

NO: R258

COUNCIL DATE: December 17, 2018

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **December 17, 2018**

FROM: **General Manager, Investment &  
Intergovernmental Relations**

FILE: **0250-20**

SUBJECT: **Renewal of the Newton Business Improvement Area**

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## RECOMMENDATION

The Investment & Intergovernmental Relations Department recommends that Council:

1. Approve the use of the “Council Initiative” process as the means by which to measure property owner support for the renewal of the Newton Business Improvement Area (Newton BIA);
2. Authorize the City Clerk to bring forward the necessary Newton Business Improvement Area By-law No. 19696 (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 Newton 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.

## 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 an 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 2014, Council approved the initial Newton Business Improvement Area By-law No. 18105 creating the BIA. The current By-law expires on March 31<sup>st</sup>, 2019. The Newton Business Improvement Association (the “Association”), 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 Newton 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 November 2, 2018, (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 Newton BIA. The vast majority of BIAs in British Columbia have been established or renewed using the Council Initiative process to measure 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 Newton BIA By-law No. 19696, including Schedule "A" and 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. If using the Council Initiative process, 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 subject to the requirements outlined in the *Community Charter* having been met. There are approximately 145 properties (Class 5 and 6) that would pay into the tax levy within the Newton BIA. Based on the Extraordinary General Meeting (EGM) held by the Association on October 18, 2018, the 2019 tax levy for the Association would be \$500,000 (a 25% initial increase at

renewal over the 2018 tax levy) followed by a 3% increase each year between years two to five. While the proposed initial tax levy increase at renewal is significant, other Business Improvement Associations such as the Downtown Surrey Business Improvement Association (DSBIA) have seen major increases including a 22.5% increase at renewal in 2012 and a 15% increase at renewal in 2017. These significant increases are typically initiated by the BIAs to develop new programs and activities to promote businesses in their area.

It should be noted that this increase will ultimately bring the Newton BIA in-line with the previous two year’s spending levels and does not represent significant new programming or activities during this renewal period. Due to the fact that the Association did not have many activities in their first year of establishment they were able to redeploy funding from their first year of operation to augment activities in subsequent years leading up to this renewal.

**Outreach**

The Association conducted outreach to their membership using various methods to gauge support for the renewal and to determine priority areas for the five-year term as reflected in the attached Appendix “IV.” The Association made reasonable efforts to engage the property and business owners in the area as demonstrated in the chart below. According to the Association, they have access to the contact information of 533 businesses and property owners in the designated area for the purpose of survey outreach.

<b>Membership Outreach</b>	
<b>Survey</b>	
Mail	89 property owners
Email	301 business & property owners; 3 reminders
Phone & In person	3 staff members made 750 in-person visits between May to October of 2018.
<b>Extraordinary General Meeting Notification</b>	
Mail	444 businesses & 89 property owners
Email	574 notices to business and property owner representatives*; 2 reminders

\* Some businesses and property owners had multiple contact email addresses on file.

Overall, the Association received 121 completed surveys from both property owners and businesses (representing 22.7% of the Association membership) with over 94% 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. The proposed budget was voted on unanimously at the EGM, by 12 members, representing 9 businesses and 12 properties, to proceed with the BIA renewal and the budget for the next five years.

Businesses are included in the consultation process and the vote on budget as the BIA tax 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 solely from the property owners.

**Legal Services**

Legal Services has reviewed this report and has no concerns.

## SUSTAINABILITY CONSIDERATIONS

The renewal of the Newton BIA supports the objectives of the City's Sustainability charter 2.0. In particular, this work relates to Sustainability Charter 2.0 theme of Economic Prosperity and Livelihoods and Inclusion. Specifically, this project supports 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 Newton Business Improvement Association Board is requesting the City use the "Council Initiative" to renew the BIA for a further five-year period from March 2019 to March 2024. Based on the above discussion it is recommended that Council:

1. Approve the use of the "Council Initiative" process as the means by which to measure property owner support for the renewal of the Newton BIA;
2. Authorize the City Clerk to bring forward the necessary Newton Business Improvement Area By-law No. 19696 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 Newton Business Improvement Area

Appendix "II": Letter, dated November 2, 2018, from Newton Business Improvement Association including the 2019-2024 Renewal Package

Appendix "III": Draft Newton Business Improvement Area By-law No. 19696

Appendix "IV": Newton Business Improvement Association Membership Survey Results



November 2, 2018

Edward Tain  
Economic Development Officer  
City of Surrey, 13450 104 Avenue, Surrey, BC

Dear Edward,

**Re: Newton BIA Bylaw Renewal Process**

The Newton 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 Newton BIA. The materials include:

1. Executive Summary
2. Schedule of activities and due diligence required by the BIA and the City.
3. Results of BIA member Survey conducted between May and July. This survey was distributed by snail mail to all property owners and businesses and each business was paid an in-person visit by the summer interns. We sent the survey out via email with the option to complete the survey online.
4. Renewal publication which outlines the achievements, states motions regarding to the Extraordinary General Meeting set for October 18, 2018, including the incremental levy for a new five-year mandate, and proposed budget for the first year of the new mandate.
5. Notice of the October 18, 2018 Extraordinary General Meeting. This was sent out in accordance with our By-laws to all member businesses and property owners by snail mail, email and was posted on our website.
6. Agenda, followed by Minutes of the meeting of the membership on October 18, 2018.
7. Current Strategic Plan and most current Year End Report (2017).
8. Members were notified of results of EGM. Minutes of the EGM held on October 18, 2018 have been distributed to all property owners and businesses by email. Minutes have also been posted on our website.

Yours truly,



Philip Aguirre, *Executive Director*

Enclosed

## Executive Summary

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The Newton BIA is a group of 533 businesses and property owners who are passionate about improving Newton. The Newton BIA was created in 2014, taking a leadership role to revitalize the area. The BIA brings business members, grassroots organizations, community stakeholders and government together with a focus on the four pillars of Safety, Area Enhancement, Marketing + Events and Government Relations. The BIA manages 40 programs and has hosted 141 events in the past 5 years. The Newton BIA receives a levy from property taxes to run its operations. The BIA is governed by a volunteer Board of Directors, consisting of a diverse selection of businesses and property owners representing all regions within the boundary. Governance of the association is regulated by the constitution and a set of bylaws.

The Newton BIA completed its first five-year mandate and is up for renewal. The process began back in November 2017 with a strategic plan update approved by the board of directors. This approved direction along with the 2018 AGM triggered a renewal survey in May of the membership base. This data was presented and approved again by the board and finally ratified at the EGM on October 18<sup>th</sup>, 2018.

The audit produced an overwhelming support for the Newton BIA to continue with a 94% approval rate. The members also indicated a strong focus of resources towards safety with 80% of the respondents indicating safety as the number one priority.

The EGM hosted on October 18th reached quorum with 15 people attending representing twelve properties and 9 businesses. Three motions were put to the membership. All motions were unanimous.

- **MOTION 1:** To renew the Newton BIA 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 according to the schedule:

2019	\$500,000	2020	\$515,000	2021	\$530,450
2022	\$546,364	2023	\$562,754		

- **MOTION 3:** To adopt 2019 budget as presented by the Board of Directors of the BIA.

The Newton BIA Board of Directors recommends that the association is renewed for a second five-year term with the outlined levy schedule and detailed budget. This recommendation is based on the information presented through the Strategic Plan, AGM, Membership Survey and the EGM.



**Philip Aguirre**  
Executive Director - Newton BIA



**Linda McCabe**  
President - Newton BIA

## NOTICE OF EXTRAORDINARY GENERAL MEETING (EGM)

NEWTON BUSINESS IMPROVEMENT ASSOCIATION

**Thursday, October 18, 2018**

12pm-1:00pm (registration opens: 11:30am)

**Newton Cultural Centre**

13530 72 Avenue, Surrey, BC V3W 2P1

### PURPOSE

The only business to be conducted is to vote on three motions as stated below.

**Motion 1** | To renew the Newton 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:

2019	\$500,000
2020	\$515,000
2021	\$530,450
2022	\$546,364
2023	\$562,754

**Motion 3** | To adopt the attached 2019 budget as presented by the Board of Directors of the BIA.

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

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

### FURTHER INFORMATION

(604) 593-2294  
INFO@NEWTONBIA.COM  
WWW.NEWTONBIA.COM

### RSVP

[www.newtonbia.eventbrite.com](http://www.newtonbia.eventbrite.com)



**MOTION 3: PROPOSED NBIA BUDGET FOR 2019**

**REVENUE**

Levy	\$500,000
Grants	\$8,000
Sponsorships	\$20,000
<hr/>	
	<b>\$528,000</b>

**EXPENSES**

Administration	\$48,050
Wages & Benefits	\$146,200
Marketing & Events	\$72,750
Safety	\$177,000
Area Enhancement	\$70,000
Government Relations	\$14,000
<hr/>	
	<b>\$528,000</b>

## **OUTREACH ACTIVITIES DUE DILIGENCE REQUIRED BY THE BIA AND THE CITY**

- MAY-JULY, 2018**      **IN-PERSON OUTREACH**  
Summer interns spent several hours of each workday visiting business members; they talked to over 300 businesses and completed 121 surveys
- MAY 30, 2018**      **DIGITAL RENEWAL SURVEY** (APPENDIX 01)  
Digital copy of the Renewal Survey was shared via Mailchimp with **301 Businesses and Property Owners**
- JUNE 13, 2018**      **DIGITAL RENEWAL SURVEY**  
Digital copy of the Renewal Survey was shared via Mailchimp with **300 Businesses and Property Owners**
- JUNE 27, 2018**      **DIGITAL RENEWAL SURVEY**  
Digital copy of the Renewal Survey was shared via Mailchimp with **300 Businesses and Property Owners**
- SEPTEMBER 20, 2018**      **ANALOGUE EGM NOTICE** (APPENDIX 02)  
Hard-copy mailed out via Canada Post to **444 Businesses and 89 Property Owners**
- SEPTEMBER-OCTOBER, 2018**      **CRIME WALKS**  
In-person outreach done by Philip Aguirre, Executive Director of the Newton BIA, over multiple workdays; he interacted with over 300 businesses about their concerns, questions and making sure they knew about the EGM

- SEPTEMBER 25, 2018**     **DIGITAL EGM NOTICE** (APPENDIX 03)  
Digital notice sent out via Mailchimp to **574  
Businesses and Property Owners**
- OCTOBER 8, 2018**     **DIGITAL EGM NOTICE REMINDER**  
Digital notice sent out via Mailchimp to **584  
Businesses and Property Owners**
- OCTOBER 29, 2018**     **EGM RESULTS** (APPENDIX 04)  
The results of the EGM held on Oct 18 were  
shared via Mailchimp to **584 Businesses and  
Property Owners**

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**OTHER**

[EGM NOTICE ON WEBSITE](#)

[EGM ON EVENTBRITE](#)

## APPENDIX 01



Nasrin Baji <nasrin@newtonbia.com>

### Newton BIA Renewal Survey!

1 message

Newton BIA <info@newtonbia.com>  
Reply-To: Newton BIA <info@newtonbia.com>  
To: newtonbia@gmail.com

Wed, May 30, 2018 at 10:01 AM

Newton BIA Renewal

[View this email in your browser](#)

# NEWTON BIA 2018 RENEWAL SURVEY

## Renewal

Our first term will expire in 2019. As BIA property 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 results of the following survey will be used to draft a budget that will be analyzed and a final draft will be presented for Membership approval at a general meeting in September 2018.

In December 2018, the City will send notifications to all property owners, giving you another opportunity for input. Surrey City Council will make a final decision in early February 2019.

## Newton BIA Highlights

- Commissionaires Crime Files **8,904**
- Graffiti Cleaned Up **3,441**
- Trash Removed by Team Tidy **27,337lbs**
- Needles Safely Disposed **2,422**
- Shopping Carts Returned **621**

- Tulips Planted **1,500**
- Murals Painted **4**
- Community Events Hosted **119**

#### MORE ABOUT WHAT WE DO

## About the Survey

The brief survey will help us set your priorities for the next five-year term (2019-2023). It should only take about 5 minutes to complete and your participation is invaluable.

The summer interns have already started reaching out, and in some cases have already completed surveys with some of you. If that is the case, you don't need to re-take the survey.

If you haven't been visited by an intern yet, rest assured that they will be making their way through the town centre. But if you have 5 minutes to spare you can go ahead and fill out the online survey instead. If you want to schedule a time for the interns to visit you, so you can be sure you have time to talk with them, that's an option for you as well.

Whatever option works for you, thank you for your time!

[TAKE THE SURVEY ONLINE](#)

[SCHEDULE AN INTERN](#)

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## 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 Newton Business Improvement Association to fund business improvement initiatives. During the past five years, initiatives included safety

projects, graffiti removal, special events, and marketing Newton. The Newton BIA has continued with initiatives to attract investment, development and attract new businesses to the area.

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## KEEP UP WITH THE NEWTON BIA



*Copyright © 2018 Newton Business Improvement Association, All rights reserved.*  
You are receiving this email because you have supplied the Newton BIA with our contact information.

**Our mailing address is:**  
Newton Business Improvement Association  
#305-7380 King George Blvd  
Surrey, BC V3W 5A5  
Canada

[Add us to your address book](#)

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#)



## APPENDIX 02

### NOTICE OF EXTRAORDINARY GENERAL MEETING (EGM)

NEWTON BUSINESS IMPROVEMENT ASSOCIATION

**Thursday, October 18, 2018**

12pm-1:00pm (registration opens: 11:30am)

**Newton Cultural Centre**

13530 72 Avenue, Surrey, BC V3W 2P1

#### PURPOSE

The only business to be conducted is to vote on three motions as stated below.

**Motion 1** | To renew the Newton 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:

2019	\$500,000
2020	\$515,000
2021	\$530,450
2022	\$546,364
2023	\$562,754

**Motion 3** | To adopt the attached 2019 budget as presented by the Board of Directors of the BIA.

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

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

#### FURTHER INFORMATION

(604) 593-2294  
INFO@NEWTONBIA.COM  
WWW.NEWTONBIA.COM

#### RSVP

[www.newtonbia.eventbrite.com](http://www.newtonbia.eventbrite.com)

#305-7380 KING GEORGE BLVD | SURREY, BC | V3W 5A5  
604-593-2294 | [WWW.NEWTONBIA.COM](http://WWW.NEWTONBIA.COM) | [INFO@NEWTONBIA.COM](mailto:INFO@NEWTONBIA.COM)

#305-7380 KING GEORGE BLVD | SURREY, BC | V3W 5A5  
604-593-2294 | [WWW.NEWTONBIA.COM](http://WWW.NEWTONBIA.COM) | [INFO@NEWTONBIA.COM](mailto:INFO@NEWTONBIA.COM)

**MOTION 3: PROPOSED NBIA BUDGET FOR 2019**

**REVENUE**

Levy	\$500,000
Grants	\$8,000
Sponsorships	\$20,000
<hr/>	
	<b>\$528,000</b>

**EXPENSES**

Administration	\$48,050
Wages & Benefits	\$146,200
Marketing & Events	\$72,750
Safety	\$177,000
Area Enhancement	\$70,000
Government Relations	\$14,000
<hr/>	
	<b>\$528,000</b>



## APPENDIX 03



Nasrin Baji <nasrin@newtonbia.com>

### Newton BIA Notice of EGM

2 messages

Newton BIA <info@newtonbia.com>  
Reply-To: Newton BIA <info@newtonbia.com>  
To: nasrin@newtonbia.com

Wed, Sep 26, 2018 at 8:59 AM

Notice of 2018 Extraordinary General Meeting

[View this email in your browser](#)



## NOTICE OF EGM

Thursday, October 18, 2018  
12pm, Newton Cultural Centre

Newton BIA would like to extend an invitation to you to attend our Extraordinary General Meeting (EGM) of 2018. All Businesses and Property owners within the Newton BIA area are invited to attend (no charge). Coffee and light refreshments will be served throughout.

During the EGM, we will vote on the following 3 motions:

1. To renew the Newton Business Improvement Association for a five-year mandate;
2. To adopt a levy strategy for the next five years as part of the BIA renewal; and

3. To adopt the proposed 2019 budget as presented by the Board of Directors of the BIA.

[More information about the EGM](#)

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## AGENDA

- 11:30AM**                      **Doors Open**
- 11:30AM to 12PM**            **Registration / Networking**  
Coffee and light refreshments will be served throughout
- 12PM**                            **Extraordinary General Meeting**

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### Location

Newton Cultural Centre  
[13530 72 Avenue](#)  
Surrey, BC V3W 2P1

### Date & Time

Thu, October 18, 2018  
11:30 AM - 1:00 PM PST  
*Registration is required.*

[Register](#)



Copyright © 2018 Newton Business Improvement Association, All rights reserved.  
You are receiving this email because you have supplied the Newton BIA with our contact information.

Our mailing address is:  
Newton Business Improvement Association  
#305-7380 King George Blvd  
Surrey, BC V3W 5A5  
Canada

[Add us to your address book](#)

## APPENDIX 04



Nasrin Baji <nasrin@newtonbia.com>

### EMG Results

1 message

Nasrin Baji <nasrin@newtonbia.com>  
To: Nasrin Baji <newtonbia@gmail.com>

Fri, Oct 26, 2018 at 11:21 AM

[Results of the 2018 Extraordinary General Meeting](#)

[View this email in your browser](#)



## EGM RESULTS

Thursday, October 18, 2018 | 12pm

Newton Cultural Centre

During the EGM, the following 3 motions were voted on and approved:

1. To renew the Newton Business Improvement Association for a 5-year mandate; **ALL IN FAVOUR**

2. To adopt a levy strategy for the next five years as part of the BIA renewal; **ALL IN FAVOUR**
3. To adopt the proposed 2019 budget as presented by the Board of Directors of the BIA; **ALL IN FAVOUR**

**The complete meeting minutes and Term 2 Outlook  
are now available on our website.**

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[EGM Minutes](#)

[2019-2023 Outlook](#)

[Complete EGM Details](#)



Copyright © 2018 Newton Business Improvement Association, All rights reserved.  
You are receiving this email because you have supplied the Newton BIA with our contact information.

**Our mailing address is:**  
Newton Business Improvement Association  
#305-7380 King George Blvd  
Surrey, BC V3W 5A5  
Canada

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Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#)



# NEWTON BUSINESS IMPROVEMENT ASSOCIATION

## BUDGET OVERVIEW: 2019 - FY19 P&L

January - December 2019

	TOTAL
Income	
4000 Levy income	500,000.00
4055 Grants	8,000.00
4060 Event Sponsorship income	20,000.00
<b>Total Income</b>	<b>\$528,000.00</b>
GROSS PROFIT	<b>\$528,000.00</b>
Expenses	
6001 Marketing	
6005 Advertising.	1,550.00
6815 Merchant Shout Out	500.00
6816 Marketing Kit	500.00
6905 Development Website	2,000.00
6910 Maintenance -Website	700.00
<b>Total 6001 Marketing</b>	<b>5,250.00</b>
6560 Payroll expenses	
6575 WCB	200.00
Intern Payroll	15,000.00
Wages	131,000.00
<b>Total 6560 Payroll expenses</b>	<b>146,200.00</b>
6807 Area Enhancement	
6806 Team Tidy	17,000.00
6808 Graffiti Removal	41,000.00
6817 Area Enhancement Programs	12,000.00
<b>Total 6807 Area Enhancement</b>	<b>70,000.00</b>
6810 Events	
6003 Groundhog Day	7,500.00
6812 Newton Days	30,000.00
6814 Spooktacular	30,000.00
<b>Total 6810 Events</b>	<b>67,500.00</b>
6818 Government Relations	
6819 Advocacy Initiatives & Outreach	10,000.00
6826 Newton Talks	4,000.00
<b>Total 6819 Advocacy Initiatives &amp; Outreach</b>	<b>14,000.00</b>
<b>Total 6818 Government Relations</b>	<b>14,000.00</b>
6820 Safety	
6809 Community Safety Patrol	175,000.00
6821 Safety Projects & Initiatives	2,000.00
<b>Total 6820 Safety</b>	<b>177,000.00</b>
6822 Administrative Expenses	
6002 Licenses & Memberships	250.00
6022 Bank charges & interest	200.00
6045 Professional fees	7,500.00
6100 Insurance	3,500.00
6210 Rent or lease payments	27,000.00
6250 Utilities	1,500.00

	TOTAL
6401 Office Supplies & Materials	2,000.00
6539 Education / Conferences	1,500.00
6700 Travel	300.00
6804 Bookkeeping & accounting	800.00
6824 Annual General Meeting	2,000.00
6947 Meeting & event attendance	1,000.00
6985 Industry Memberships, Dues Subscription	500.00
<b>Total 6822 Administrative Expenses</b>	<b>48,050.00</b>
<b>Total Expenses</b>	<b>\$528,000.00</b>
NET OPERATING INCOME	<b>\$0.00</b>
NET INCOME	<b>\$0.00</b>

**MINUTES OF EXTRAORDINARY GENERAL MEETING  
THURSDAY, OCTOBER 18, 2018**

**ATTENDING**

FIFTEEN people REPRESENTING TWELVE Newton BIA properties (12 properties), NINE Newton BIA businesses (9 businesses), and guests. The City of Surrey was represented by Edward Tain.

**WELCOME & INTRODUCTIONS**

Newton BIA Executive Director, Philip Aguirre, called 2018 Newton BIA EGM to order: 12:07pm and a quorum was established.

**AGENDA**

**MOTION:** That the Agenda be adopted as circulated.  
**MOVED/SECONDED:** Jay Blaschuk / Harry Lamba - - - - - **CARRIED**

**RENEWAL**

**MOTION:** To renew the Newton Business Improvement Association for a five-year mandate  
**MOVED/SECONDED:** Janice Boyle / Melanie Minty - - - - - **CARRIED**

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

2019	\$500,000	2022	\$546,364
2020	\$515,000	2023	\$562,754
2021	\$530,450		

**MOVED/SECONDED:** Suman Basnyat / Jaspal Brar - - - - - **CARRIED**

**MOTION:** To adopt the 2019 budget as presented by the Board of Directors of the BIA.  
**MOVED/SECONDED:** Claudia Brousseau / Linda McCabe - - **CARRIED**

**MOTION:** To conclude the EGM at 12:28pm.  
**MOVED/SECONDED:** Jay Blaschuk / Derek Ho - - - - - **CARRIED**

EGM ended at 12:35pm.

# Newton BIA Strategic Plan 2019-2023

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**Presented By:**

Philip Aguirre

Executive Director

Newton Business Improvement Association



**REVENUE**

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1. Levy - Annual 3% increase

- a. \$500,000 - 2019
- b. \$515,000 - 2020
- c. \$530,450 - 2021
- d. \$546,364 - 2022
- e. \$562,754 - 2023

2. Sponsorship

- |                             |                 |
|-----------------------------|-----------------|
| a. \$2,000 –                | Groundhog Day   |
| b. \$5,000 – Vancity        | Newton Days     |
| c. \$3,500 - Fortis         | Newton Days     |
| d. \$1,500 - City of Surrey | Newton Days     |
| e. \$5,000 – Envision       | Spooktacular    |
| f. \$2,000 - City of Surrey | Spooktacular    |
| g. \$1,000 – Fortis         | State of Newton |
| h. \$1,000 – Envision       | State of Newton |
| i. \$1,000 – KPU            | State of Newton |
| j. \$750 - Anthem           | State of Newton |

**\$15,750**  
**\$20,000**

**Total 2018**  
**Total 2019**

3. Summer Jobs Grant

\$11,978	2019	2 Interns
\$11,978	2018	2 Interns
\$13,671	2017	3 Interns
\$14,265	2016	3 Interns
\$6,560	2015	1 Intern

**OPTION 1: [Same with no Commissionaires](#)**

**OPTION 2: [Same with Commissionaires](#)**

**OPTION 3: [Increase to \\$500k](#)**

## ADMINISTRATION

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1. Education / Conferences  
2019 BIABC + IDA Pacific  
Northwest Conference
  - a. April 22 - 25, 2019
  - b. Surrey, BC
2. Industry Membership
3. Summer Intern
  - a. Two Students
  - b. February 2<sup>nd</sup>, 2019–  
Deadline
4. AGM
5. Bank Charges
6. Meeting
7. Insurance
8. Licenses & Memberships
9. Office Supplies & Materials
10. Professional Fees
11. Rent – Office Space
12. Bookkeeping
13. Utilities
14. Travel
15. Wages & Benefits
16. Intern Wages
17. WorkSafe BC

## SAFETY

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Safety remains a priority of the Newton BIA and a number of initiatives are focused on supporting and promoting a safe livable town centre.

### Community Safety Patrol

**2017 Crime Files: 3929**

The Community Safety Patrol (CSP) program consists of one daily eight-hour patrol to address safety priorities and support crime reduction initiatives. The CSP plays a key role in engaging with residents and the business community providing outreach for vulnerable people, early identification and enforcement of safety concerns at the local level while collaborating with Bylaw & the RCMP to deter criminal and antisocial activity.

### Crime Walk

Weekly business outreach with CSP & the NBIA Executive Director. Provides weekly feedback and establishes a solid network that improves communication and engagement.

## Safety Projects & Initiatives

### 1. Newton Safety Unit

An integrated weekly safety initiative with the Community Safety Patrol, Bylaw, RCMP, Transit, and the Homeless Shelter to create weekly targets and initiatives to increase communication, effectiveness, and ultimately decrease crime within Newton. During the weekly Newton Safety Unit meetings hosted and coordinated by the Newton BIA, a discussion of current and emerging issues impacting the area is followed by the development of a variety of action plans. The Safety Unit provides a timely opportunity for information sharing about priority crime issues, prolific offenders, mental health, addictions and youth at risk.

The Newton Safety Unit increases communication and strengthens inter-agency collaboration and information sharing and thus increases the effectiveness in addressing outreach, street disorder and crime within the Newton town center. Through this improved collaboration, the Unit can implement safety initiatives, proactively flag individuals causing repeated disturbance, and assist RCMP and other officials with addressing ongoing issues. This progress has made the Newton Safety Unit into a key priority of the new [Public Safety Strategy](#) for the City of Surrey.

#### a. *Joint RCMP Patrol*

**2017 Total Patrols: 25**

The joint RCMP patrol with the Community Safety Patrol and Bylaw is an integrated patrol program to increase the overall effectiveness of these patrols at a local level. The collaboration of the three teams ensures a consistent message to residents, the business community and the vulnerable population that the teams work together and have a unified outreach approach with interconnected enforcement.

#### b. *OPTIONS Liaison*

**2017 Total Walks: 11**

Weekly outreach with Options outreach team

### 2. Safe Ride

**2017 Total Rides: 24**

Safe Ride is an outreach first model that provides taxi rides to the vulnerable population that are intoxicated. This program decreases the amount of negative occurrences in the town center and as a result increases consumer confidence.

3. Homeless Count **2017 Total Individuals: 41**

The Homeless Count is an initiative inspired by the annual Homeless Count in Vancouver. Counting the homeless population serves primarily as a way to gauge how many people are homeless at a given point in time. This makes it possible to see how much need there is for resources such as shelters. It also allows for tracking over years to determine whether numbers are going up or down. The count also tracks things like ethnic/gender/age breakdowns, how long the people have been on the street, whether it is their first time being homeless, whether they receive financial assistance, whether they have physical or mental disabilities, etc. This would help advocate to fine-tune services in the area to combat specific needs.
  
4. Shopping Cart Program **Total since 08.2016: 504**

Abandoned shopping carts cost businesses to replace them between \$100 to \$300 per cart. By implementing a program to return shopping carts to businesses, at \$5 per cart the Newton BIA provides a valuable cost saving program to its members. In addition, the program improves overall public perception of safety & cleanliness. This program is executed by Team Tidy. The carts are simply walked back to their property on regular patrol hours. A database of photo documentation is obtained to provide a record of all carts retrieved for member verification.
  
5. Used Needle Program **Total since 09.2016: 1798**

The used needle program is an essential initiative to decrease the amount of risk caused by the increase of improperly discarded used needles. The program consists of ten collection boxes placed in highly reported areas. The used needles are disposed of by Stericycle. The program relies on a continuous education by the Community Safety Patrol to inform the vulnerable population of the box locations.

## AREA ENHANCEMENT

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Area Enhancement encourages and supports the City to beautify the Newton BIA area. In addition, the Newton BIA has instituted a variety of initiatives to enhance the area.

- Goodbye Graffiti** **2017 Total Cleanups: 689**
- Graffiti removal program contracted with Goodbye Graffiti. The contract removes all graffiti within the NBIA boundary ensuring that the area is a graffiti free zone. This program provides a cost savings to the local business community and in addition

increases the overall perception of residents and business customers. As a result, this increased perception leads to a higher desire of consumer confidence.

### **Team Tidy**

**2017 Total Tonnage: 7150 lbs**

The clean streets team is responsible for maintaining cleanliness of the streets within the NBIA boundary on a daily basis. This program supports the Newton BIA's overall agenda of area enhancement to increase the beautification of the Newton Town Center. By providing a clean atmosphere Team Tidy decreases the janitorial employment cost of local businesses and provides a positive environment for consumers and residents in the area.

### **Area Enhancement Projects & Initiatives**

1. Murals

**Completed: 3 | Upcoming: 3**

The Newton BIA is committed to increasing the beautification of the Newton Town Center. Murals are an excellent way to increase the colour and artistic flair of the community. The plan is to commission several murals in the area to enhance the desire of residents and visitors to walk the commercial blocks of the area. The Newton BIA has planned to complete a laneway mural and a indigenous mural in 2018. The long term plan is to augment the initiative with programming such as Art Crawls and placemaking.

2. Tickle Trunk

**2017 Total Rentals: 5**

The goal of the "Tickle Trunk" is to provide a one stop shop for community engagement and to help facilitate events in the Newton area. The more events that the BIA can help facilitate in the area will have spin off benefits by attracting more people to the area. The Newton BIA Tickle Trunk is available to businesses and community groups in Newton on an ongoing basis for festivals and events around the neighbourhood. The Newton Tickle Trunk would contain the following items: Sound System, Tents, Tables, Chairs, Bouncy Castle, Jenga, Connect 4, Chess, Umbrellas, Garbage Cans, Recycling Bins, Pylons, Barricades, BBQ, and mobile Mobile Art Table. The Newton BIA facilitates the program, and items reside at the BIA office or storage locker.

3. Tulip-Bombing

As in 2017 the plan is to plant another thousand tulips in the Newton Town Center in various locations to increase the beautification of the area. The added floral presence and colour will increase the resident's satisfaction levels and pride of

their community. An area enhancement project like this allows for the community to get involved and produce an immediate visual result.

4. Placemaking
  - a. 137th Street Parkit
  - b. Umbrellas & Chairs
  - c. Chess Board

## EVENTS

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### **Groundhog Day**

**2017 Attendance: 350**

The NBIA's inaugural event celebrates with our own (stuffed) groundhog Lou Jack. The fun, quaint family event includes a live children music performer, Surrey Dance group, a RCMP pancake breakfast, free cupcakes and hot chocolate, a kids craft zone filled with crafts, community engagement and face painting. Find out from Lou whether winter will continue or spring will arrive.

### **Newton Days (4)**

**2017 Attendees: 4500**

A mini multiple day festival taking place during the summer featuring a farmer and craft market, music, and activities featuring a theme for each day. The long term goal is to grow the market into Surrey's most well-known and beloved market. Hopefully soon, visitors will come from near and far to sample artisan breads and preserves, stock up on free-range and organic eggs and meats, get the freshest, hard-to-find heirloom vegetables and taste the first Okanagan cherries and peaches of the season. Come meet your friends and neighbours, pick up supplies for a picnic by the lake, or just rub shoulders with farmers who care about the future of the land as much as the food they put on your plate.

### **Spooktacular Newton**

**2017 Cancelled Due to Weather**

A spooky fun filled family event featuring an urban pumpkin patch, dance performances, free BBQ, free movies, a petting zoo, and tons of crafts and games. The previous two years event has been very successful with an attendance of 3500 people with a positive reaction from the residents and increase in sales reported by the business community.

### **Outside Events**

1. Pink Shirt Day
2. Big Bike

## MARKETING

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The events and marketing of the Newton BIA showcase and the Newton Town Centre area and provide positive activities in a variety of public spaces. These initiatives help develop a sense of community while attracting new visitors to see the changes that are taking place in Newton.

### **Website**

A website update for the NBIA and for Newton. The updated website has a business directory, community events page, blogs, and much more. It is the 'hub' for everything Newton and NBIA information.

### **Merchant Shout-out**

A business spotlight blog highlighting one business a month in the Newton Town Centre. Showcasing their products, history, and connection to Newton, whilst promoting shopping local.

### **Marketing Kit**

The purchase of marketing materials to showcase the Newton BIA brand at all events and meetings. Branding materials include: tent, table cover, pop-up banner and glossy annual reports.

### **Monthly E-Newsletter**

A monthly information wrap up of the activities of the Newton BIA to all stakeholders.

### **Advertising & Promotion**

#### Newton Video

A promotional video to highlight the emerging community of Newton. This video will be used on the website and all social media. Additionally, the video will be used in a variety of realtor and developer meetings to provide marketing materials to showcase the positives of the area to attract new businesses and economic development.

## GOVERNMENT RELATIONS

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The goal of government relations is to work with all levels of government in policy and positions of key issues of relevance to the Newton BIA.

### Advocacy Projects & Initiatives

- Cultural Entertainment District
- Economic Development
- 20 Year Plan
  - Focused on the long-term revitalization of the Newton Town Centre to ensure a viable business environment and vibrant mixed use community.
    - Light Rapid Transit – L-Line
    - Spectator Arena - WHL
    - Convention Centre - 12K sq/ft
    - Hotel - 200 Rooms
    - Surrey Heritage Rail
    - Cineplex
    - Density -mix use
    - Community Centre Expansion
    - Central Plaza / Park
    - Festival Street
    - Streetscape
    - Streamers
    - Art Barn - Creative Economy

### BIA Monthly

Monthly meeting of the four BIAs in Surrey

### State of Newton

**2017 Attendees: 145**

The State of Newton is an opportunity for the business community to engage in a dialogue that showcases the upcoming investment opportunities for Newton. The presentation outlines the Newton BIA's proposals and policy directions for the upcoming year, as well as a detail of the achievements of 2018.



## AUTHORIZATION

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By its authorized signatory:



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Sept 20<sup>th</sup>, 2019

**Linda McCabe**

President

Newton Business Improvement Association



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Sept 20<sup>th</sup>, 2019

**Philip Aguirre**

Executive Director

Newton Business Improvement Association

## APPENDIX

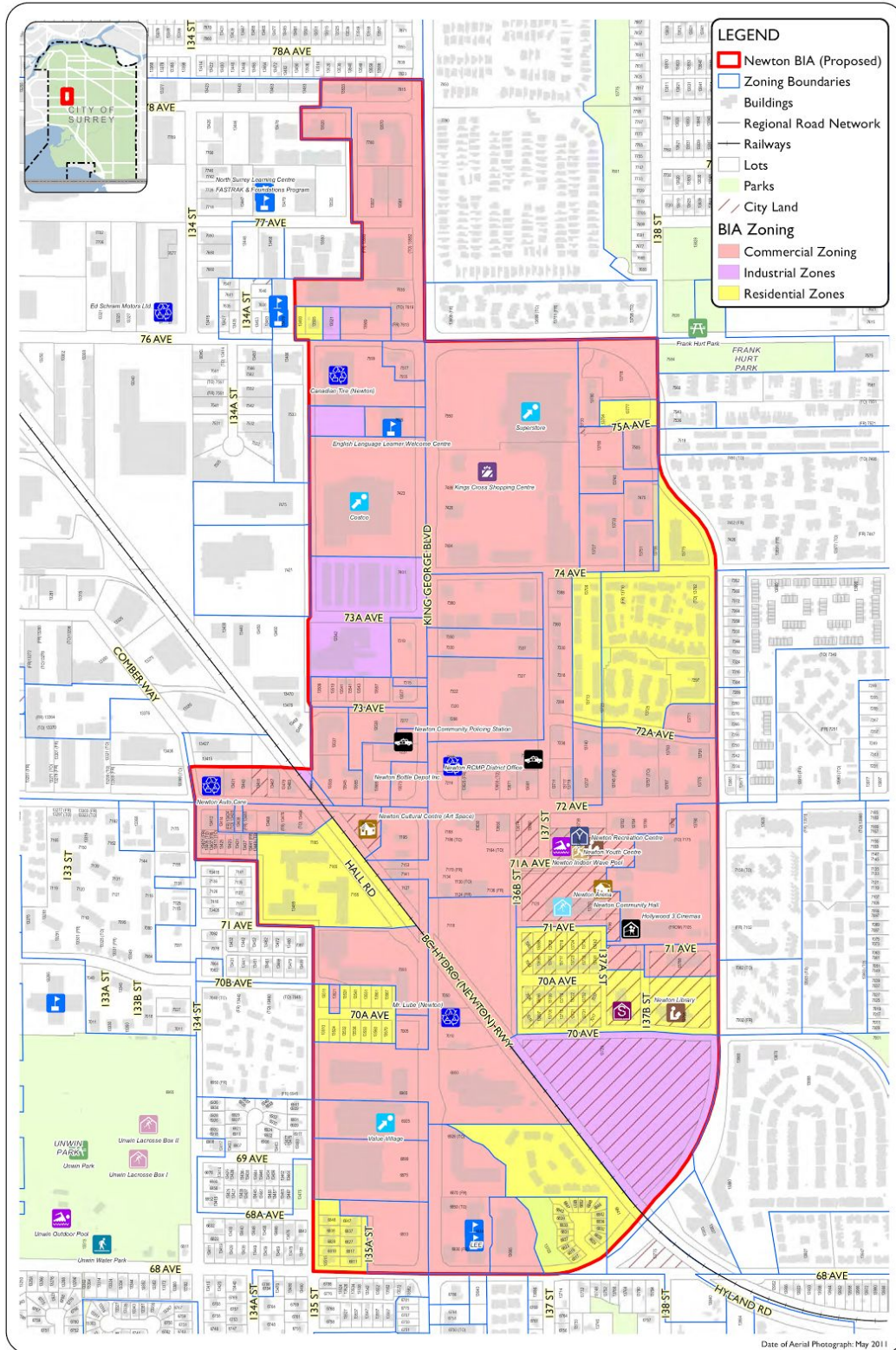
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**Executive Director:** Philip Aguirre  
**Creative Director:** Nasrin Baji  
**Team Tidy:** Kenneth Green

**Background:** Established March 2013  
Office Opened September 2014

<b>Board Members:</b>	Linda McCabe	Value Industries
	Jaspal Brar	The Co-operators
	Chandan Sabharwal	Sabharwal Law Group
	Suman Basnyat	S Basnyat & Co. Inc
	Harry Lamba	The UPS Store
	Derek Ho	Kings Cross
	John Podger	Budget Brake and Muffler
	Richard Janzen	FastSigns

### NEWTON BIA BOUNDARY





# NEWTON

BUSINESS  
IMPROVEMENT  
ASSOCIATION

ANNUAL REPORT / 2017

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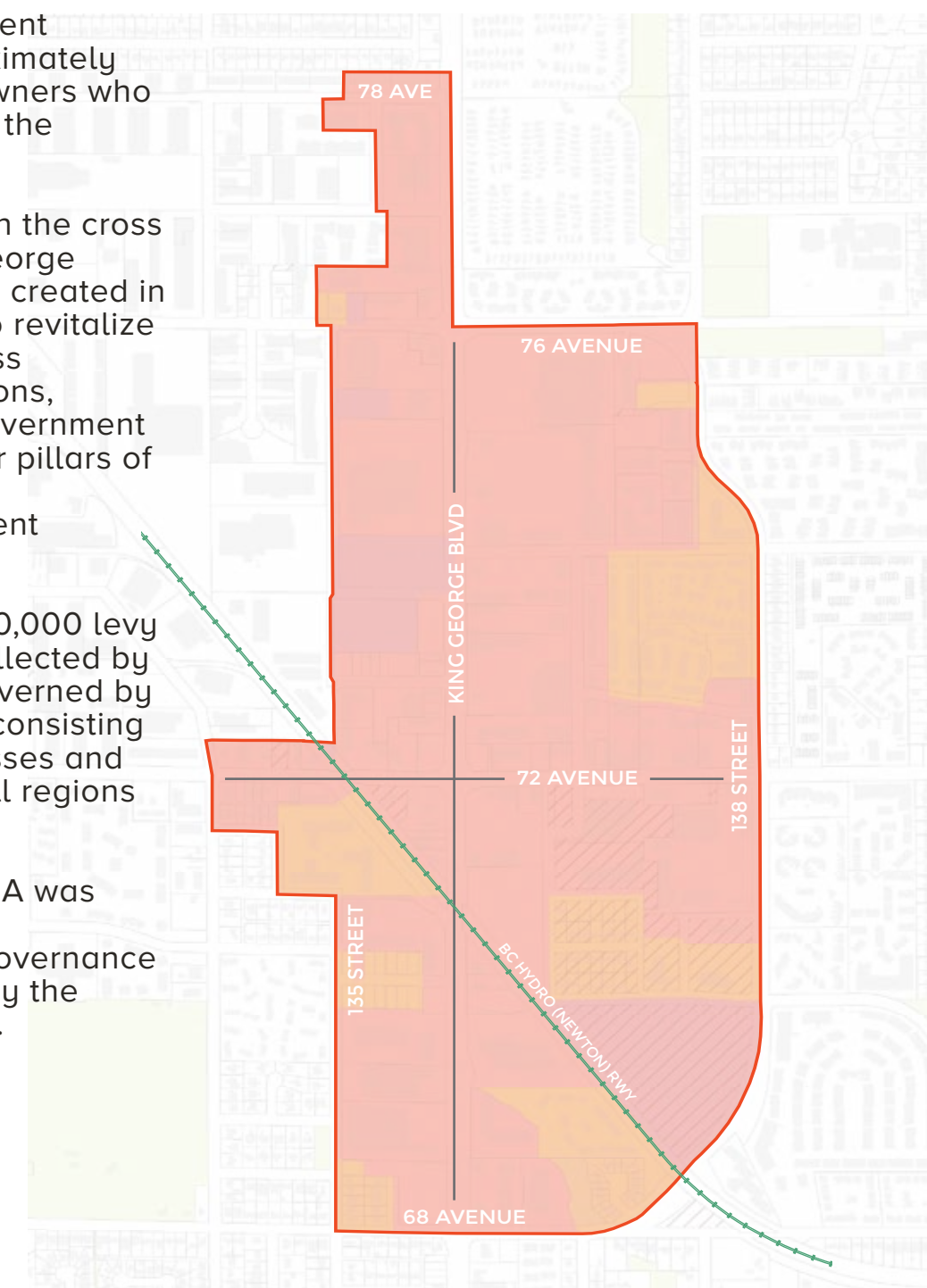
## ABOUT THE BIA

The Newton Business Improvement Association is a group of approximately 550 businesses and property owners who are passionate about improving the Newton Town Centre.

Located in the heart of Surrey on the cross roads of 72 Avenue and King George Boulevard. The Newton BIA was created in 2014, taking a leadership role to revitalize the area. The BIA brings business members, grassroots organizations, community stakeholders and government together with a focus on the four pillars of Safety, Area Enhancement, Marketing/Events and Government Relations.

The Newton BIA receives a \$400,000 levy from property taxes, which is collected by the City of Surrey. The BIA is governed by a volunteer Board of Directors, consisting of a diverse selection of businesses and property owners representing all regions within the boundary.

The ratification of the Newton BIA was implemented through business consultation and a plebiscite. Governance of the association is regulated by the constitution and a set of bylaws.



The Newton BIA Boundary

# LETTER FROM THE ED

2017 marked the third year of the Newton BIA's existence. The organization is no longer the new kid on the block; the City of Surrey now has four BIA's. Expectations have shifted away from an efficient start-up organization to what are the measurable results that warrant the tax burden that has been placed upon the local business community.

Crime was down in Newton by 18% in 2017. This annual double digit decrease over the past three years is an excellent justification for why the Newton BIA was created in the first place. Safety has always been the main focus of the Newton BIA spearheaded by the proactive Community Safety Patrol and the relationships that we have developed with the RCMP, Bylaw, Surrey Crime Prevention, Outreach & the vulnerable community.

The Newton BIA has taken a leadership role within the community. "The State of Newton 2017" was a significant success and was only possible by creating partnerships with several different community groups to help create an advocacy movement that will shape Newton for years to come.

Keeping it weird in Newton is important. The Newton BIA wants to ensure that we continue to build community through inspiring place-making projects and events. 2017 saw murals, Big Bikes, thousands of tulips, the revitalization of Newton Days and the enigmatic Lou, our beloved groundhog, who predicted an early spring. Results that showcase the optimism has slowly crept into daily conversation.

Results matter! The Newton BIA will continue to build community by taking an active leadership role, producing significant results and passionately advocating for the Newton community.



Philip Aguirre, Executive Director

# PRESIDENT'S NOTE

In keeping with our mandate, the focus of all Newton BIA activities for 2017 continued to be on improving Newton's Safety, Area Enhancement, Land Use and Government Relations. I'd like to highlight a few of the new initiatives for 2017.

Under Area Enhancement, the first murals appeared in Newton. This project will continue to expand with further murals planned into 2018 and beyond and the eventual establishment of a Mural Festival to coincide with Surrey's "Art in the City" event.

A new event, "The State of Newton" launched in October 2017 to a capacity crowd, with the focus being the promotion of Newton as the place to do business. The event also provided vendor participation via a mini trade-show component and showcased some of the projects the BIA is undertaking.

Keeping Newton safe and welcoming is still the cornerstone of the Newton BIA.

The team is working to establish a universal security force. This long term vision will result in a coordinated and connected security presence throughout Newton, allowing for economies of scale to individual businesses and property owners who buy in and the ability of the BIA to measure and monitor results. Gathering and quantifying these results will provide the data needed when policing and security decisions are made by city council.

Philip Aguirre and Nasrin Baji run the Newton BIA with heart, vision and efficiency! Our directors and committee members continue to give their time and efforts freely. I want to thank them all for their ongoing commitment and involvement.

And finally, thanks to the City of Surrey Mayor and Council for their continued support and guidance.



Linda McCabe, President

## BOARD OF DIRECTORS 2017-2018

Linda McCabe  
Value Property Group

Derek Ho  
Kings Cross

Harry Lamba  
The UPS Store

Richard Janzen  
FastSigns

Jaspal Brar  
Co-Operators

Chandan Sabharwal  
Sabharwal Law Group

Angel Chan  
WINGS Restaurant

Susan Woronko  
DiverseCity

Shannon Gnocato  
Gateway Casino

Suman Basynt  
S. Basynt & Co. Inc.

Danny Hayre  
Vancity

John Podger  
Budget Brake & Muffler

## STAFF

Philip Aguirre  
Executive Director

Nasrin Baji  
Creative Director

Kenneth Green  
Team Tidy

# THE FOUR PILLARS

SAFETY

AREA ENHANCEMENT

GOVERNMENT RELATIONS

MARKETING & EVENTS



## GOVERNMENT RELATIONS

### NEWTON TALKS

Newton Talks is a monthly networking forum for businesses and the community to establish a voice for Newton that improves business opportunities, revitalizes the area, and creates a sustainable future for the community.

STARTED: 2017, Jan  
HOSTED IN 2017: 7

### STATE OF NEWTON

The State of Newton is an opportunity for the business community to engage in a dialogue that showcases the upcoming investment opportunities for Newton.

STARTED: 2017, Oct  
TOTAL ATTENDEES: 145

### 20-YEAR PLAN

Focused on the revitalization of the Newton Town Centre to ensure a viable business environment and vibrant mixed-use community.

CREATED: 2015, Sep

### COMMUNITY COFFEE

Community Coffee is an initiative created to engage with the community here in Newton to discuss issues, ideas, thoughts, projects, and everything in between.

STARTED: 2016, Mar  
LIFETIME TOTAL: 20  
RETIRED: 2017, Oct

## AREA ENHANCEMENT

### GRAFFITI

Graffiti removal program contract with Goodbye Graffiti. The contract removes all graffiti within the Newton BIA boundary ensuring that the area is a graffiti-free zone.

STARTED: 2015, May  
TOTAL CLEANUPS: 870

### COMMUNITY WALK

A movement to take back the streets and galvanize the community. The monthly cleanup brings together community, business & government to talk all things Newton.

STARTED: 2015, Feb  
LIFETIME TOTAL: 28  
RETIRED: 2017, Nov

### TEAM TIDY

The clean streets team is responsible for maintaining the streets within the boundary on a daily basis. Decreases the janitorial cost to local businesses and provides a positive environment for consumers and residents in the area.

STARTED: 2015, Jun  
TONNAGE: 8115 lbs

### TULIP-BOMBING

As in 2016, we planted another thousand tulips throughout the Newton Town Center. The added floral presence and colour is just one more beautification project designed to increase the resident's pride in their community.

STARTED: **2016, Nov**  
PLANTED IN 2017: **1000**

### FRIENDS OF THE GROVE FUNDRAISER

A group of Newton neighbours rooted in the beautiful cluster of cedars beside the Newton Recreation Center known as "The Grove." The Newton BIA supports their mandate with an annual fundraiser.

STARTED: **2016, May**  
RAISED IN 2017: **\$690**

### TICKLE TRUNK

The goal of the Tickle Trunk is to provide a one stop shop for community engagement and to help facilitate events in the Newton area. Some items contained: Tents, Kid's Games, Garbage Cans, Recycling Bins

STARTED: **2017, Jul**  
UTILIZED IN 2017: **5**

### SHOPPING CART RETRIEVAL

Abandoned shopping carts cost businesses between \$100 to \$300 per cart to replace. By returning shopping carts to businesses, at \$5 per cart the Newton BIA provides a valuable cost saving program to its members.

STARTED: **2017, Aug**  
TOTAL: **390**

### SAFETY AUDIT

Each summer the Newton BIA surveys the business community to determine the level of satisfaction on a variety of issues and programs. The audit is used as a measurement tool to increase the overall effectiveness of all Newton BIA programs.

STARTED: **2017, Jun**  
BUSINESSES SURVEYED: **192**

### SAFE RIDE

Safe Ride is an outreach first model that provides taxi rides to the vulnerable population that are intoxicated. This program decreases the amount of negative occurrences in the town center and as a result increases consumer confidence.

STARTED: **2017, Sep**  
TOTAL: **27**

### PLACE-MAKING

The Newton BIA is committed to increasing the beautification of the Newton Town Center. We hope to accomplish this via several small-scale projects.

Murals  
137th Street Park-it  
Umbrellas & Chairs  
Chess Board

## SAFETY

### COMMUNITY SAFETY PATROL

The Community Safety Patrol (CSP) program consists of one daily eight-hour patrol to address safety priorities and support crime reduction initiatives.

STARTED: **2016, Jan**  
CRIME FILES IN 2017: **3929**

## MARKETING & EVENTS

### MERCHANT SHOUT-OUT

A business spotlight blog highlighting one business a month in the Newton Town Centre. Showcasing their products, history, and connection to Newton, whilst promoting shopping local.

STARTED: **2015, Aug**  
TOTAL: **6**

### OUTSIDE EVENTS PARK PLAY

7 free, family drop-in sessions at Unwin Park in partnership with City of Surrey.

**BIG BIKE**  
As first time participants, Newton BIA Tour de Friends with 25 riders raised a total of \$2257 for the Heart & Stroke Foundation.

### NEWTON SAFETY UNIT (NSU)

An integrated weekly safety initiative with the CSP, Bylaw, RCMP, Transit, OPTIONS, SOURCES and SCPS to create weekly targets and initiatives to increase communication, and effectiveness.

STARTED: **2015, Sep**  
MEETINGS: **41**

### USED NEEDLE REMOVAL

The program consists of 10 collection boxes placed in highly reported areas. The program relies on education by the Community Safety Patrol to inform the vulnerable population of the box locations.

STARTED: **2016, Mar**  
NEEDLES COLLECTED: **1592**

### HOMELESS COUNT

The Homeless Count is an initiative inspired by the annual Homeless Count in Vancouver. This informs, advocates and helps to fine-tune services in the area to target specific needs.

STARTED: **2016, Jun**  
INDIVIDUALS COUNTED: **41**

### GROUNDHOG DAY

The Newton BIA's yearly kick-off event celebrates with our own (stuffed) groundhog Lou Jack. The fun, quaint family event includes a live children's performer, a free pancake breakfast, kids crafts and face painting.

DATE: **JAN 28, 2017**  
# OF CUPCAKES: **300**  
# OF PANCAKES: **600**

### NEWTON DAYS

A mini multi-day community festival taking place during the summer, featuring farmer's and craft market, music, and activities featuring a theme for each day.

DATES: **JUL & AUG, 2017**  
TOTAL: **6 SATURDAYS**  
# OF ATTENDEES: **4500**  
# OF HOT DOGS: **3600**

### SPOOKTACULAR NEWTON

A spooky, fun-filled family event featuring an urban pumpkin patch, dance performances, free BBQ, free movies, a petting zoo, and tons of crafts and games.

DATE: **OCT 21, 2017**  
CANCELED DUE TO RAIN



# LOOKING AHEAD TO 2018

COMING UP

COMMUNITY PARTNERS

BUDGET



## COMING UP

**NEWTON TALKS** / Second Thursday of every month  
The Greek Corner | 12pm

Monthly networking forum for Businesses and Community to establish a voice for Newton that improves business opportunities, revitalizes the area, and creates a sustainable future for the community. [Register: newtonbia.eventbrite.com](http://newtonbia.eventbrite.com)

**STATE OF NEWTON** / September, 2018  
Location & Time Pending

An opportunity for the business community to engage in a dialogue that showcases the upcoming investment opportunities in Newton. The presentation outlines the Newton BIA's proposals and policy directions for the upcoming year. [Register: newtonbia.eventbrite.com](http://newtonbia.eventbrite.com)

**NEWTON DAYS** / Saturdays | July 7, 14, 21, 28, 2018  
Newton Grove | 12pm

An exciting community opportunity that takes place over four weekends throughout July. This multi-day event features Surrey-based Zaklan Heritage Farm, and attractions such as face painting, henna, crafts and science demos. It aims to engage youth, families, and other community members.

**SPOOKTACULAR NEWTON** / Saturday, October 20  
Save-on-Foods Underground

Returns this year for another spook-filled day. Taking over the Save-on-Foods Underground, this event is an extravaganza of community engagement and children's activities. Featured attractions include crafts, games, Science World shows, live music, trick-or-treating, and free pumpkins by donation with all proceeds going to the Surrey Food Bank.

**RENEWAL & E(XTRAORDINARY)GM** / September, 2018  
Location & Time Pending

2018 marks the final year of the Newton BIA's first 5-year term. This year the BIA will be seeking renewal for its second term, and part of that will involve an EGM that is similar in format to the AGM.

MAR

APR

MAY

JUN

JUL

AUG

SEP

OCT

NOV

## COMMUNITY PARTNERS

The strength of a community is its people. Newton must take ownership of its future and community buy-in is essential to ensure long term vibrancy and optimism. That is why the Newton BIA is committed to the revitalization of the Newton Town Centre and our programs and events are a large part of that plan.

The Newton BIA wants you to be part of the momentum. As a community partner, you have the opportunity to financially support the initiatives that are going to change the media and public perception of Newton to focus on optimism and the rich stories of our multicultural community. It is our time to show that the future lives in Newton, the heart of Surrey.

### BENEFITS

#### MARKETING & PROMOTION

Community awareness will be developed through a comprehensive marketing program that includes, social media, the Newton BIA website, posters, and other advertisements.

#### COMMUNITY GOODWILL

By sponsoring these high-profile community events and programs, partnership is your way to give back to the community as a supportive and caring corporate citizen. Partnership contributes to securing a legacy for the Newton community and ensures a strong financial base for Newton BIA events and programs.

#### HEIGHTENED BRAND AWARENESS

Supporting Newton BIA events provides a fantastic opportunity for extensive promotion and brand exposure through an alliance with a high-profile community event or program. You will be able to refer to your company as a 'partner' and use the Newton BIA brand to promote your products or service.

#### CAPTIVE AUDIENCE

Partners benefit from the attention of a captive audience of all ages in events and programs focused around community, sport, family, and the arts.

### LEVELS

**GOLD** \$10,000

**SILVER** \$5,000

**BRONZE** \$2,500

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ANNUAL REPORT 2017

## BUDGET

FOR APPROVAL  
AT THE AGM

### REVENUE

Levy	\$400,000
Grants	\$9,000
Sponsorship	\$20,500
Carryover	\$92,950

**Total Revenue \$522,450**

### EXPENSES

#### ADMINISTRATION

Licenses & Membership	\$250
Bank Charges	\$200
Professional Fees	\$7,500
Insurance	\$3,500
Rent - Office Space	\$27,000
Utilities	\$1,500
Office Supplies & Materials	\$3,000
Education & Conferences	\$1,500
Travel	\$300
Bookkeeping	\$800
Annual General Meeting	\$2,000
Meetings	\$1,000
Industry Memberships	\$500
Wages & Benefits	\$119,000
Intern Payroll	\$19,000
WorkSafe BC	\$200

**Administration Total \$187,250**

#### GOVERNMENT RELATIONS

Advocacy Initiatives & Outreach	\$10,000
Newton Talks	\$4,000

**Government Relations Total \$14,000**

### SAFETY

Community Safety Patrol	\$175,000
Safety Projects & Initiatives	\$2,000

**Safety Total \$177,000**

### AREA ENHANCEMENT

Graffiti Program	\$41,000
Team Tidy	\$18,000
Area Enhancement Programs	\$12,000

**Area Enhancement Total \$71,000**

### EVENTS

Groundhog Day	\$7,500
Newton Days (x4)	\$30,000
Spooktacular Newton	\$30,000

**Events Total \$67,500**

### MARKETING

Website Development	\$2,000
Website Hosting	\$700
Marketing Kit	\$500
Advertising	\$2,000
Merchant Shout-out	\$500

**Marketing Total \$5,700**

**Total Expenses \$522,450**

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ANNUAL REPORT 2017



**#305-7380 King George Blvd  
Surrey, BC V3W 5A5**

**604-593-2294  
INFO@NEWTONBIA.COM  
WWW.NEWTONBIA.COM**



**#MYNEWTON**



**TERM 2**  
**OUTLOOK**  
2019-2023

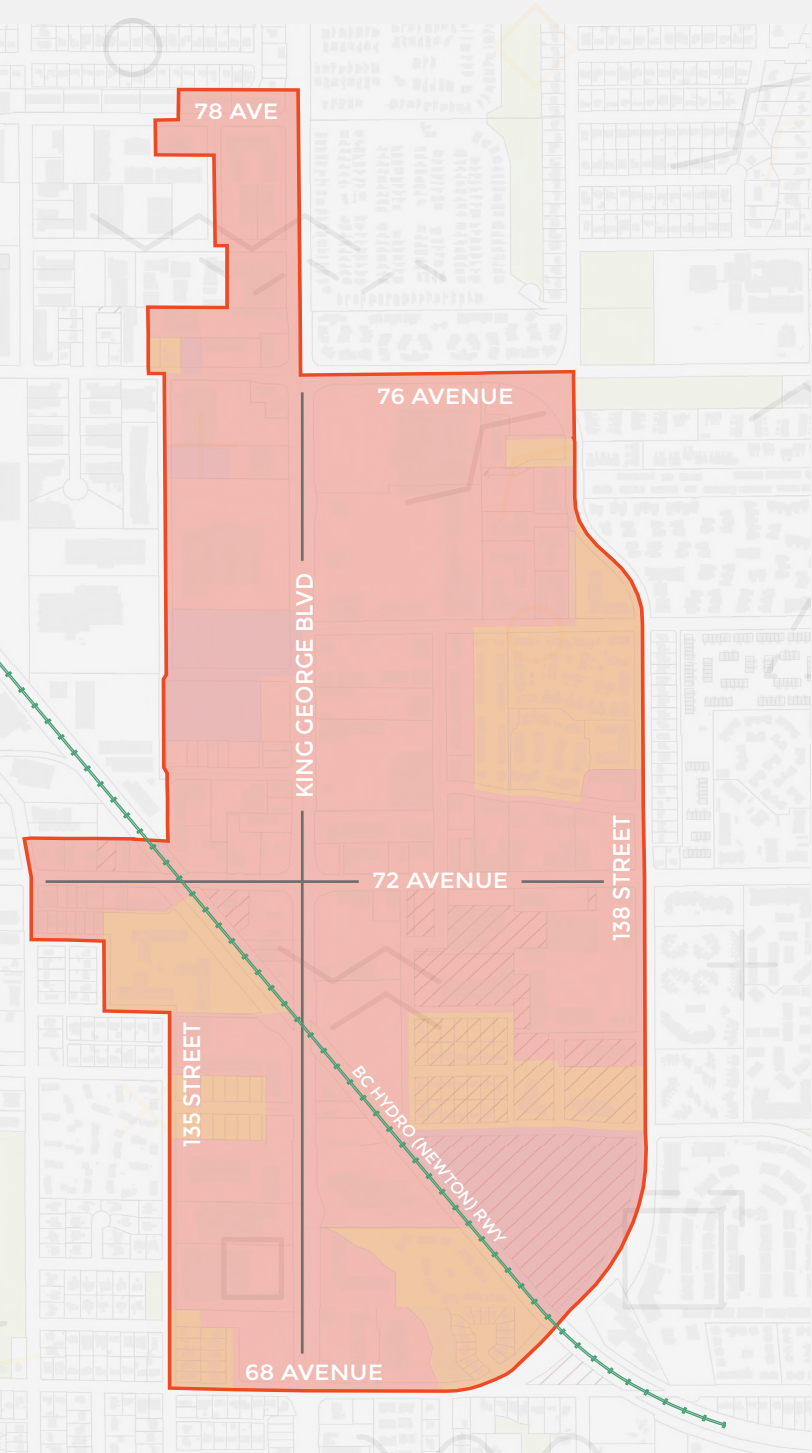
# ABOUT THE BIA

The Newton Business Improvement Association is a group of 533 businesses and property owners who are passionate about improving the Newton Town Centre.

Located in the heart of Surrey on the cross roads of 72 Avenue and King George Boulevard. The Newton BIA was created in 2014, taking a leadership role to revitalize the area. The BIA brings business members, grassroots organizations, community stakeholders and government together with a focus on the four pillars of **Safety**, **Area Enhancement**, **Marketing + Events** and **Government Relations**.

The Newton BIA receives a levy from property taxes, which is collected by the City of Surrey. The BIA is governed by a volunteer Board of Directors, consisting of a diverse selection of businesses and property owners representing all regions within the boundary.

The ratification of the Newton BIA was implemented through business consultation and a plebiscite. Governance of the association is regulated by the constitution and a set of bylaws.



The Newton BIA Boundary est. 2014

# LAST FIVE YEARS

## 2014-2018 / By the Numbers

### OVERALL

Total Programs **40**

Total Events **141**

Total Members **533**

### NEWTON TALKS

Monthly networking luncheon for businesses and the community to establish a voice for Newton.

STATUS: **ONGOING**  
 STARTED: **2017, Jan**  
 TOTAL HOSTED: **18**  
 MEALS SERVED: **289**

### STATE OF NEWTON

Annual dialogue that showcases the upcoming investment opportunities in Newton.

STATUS: **ANNUAL**  
 STARTED: **2017**  
 TOTAL HOSTED: **2**  
 ATTENDEES: **245**

### 20-YEAR PLAN

Focused on the revitalization of the Newton Town Centre to ensure a viable business environment and vibrant mixed-use community.

STATUS: **ONGOING**  
 CREATED: **2015, Sept**

### COMMUNITY COFFEE

Initiative to engage with the community here in Newton to discuss issues, ideas, thoughts, projects, and everything in between.

STATUS: **RETIRED**  
 STARTED: **2016, Mar**  
 TOTAL HOSTED: **20**  
 ENDED: **2017, Oct**

### GRAFFITI REMOVAL

Contract through Goodbye Graffiti, all graffiti is removed within the Newton BIA boundary ensuring that the area is graffiti-free.

STATUS: **ONGOING**  
 STARTED: **2015, May**  
 CLEANUPS: **3,886**

## COMMUNITY WALK

Monthly cleanup bringing together community, business and government to talk all things Newton.

—  
STATUS: **RETIRED**  
STARTED: **2015, Feb**  
TOTAL HOSTED: **28**  
ENDED: **2017, Nov**

## FOG FUNDRAISER

An evening of art, music, canapés and wine in support of Friends of the Grove and their commitment to reclaiming the Grove.

—  
STATUS: **RETIRED**  
STARTED: **2016, May**  
RAISED: **\$2,690**

## MURAL LANE-WAY

The goal has been to activate public spaces, with the initial focus on the alley behind King George Blvd and 72.

—  
STATUS: **ONGOING**  
STARTED: **2016**  
COMPLETED: **4**  
PLANNED: **1**

## TEAM TIDY

Responsible for maintaining the cleanliness of the streets within the BIA boundary on a daily basis.

—  
STATUS: **ONGOING**  
STARTED: **2015, June**  
TONNAGE: **31,077lbs**

## TICKLE TRUNK

The goal of the Tickle Trunk is to provide a one stop shop for community engagement and to help facilitate events in the Newton area.

—  
STATUS: **ONGOING**  
STARTED: **2017, Jul**

## COMMUNITY SAFETY PATROL

The CSP program consists of one daily eight-hour patrol to address safety priorities and support crime reduction initiatives.

—  
STATUS: **ONGOING**  
STARTED: **2016, Jan**  
CRIME FILES: **11,102**

## TULIP BOMBING

Added presence of flowers and colour is just one more beautification project designed to increase community pride.

—  
STATUS: **ANNUAL**  
STARTED: **2016**  
TOTAL TULIPS: **1,500**

## PLACE-MAKING

The Newton BIA is committed to increasing the beautification of the Town Center. The hope is to accomplish this via small-scale projects, such as park-its and street furniture.

## NEWTON SAFETY UNIT

An integrated weekly safety initiative with the CSP, Bylaw, RCMP, Transit, OPTIONS, SOURCES and SCPS to increase effectiveness and communication.

—  
STATUS: **ONGOING**  
STARTED: **2015, Sept**

## USED NEEDLE DISPOSAL

With aim of reducing improperly discarded needles, 10 collection boxes were placed in highly reported areas, and managed by Raincity.

—  
STATUS: **ONGOING**  
STARTED: **2016, Mar**  
TOTAL NEEDLES: **3,492**

## SAFE RIDE

To increase consumer confidence in the area, the initiative provides taxi rides to intoxicated vulnerable individuals to Quibble Creek.

—  
STATUS: **ONGOING**  
STARTED: **2017, Sept**  
TOTAL: **33**

## GROUNDHOG DAY

This quaint, fun family event is our yearly kick-off event celebrated with our own stuffed groundhog, Lou Jack.

—  
STATUS: **ANNUAL**  
STARTED: **2015**  
PANCAKES: **2,200**  
CUPCAKES: **1,000**

## HOMELESS COUNT

The Homeless Count is an initiative inspired by the annual Homeless Count in Vancouver. This informs, advocates and helps to fine-tune services in the area to target specific needs.

—  
STATUS: **ANNUAL**  
STARTED: **2016**

## MERCHANT SHOUT-OUT

Monthly business spotlight, highlighting a business in the Newton Town Centre; focusing on history, and connection to Newton.

—  
STATUS: **ONGOING**  
STARTED: **2015, Aug**  
TOTAL: **30**

## NEWTON DAYS

Multi-day community festival during the summer, featuring farmer's and craft market, music, and activities.

—  
STATUS: **ANNUAL**  
STARTED: **2016**  
TOTAL DAYS: **37**  
HOT DOGS: **7,600**

## SHOPPING CART RETURN

Part of the effort to rid the area of the eyesore that abandoned shopping carts create and beautify the town centre.

—  
STATUS: **ONGOING**  
STARTED: **2017, Aug**  
TOTAL RETURNED: **736**

## OUTSIDE EVENTS

**BIG BIKE**  
Newton BIA Tour de Friends rides for the Heart & Stroke Foundation.

—  
**#PINKSHIRTDAY**  
Online awareness campaign against bullying.

## SPOOK TACULAR

A spooky, fun-filled family event featuring an urban pumpkin patch with over 1000 pumpkins.

—  
STATUS: **ANNUAL**  
STARTED: **2015**  
PUMPKINS: **3000**  
CANDY: **35lbs**

# RENEWAL PROCESS

The current By-Law of the Newton BIA end 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 the **Renewal Process**.

## NOV 2017–MAR 2018

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

## MAY–SEPT 2018

- Outreach activities
- Tabulate and analyze survey results
- Revise and finalize renewal proposal and budget based on Member input

## SEPT–OCT 2018

- 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 2018

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

## NOVEMBER 2018

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

## JANUARY 2019

- 30 day notice period for objections

## MARCH 2019

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

## MARCH 31, 2019

- Old By-law expires

## APRIL 1, 2019

- If approved, new BIA term begins

# SURVEY RESULTS

The Renewal survey was the first step in the Renewal Process and helped develop a renewal proposal and budget. The survey was available digitally and as a hard-copy. The summer interns visited BIA members between May and July of 2018; 121 businesses completed the survey.

## RANK THE PILLARS

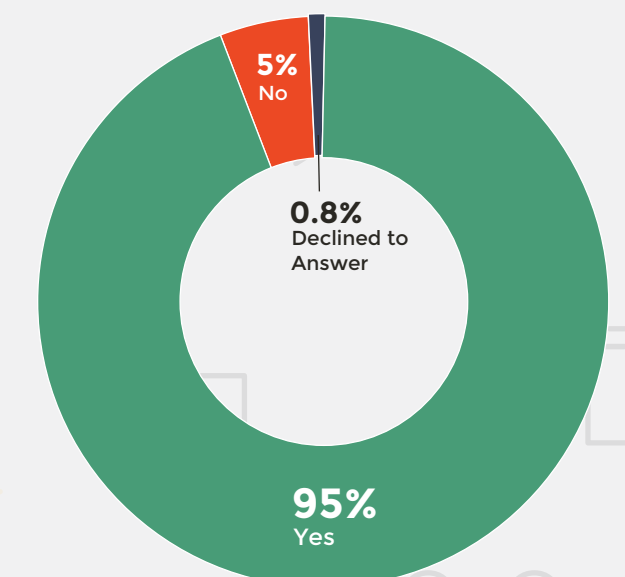
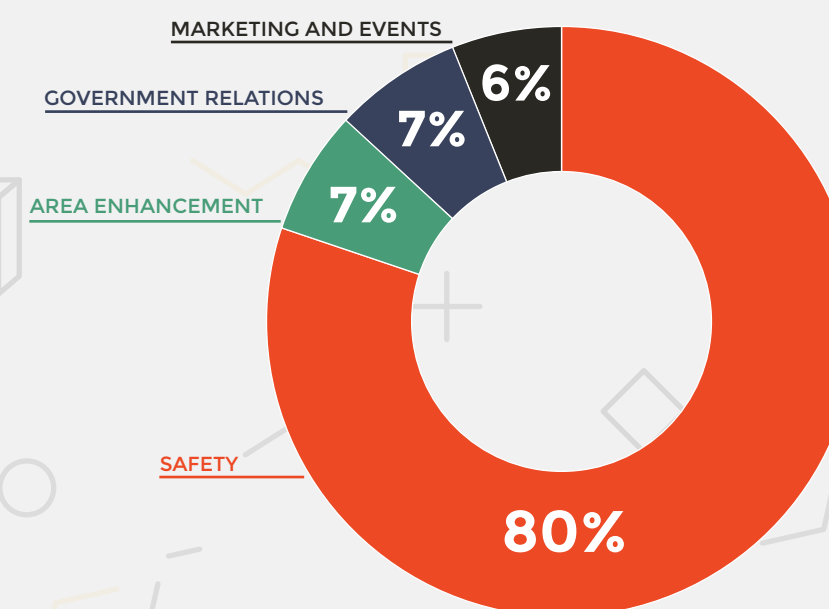
Respondents were asked to rank the Newton BIA pillars in order of importance; 1: lowest, 4: highest)

	1	2	3	4
Government Relations	60	32	19	9
Safety	7	7	13	93
Area Enhancement	11	32	63	13
Marketing & Events	44	49	22	6

## SUPPORT FOR RENEWAL

Respondents were asked if they supported the renewal of the Newton BIA for another 5-year term? Of the 121 completed surveys:

Yes	114
No	6
N/A	1



COMPLETE RENEWAL REPORT AVAILABLE ON OUR WEBSITE

# UPCOMING FOCUS

## PLACE-MAKING



Complete Newton Mural Lane-way  
Permanent Park-it on 137<sup>th</sup> Street  
Mural Festival  
Introduction of street furniture

## ECONEWTON

Focus on manufacturing advocacy  
Complete research report  
Community asset building



## GROWING



Move all BIA events to 137<sup>th</sup> Street  
Secure Title Sponsors for all events  
Multiply number of community partners  
Business to Business Engagement BBQs

# NEXT STEPS

The Members of the Newton BIA will be requested to vote on three motions at the Extraordinary General Meeting (EGM) at 12:00pm on October 18, 2018 at the Newton Cultural Centre.

Directors of the Newton BIA will be available prior to the meeting (11:30am-12:00pm) to answer questions. Questions prior to the EGM, call the BIA office at (604) 593-2294.

## MOTION 1

To renew the Newton 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:

2019	\$500,000
2020	\$515,000
2021	\$530,450
2022	\$546,364
2023	\$562,754

## MOTION 3

To adopt the below 2019 budget as presented by the Board of Directors

### REVENUE

Levy	\$500,000
Grants	\$8,000
Sponsorships	\$20,000
	<b>\$528,000</b>

### EXPENSES

Administration	\$48,050
Wages & Benefits	\$146,200
Marketing & Events	\$72,750
Safety	\$177,000
Area Enhancement	\$70,000
Government Relations	\$14,000
	<b>\$528,000</b>





# NEWTON

BUSINESS  
IMPROVEMENT  
ASSOCIATION

#305-7380 King George Blvd  
Surrey, BC V3W 5A5

604-593-2294

INFO@NEWTONBIA.COM

WWW.NEWTONBIA.COM



#MYNEWTON

BYLAW NO. 19696

A Bylaw to establish the Newton 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 "Newton Business Improvement Area Bylaw, 2019, No. 19696"

2. For the purpose of this Bylaw:

"Association" means the Newton 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 Newton 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 Newton Business Improvement Area;
- (c) the conservation of heritage property in the Newton Business Improvement Area;
- (d) the encouragement and promotion of commercial business development and encouragement of entertainment, sports and cultural activities within the Newton Business Improvement Area in furtherance of its economic and commercial welfare; and
- (e) the creation of a pleasant environment in the Newton Business Improvement Area.

“City” means the City of Surrey.

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

“Newton 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 Newton Business Improvement Area.
4. City Council hereby approves a grant to the Association of an amount not exceeding five hundred thousand dollars (\$500,000) in Year 1 (2019). The amount shall increase year over year as follows:

(a)	Year 2	2020	\$515,000
(b)	Year 3	2021	\$530,450
(c)	Year 4	2022	\$546,364
(d)	Year 5	2023	\$562,754
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 Newton 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 Newton 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 Newton 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 1<sup>st</sup> in each year, a budget for the purpose of the Business Promotion Scheme based on a fiscal year commencing April 1<sup>st</sup> 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 19 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 of the City, or a nominee of the General Manager, Finance, 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 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.
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;
  - (b) all persons who own Taxable Property within the Newton 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 Newton 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. For the purposes of Section 15(b), the City will provide to the Association upon request the name and address of every owner of Taxable Property within the Newton Business Improvement Area according to the most recent assessment information provided to the City by the Assessment Authority.
17. The bylaws of the Association must include the provisions set out in the Schedule "B" to this Bylaw.
18. The Association shall not alter or approve amendments to its constitution or bylaws without providing the General Manager, Finance 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.

19. The Association shall account for the money approved by City Council for the previous year by submitting to the City on or before May 15<sup>th</sup> in each of the years 2020, 2021, 2022, 2023 and 2024, 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.
20. The Association shall not incur any indebtedness or other obligations beyond each budget year.
21. This Bylaw shall be in effect until March 31, 2024.

PASSED FIRST READING on the \_\_\_\_\_th day of \_\_\_\_\_, 2018.

PASSED SECOND READING on the \_\_\_\_\_th day of \_\_\_\_\_, 2018.

PASSED THIRD READING on the \_\_\_\_\_th day of \_\_\_\_\_, 2018.

NOTICE OF INTENTION

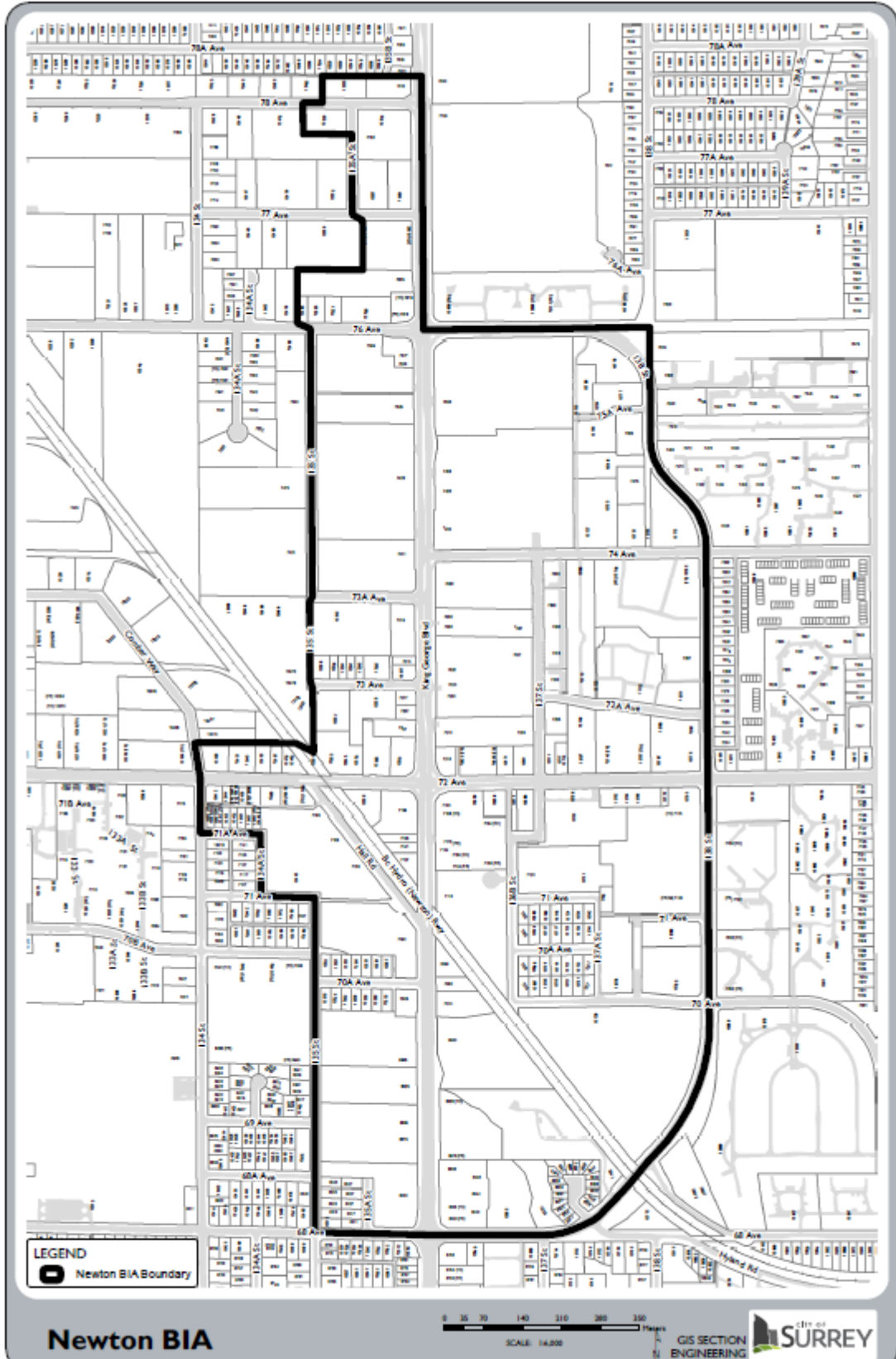
ADVERTISED on the \_\_\_ day of \_\_\_\_\_, 2019 and \_\_\_ day of \_\_\_\_\_, 2019.

RECONSIDERED AND FINALLY ADOPTED, signed by the Mayor and Clerk, and sealed with the Corporate Seal on the \_\_\_\_\_th day of \_\_\_\_\_, 2019.

\_\_\_\_\_MAYOR

\_\_\_\_\_CLERK

# BIA BYLAW SCHEDULE "A"



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. For site, legal descriptions and encumbrances, please refer to the Land Title Office.

Source: G:\GIS\Templates\BIA\NewtonBIA\NewtonBIA\NewtonBIA\NewtonBIA\_2018BIA\_Rev\_3.mxd  
Cartographer: CHW © City of Surrey. Date: 15-Dec-2018

**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 Newton 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 Newton 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.



# 2018 RENEWAL SURVEY Final Report

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**Compiled by:**  
Arwin Arora & John Luu



## INTRODUCTION

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Newton Business Improvement Association (BIA), consisting of approximately 550 businesses and property owners, conducts a renewal at the end of every five year term. To better understand the concerns and priorities of its members, the survey renewal survey takes stock of its' members priorities in four key areas: Safety, Marketing & Events, Area Enhancement and Government Relations. At the end of the survey, it asks whether the BIA has each business' support to renew for the upcoming term. Ultimately, with these survey results, we aim to improve the way we perform for the next five-year term (2019-2023).

## METHODOLOGY

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The interns approached the businesses within the Newton BIA boundary and spoke to a manager or owner. Attempt one was first contact, with the interns conducting the survey with the manager or owner; if unavailable the survey was left with an employee and second visit was scheduled. Attempt two involved, the interns collecting the survey. If it was not completed, the intern reminded an employee to email the survey to the BIA. However, if the survey was still incomplete, then the intern would revisit for a third and final time before marking the business as 'not interested'.

## LIMITATIONS

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Over the course of the summer, numerous limitations presented themselves. First, many businesses were not aware of the BIA and the programs we offer; some were confused when the interns approached them with a survey regarding the services. For this reason, the interns ensured an explanation of the BIA programs before proceeding with the survey. Additionally, it was often difficult to meet the manager or owner. Depending on the time of the day, the owner or manager may not have been available, so the interns often had to revisit the business. During their first few visits, the interns noticed the hours from 12-2pm were often busy with customers or that the manager or owner have left for lunch.

Secondly, there was a language barrier when approaching particular businesses. Many individuals were unable to communicate with the interns effectively, and this often led to a failure to follow instructions, misplacement of the survey, or a complete lack of interest to complete the survey.

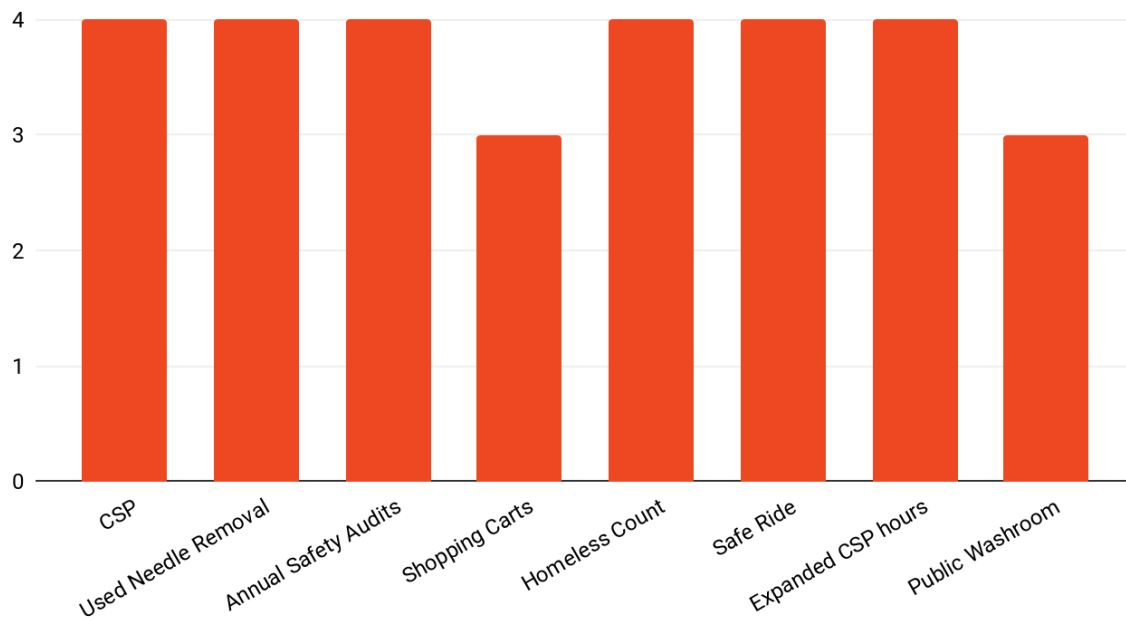
And finally, the interns also noticed that many business owners appeared apprehensive when completing the survey. With the intern's presence, there seemed to be pressure for the owner to complete the survey quickly.

# RESULTS

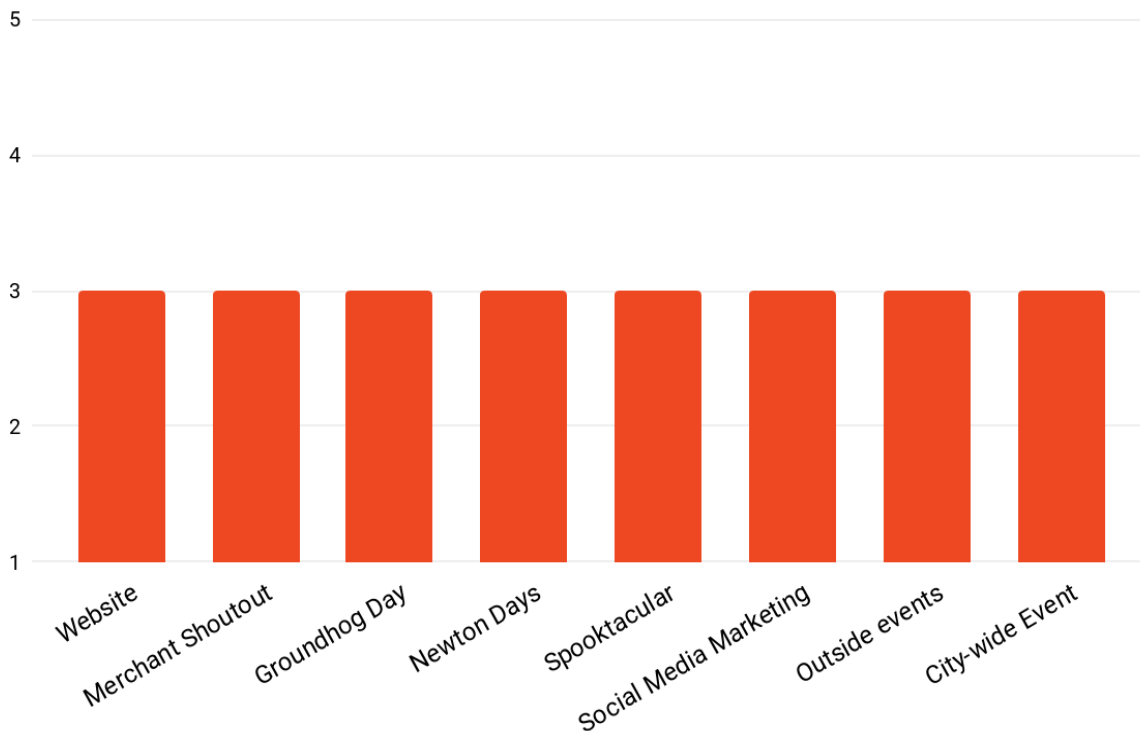
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The respondents were asked to rate the importance of each Newton BIA program on a scale of 1-5 (1: low priority, 3: average priority, and 5: high priority). The average response is depicted in the results below:

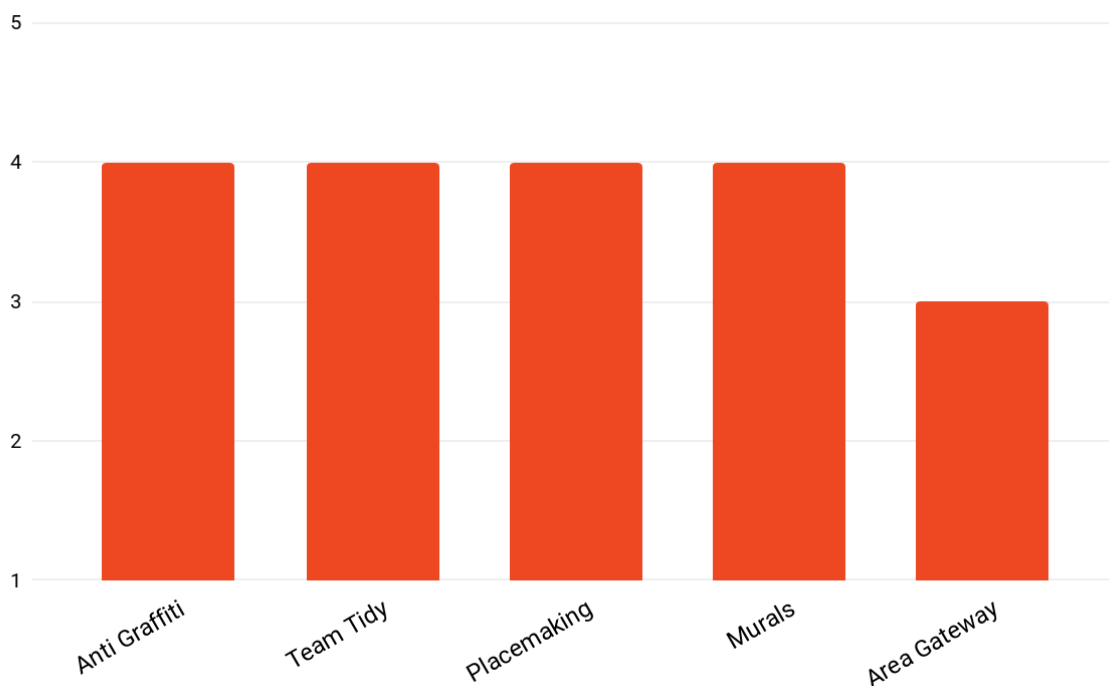
Safety Programs:	Average
Community Safety Patrol - Commissionaires 8am-4pm	4
Used Needle Removal	4
Annual Safety Audits	4
Shopping Cart Retrieval Program	3
Homeless Count	4
Safe Ride	4
Other Suggestions:	
Expanded hours for Community Safety Patrol: 4pm-12am	4
Public Washroom	3



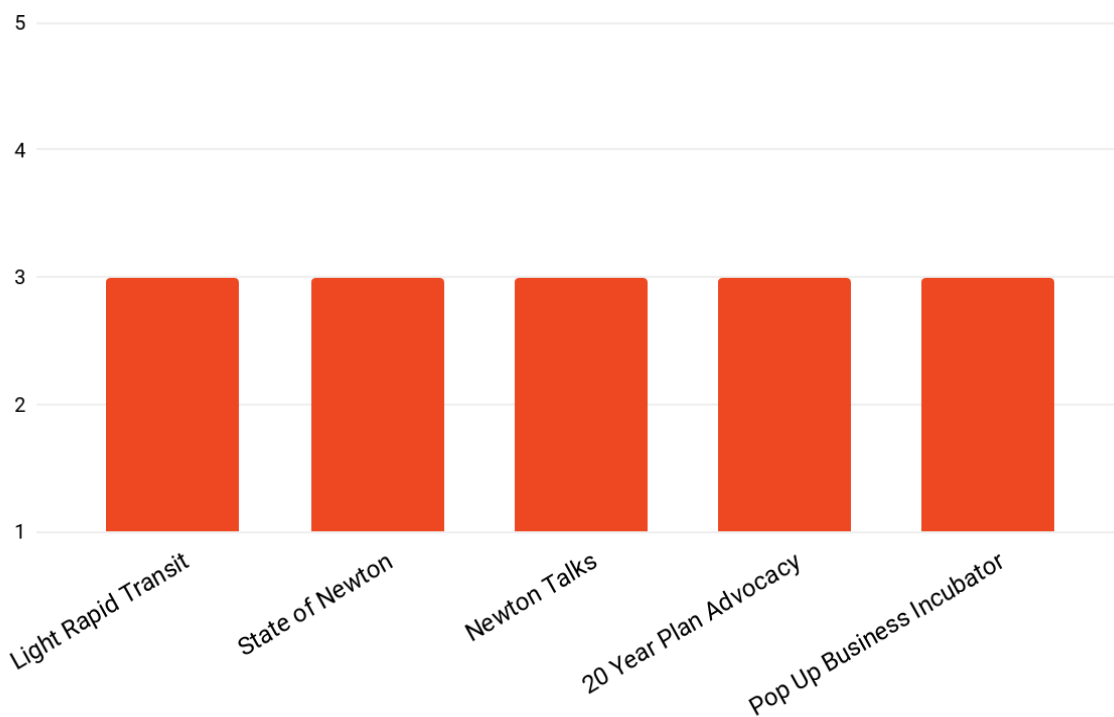
Marketing/Special Events:	Average
Website: www.newtonbia.com	<b>3</b>
Merchant Shoutout	<b>3</b>
Groundhog Day	<b>3</b>
Newton Days	<b>3</b>
Spooktacular Newton	<b>3</b>
Social Media Area Marketing	<b>3</b>
Outside events: Pink Shirt Day, Big Bike etc	<b>3</b>
Other Suggestions:	
Cite-wide Event	<b>3</b>



Area Enhancement Programs:	Average
Anti-Graffiti Program	4
Team Tidy - Clean Street Program	4
Placemaking	4
Murals	4
Other Suggestions:	
Create an area "gateway" or entrance at 72 and King George	3



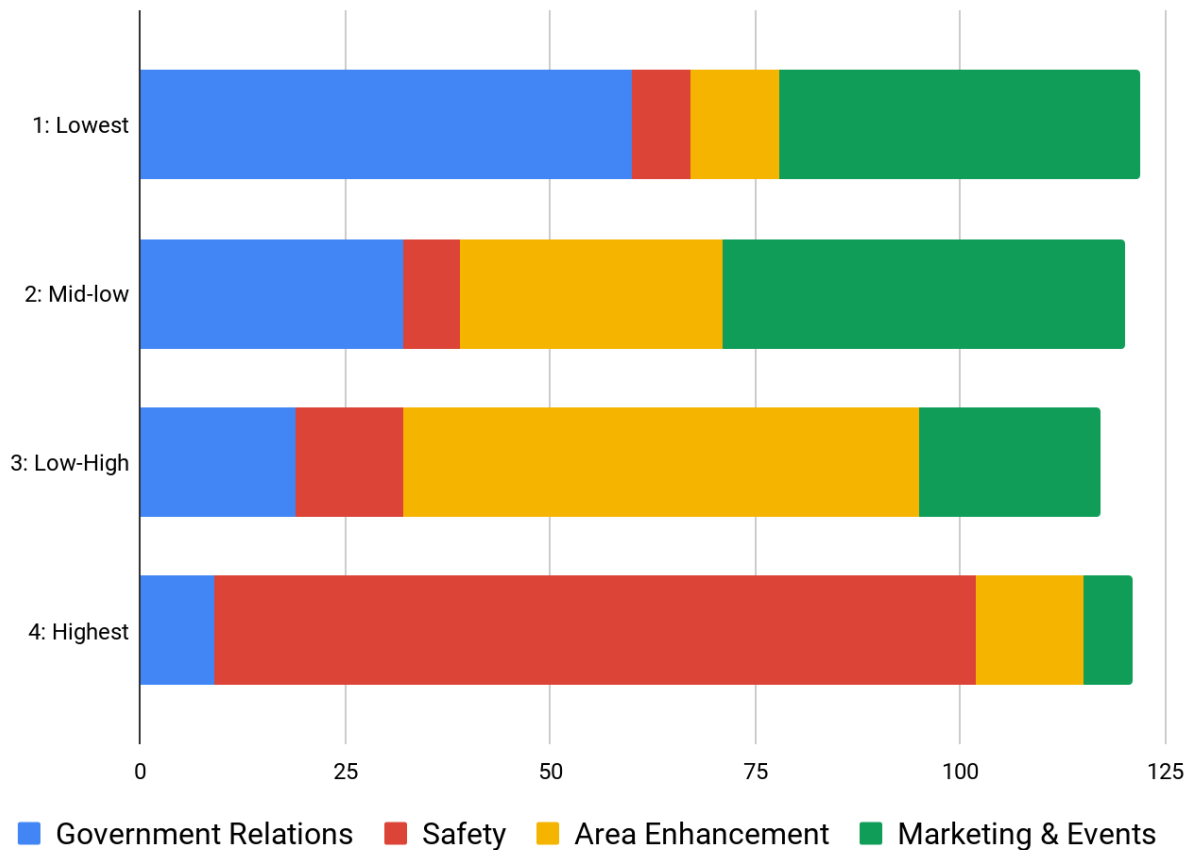
<b>Government Relations and Advocacy:</b>		<b>Average</b>
	Light Rapid Transit	<b>3</b>
	State of Newton	<b>3</b>
	Newton Talks	<b>3</b>
	20 Year Plan Advocacy	<b>3</b>
<b>Other Suggestions:</b>		
	Pop Up Business Incubator	<b>3</b>



02

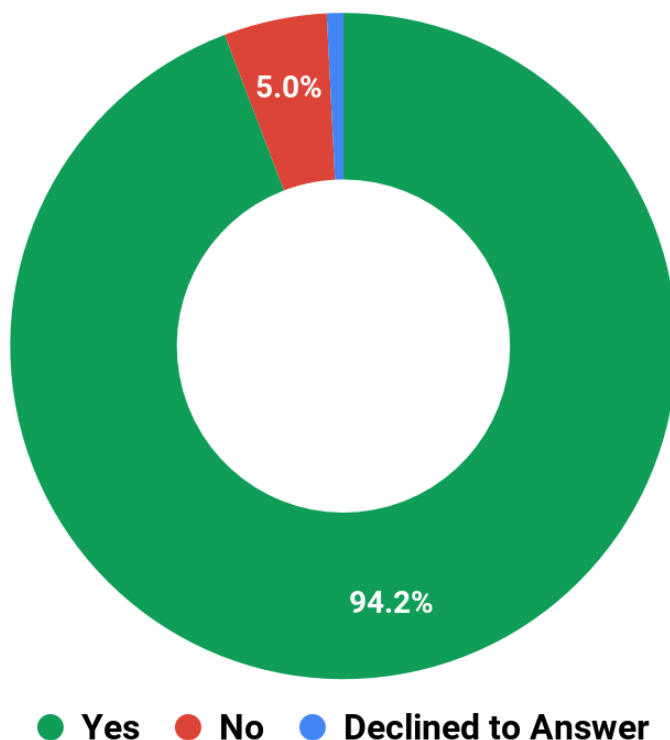
For the ranking question, respondents were asked to rank the Newton BIA pillars in order of importance; out of the 121 surveys completed, 120 respondents ranked the BIA pillars. (1: lowest, 4: highest)

	1	2	3	4	
Government Relations	60	32	19	9	53.1%
Safety	7	7	13	93	82.3%
Area Enhancement	11	32	63	13	55.8%
Marketing and Events	44	49	22	6	43.4%



**03** The Newton BIA is asking Property Owners and Business Owners to support the renewal of the Newton BIA for another 5-year term? Of the 121 completed surveys:

Yes	<b>114</b>	<b>94.2%</b>
No	<b>6</b>	<b>5.0%</b>
Declined to Answer	<b>1</b>	<b>0.8%</b>



## ANALYSIS

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Based on the survey results, we can see that safety is the primary concern in the Newton Area. Of the 120 respondents, 93 respondents (82.3%) ranked Safety at 4, meaning it is the most important to them. This is followed by Area Enhancement (55.8%), Government Relations (53.1%), and Marketing + Events (43.4%). As we can see, Safety is a dominant issue, considering it was rated as the most important by more than 75% of the businesses in the area.

Furthermore, the average scores for the Safety were also 4, with the exception of the Shopping Cart Retrieval Program and Public Washroom. Also, it is important to note that Area Enhancement is something that the members of the BIA look towards. According to the ranking question, 63 respondents (55.8%) rated Area Enhancement as a 3. This is also supported by the Area Enhancement Category scores, which all scored an average of 4, except for the creation of an area “gateway”.

## CONCLUSION

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Overall, after conducting this survey, we reinforced that safety is still the prominent concern in the community. With the opportunity to expand hours for Community Safety Patrol (CSP), this could play a key role in reducing crime statistics throughout the area. The continued presence of the patrol will allow businesses to contact CSP throughout the evening hours of the day and deal with issues accordingly. Also, the presence of CSP will provide a sense of comfort for businesses and individuals in the community. Additionally, the development of a public washroom will reduce the number of individuals using business washrooms, thus reducing the crime associated with businesses.

Ultimately, our goals and future objectives is to reduce crime and build community that strongly align with the City of Surrey’s Public Safety Strategy. As stated in the Safety Strategy, the three guiding goals of public safety are:

1. Increased feelings of safety in our community.
2. Improved quality of life for everyone
3. Improved civic participation and engagement

At the BIA, we hope that the presence of CSP increases feelings of safety, a reduction in crime, and improve the quality of life. Further, by incorporating events and enhancing the area through the inclusion of placemaking and murals, we will further revitalize and beautify Newton. Finally, through events such as Newton Days and government relations activities, such as the State of Newton event and Newton Talks, we aim to improve civic participation and engagement.