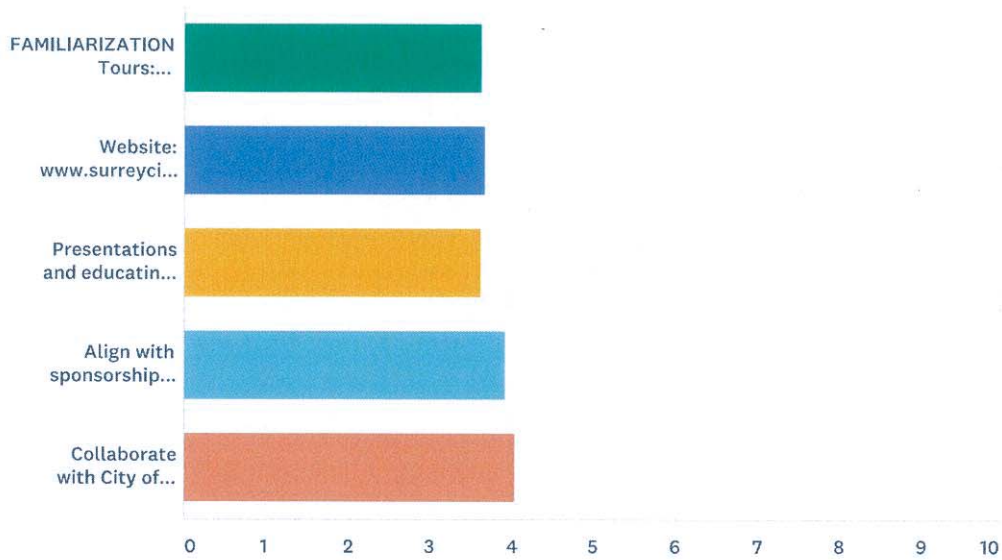
Answered: 55 Skipped: 0



	LOWEST1	2	AVERAGE3	4	HIGHEST5	TOTAL	WEIGHTED AVERAGE
Website: http://www.downtownsurreybia.com/	3.92% 2	11.76% 6	27.45% 14	37.25% 19	19.61% 10	51	3.57
Sponsorship of major business events (Surrey Economic Summit, etc.)	5.45% 3	16.36% 9	34.55% 19	30.91% 17	12.73% 7	55	3.29
Cross-marketing with other businesses and Associations	1.82% 1	12.73% 7	32.73% 18	43.64% 24	9.09% 5	55	3.45
Founding new events (e.g. Movies Under the Stars, Signature Christmas Event)	7.27% 4	7.27% 4	25.45% 14	29.09% 16	30.91% 17	55	3.69
Public Events Funding (Fusion Fest, Tree Lighting, Party for the Planet)	3.64% 2	9.09% 5	21.82% 12	29.09% 16	36.36% 20	55	3.85
Public Relations (media, all venues)	1.82% 1	7.27% 4	29.09% 16	36.36% 20	25.45% 14	55	3.76
Restaurant Guide	5.45% 3	16.36% 9	27.27% 15	27.27% 15	23.64% 13	55	3.47
Networking events for local businesses	0.00% 0	12.96% 7	25.93% 14	33.33% 18	27.78% 15	54	3.76
Grassroots/Social Media marketing campaigns (ie. "Explore the George")	5.45% 3	7.27% 4	27.27% 15	29.09% 16	30.91% 17	55	3.73

Q4 Economic Development

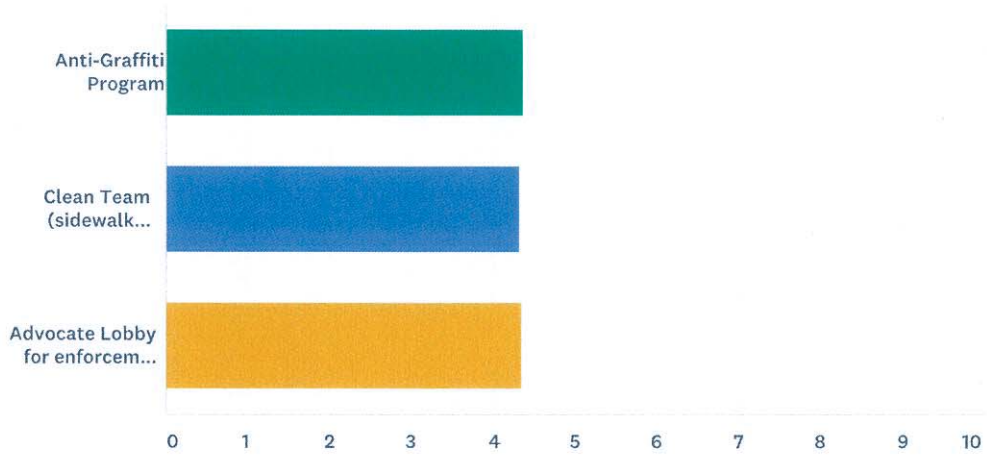
Answered: 55 Skipped: 0



	LOWEST	1	2	AVERAGE	3	4	HIGHEST	5	TOTAL	WEIGHTED AVERAGE		
FAMILIARIZATION Tours: introduce new businesses, investors, developers, realtors & media to the area	5.56%	3	11.11%	6	22.22%	12	37.04%	20	24.07%	13	54	3.63
Website: www.surreycitycentre.ca	3.70%	2	5.56%	3	31.48%	17	37.04%	20	22.22%	12	54	3.69
Presentations and educating groups outside of Surrey regarding opportunities and growth in Downtown Surrey	3.64%	2	7.27%	4	32.73%	18	32.73%	18	23.64%	13	55	3.65
Align with sponsorship opportunities that promote & highlight Downtown Surrey	0.00%	0	5.56%	3	25.93%	14	38.89%	21	29.63%	16	54	3.93
Collaborate with City of Surrey in Economic initiatives profiling Downtown Surrey	0.00%	0	7.41%	4	18.52%	10	35.19%	19	38.89%	21	54	4.06

Q5 Area Enhancement

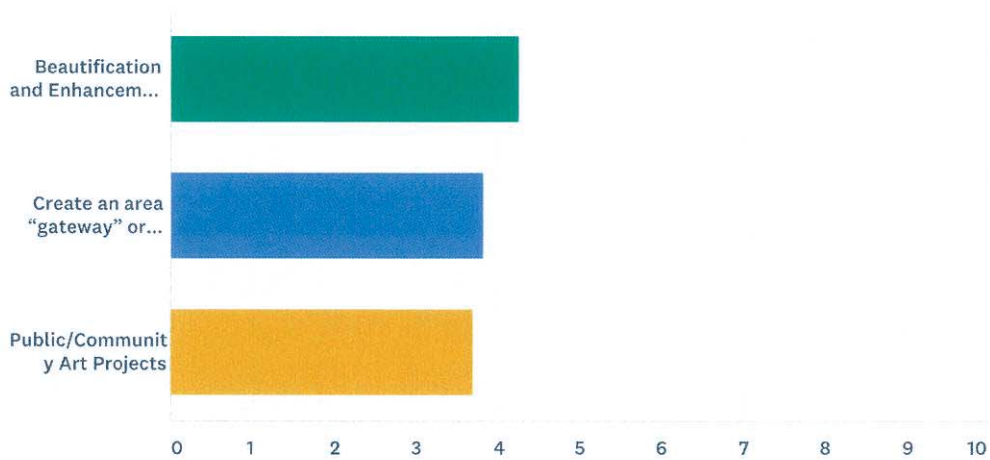
Answered: 55 Skipped: 0



	LOWEST1	2	AVERAGE3	4	HIGHEST5	TOTAL	WEIGHTED AVERAGE
Anti-Graffiti Program	0.00%	3.70%	12.96%	25.93%	57.41%	54	4.37
Clean Team (sidewalk sweeping 2-3 times per week)	0.00%	1.82%	16.36%	29.09%	52.73%	55	4.33
Advocate Lobby for enforcement of Unsightly Property Bylaw	1.82%	3.64%	7.27%	30.91%	56.36%	55	4.36

Q6 Area Enhancement - Other Suggestions

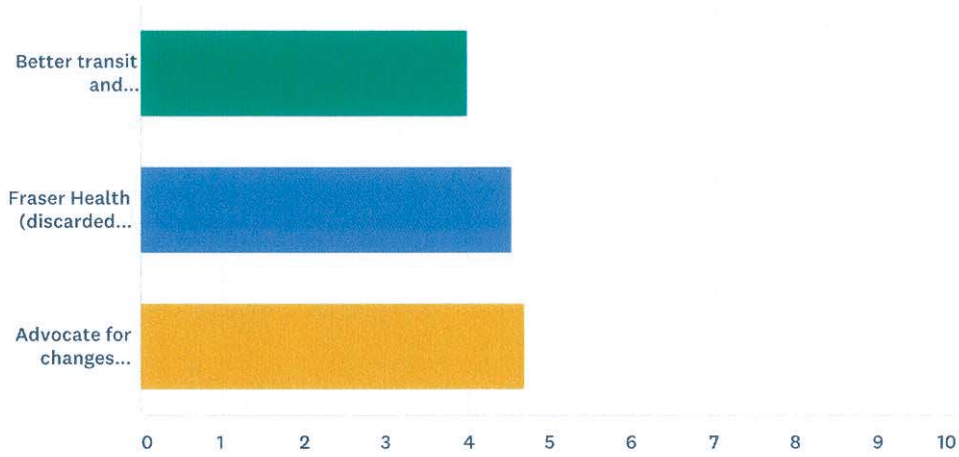
Answered: 55 Skipped: 0



	LOWEST1	2	AVERAGE3	4	HIGHEST5	TOTAL	WEIGHTED AVERAGE
Beautification and Enhancement on King George Boulevard	0.00%	3.64%	16.36%	29.09%	50.91%	55	4.27
Create an area "gateway" or entrance at 108 and King George	3.70%	7.41%	27.78%	24.07%	37.04%	54	3.83
Public/Community Art Projects	3.70%	9.26%	27.78%	31.48%	27.78%	54	3.70

Q7 Government Relations & Advocacy

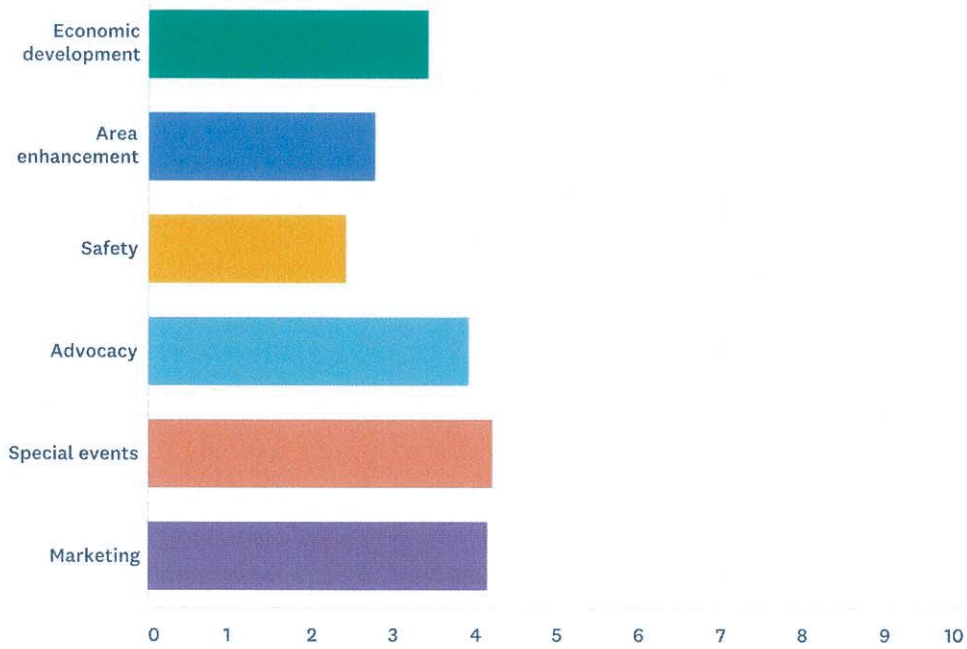
Answered: 55 Skipped: 0



	LOWEST1	2	AVERAGE3	4	HIGHEST5	TOTAL	WEIGHTED AVERAGE
Better transit and transportation South of the Fraser	1.82% 1	7.27% 4	23.64% 13	23.64% 13	43.64% 24	55	4.00
Fraser Health (discarded needles, new initiatives)	1.82% 1	3.64% 2	5.45% 3	18.18% 10	70.91% 39	55	4.53
Advocate for changes regarding homelessness (and associated issues)	1.82% 1	1.82% 1	3.64% 2	9.09% 5	83.64% 46	55	4.71

Q8 Please rank from 1 to 6 the following in order of importance to you (1 = least important; 6 = most important):

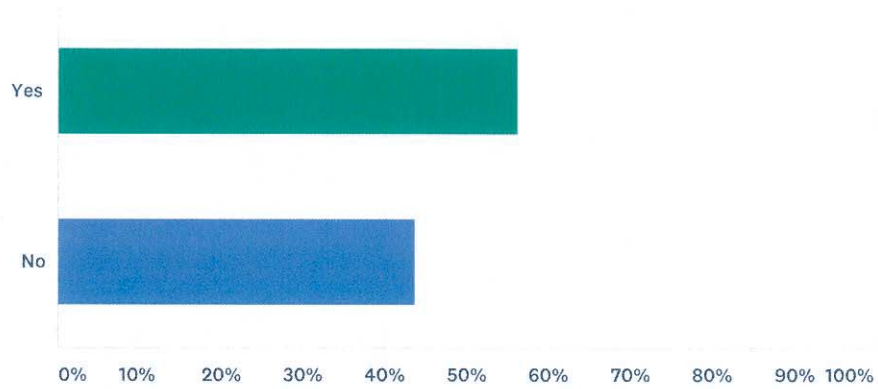
Answered: 48 Skipped: 7



	1	2	3	4	5	6	TOTAL	SCORE
Economic development	21.74% 10	6.52% 3	13.04% 6	21.74% 10	26.09% 12	10.87% 5	46	3.43
Area enhancement	2.17% 1	15.22% 7	8.70% 4	26.09% 12	28.26% 13	19.57% 9	46	2.78
Safety	12.50% 6	2.08% 1	12.50% 6	6.25% 3	20.83% 10	45.83% 22	48	2.42
Advocacy	15.22% 7	26.09% 12	28.26% 13	10.87% 5	6.52% 3	13.04% 6	46	3.93
Special events	25.00% 12	20.83% 10	25.00% 12	14.58% 7	10.42% 5	4.17% 2	48	4.23
Marketing	20.00% 9	31.11% 14	13.33% 6	22.22% 10	6.67% 3	6.67% 3	45	4.16

Q9 Would you be interested in special networking events between BIA members?

Answered: 55 Skipped: 0



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

56.36%

43.64%

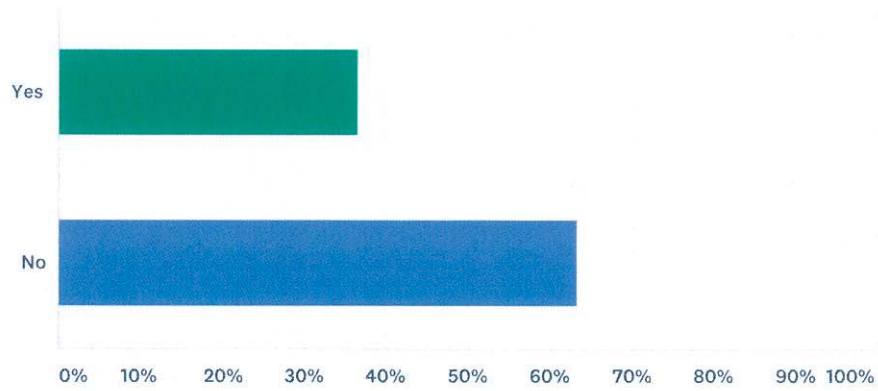
31

24

55

Q10 Are you interested in being more involved in the DSBIA through Committee participation?

Answered: 52 Skipped: 3



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

36.54%

63.46%

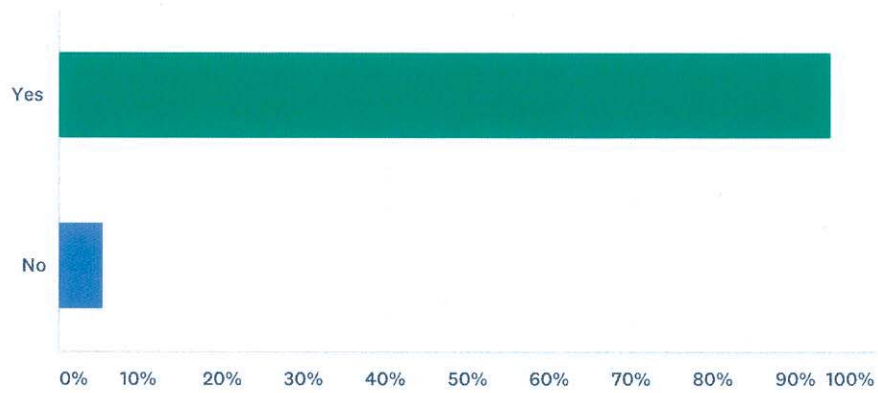
19

33

52

Q11 The Downtown Surrey BIA is asking Property Owners and Business Owners to support a new 5-year Renewal/Plan. Do you support the continuation of the Downtown Surrey BIA?

Answered: 55 Skipped: 0



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

94.55%

5.45%

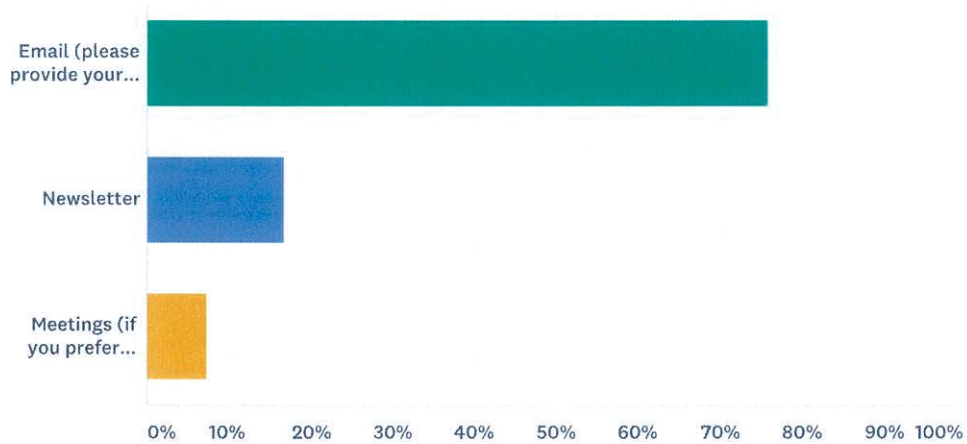
52

3

55

Q12 How do you prefer to receive information from the Downtown Business Improvement Association?

Answered: 54 Skipped: 1



ANSWER CHOICES

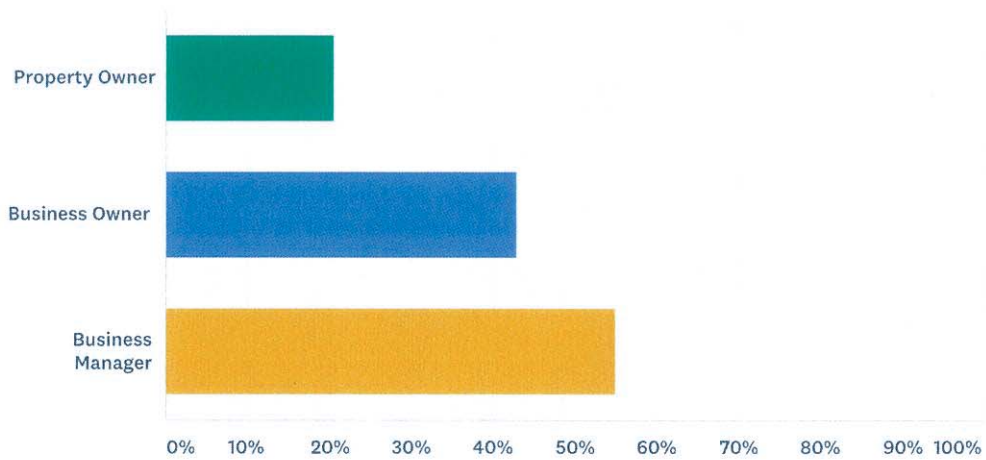
- Email (please provide your email below if this is your preference)
- Newsletter
- Meetings (if you prefer meetings please specify what time of the day you prefer)
- TOTAL

RESPONSES

75.93%	41
16.67%	9
7.41%	4
	54

Q13 I am a...

Answered: 49 Skipped: 6



ANSWER CHOICES

RESPONSES

Property Owner	20.41%	10
Business Owner	42.86%	21
Business Manager	55.10%	27
Total Respondents: 49		