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BOARD OF MANAGEMENT MEETING

Date: October 10, 2023

Location: Zoom

Present: Herb Wodehouse (Whitley Wodehouse CPA), Maja Pravnovic-Kogut (Zoran Designs), Melanie Lourenco (Circle Studios), Peter Quaglia (Dodsworth & Brown Funeral Home), Kristin Kusturin (Seasoned Restaurant), Councillor Kroetsch (Ward 2), Mina Falcone (Café Oranje), Morgan Mackenzie (Denninger's Foods), Susie Braithwaite (Executive Director), Brendan Wetton (Community Engagement Coordinator), Melissa Bennett (Project Consultant), Sgt. Cory Gurman (Hamilton Police Services), Martine Hojevik (Padgett Business Services)

Regrets: Clay Burns (Studio 205), Suzanne Lanthier (Theatre Aquarius)

Absent:

1. **Meeting Called to Order:** 10:01 AM

2. **Changes to Agenda:** None.

3. **Approval of Agenda:** (PRAVNOVIC-KOGUT/QUAGLIA)

CARRIED

4. **Introduction of 2023 Board of Management:**
Herb introduced each of the 2023 Board of Directors.

5. **Presentation of the 2024 International Village BIA Proposed Budget:**
Herb outlined the proposed 2024 International Village BIA budget. Herb noted the board is very aware of rising costs and the challenges members face. Herb added the BIA is adding a contribution from reserves this year to make sure there is no significant increase for members. Herb asked if any of the attendees had any questions regarding the 2024 International Village BIA proposed budget. No attendees had any questions regarding the budget.

6. **Year in Review – Herb Wodehouse, Chair:**
See attached document below “Year in Review – Herb Wodehouse, Chair”.

7. **Crime Manager Sgt. Dave Wright; Hamilton Police Service:**
Cory reviewed stats for the last year: 8 auto thefts, 26 break-and-enters, 7 robberies, 32 thefts from autos, and 4 thefts over \$5000. Cory added two POP programs that happened this year. The first project focused on thefts from autos. Cory noted at the beginning of the year thefts from autos were on the rise in the west end of the city and moving east. Since the start of the project, there has been a decrease in thefts from autos. Cory noted the second project focused on dealing with the issue of bicycles on the sidewalks in the downtown core, which many have expressed is a continued concern. Cory mentioned that this year the Core Patrol team has been reinstated with two offices dedicated to the downtown area. Cory added the HEAT team has also been moved back to Division 10 to help deal with some nuisance behaviours and other issues. Cory noted moving forward he would be able to send over each month's stats from the International Village BIA to be included in the newsletter for members. Cory asked if any of the attendees had any questions. No attendees had any questions. Herb thanked Sgt. Cory Gurman for attending and for his continued support.

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8.	<p>Councillor Cameron Kroetsch – Ward 2 Councillor:</p> <p>Councillor Kroetsch explained his team is working to direct inquiries from constituents to the correct staff members so that issues can be solved. Councillor Kroetsch added councillors can support situations, however, it is city staff that have to time and resources to work to resolve issues. Councillor Kroetsch added his office now uses a ticketing system that allows them to track issues and continue to respond to anything outstanding that might take more time to resolve than a general inquiry for information. Councillor Kroetsch explained since taking office his office has responded and resolved over 1000 issues affecting Ward 2. Councillor Kroetsch noted he wants to empower organizations like BIAs to solve issues facing them. Councillor Kroetsch noted members of the BIA are lucky to have a BIA and someone like Susie who can advocate for them. Other areas in the city, like Hess Village, do not have someone that advocates for them and find it challenging. They are now considering creating a BIA in the area. Councillor Kroetsch added Susie can suggest where members should go to get answers that they need and advocate for them on specific issues. Councillor Kroetsch also noted there are issues at Ferguson Station including the fence at the back of the property. Councillor Kroetsch added the station itself is structurally sound, there could be a way to activate this space in the future with the possibility of adding a public restroom. Councillor Kroetsch noted Susie did a walkthrough of the area with him, and he was able to save some of the children's art that was at the back on fence, with the possibly reusing it once it has refurbished in the future. Councillor Kroetsch noted for Open Streets King St. East was shut down for one day. The City of Hamilton learned a lot of lessons from doing this and saw that many sections of the street are not designed properly. Councillor Kroetsch added he would like to see more activations and possible street closures in Ward 2. Councillor Kroetsch noted many new developments have had sections of the roadway closed, like Catherine Street, for years without any increase in traffic congestion. There may be an opportunity to turn some of those spaces into more pedestrian-friendly areas which are needed to support businesses in the future, especially around the future LRT stations. Councillor Kroetsch noted the City of Hamilton has approved a complete streets guideline to provide a guide for streets undergoing construction. Councillor Kroetsch noted there are a lot of issues with encampments in Ward 2 due to the number of services located here and said members should look at the encampment protocol to see where compliant sites can be located. Councillor Kroetsch added that due to some of the limitations within the protocol it has left people trying to find where they can be located, and some sites have been overburdened. Councillor Kroetsch added any members requesting assistance should be sending all requests to unsheltered@hamilton.ca as this is the primary source for staff to respond to issues. After 72 hours if members have not heard anything, they can send another e-mail requesting more information and CC the Ward 2 office to follow-up. Councillor Kroetsch noted there is a lot of change happening in Ward 2 and that over the next couple years downtown will be seeing close to 4000-7000 new residents, road reconstructions, changes to the Hamilton Farmers Market and Jackson Square, the redevelopment of First Ontario Place/AGH. Councillor Kroetsch asked if any members had any questions. No questions were heard. Herb thanked Councillor Kroetsch for attending the AGM and his continued to support as the BIA really appreciates this.</p>
9.	<p>Other Business: None.</p>
10.	<p>Adjournment: 10.44 AM (QUAGLIA/PRAVNOVIC-KOGUT)</p> <p style="text-align: right;">CARRIED</p>

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Attachment - Year in Review – Herb Wodehouse, Chair

- It has been a very challenging year for the BIA this year. Mitigating the day to day demands and ongoing challenges facing our BIA members has been extremely tough for our Executive Director Susie and our Community Engagement Coordinator Brendan as well as the Board of Management and we had to shift our resources more to managing all of this.
- Susie has been working closely with several business and property owners on a day-to-day basis trying to navigate these challenges. As always, she has been a loud voice for us at the City of Hamilton and to the Hamilton Police Services asking for more and continued support for our BIA.
- Earlier this year, Susie was joined by Emily Walsh, the new Executive Director of the Downtown Hamilton BIA, to present to the Hamilton Police Services Board at council. Some of you may remember Emily who was employed by International Village here for several years. Susie and Emily have a great working relationship. They have been able to tackle several issues together this year as a team representing businesses in both of our BIAs.
- At the police board meeting earlier this year, both Mary from Denninger's and Troy from GW Thompson Jewellers and Pawnbrokers also did a delegation speaking to the negative affects the current climate in downtown is having on their businesses.
- From the police services board delegation, Susie and Emily then met with the Chief of Police Frank Bergen and Superintendent Hennick and staff to discuss further details of their concerns.
- Clearly, they listened to Susie and Emily as in June HPS reinstated the core patrol/foot patrol in a designated area of downtown and increased police presence overall in the core. This was a huge win for us as Susie has been asking for core patrol to be reinstated for downtown for years after we lost our previous beat officer Kevin Beda who everybody loved.
- The next delegation was to the General Issues Committee of council where both Susie and Emily spoke to the Downtown Office Vacancy

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Report from Economic Development. They both spoke to the ongoing challenges facing our businesses post-pandemic lockdowns. This delegation helped with the approval of an investment from council of over \$400,000 to help with placemaking and animation projects in downtown.

- Susie has started working with Economic Development on placemaking and animation projects for our area. Stay tuned for more to come.
- The last delegation was a written delegation to council that used quotes from several letters we received this year from our BIA members about ongoing safety and security issues surrounding the encampment protocol.
- Susie has been in constant contact with the City of Hamilton and Hamilton Police Services to help navigate the ongoing concerns and issues our area is dealing with. We encourage our members to keep reaching out as well.
- A very exciting project that took shape after several years of planning, was our Pride Crosswalk Intersection at Ferguson Ave. N. and King William St.
- Susie was able to attain a grant from the My Main Streets Grant through the Canadian Urban Institute that paid for most of the project that included the implementation of the crosswalk as well as a marketing campaign and launch event.
- Extra special thanks to Councillor Kroetsch for also helping us by covering the installation costs from the city and contributed to the launch. As well, thanks to our community partners at Theatre Aquarius and Fringe Festival for writing letters of support and being important partners on the crosswalk project.
- The Pride Crosswalk Intersection was a fantastic addition to our BIA that accompanied our mural project last year 'A World of Welcome' that focused on women of colour in our community.
- The BIA will continue to look for funding for projects in our BIA and prioritize those that focus on inclusivity and diversity.
- Susie continues to advocate for our BIA by sitting on several committees at the City of Hamilton and is a constant voice in representing and fighting for our businesses and property owners. She is quite often quoted in the media

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and also attends several meetings and events throughout the year to represent International Village.

- Often her work is done behind the scenes, but she is always our biggest advocate and considers herself to be “Mama Bear” when it comes to defending and fighting for our BIA.
- Susie has also been working with and mentoring newer ED’s across the city and has been quite pleased with the changes she’s seen in the BIAs abilities to all work together around the table for the greater good.
- Susie celebrated 13 years in the role of Executive Director with us in March.
- Our Community Engagement Coordinator Brendan Wetton has been busy this year working closely with the businesses on the day-to-day challenges as well.
- Brendan works each day to report things into the city like dumped garbage, graffiti and issues the businesses are facing.
- Brendan also works with Susie on our marketing initiatives such as our social media campaigns, website contents, contests, giveaways and Tik Tok videos and advertisements.
- Brendan also spends a lot of time speaking to the businesses one on one about what is happening in the BIA and helps to navigate any problems or concerns our members may be dealing with. He is a great source of information and asset to our BIA.
- The Board of Management meets quarterly to discuss BIA business and approves motions for expenditures and helps direct our staff. We are made up of 7 volunteers that represent our business and property owners and have always strived to keep a grassroots approach to managing our BIA.
- This year we welcomed our new Ward 2 Councillor Cameron Kroetsch. Councillor Kroetsch and his ward 2 team work closely with Susie and Brendan on an ongoing basis and are very supportive. We really appreciate the attention and communications we are receiving from Cameron and his team.

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- We'd also like to thank Councillor Kroetsch for his ward 2 grants that have benefited us this year.
- Because the BIA has been faced with some challenging situations this year, the board agreed to redirect our resources more to the daily management of issues in our area and therefore such things as events have not been as present as we'd liked. However, later this month on October 21st, our very own board member Clayton Burns from Studio 205 in partnership with the BIA will be hosting a block party that focuses on shopping at the businesses within our BIA with a Halloween theme.
- Another upcoming event will be Hamilton Day on November 4th hosted by the Chamber of Commerce. This annual event has become a big success and draws shoppers and diners to spend the day locally. More details to come.
- The City of Hamilton is also working on some marketing initiatives in partnership with the BIAs that will be unveiled soon for the holiday season, and we will once again see the free 2-hour on street parking from November 24th to December 24th.
- Something exciting that the BIA is currently working on is seasonal décor for fall and winter. You will soon see cornstalks with ribbons go up on 24 poles in our BIA for fall, as well as winter décor will be put around the BIA on poles in mid-November to coincide with the Christmas trees the City of Hamilton provides us each year. This décor will be up for the winter months if all goes well. The board of management thought that since events have been such a challenge recently, we will use those resources to pilot a seasonal décor program to hopefully increase spirits in the area.
- Later this week, the BIA will also have our seasonal coupon sheet that Brendan has worked hard on with the businesses, hit the streets as we have mailed out over 5,000 copies that will go right to the doorsteps of residents within 1km of International Village. Again, this pilot project will help us to steer future programming for the BIA.
- Both Susie and Brendan continue to increase their knowledge through training sessions and educational certificates. Susie just completed a placemaking certificate through The Project for Public Spaces Team in New

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York City. Brendan also continues to attend learning sessions provided by different organizations in Hamilton.

- We are still trying to prepare for upcoming LRT and will hopefully have more information to share with our members once Metrolinx and the City of Hamilton get their timelines sorted. Susie is a member of the LRT sub-committee and will continue to advocate for us.
- I'd also like to acknowledge that 3 of our businesses hit a milestone anniversary of 50 years this year. Congratulations to Goodwill Amity and Theatre Aquarius. We are so happy to have you as long-time stakeholders in our BIA and you all bring so much to our community.
- Although 2023 was a challenging year overall, I hope that our membership sees the hard work that our BIA staff and board members put in to keep things moving in International Village. Although this year has been focused more on advocacy, there are still a lot of positive things coming from our businesses and property owners to celebrate.
- As your long-standing chair, I would like to thank our board of management who put in hours of volunteer time each year to keep our BIA strong and committed to improving and advocating for our businesses. We encourage you to keep an open line of communication with both our staff and board members as it 'takes a village' to keep us moving in the right direction.

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