



OPEN SESSION AGENDA

CALL TO ORDER	
1. Approval of Agenda	Decision Requested: That the Board approve the September 17, 2019 Agenda, as presented.
2. Approval of Minutes	Decision Requested: That the Board approve the June 18, 2019 Minutes.
3. Matters Arising From Minutes	
PRESENTATIONS	
4. UBC Properties Trust Update – Aubrey Kelly, President & CEO	For Information
5. AMS Presentation – Chris Hakim, President	For Information
REPORTS – FOR INFORMATION	
6. Electoral Area A Report	For Information
7. UBC Campus & Community Planning Report	For Information
NEW BUSINESS	
8. Finance 2019 Q1 Financial Statements	For Information
9. Gifts Policy	Decision Requested: That the Board approve the Employee Gifts Policy, as proposed.
10. Strategic Plan Update 10.1 2019 Q1 Progress Report 10.2 Assessment and Evaluation Update (Neilson Report)	For Information
11. Special General Meeting, bylaw amendments and Neighbours' Agreement Amendment Update	For Information
12. UBC UNA Liaison Committee Meeting Update	For Information - verbal
OLD BUSINESS	
ADJOURNMENT	



PRESENT:

Ying Zhou - Chair
Laura Cottle – Secretary
Matthew Delumpa – Treasurer
Tor Album

Cristina Ilnitshi
Carole Jolly
Terry Mullen

STAFF PRESENT:

Andrew Clements - Interim Co-Executive Director
Wegland Sit – Interim Co-Executive Director
Morgan Chung – Finance Manager
Marta Mikolajczyk – Admin Assistant

REGRETS: Nataliya Jatskevich, Glenda Ollero

1. PRESENTATIONS

- a. Emily Watt – UBC/UNA Census data - presented an overview of custom Census data based on UBC and UNA boundaries. Campus and Community Planning uses this data for monitoring, reporting, planning and engagement, as well as policy development.
- b. Aubrey Kelly – UBC Properties Trust, President & CEO – Due to unforeseen commitments, Mr. Kelly did not attend. The presentation will be rescheduled for the September 17, 2019 meeting.

2. CALL TO ORDER

The meeting was called to order at: 5:02 p.m.

3. AGENDA

Motion: That the UNA board approve the June 18, 2019 *Agenda* as circulated. ***Approved.***

4. MINUTES

Motion: That the UNA board approve the *Minutes* of the May 21, 2019 meeting. ***Approved.***

5. MATTERS ARISING FROM MINUTES

The Chair stated that the UBC Stadium Neighbourhood planning staff will be providing an update to the UNA board in September.



6. CHAIR ANNOUNCEMENTS

- a. Johanne Blenkin has stepped down as the UNA Executive Director, effective June 14, 2019. The board acknowledged Johanne's leadership, energy and drive in making the UNA a strong organization. Two interim co-executive directors – Wegland Sit, and Andrew Clements – have been appointed to manage operations. The UNA board expressed confidence in the interim executive team and thanked them for accepting their new roles.
- b. The UNA board has received a resignation letter from elected director, Nataliya Jatskevich. Due to other obligations, Nataliya will be stepping down from her role. The board acknowledged her long standing UNA community volunteerism and thanked her for her input in the Finance Committee, as well as the Community Engagement Advisory Committee.

7. REPORTS

- a. Electoral Area A May Report – M. Feeley – Received.
Mr. Feeley and the board congratulated the newly elected Electoral Area A Director, Jen McCutcheon. Voter turnout was at 9%. The June report will be available soon.
- b. Management Reports – Received.

8. NEW BUSINESS

- a. Recommendation of the Bylaw Working Group for discussion.

Terry Mullen, the UNA Working Group (WG) Chair, moved the following motion:

Moved: That the WG be authorized to meet with representatives of the AMS and, at the discretion of the WG, representatives of UBC, to discuss with such persons the WG's rationale for seeking changes in its governance model, in particular the elimination of appointed directors. **Carried.**

A subsequent motion was introduced post-meeting:

Moved: That such meetings, other than meetings with representatives of the AMS, shall first be approved by the chair of the board, and further, the WG shall report to the board on all such meetings including meetings with representatives of the AMS. **Carried.**

9. OLD BUSINESS

- a. UBC Neighbourhoods Liaison Committee update should be available mid - July.
- b. Terry Mullen gave a verbal update on the UNA Negotiating Committee's progress. In particular, he pointed out that one of the outcomes of the committee's work was that UBC's insurer had advised that it would be unable to continue to provide coverage for the UNA.



10. FINANCE

The Finance Committee and UNA Finance continues to work with the auditors Johnsen Archer to finalize the 2018-19 Audited Financial Statements.

11. ADJOURNMENT

The meeting was adjourned at 5:55 p.m.

A closed session and an in-camera meeting followed.

DRAFT

ELECTORAL AREA A Director's Update

From Jen McCutcheon, Director, Electoral Area A

JULY
2019

My Upcoming Meetings



Metro Vancouver Board and
Committee Agendas & Minutes:

<http://www.metrovancouver.org/boards/search/>

Metro Vancouver Board

Friday, July 26, 2019

Mayors' Council on Transportation

Thursday, July 25, 2019

Director's Introduction

Dear Residents of the UBC/UEL areas of Electoral Area A,

It is an honour and a privilege to represent you on the Metro Vancouver Board of Directors and the Mayors' Council for Regional Transportation. As you may know, I was elected to this position on June 15, 2019, and was sworn into office shortly after on June 27. I am very grateful to my amazing campaign team, as well as to everyone who took the time to learn about the candidates and get out to vote. In particular, thank you to Maria Harris who very competently served in this position from 2008-2018, her Alternate Bill Holmes, and Mike Feeley, who has been Acting Director for the past four months, and who will remain involved as my Alternate. Maria left big shoes to fill but with her continued support, input from Bill and Mike, as well as my experience and dedication, I am confident that I can effectively fit the bill.

I made the decision to run in order to contribute positively to our communities and to the future of our region. My work as Director began almost immediately following the election, and in my short tenure to date, I have found it fulfilling and enjoyable. We are fortunate to live in a region where elected officials from the various municipalities choose to work together to make progressive decisions for the greater good of the whole region. This manifests in more coordinated planning, economies of scale in the provision of services such as clean water and waste management and sharing of best practices across municipal boundaries. Specifically, I wanted a voice at the regional table on issues related to sustainability, environmental protection and climate action. Below, you can read about some of the initiatives that Metro Vancouver is undertaking in these areas.

In addition to using this position to help drive sustainable regional development, I hope to build on the momentum of the recent election to increase communication with residents. As I learn more about Metro Vancouver's work, I look forward to sharing updates with you. At the same time, I need your input! I want to hear your thoughts on issues managed by Metro Vancouver and the Mayors' Council on Regional Transportation (including the proposed SkyTrain extension to UBC). Please reach out to me if you have ideas or suggestions, either on a specific issue or on better ways to connect. For example, I would love to meet with residents in smaller groups, so please consider including me in any neighbourhood events you are holding so that I can get to know residents better. These monthly newsletters and other information can be found on my website at AreaAJen.ca.

I look forward to meeting you in person or hearing from you via email at AreaAJen@gmail.com

All the best,

Jen McCutcheon

Caring for the Air

Although unprecedented levels of wildfire smoke have affected Metro Vancouver's air quality in recent years, the good news is smog-forming pollutants are expected to continue to decline in Metro Vancouver over the next 20 years, according to the latest Caring for the Air report.

Metro Vancouver's eighth annual air quality report suggests that from 2015 to 2035, in spite of our growing population, regional smog-forming emissions could decrease by 10 per cent and regional greenhouse (GHG) emissions are expected to decrease by one percent. Initiatives for non-road diesel engines and residential wood heating are contributing to the improvements in smog-forming emissions. Despite more vehicles on the road, key measures such as enhanced emissions standards for vehicles and lower-carbon fuels are resulting in emissions reductions. Programs to increase awareness and uptake of electric vehicles can drive these reductions even further, moving Metro Vancouver towards the aggressive emission reduction goals in the Climate 2050 Strategy and ensuring our infrastructure, ecosystems, and communities are resilient to the impacts of climate change, and pursuing the greenhouse gas reduction targets set by the Board.

In recent years, wildfire smoke has triggered lengthy air quality advisories, such as an unprecedented 22 days in the summer of 2018. This increased number underscores the importance of Metro Vancouver's extensive Air Quality Monitoring Network, which includes 31 monitoring stations from Horseshoe Bay to Hope that collect data every hour, seven days a week. This data is available to the public in real-time at www.airmap.ca.

A discussion paper on a new **Clean Air Plan** is expected to go to the public and interested parties for feedback and comments in 2019, with adoption of a new Clean Air Plan (Metro Vancouver's fourth) to be considered by the Board in 2020. Metro Vancouver is also implementing its Climate 2050 Strategy, which will guide policy and actions across the region to reduce carbon emissions and prepare for the effects of a changing climate.

Caring for the Air 2019

<http://www.metrovancouver.org/services/air-quality/AirQualityPublications/CaringfortheAir2019.pdf>

Lawn Watering Regulations

Metro Vancouver's lawn watering regulations are in effect across the region from May 1 until October 15, in order to conserve treated drinking water during the hotter, drier summer months.

Residential lawn watering for even-numbered addresses is allowed Wednesday and Saturday from 4:00am to 9:00am and odd-numbered addresses Thursday and Sunday from 4:00 am to 9:00 am

Non-residential lawn watering for even-numbered addresses is allowed Monday 1:00 am to 6:00 am and odd-numbered addresses Tuesday from 1:00 am to 6:00 am.

Water conservation is not always on the minds of residents in our region, but hotter, drier weather has resulted in higher-than-anticipated water usage in June. On June 12, Metro Vancouver residents consumed 1.52 billion litres of water, an amount not typically seen until later in the summer.

Metro Vancouver is also reminding residents to embrace the annual We Love Water campaign and use less water this summer. The annual We Love Water campaign offers ideas for indoor and outdoor conservation to reinforce mindful water use year-round. It comes this year amid a particularly hot and dry spring, a below-average snowpack and increasing discussion around the effects of climate change on Metro Vancouver's water supply.

Metro Vancouver's drinking water supply relies on cumulative precipitation as well as snowpack to bolster the water levels in the three reservoirs that supply our drinking water.

Residents can visit the [WeLoveWater.ca](http://www.WeLoveWater.ca) website, which provides information on how to use a less water during the driest time of the year. The campaign follows the launch of the region's lawn and garden watering regulations, and emphasizes water conservation efforts around lawn care and gardening, as well as integration with Metro Vancouver's Grow Green Guide.

Lawns need as little as 2.5 centimetres of water per week to stay healthy and maintain a strong root system – equivalent to about one hour per week of rainfall or sprinkling. Watering early in the morning, before 9:00 am, also reduces the risk of evaporation from the sun.

<http://www.WeLoveWater.ca>

Iona Island Wastewater Treatment Plant Engagement

Wastewater from the UBC/UEL area is treated at the Iona Island Wastewater Treatment Plant in Richmond. A new plant is required to be built by 2030 to comply with regulations and standards adopted by the federal and provincial governments for secondary treatment for wastewater. Metro Vancouver is engaging the public and First Nations as part of its work to design the new Iona Plant. In addition to serving the UBC/UEL area, the existing 55-year-old plant serves about 680,000 residents of Vancouver, parts of Burnaby and Richmond, Musqueam Indian Band and Squamish Nation. The existing plant will continue operating until the new plant is complete.

Metro Vancouver is currently in the Project Definition Phase, which includes eight Integrated Design Process workshops involving Metro Vancouver and a consultant team. The latest workshop, held on April 10 and 11, focused on identifying wastewater treatment technologies and their integration into three potential concepts. These concepts will meet the project's three main goals of secondary treatment, resource recovery, and community and park integration, as well as being adaptable to higher levels of treatment and climate change resiliency. Stakeholder-specific meetings are being held throughout this phase, along with staff and community meetings with Musqueam Indian Band.

Once the Project Definition Phase is completed in 2020, the key outcomes will include an indicative design, cost estimate, design and construction schedule and a recommended procurement method.

Additional community workshops will be scheduled for fall 2019 and spring 2020. I'll share details once they are available, and you can [sign up for email alerts](#) about the project.

<http://www.metrovancouver.org/services/liquid-waste/projects-initiatives/iona-island-wwtp-project/>

<http://www.metrovancouver.org/services/liquid-waste/liquid-waste-engagement-mailing-list/>

Metro Vancouver Provides Safe Disposal of Canadian Waste from the Philippines

As you may have heard, Canada recently shipped home 1,500 tonnes of abandoned Canadian waste from the Philippines. The waste was primarily plastic and paper with small quantities of household waste that was originally shipped to the Philippines in 2013 and 2014. Metro Vancouver's Waste-to-Energy Facility was selected by Environment and Climate Change Canada as the preferred choice for disposal due to its proximity to the Port of Vancouver and its designation as a facility authorized to receive waste under the Canadian Food Inspection Agency's International Waste Directive.

The facility, which has operated for over 30 years and produces enough electricity to power approximately 16,000 homes, is the most environmentally sustainable option to recover energy and resources from waste that cannot be reused or recycled. With more than \$92 million in environmental and operational improvements and technology upgrades, the Waste-to-Energy Facility consistently outperforms the required regulatory emissions standards, contributing just 0.007% particulate and 0.4% nitrogen oxide emissions respectively to the region's airshed in 2018. I was happy to hear how progressive this facility is.

Metro Vancouver's Chair Sav Dhaliwal said: "for decades, Metro Vancouver's Waste-to-Energy Facility has responsibly processed waste material from the international airline and shipping industries, as well as other materials designated for secure disposal by the Canadian Food Inspection Agency. We have the technology and capacity to safely and efficiently handle this type of material."

The Waste-to-Energy Facility operates 365 days per year and safely turns 250,000 tonnes of waste into electricity every year. The volume of waste in the containers from the Philippines is equivalent to two days' processing capacity. "With one of the highest recycling and waste reduction rates in North America, Metro Vancouver is uniquely positioned to be able to provide safe, secure disposal of this material and to bring closure to this complex international issue," added Chair Dhaliwal.

Chair Dhaliwal's Board of Trade Address

Metro Vancouver Board Chair Sav Dhaliwal made his inaugural address to the Greater Vancouver Board of Trade on the region's Five-Year Outlook, which includes nearly \$5.5 billion worth of capital projects, and discussed key initiatives such as the Climate 2050 Strategy and the Industrial Lands Strategy Task Force.

Metro Vancouver's enviable quality of life attracts about 35,000 people every year to the region. This growth brings challenges – from affordability, increased pressure on our infrastructure, transit and industrial lands – as the region strives to accommodate 2.5 million residents and many businesses across the region.

The major investments Metro Vancouver is planning over the next five years are based on four drivers: regional growth, system stewardship, environment and climate change, and the regulatory and legislative environment. As the region grows, its utilities and services must keep up with increasing demand, and these investments will help Metro Vancouver to strengthen the foundation on which the future of the region will be built.

I encourage you to [watch the Chair's presentation](#), as it provides a good overview of Metro Vancouver's priorities over the next five years.

<https://vimeo.com/338775773>

TransLink Mayors Council Update

In addition to my role as a Director for Metro Vancouver, I am also our area's representative on the Mayors' Council for Regional Transportation. This council provides oversight and strategic direction to Translink's operations across the region. In 2018, Translink saw a record 7% growth in ridership – the highest increase on the continent! While this is good news for decreasing greenhouse gas emissions, it has resulted in overcrowded buses, especially to UBC (9 of the 10 most crowded buses service UBC). To address this, the Mayors' Council 10-Year Vision has committed to increasing bus service by 25%, with the 18% of this new service already funded, approved and being rolled out over the next 18 months. In the near term, bus route improvements are underway this summer for a number of routes that service UBC, specifically routes 25, 33, 41, 49, 84, 99 and N17. In addition, plans are still underway for a new B-line express bus along 41stAve, which is scheduled to begin in January, 2020.

With the Federal election approaching this fall, we have launched the [Cure Congestion](#) campaign. This initiative is designed to encourage citizens to submit requests to their federal MPs to contribute more to regional transportation: "*We need permanent, predictable funding for public transit so we can cure congestion and keep Metro Vancouver moving!*". Please check out the website and consider writing to our MP and candidates.

In February 2019, the Mayors' Council directed TransLink to advance a SkyTrain Millennium Line extension from Arbutus Street to UBC to the next stage of project development, including an assessment of alternative concept designs and preliminary business case inputs. There are three streams of work to move forward the next stage of Arbutus to UBC SkyTrain planning work, including:

- Completing the technical analysis needed to get to a preferred concept design and cost-benefit estimate, including assessing vertical and horizontal alignment options

- Developing a strategic approach to relevant policy topics including land value capture, affordable housing, and land use; and
- Consulting with the public and stakeholders.

The proposed Skytrain extension to UBC will impact our communities, hopefully in a positive way. The coming months will be our opportunity to ensure that the voices of UBC and UEL residents are heard on questions such as which road the Skytrain will enter the UEL/UBC peninsula on, whether the Skytrain is above or below ground, and where the stations are placed. In addition to attending the public consultations that Translink will conduct, please feel free to reach out to me with your questions, concerns, and suggestions on this issue.

<https://www.curecongestion.ca>

2019 Zero Waste Conference Keynote Speakers Announced

This October, Metro Vancouver's Zero Waste Conference will be back for its ninth year, connecting global thought leaders and celebrating the successes, innovations and fresh perspectives that are driving the transition to a Circular Economy.

I look forward to attending this year's conference, which will be held in downtown Vancouver on October 30 and 31. You can find more information and a link to conference details and registration at the bottom of this section. The 2019 Zero Waste Conference promises to be an exciting and inspiring event, showcasing the people, ideas and actions that are having the biggest impact on waste reduction.

Three conference keynote speakers have been announced, each bringing a unique and practical take on zero waste and Circular Economy.

Arthur Huang, Founder and CEO of MINIWIZ

Structural engineer, architect, and innovator, Arthur has spent over a decade turning post-consumer waste into innovative products for businesses and consumers through his company, MINIWIZ. Arthur has been a National Geographic Explorer since 2016. In February 2019, the World Economic Forum named MINIWIZ as one of the top 11 companies leading the way to a circular economy.

Tom Szaky, Founder and CEO of TerraCycle and Loop

TerraCycle is a global leader in the collection and repurposing of complex waste streams. Instead of relying on municipal curbside pickup, TerraCycle works directly with brands and consumers to set up bespoke recycling services.

Harald Friedl, CEO of Circle Economy

In his role as Circle Economy's CEO, Harald brings extensive international experience running both for-profit and non-profit businesses with a focus on practical, scalable implementation of the Circular Economy.

ELECTORAL AREA A Director's Update

From Jen McCutcheon, Director, Electoral Area A

JULY
2019

2019 Zero Waste Conference: Mobilizing for Success in the Circular Economy.

October 30 - 31, 2019, Vancouver Convention Centre East - 999 Canada Place, Vancouver

[Information and Registration](#)

<http://www.zwc.ca/>

Events

Metro Vancouver's Summer Watershed Tours

Metro Vancouver offers tours of our protected watersheds every summer to help people discover these pristine valleys firsthand. Join us and register for an engaging and scenic guided tour. Tours are offered Thursday to Sunday in July and August.

[Information and registration](#)

Wednesday Wanderings: Botanical Beauties

July 10, 2019, Pacific Spirit Regional Park

Use your senses to experience the variety of plant species found in the rainforest.

Registration required for program 7704. \$3 per person. call 604-432-6359

[Information and registration](#)

Media



Metro Vancouver Close Up shows how municipalities and community groups are promoting sustainability and shared regional goals. New videos are posted each month. To see sustainability stories about Metro Vancouver, you can search "Metro Vancouver Close Up" at metrovancover.org or follow metrovancoverblog.org.

For More Metro Vancouver News and Updates

<http://www.metrovancover.org/metroudate/>



Links & Connections



ELECTORAL AREA A Director's Update

DECEMBER
2016

From **Maria Harris**, Electoral Area A Director

Metro Vancouver

www.metrovancouver.org

www.facebook.com/metrovancouver

Mayors' Council on Regional Transportation

www.translink.ca/en/About-Us/Governance-and-Board/Mayors-Council.aspx

Jen McCutcheon's Website and Email

www.areaajen.ca AreaAJen@gmail.com

Jen McCutcheon's Twitter

www.twitter.com/jcmcc2

Jen McCutcheon's Facebook

www.facebook.com/AreaAJen

Union of BC Municipalities

www.ubcm.ca

University Neighbourhoods Association

www.myuna.ca

University Endowment Lands Administration

www.universityendowmentlands.gov.bc.ca

UEL Community Advisory Council

www.uelcommunity.com

Metro Vancouver Media Releases

www.metrovancouver.org/media-room

Metro Vancouver Videos

www.metrovancouver.org/media-room/video-gallery

@MetroVancouver Twitter

www.twitter.com/metrovancouver

Metro Vancouver Facebook



THE UNIVERSITY OF BRITISH COLUMBIA

Campus + Community Planning

Memorandum

From: Campus and Community Planning
Date: September 10, 2019
Subject: Bi-Monthly Update from Campus and Community Planning

Upcoming Film & Events Notification (September - October)

UBC Welcome Back BBQ Wednesday, September 11th, 11:30am – 2pm. Along Main Mall from Wyman Plaza to north side of Flag Pole Plaza/Crescent Road. Road closures will occur as follows – Crescent Road from East Mall to the west side of University Centre Parking Lot. See www.planning.ubc.ca/news-events/event/2018-08-27/ams-welcome-back-student-bbq

Homecoming Pep Rally at University Commons Wednesday, September 11th, 11am – 3pm.

AMS Welcome Back BBQ Friday, September 13th, 4-9:30pm. . University Commons and Lee Square. See www.amsfirstweek.com/pages/welcome-back-bbq

UBC Homecoming 2019 – Alumni Homecoming and Homecoming Street Fair at Thunderbird Stadium Parking Lot; Homecoming Football Game at Thunderbird Stadium Saturday, September 14th, 11am-6pm. See www.planning.ubc.ca/news-events/event/2018-08-28/ubc-homecoming-2019

Harvest Festival Thursday, September 26th, 10pm. University Commons. See www.planning.ubc.ca/news-events/event/2019-08-07/harvest-festival

Thanksgiving Day. Monday, October 14th. Classes not in session.

Great Trek Festival Saturday, October 26th. Details to follow.

Community Development

Apply for a Utown@UBC Community Grant before October 21!

Have a great idea for your community? UTown@UBC Community Grants of up to a \$1000 are available for projects that connect and engage people, share skills and knowledge within the community, and build a sense of ownership and pride at UBC. All UNA residents are encouraged to apply for projects that build community within their neighbourhoods, UBC campus, or in the Musqueam.
www.utown.ubc.ca/communitygrants

Harvest Festival – September 26th

September 26 will mark the 6th annual Harvest Festival: a long table dinner featuring fresh, local food from the UBC Farm. Spend a cozy fall evening surrounded by students, faculty, staff, friends, and neighbours. Don't forget to keep your after-dinner schedule clear so you can take in the amazing shows and exhibits planned just for you at UBC's world-class Arts & Culture District. This year will feature some exciting dinner entertainment from Vancouver's very own Dueling Pianos.

Event Schedule:

4:00 PM to 5:00 PM (pre-dinner drinks and entertainment)

5:00 PM to 7:30 PM (dinner)

8:00 PM to 10:00 PM (post-dinner arts activities)

Where: University Commons (outside the AMS Nest) and Arts & Culture District

Tickets: www.planning.ubc.ca/vancouver/news-events/harvest-festival

Engagement and Consultation

Stadium Neighbourhood Plan

In May and June, staff received comments on the first draft of the Stadium Neighbourhood Design Guidelines from the Planning Advisory Committee.

In June, staff published a plan update on the Stadium Neighbourhood website including a summary of the current plan option. Staff also presented the current plan option and proposed housing tenure mix to the Housing Action Plan Working Group (a committee of the Board of Governors). At the meeting, staff were requested to explore alternative scenarios for residential densities and building heights to understand economic, urban design and neighbourhood character implications. See the project website at: www.stadiumneighbourhood.ubc.ca/plan-update

Later this fall, staff will report back to the Housing Action Plan Working Group on the analysis of alternative development scenarios for Stadium Neighbourhood. Subject to the outcomes at this meeting, staff expect to present the final plan to the Board of Governors. Final approval of the Neighbourhood Plan is subject to statutory Public Hearing and subsequent referral to the province for the necessary Land Use Plan amendments.

For more information, contact Aviva Savelson, Senior Manager, Public Engagement at aviva.savelson@ubc.ca (604) 822-0273 if you have any questions.

Musqueam Engagement

UBC is working to deepen its relationship with Musqueam, on whose traditional, ancestral and unceded territory the UBC Vancouver campus is located. This includes updating the 2006 UBC-Musqueam Memorandum of Affiliation, reflecting the priorities described in UBC's new Indigenous Strategic Plan.

Wesbrook Mall Upgrades

Wesbrook Mall is being upgraded to repair the condition of the roadway and enhance safety and user experience for all modes of transportation. These improvements focus on the bus, pedestrian and cyclist environment and help create a positive arrival experience to campus. The first phase of construction is underway and is anticipated to be completed later this fall.

Construction from University Boulevard to Student Union Boulevard is nearly complete. Once complete, there will be new intersections, improved pedestrian facilities, and new, separated, bike lanes for cyclists. Work is expected to continue at the intersection of Wesbrook Mall and University Boulevard for the next few weeks as crews finish construction on the roadway and install the new trolley poles and traffic signals. More closures are planned for University Boulevard to finish these final critical pieces of work. Until then, traffic controllers will continue to operate the intersection from 7am to 6pm, weekdays. To avoid delays, motorists can use alternative routes such as Blanca Street, Chancellor Boulevard, 16th Avenue and Marine Drive. Updates on these closures will be provided on the www.transportation.ubc.ca website as they are confirmed.

The work TransLink was doing over the summer as part of the 41 B-Line improvements along the Wesbrook Mall corridor from University Boulevard to 16th Avenue is also nearly complete. The pavement markings and signage related to the new bus priority lane southbound are complete and are being used by buses to provide transit riders with priority along the busy corridor. More details about the new bus priority lane and bike lane will be included in the next Campus Resident.

The work still to be completed by TransLink is mostly at the new bus stops as well as the installation of the new pedestrian signal across Wesbrook Mall at UBC Hospital. This work is anticipated to be complete in October. This is well in advance of the anticipated launch of the new 41 B-Line, which is estimated in 2020. Up to date information regarding the new 41 B-Line can be found at www.translink.ca.

The remaining phases of future work along Wesbrook Mall will be completed as funding allows. More information about the planned improvements to Wesbrook Mall and the new 41st Avenue B-Line bus service is available online at www.planning.ubc.ca/wesbrook-mall

Arts Student Centre – Update

The Faculty of Arts and the Arts Undergraduate Society (AUS) propose to develop a new Arts Student Centre (ASC). The facility will provide much needed space to support the informal learning and social space needs of a large and diverse student population and provide a focal point to advance the mission and goals of the Faculty and the AUS.

In early 2018, the New Building Site Selection Committee (NBSSC) approved a site for this project within the East Mall Bosque. In response to community feedback, staff have explored alternative locations. Five alternative sites were evaluated against site selection criteria per the Vancouver Campus Plan. This was done in consultation with the AUS, Faculty of Arts and the Alma Mater Society (AMS). In June 2019, the northeast corner of East Mall and Walter Gage Road, within the broader Brock Commons Phase 2 site received unanimous support from the NBSSC, as well as endorsement from the Property and Planning Advisory Committee and the Senate Building Academic Needs Committee as the new site for the ASC. Staff will be presenting the new ASC site for revised Board 1 approval in September 2019, followed by more detailed design.

Pending revised Board 1 approval, the ASC will be a standalone building located at East Mall and Walter Gage Road. The ASC will proceed through a standard capital approval process. This will include public consultation, as part of the Development Permit Application process.

Development Project Updates

DP17028 Wesbrook Place Lot 11 - “Georgia Point and Oakwood Residences” (market rental and faculty/staff housing):

C+CP received the following amendment applications for the Georgia Point and Oakwood Residences, a market rental residential high rise and faculty/staff townhouses on Lot 11 in Wesbrook Place.

Amendment 1: An application for revisions to: the unit mix; parking ratios; indoor/outdoor amenity areas; and additional balconies was received July 4, 2018. September Update: An amendment permit was issued on June 14, 2019.

Amendment 4: An application for the temporary removal of one street tree and the pruning of four trees in the adjacent greenway was received on April 24, 2019. Staff requested additional supporting documentation. September update: An amendment permit allowing the removal of one Douglas Fir street tree and the pruning of four Cedar trees in the adjacent greenway was issued on June 14, 2019.

DP18028 Wesbrook Place Lot 4 – “Mundell House” (faculty/staff housing)

DP18028-2 was issued on January 8, 2019. This amendment permits the temporary removal of one maple street tree on Birney Avenue at Lot 6 to permit access for staging to serve the faculty/staff rental residential midrise development on Lot 4 in Wesbrook Place. The tree will be temporarily stored and returned to the site following construction. DP18028-3 amendment application for architectural and landscape changes was received on January 25, 2019. DP18028-3 was issued on March 21, 2019. This amendment permits architectural and landscape changes to Mundell House on Lot 4 in Wesbrook Place. DP18028-4 amendment application was made for the temporary relocation of three street trees on the perimeter of the site to protect them during construction activity. DP18028-4 was issued on March 21, 2019 for the temporary relocation of 3 street trees on the perimeter of the site to protect them during construction activity. All trees will be returned to the site at the end of construction. September update: No Change.

DP 18001 Lot 8 – “Ivy on the Park” (market housing):

An amendment application for architectural and unit mix changes was received on December 07, 2018. DP18001-3 was issued on March 21, 2019. This amendment permits architectural and unit mix changes to “Ivy on the Park” on Lot 8 in Wesbrook Place. September update: An amendment application for minor window and landscape changes was received on September 5, 2019, and is currently under review by the Development Review Committee.

DP10001-6 Bioenergy Research Demonstration Project (BRDF) Expansion:

An application was received on October 24, 2018 for a 150m² expansion to the existing Bioenergy Research Demonstration Project (BRDF), at 2337 Lower Mall. The proposal includes the addition of hot water boiler capacity to the existing BRDF steam plant and interior and exterior modifications to the existing building. The expanded use of biomass as an energy source shall provide additional heat at a lower cost than natural gas and shall help UBC to diversify its fuel mix, and reduce UBC’s carbon tax through lowered Gas House Gas (GHG) emissions. September update: DP-10001-6 was issued September 4, 2019. For more information: www.planning.ubc.ca/vancouver/projects-consultations/application/academic-lands/bioenergy-research-and-demonstration-facility-brdf-biomass-expansion.

DP18004-1 Museum of Anthropology Temporary Access Road:

An application was received on October 24, 2018 for the installation of a temporary access road on the north west side of the Museum of Anthropology, 6393 NW Marine Drive to support upcoming seismic upgrades to the Great Hall. The road will connect to the existing fire lane through the berm, pond, and pebble beach. Yosef Wosk Reflecting Pool will be drained for the duration of construction. The site will be returned to existing condition at the end of the project. September update: No Change. For more information see www.infrastructuredevelopment.ubc.ca/projects/moa-great-hall-seismic-upgrades/

DP12017-5 Wesbrook Community Centre Child Care Addition:

A Development Permit application was received on January 10, 2019 for a one-storey child care addition for 49 licensed child care spaces on the west side of the existing Wesbrook Community Centre, 3335 Webber Lane. A Public Open House was held on January 29, 2019 in the lobby of the Wesbrook Community Centre and was lightly attended. A Development Permit Board presentation was held on February 13, 2019. The Development Permit DP12017-5 was issued on March 5, 2019. The associated building permit for this work is currently under review. September update: a revised roofing plan for the Child Care addition to simplify the design was submitted on August 28, 2019. This application is being circulated among Development Review Committee for review.

DP19001 “Pacific Residences” (student housing):

A Development Permit application was received on January 8, 2019 for five new student housing buildings totalling approx. 34,500m, adjacent to the existing Gage Residences along Wesbrook Mall and Student Union Boulevard. The project will comprise up to 970 student beds; office space for Student Housing and Hospitality Services; and associated amenity and service spaces. Two open houses were held on February 26, 2019 between 11:30am to 1:00pm and 4:30-6:30pm in the concourse of the UBC Life Building. Approximately 30-40 people attended. At these Open Houses, information on potential concepts for improving Walter Gage Road was also presented for feedback. Overall, feedback suggested the need to ensure the design of the roadway is responsive to parking needs and traffic, supports social interaction, provides more green space and is bike and pedestrian friendly.

Revisions were made in the Development Application submission to address community feedback including: Reduction of overall project density from approximately 1000 to 935 student beds; Removal and replacement of previously proposed towers (12 and 16 storeys) on Wesbrook Mall with lower building heights; General reduction of building heights (7 storey buildings fronting Wesbrook Mall and Walter Gage Road and 8 and 10 story buildings fronting Student Union Boulevard); Significant increase in the size and quality of the outdoor commons, to serve as a social heart for both the existing Gage and Pacific residents. The Board of Governors granted Board 2 approval on April 18, 2019 for the Pacific Residence project, with authorization to issue the development permit and a funding release of \$2,000,000 to complete working drawings and tender documents.

September update: A revised Development Permit submission, aligning with the site plan/massing presented in the Board of Governors report was submitted May 24, 2019. Following re-submission to the Development Review Committee, a further revised plan set was received August 29, 2019. These plans are currently under review by the Development Review Committee.

DP07034-5 MBA House Change of Use:

A Development Permit application was received on November 27, 2018 for the conversion of the commons lounge, server, and library space into a new 188m² commercial retail unit. A Public Open House was held on February 28, 2019 in MBA House at 3385 Wesbrook Mall and was lightly attended.

DP07034-5 was issued on March 8, 2019. September update: The associated Building Permit and DP Amendment for exterior signage is currently under review and should be issued shortly.

DP19009T is a temporary Mason Bee Habitat Student Project in Hawthorn Community Garden:

A Temporary Development Permit application was received on March 15, 2019 for the installation of a mason bee habitat student project (LFS450 001) northwest of the Hawthorn Community Garden, Main Mall Greenway south of Eagles Drive. The installation will be monitored and maintained by the University Neighborhoods Association (UNA) Gardens Program. DP19009T issued on March 28, 2019, will expire on March 31, 2021. September update: No Change.

DP17024 South Campus Greenway:

An updated Development Permit application was received on May 10th for a proposed greenway on the western edge of Wesbrook Place between Nobel Park and West 16th Avenue. The path will be integrated within the existing treed area between UBC Farm and the Wesbrook Place Neighbourhood.

September update: A Public Open House was held on May 28, 2019 in the Wesbrook Welcome Centre. The public comment period on this application closed on June 5, 2019, and a further meeting was held with the UBC Farm on June 14. The project was approved by the Development Permit Board on July 17. Final drawing revisions are to be produced after final Development Review Committee circulation, with DP17024 to be issued shortly after.

NEW ITEMS

DP19020 Brock Commons Phase 2 (academic and student housing):

The second phase of the Brock Commons development encompasses 30,163m² in two buildings as an academic and student housing hub. This project comprises an 18-storey north tower and 13-storey south tower that will provide up to 600 student beds, associated student and housing services, and a mix of academic and institutional space. On March 18, 2019, the project team held a workshop with the Advisory Urban Design Panel to introduce the Brock Commons Phase 2 project and to solicit feedback on a number of potential massing strategies.

An updated application was submitted on July 10, 2019, with the project being presented at the Development Review Committee on July 27, 2019. A first public open house was held with moderate attendance on August 7, 2019, with a second Public Open House was held in the Concourse of the UBC Life Building on September 10, 2019 from 11:30 to 1:30 pm. Online submission of comments are also accepted, with public feedback to be received until September 17, 2019.

For more information on these projects, including project plans, public open house display boards and frequently asked questions, please visit: www.planning.ubc.ca/vancouver/projects-consultations/application/academic-lands/brock-commons-phase-2

DP19027 Wesbrook Place Lot BC Research Site 8 – “Evolve” (faculty/staff housing):

A Development Permit application was received on September 4, 2019 for a 6-storey wood-frame building “Evolve” designated for 110 units of Faculty and Staff housing. The project is targeting Passive House certification. The build is totalling approx. 9,500m² in gross floor area and is situated at the northwest corner of the BC Research subdivision, along Wesbrook Mall and Gray Avenue.

The application will be presented to the Development Review Committee on September 12, 2019. A public open house is slated for Thursday, September 19, 2019 from 4:30 pm to 6 pm at Wesbrook

Welcome Centre. The project will be presented at the Development Permit Board Meeting on October 9, 2019.



University Neighbourhoods Association (UNA)
Operating Budget 2019-20
Summary

	2019-20 BUDGET	% YTD Act/Bud	Year to Date: Qtr 1 Actual Prior Year	
FUNDING SOURCES				
Neighbours Levy (Service Levy & GMSL)	4,246,844	25%	1,061,711	877,893
Contributions to Reserves (Outgoing Funds)				
Infrastructure Replacement Fund	(101,924)	25%	(25,481)	(13,888)
Capital Replacement Fund	(50,962)	25%	(12,741)	(6,944)
Rate Stabilization Fund	-		-	-
Contingency Reserve Fund	(42,468)	25%	(10,617)	-
UNA/VSB Playing Field Replacement Reserve	(60,000)	25%	(15,000)	(15,000)
Community Access Supplemental Reserve	-		-	-
Total Contributions to Reserves	(255,355)	25%	(63,839)	(35,833)
Transfers from Reserves (Incoming Funds)				
Infrastructure Replacement Reserve	-		-	-
Capital Replacement Reserve	-		-	-
Rate Stabilization Reserve	-		-	-
Contingency Reserve	80,002	25%	20,001	125,000
UNA/VSB Playing Field Replacement Reserve	-		-	-
Community Access Supplemental Reserve	-		-	-
Total Transfers from Reserves	80,002	25%	20,001	125,000
Total Neighbours Levy & Reserves Available	4,071,491	25%	1,017,873	967,061
REVENUE				
Recreation & Culture				
Wesbrook Community Centre	342,426	24%	82,237	77,250
Old Barn Community Centre	120,617	29%	35,415	37,160
Programming	664,803	31%	203,460	195,310
Playing Fields & Park Rentals	93,503	92%	86,336	17,092
Total Recreation & Culture	1,221,349	33%	407,448	326,812
Other Revenue				
Parking	147,940	51%	75,599	65,071
Miscellaneous	27,143	139%	37,776	13,296
Total Other Revenue	175,083	65%	113,375	78,367
Grants & Other Funding				
UBC Community Services Grant	500,000	25%	125,000	-
Transfer from 2012-2015 Surplus Reserves	200,000	0%	-	-
External Grants & Miscellaneous	38,312	11%	4,155	3,736
Total Grants & Other Funding	738,312	17%	129,155	3,736
TOTAL FUNDING SOURCES & REVENUE	6,206,235	27%	1,667,852	1,375,976



	2019-20 BUDGET	% YTD Act/Bud	Year to Date: Qtr 1	
			Actual	Prior Year
42				
43 EXPENDITURES				
44 Engineering & Operations Services				
45 Water & Sewage	441,631	25%	110,408	98,700
46 Fire Services Fee	1,174,723	25%	297,169	279,696
47 Parking & Emergency Management	123,000	19%	22,873	23,933
48 Common Area Maintenance Fees				
49 Landscaping	257,744	27%	69,532	61,122
50 Road, Gutter and Sidewalk Maintenance	22,050	3%	693	1,078
51 Streetlights	52,332	13%	7,026	12,226
52 UBCPT Management Fees	63,000	32%	20,000	22,961
53 Electricity	102,375	16%	16,217	16,430
54 Other Common Area Maintenance Costs	59,924	17%	9,944	15,672
55 Total Engineering & Operations Services	2,296,779	24%	553,861	531,817
56 Recreation & Culture Services				
57 Athletics Access Fee	318,513	25%	79,628	43,401
58 Wesbrook Community Centre	314,158	29%	92,454	61,662
59 Old Barn Community Centre	160,072	33%	52,423	33,770
60 Recreation Salaries & Benefits	856,381	25%	216,379	180,718
61 Programming	350,000	30%	105,570	107,853
62 Fields	17,360	7%	1,129	4,259
63 Community Access	118,700	29%	33,935	28,420
64 Community Support	26,600	14%	3,732	1,422
65 Total Recreation & Culture Services	2,161,784	27%	585,250	461,505
66 General Operation Services				
67 GST (unrecoverable: Neighbours Levy less UBC Costs & Contributions to Res	43,504	25%	10,819	8,997
68 Administration Salaries & Benefits	929,996	30%	276,827	190,827
69 Sustainability	18,500	18%	3,346	9,750
70 General Operating Services	189,500	31%	59,567	37,553
71 Professional Fees	141,000	13%	18,462	85,404
72 Communications	240,000	25%	61,193	30,782
73 Public Engagement	84,000	1%	922	1,081
74 Total General Operation Services	1,646,501	26%	431,136	364,394
75				
76 Contingency (2% on Engineering & Ops and Recreation & Culture Services)	101,171	23%	22,782	19,866
77 TOTAL EXPENDITURES	6,206,235	26%	1,593,029	1,377,583
78				
79 BALANCE SURPLUS (OR DEFICIT)	0		74,822	(1,607)



These supplementary notes are provided to assist as background information for the 2019-20 Quarter 1 Financial Statements.

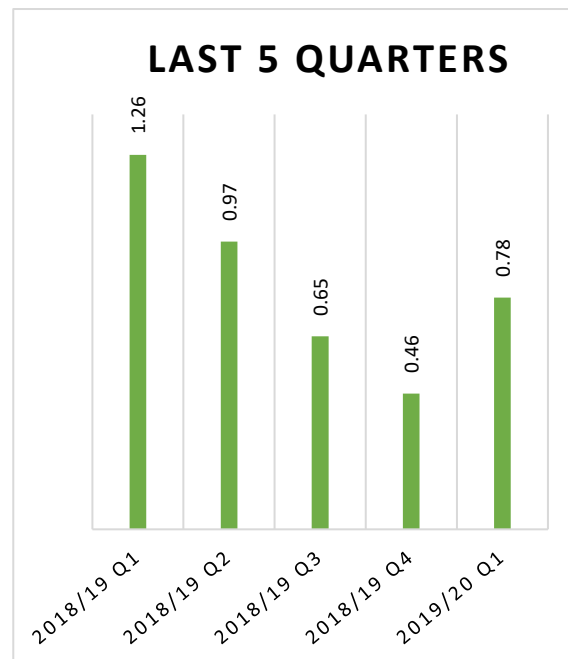
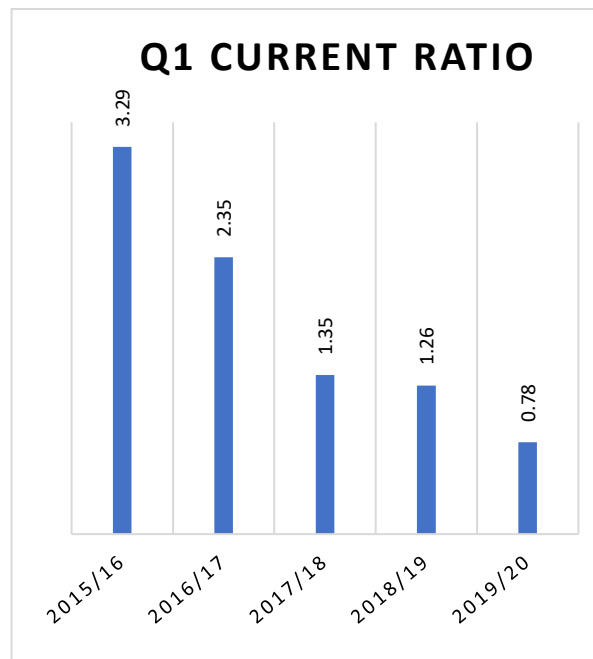
Q1 METRICS:

Liquidity - This ratio measures the extent to which UNA has enough cash to pay bills as they are due. The preferred range is 1.00 and above.

At the end of Q1, the UNA's current ratio was 0.78, lower than 2018/19 Q1 by 0.48. This continues to show year over year decreases due to the withdrawal and use of GIC investments to fund operations. As the UNA budgets for a balanced budget, the UNA plans for the exact annual cash needs of the organization. This results in limited excess cash on hand at the end of each quarter.

The current ratio was high in 2015/16 due to the surplus in those years. At this point, the Neighbours Levy was significantly higher than the UNA's expenses, leading to a larger amount of cash on hand. In subsequent years, the Neighbours Levy was lower, but the neighbourhood population continued to grow, leading to the 1.00 decline between 2016/17 and 2017/18.

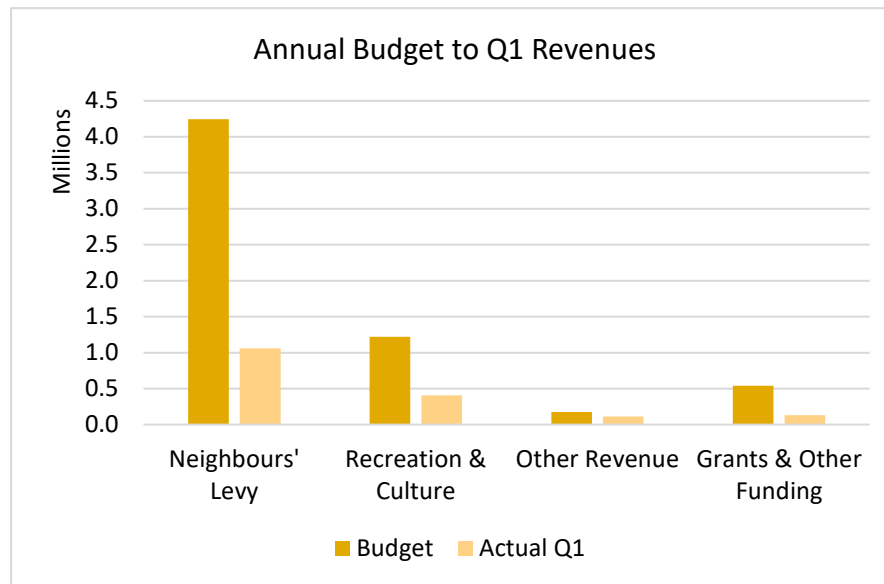
While the ratio is lower than 2018/19, it has rebounded slightly from the last quarter. In a comparison of the last five quarters, the ratio shows improvement to above the 2018/19 Q3 level.





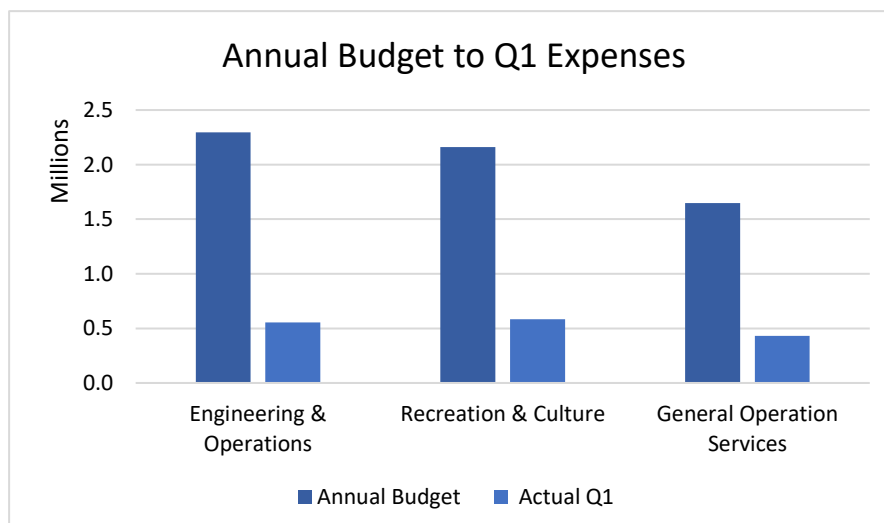
Budget to Actual Revenues

The overall revenues for Q1 are in line with budget expectations. Community Centre and Programming revenues are in line with the budget. Playing Field & Park Rental revenue was higher than expected, and 92% of budgeted revenue was received between April and June 2019. In the prior year, most of the Community Field revenue was collected in August and January, with lower figures in April-June.



Budget to Actual Expenses

Total Engineering & Operations, Recreation & Culture, and General Operating Service expenditures were all within 2% of budget for Q1. There were no major unexpected or unbudgeted expenses during this quarter.





QUARTERLY HIGHLIGHTS:

- Volunteer Appreciation– The UNA held two volunteer appreciation events in Q1 to celebrate the volunteers who have helped support our community programming. Overall there were 60 volunteers, 20 volunteer instructors, and 50 UNA Youth Volunteers (aged 12-18) in attendance. Last year, there were 350 active youth volunteers who contributed 3000 hours to UNA events and programs.
- Community Events – Q1 saw high participation in community events. The UNA saw turnouts of 300+ residents for both Earth Day and Easter celebrations in April. The May Run for Women saw 1000+ run participants in support of mental health programs at BC Women's Hospital.
- Professional Photography at Wesbrook Community Centre – Pictures of residents, volunteers and staff are now featuring on the website and in program guides.
- Fitness Centre – Both community centres saw high attendance in Q1. Wesbrook gained a new window vinyl encouraging residents to "Come workout with us!" and the community centres saw 11,600 total visits from nearly 1500 unique individuals.

Overall, UNA's financial health is aligned with the budget for Quarter 1.



From: Andrew Clements, Interim Co-Executive Director

Re: Gifts Policy

SUMMARY

A Policy to provide guidance to employees on the acceptance of gifts.

DECISION REQUESTED

That the Board approve the following Employee Gifts Policy:

Gifts Policy

Receiving gifts or entertainment can build understanding and expand relationships in everyday business life, but it can also cause a conflict of interest between personal interests and professional duty. Gifts and entertainment may erode the confidence and trust of others in the honesty and fairness of our business decisions and undermine confidence and trust in the integrity of the management of the company.

Gifts must not be accepted from suppliers, customers or anyone else connected to UNA in a business relationship. The only exceptions are modest promotional or expressions-of-gratitude items which are of limited value and which are available on a widespread basis (i.e., which are not specifically reserved for us) such as inexpensive pens, mugs, calendars, or swag bag items from partner events. These items when obtained must be distributed in a fair and equal way amongst staff. Cash, as well as alcohol, regardless of the value, are never an acceptable form of gift giving or receiving and must be refused.

DISCUSSION

The purpose of the proposed gift policy is to provide guidance to employees about what is and isn't appropriate to accept as a present, offering or token of appreciation from a customer, vendor, supplier or others having a business relationship to UNA. Once approved by the Board, the Policy will be communicated to all employees.



From: Andrew Clements, Interim Co-Executive Director

Re: Strategic Plan – 2019 Q1 Progress Report

SUMMARY

The attached document summarizes 1st Quarter progress against our Strategic Plan.

DECISION REQUESTED

N/A

DISCUSSION

Management has developed the attached work plan for 2019 to implement the goals and objectives laid out in the UNA Strategic Plan. The work plan was developed in parallel with the budget process to ensure that resources are allocated to priorities and any new initiatives or projects are appropriately resourced.

To date, the goals and objectives laid out in the plan are largely on track. Despite a change in organizational leadership (June, 2019) each department has consistently achieved its goals. There is lots of work still to be done so competing priorities and additional tasks, not originally for seen by staff, must be managed effectively.

Strategic Direction	Goal	Task	Q1 Update (May, Jun., Jul.)	Q2 Update (Aug., Sept., Oct.)	Q3 Update (Nov., Dec., Jan.)	Q4 Update (Feb., Mar., Apr.)	Staff Lead/s	Notes
UNA Governance+I15B2A2:I28A2:I18BA2:H30	Review the bylaws and constitution	Support the Bylaw Review Working Group established by the Board of directors	On going.				Executive Director	
UNA Governance	Review the bylaws and constitution	Support the Board on the bylaws and the Neighbours' Agreement, 2015 project with	On going.				Executive Director	
UNA Governance	Review the bylaws and constitution	Create and implement a community consultation plan for bylaw recommendations.	On going.				Executive Director/Communications Manager	
UNA Governance	Review the bylaws and constitution	Explore UNA bylaws related to water management, noise, sidewalk snow removal operations, parking operations, smoking in public and park space.	Ongoing				Operations Manager	
UNA Governance	Review the Board's and director's roles and responsibilities within the context of the UNA's municipal-like mandate		BOD met with Watson August 13th. On going				Executive Director	Led by the Board with staff support as needed.
UNA Governance	Articulate and clarify the relationship between the UNA, UBC and UBC Properties Trust, and explore opportunities to enhance and strengthen the relationship		On going.				Executive Director	Led by the Board with staff support as needed.
Financial Sustainability	Determine core service levels and costs to maintain those services and align budget allocation to those benchmarks	Use the Neilson Report as a guideline for implementing business case scenarios to determine an appropriate level of success for all current and future programming at both community centres. Hold program offerings at 2018 levels.	On going.				Recreation Manager	See attached report in September BOD meeting package.
Financial Sustainability	Determine core service levels and costs to maintain those services and align budget allocation to those benchmarks	Use Neilson Report templates to develop benchmarks for evaluating programs.	On going.				Recreation Manager	See attached report in September BOD meeting package.
Financial Sustainability	Determine core service levels and costs to maintain those services and align budget allocation to those benchmarks	Identify programs that have been traditionally underperforming and make necessary adjustments by Fall 2019.	On going. -See attached report in September BOD meeting package. Drop In Yoga Model was eliminated for start of fiscal 2019/2020.				Recreation Manager	
Financial Sustainability	Review the reserves policy in partnership with UBC	With the Finance Manager and UNA Finance Committee, examine the reserves (both long and short term).	On going. - Finance Committee has reviewed the existing reserve policies and balances of the reserves.				Finance Manager	
Financial Sustainability	Review the reserves policy in partnership with UBC	Review any existing documentation regarding reserves, terms of reference, Neighbours' Agreement, amendments since incorporation.	On going. - Finance Committee has completed an initial review of existing documentation				Finance Manager	
Financial Sustainability	Review the reserves policy in partnership with UBC	Set timelines for future review and revision of terms of reference and reserve policies.	On going. - further review and revision will be impacted by potential changes in the Neighbours Agreement				Finance Manager	
Financial Sustainability	Continue to explore financial models with the University Neighbourhoods Liaison Committee		On going.				Executive Director	Ongoing with UBC Neighbourhoods Liaison Committee
Operational Capacity	Develop a professional development and compensation policy	Implement HR consultant's recommendation on updating job descriptions, creating professional development policy and developing compensation policy based on a market review.	HR Consultant has suggested a Q4 delivery of this project.				Executive Director	

Operational Capacity	Develop a professional development and compensation policy	Explore management training options and continue to invest and enhance staff training on customer service, IT and first aid.	HR Consultant has suggested a Q4 delivery of this project.				Executive Director	
Operational Capacity	Create and implement metrics to measure service delivery	Connected to community engagement goals, survey residents to gain feedback on satisfaction with services.	On going.				Executive Director	
Operational Capacity	Create and implement metrics to measure service delivery	Improve data gathering and build foundation for improved metrics.	Ongoing				Executive Director	
Operational Capacity	Create and implement metrics to measure service delivery	Analyze overall service delivery and service quality starting with identified landscaping contractors.	On going.				Operations Manager	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Migrate to Microsoft 365.	Done				Operations Manager/Executive Director	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Implement and integrate PerfectMind with the UNA website. Learn and master PerfectMind communications tool and make it as user-friendly and brand-relevant as possible.	Ongoing - PerfectMind is on schedule for a November 18th GO LIVE date.				Recreation/Operation/Communications Manager	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Redesign and upgrade the website.	Contracted web design firm, Kimbo Design, to help with the redesign and upgrade. Started wire-framing, engaging PerfectMind (for their API) and created a list of priorities for the new website.				Communications Manager	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Identify and evaluate options for cloud-based accounting solutions offered by Sage.	On going.				Finance Manager/Operations Manager	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Develop a MS Sharepoint extranet for the UNA Board of Directors.	On going.				Wegland	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Update internal communication platforms and tools, and develop an MS SharePoint to host an intranet site for staff.	Microsoft Teams and One Drive have been implemented and is being used by staff.				Operations Manager	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Update enterprise documentation procedures and filing infrastructure.	On going.				Operations Manager/Executive Director	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Develop a communication platform in MS SharePoint to support strata chairs and facilitate the exchanging of ideas, sharing of contractor information and collaboration between buildings.	On going.				Operations Manager/Executive Director	
Operational Capacity	Align operations and allocation of resources with strategic priorities	Review and enhance departmental budgeting processes.	On going. Recreation department instituted budgetary tools to enhance assessment and evaluation criteria of program offerings in order to assist in the goal of full cost recovery.				Finance Manager	
Operational Capacity	Align operations and allocation of resources with strategic priorities	Partner with UBC PT to review landscaping around the UNA, categorize and prioritize area in a table format for operation and management purpose.	On going.				Operations Manager	

Community and Stakeholder Relations	Develop more robust engagement tools to assess community needs	Examine surveys, focus groups and other mechanisms to assess needs, demographics and identify gaps.	Contracted company TWI Surveys to help with creating the community survey. Examined previous surveys to see what information has been helpful to collect in the past.				Communications Manager	
Community and Stakeholder Relations	Create feedback tools for residents and other stakeholders	Develop a feedback form system at the UNA community centres.	Completed: Created a new comment card system at both community centres.				Communications Manager	
Community and Stakeholder Relations	Create feedback tools for residents and other stakeholders	Establish processes on how feedback is reviewed/processed.	Completed: Communications tracks, reviews and redirects all comments to appropriate department/staff lead.				Communications Manager	
Community and Stakeholder Relations	Create feedback tools for residents and other stakeholders	Work with communications department to review operations department communications toolkit.	Q3 or Q4					
Community and Stakeholder Relations	Adapt and implement the Advisory Committee report in phases starting with the Community Engagement Advisory Committee	Work with the Chair of the committee to develop membership criteria and set the committee up.	On hold: New BoD lead to be assigned by BoD. Work to resume once new committee chair is appointed.				Communications Manager	
Community and Stakeholder Relations	Adapt and implement the Advisory Committee report in phases starting with the Community Engagement Advisory Committee	Once the committee is established, recommend that we develop community engagement core values to help guide our work (similar to IAP2). Resident survey in the fall of 2019 to inform the preliminary work of the committee.	Communications Manager attended an IAP2 Principles and Foundations seminar.				Communications Manager	
Community and Stakeholder Relations	Explore opportunities to enhance the relationship between the UNA and the UBC academic community.	Attend regular meetings at PACCE (President's Advisory Committee on Campus Enhancement).	On going				Executive Director	Led by the UNA Board of Directors.



From: Andrew Clements, Interim Co-Executive Director

Re: Program Assessment and Evaluation

SUMMARY

UNA community centre program team has begun to unpack some of the recommendations presented by the Neilson Report (Part I: Assessment of Community Centres). The comparative research study by Neilson looked at population, growth rate, population mix, housing type, length of residency, scope of services and other factors of 8 municipalities throughout the province and offered recommendations in regard to program selection, pricing and measurement.

DECISION REQUESTED

N/A

DISCUSSION

Programming Department Principles

After many weeks of meeting, testing and revising the programming team has developed a set of foundational principles and corresponding programming goals to guide in the selection of programs. The team developed three foundational principles along with corresponding goals and values that most accurately reflect our intentions as a department. The three principles are to; *Foster Well-being*, *Enrich Experience* and *Build Belonging*. We have also circulated the principles in the form of staff cards for their feedback and personal reflection. Staff will have the opportunity to contribute to and potentially evolve their understanding of the principles over the course of a year.

Program Assessment and Evaluations

The programming team have developed a Program Assessment Rubric (PAR); a measurement system devised to more accurately evaluate our programs in order to help determine which programs should continue to be provided and or adjusted in order to maximize participation rates and social value. The PAR followed the guidelines outlined in an evaluation matrix developed by the municipality of Squamish for the same purposes. The UNA recreation team adopted the ideas and personalized them to best align with the needs and business processes of our department and its customers.



UNIVERSITY
NEIGHBOURHOODS
ASSOCIATION

UNA BOARD MEETING
Monday September 17, 2019

Our team plans to work with the PAR over the next several months to create a formalized process for evaluating new and existing social, recreational and cultural programs offered at both our community centres. In doing so we will gain a greater understanding of what it is we are currently offering and how to make it better. Further use and development of this evaluation tool will help the programming team put forth a pricing proposal policy for the BOD to review. Ultimately, all programs should collectively operate with a goal of full cost recovery. How we price our programs must be based in evidence and provide data for justifying how we operate. By identifying usage gaps and times of day where the centre is under utilized, we could eventually offer more low barrier cost programs to service underrepresented populations within the UNA. The efforts listed above are an initiative in line with our strategic plan of operating in a financially sustainable way.



UNIVERSITY
NEIGHBOURHOODS
ASSOCIATION

UNA BOARD MEETING
Monday September 17, 2019

From: Ying Zhou

Re: SGM, bylaw amendments and Neighbours' Agreement Amendments Update

SUMMARY

The Bylaw Review Working Group of the University Neighbourhoods Association (UNA) Board of Directors continues work on potential amendments to the UNA Bylaws.

DECISION REQUESTED

N/A

DISCUSSION

The University Neighbourhoods Association (UNA) Board of Directors made recommendations for amendments to the UNA by laws at the 2017 UNA Annual General Meeting (held in January 2018) and the motion was defeated by members.

Since that time the Bylaw Review Working Group has continued its work to resolve outstanding issues and the Board intends to propose a new set of amendments for another vote by members at a future Special General Meeting. The date for the Special General Meeting will be set in consultation with Management once consequential amendments required to be made to the Neighbours' Agreement 2015 between UNA and UBC have been approved by the UBC Board of Governors. The amendments to the Neighbours' Agreement 2015 are expected to be presented to the Board of Governors in December 2019.