

yaletown business improvement association

Strategic Plan.08

a blueprint for the next five years in Yaletown, 2009 - 2013

the next 5 years

2010 Olympics in Yaletown

Canada Line to open

Yaletown goes dumpster-free

Economic development for a healthy occupancy rate

More business-building events for Yaletown

yaletown. fresh style. modern design.

Yaletown Business Improvement Association

President's Message

In the past decade Yaletown has grown into a vibrant commercial and residential district with a diverse mix of world-class retail, restaurants and services. The Yaletown Business Improvement Association has grown, too, and is now a mature organization with a long list of accomplishments.

Over the course of our recent five-year term, the Yaletown BIA has beautified our streets, helped foster economic development and reduce property taxes, effectively marketed Yaletown and ensured our streets remain safe for businesses and customers.

Today the Yaletown BIA is an organization capable of handling top-tier international opportunities such as the 2010 Olympics, hosting well-heeled travel writers from around the world and producing outstanding public events that attract hundreds of thousands of shoppers and diners annually.

Our challenges have grown along with our successes. The Yaletown BIA has moved from dealing with relatively minor issues such as vagrancy to more difficult challenges such as persistent panhandling, illegal vending and more serious street crime. We have also contended with the major impact of the Canada Line construction.

Still, Yaletown remains a growing, prosperous and healthy business district with among the lowest retail vacancy rates in Vancouver. We want to ensure Yaletown stays that way and that the BIA continues to attract, promote and enhance local properties and businesses well into the future.

Our current five-year mandate is up for renewal and the BIA is now seeking its third term. There are exciting opportunities ahead, including Yaletown being designated as one of Vancouver's two "Live Sites" for the 2010 Olympics. With our members' continued support we are confident we can make the most of this opportunity and can build on our accomplishments. We look forward to serving Yaletown property owners and businesses for another five years and to ensuring that Yaletown continues to thrive as a place to do business, shop, dine and visit.

Neil Wyles
President
YALETOWN BUSINESS IMPROVEMENT ASSOCIATION

yaletown

Yaletown. A Great Place to Work, Trade & Visit

Yaletown is a stylish and talented neighbourhood that has evolved from its 1890's industrial roots into a trendy urban community.

Yaletown's converted heritage buildings are now home to a dense mixture of condominium and loft residences, some of the city's top fashion and design shops, cutting edge restaurants, cafes and bars, destination retail boutiques, entertainment and internet specialists and services. Old loading docks act as giant elevated sidewalks and create a unique setting for strolling, shopping or lounging at one of the many outdoor patios.

Not only does this make Yaletown one of Vancouver's most spectacular places to shop and dine, but Yaletown was reported by *Good Morning America* in 2006 as one the five best places in the world to live because of its close proximity to the ocean and a downtown urban lifestyle. In fact, Yaletown is one of the most studied and imitated neighbourhoods in North America with a unique heritage and a live-work ideal that is second to none.



million-dollar condos along False Creek at the foot of Davie Street

world class cities such as Dubai have tried to recreate Yaletown's unique style with features such as a seawall walk



heritage architecture blends easily with the new



seawall walk along the Dubai waterway (source: BC Business Magazine)

Yaletown Business Improvement Association *Helping our Business District Thrive*

A non-profit organization, the Yaletown Business Improvement Association (BIA) was established in 1999 to provide a united, collective voice for our business district.

Since that time we have worked hard to promote and maximize opportunities for the 910 businesses and 536 commercial properties within our geographic area and to ensure that Yaletown remains a clean, attractive, vibrant and safe world-class destination.

The Yaletown BIA encompasses Drake, Davie, Pacific, Homer, Smithe, Hamilton, Mainland, Helmcken, Robson, Beatty and Nelson Streets, Marinaside Crescent, Cambie, and Expo Boulevard at the southeast edge of the downtown peninsula.

For the past five years the Yaletown BIA has focused its efforts on two priority areas:

1. PROMOTING AND ENHANCING YALETOWN PROPERTIES AND BUSINESSES THROUGH:

- Street Beautification
- Economic Development
- Marketing
- Security, and

2. LOBBYING AND ADVOCATING FOR CHANGE ON BEHALF OF OUR MEMBERS.

The Yaletown BIA is an effective voice for our property owners and businesses. We are a founding member of the Fair Tax Coalition, a member of Metro Core planning team and a founding member of the BIA Partnership. We have made numerous presentations to City Council on behalf of our members on issues ranging from commercial taxation, zoning changes, waste management and security patrols to various bylaws and business operations policies.



*910 businesses and 536 commercial properties
within Yaletown's boundaries*

"We would like to express our most sincere appreciation to the YBIA for all the assistance and advice given to us. Your commitment to excellence and the attention given to new businesses exceeded even our high expectations... I would highly recommend YBIA to anyone interested in starting a business in the neighbourhood, as the advice and kindness were greatly welcomed. Many thanks." D. Zwarych, Zwada Design Inc.

Years of Accomplishments

For Property Owners, Businesses and a Stronger Community

For many years, the Yaletown BIA has worked hard to maximize the return on investment for both property owners and businesses. This has included measures to increase property values while keeping costs down and revenues up, and to create a vibrant business district that is attractive to staff, shoppers and diners.

The Yaletown BIA has achieved an impressive list of accomplishments:

For Property Owners

- The YBIA has bolstered Yaletown's image as a desirable area to work, live and do business. This has resulted in Yaletown having among the lowest retail vacancy rates in Vancouver and higher than average rents.
- Successfully lobbied the City and Province to reduce commercial taxes and ensure more equitable distribution of residential/commercial taxes.
- Saved \$928,527 in commercial property taxes (\$309,509 per year) as a result of our lobbying efforts as part of the Fair Tax Coalition. We have saved property and business owners a combined \$3.19 per square foot since 2005, with this savings continuing each year.
- Invested in preserving Yaletown's unique heritage by maintaining raised loading docks and by making physical property enhancements such as rail painting, bike rack repair, weed removal and installation of street furniture and planter boxes.
- Kept the business district clean by providing pickup of illegally dumped items such as mattresses, pallets, construction materials, computers and furniture.

- Conducted regular audits of the district for graffiti, broken street furniture, inoperative drains, pole lights and traffic signals and then lobbied the City to repair and replace these items.
- Advocated for the reopening of Mainland Street to vehicle traffic during Canada Line construction, minimizing traffic flow disruption.
- As part of the Metro Core Jobs and Economic Land Use Plan (C.O.R.E), influenced planning and policy on issues such as zoning, traffic and overall land use, ensuring Yaletown maintains a healthy occupancy rate in the years ahead.
- Worked with commercial realtors and the Real Estate Board of Vancouver to recruit new property owners and tenants.
- Developed and marketed the Yaletown Commercial Property Profile and Resident Profile and the popular "Real Estate Walk" — Σ tools that have helped realtors and property owners develop property marketing strategies.



bright green street pole banners now identify and unify the entire YBIA area

The Fair Tax Coalition

The YBIA investment in the Fair Tax Coalition has created real results for our members. What are the 2008 tax savings for Yaletown businesses?

Impact of 1% tax shift in 2008:

- Businesses will collectively save over \$900,000 per year.
- Businesses have already saved \$2.14 per square foot in 2005 - 2007.
- Businesses will save \$1.05 per square foot in 2008 and beyond.

source: City of Vancouver

Years of Accomplishments

For Property Owners, Businesses and a Stronger Community

For Businesses

STREET BEAUTIFICATION

- The YBIA Clean Team has kept the streets of Yaletown litter and junk-free, especially during Vancouver's 13-week civic strike. Every year, the YBIA Clean Team picks up over 500 bags of litter and six truckloads of illegally dumped items.
- Successfully lobbied the City to make Yaletown dumpster-free, an accomplishment that will:
 - vastly improve the streetscape and decrease security issues,
 - create approximately 80 new parking spots,
 - reduce litter and illegal dumping, and
 - add an estimated \$35 million in yearly retail revenue.
- Enhanced Yaletown's physical environment by installing decorative elements such as flower boxes, street furniture, litter cans, holiday lighting and street pole banners.
- Worked to preserve Yaletown's heritage character and cachet by refurbishing benches, planters and railings, and by installing seasonal lights for the holidays.
- Maintained and enhanced the raised loading docks, making Yaletown a prime destination for patio dining.
- Successfully lobbied the City to extend Yaletown patios by 2 feet, effectively adding an additional row of tables for each patio.

ECONOMIC DEVELOPMENT

- Advocated and lobbied on behalf of our members with municipal, provincial and federal governments and agencies.
- Helped the City develop by-laws and policies concerning patio operations, extended business hours, protection of commercial zoning, parking enforcement, illegal dumping policies and dumpster management.

successful lobbying efforts by the YBIA resulted in the City agreeing to extend Yaletown's loading dock patios by an additional 2 feet

- As a founding member of the Fair Tax Coalition, successfully lobbied to reduce commercial tax increases and ensure a more equitable sharing of the tax burden with residents.
- Liaised with business districts across North America to exchange best practices and import winning ideas.

MARKETING

- Produced extensive marketing and print collateral including the Patio & Style Guide, the Yaletown Map, Christmas Retail Therapy, an annual events poster and a parking guide. These materials have provided free, effective and widespread exposure for our members and allowed them to purchase display ads at below market rates.
- Produced and/or promoted annual signature events including: Concierge Walk, Street Party, Taste of Yaletown, Hot Fridays, Fraser at the Opus speakers series, New Music West Festival, Jazz Festival, Outdoor Movie Night in Yaletown, Femsport, Block Parties and Halloween Parade – now in its 10th year! These successful events have attracted an estimated 300,000 shoppers and diners to the area annually.
- Successfully lobbied to make Yaletown a second Vancouver "Live Site" during the 2010 Olympics, a move that is expected to attract 60,000 pedestrians daily.



2008 "Yaletown's Hot" events poster

"Loved it! This is the kind of thing Vancouver should be promoting and hosting. We are a world-class city and need to have events like this that are commonplace among other comparable worldly cities! Great job and keep it up!" B. Elliot, Outdoor Movie Night in

Yaletown movie goer, via email



American Express presents

Taste of YALETOWN

October 14-26, 2008

now in it's fourth year, the Taste of Yaletown has become a high-profile, signature event produced by the YBIA

Years of Accomplishments

for Property Owners, Businesses and a Stronger Community



Yaletown Map – the only complete shopping, dining and services guide

the YBIA's successful events have attracted an estimated 300,000 shoppers and diners to the area annually

- Built and maintained key relationships with media, travel writers and industry publications, as well as with 70 of the top concierges in Vancouver.
- Partnered with economic development, tourism and travel and heritage agencies to position Yaletown as a prime destination area.
- Continued to build our on-screen image and generate additional recognition by supporting film and television site location.
- Moved yaletowninfo.com into the top 3 positions on Google.
- Developed and maintained a highly successful internet marketing campaign, keeping Yaletown top-of-mind throughout the web.

SECURITY

- Created and maintained a safe environment in Yaletown through partnerships with the Vancouver Police Department, ICBC Autowatch, residential strata councils and the Yaletown BIA's private security provider.
- Provided over 5,000 street patrol hours per year.

- Continued our successful Ambassador Program, which
 - carried out security patrols seven days a week, to deter street crime and increase security,
 - offered a "safe walk" service for late night staff,
 - recovered numerous stolen vehicles, and
 - assisted visitors with questions or issues.
- Offered one-on-one security briefings and security workshops to our merchants.
- Provided expert, customized security assistance to members to help keep their staff and businesses safe.
- Worked with community courts and policing agencies to keep our streets safe, reduce crime and increase prosecution of offenders.

For a Stronger Community

- The Yaletown BIA has worked on behalf of property owners, businesses and residents to support our community. We have:
- Raised more than \$40,000 for the Greater Vancouver Food Bank.
 - Partnered with service groups such as Vancouver Alliance, Lions and Rotary Clubs to raise more than \$45,000 (2008) for Yaletown House (seniors living).
 - Partnered with the Roundhouse Community Centre to lobby for improvements to the historic outdoor turntable.
 - Offered a variety of free family events such as the Halloween Parade, Block Parties and an outdoor movie in Yaletown.
 - Worked with local enforcement agencies to increase community policing at all outdoor events.



Yaletown's Ambassadors carried out 5,000 hours of security patrols during the year

Yaletown 2

Fresh ideas and Modern De



2009 - 2013

Designs for Yaletown's Future



a blueprint for the future

The Yaletown BIA has six key strategies for the future:

1. Capitalize on 2010 Olympic opportunities and manage demands
2. Manage Canada Line benefits and demands
3. Street Beautification – Continue to enhance and upgrade Yaletown and protect our unique Heritage District
4. Economic Development – Continue to influence planning and policy issues that affect the economic health of Yaletown
5. Promote Yaletown businesses and events that build business and support the Yaletown brand
6. Security – Create and maintain a safe environment for Yaletown property owners, businesses and customers

Yaletown BIA 2009-2013

Strategic Objectives for the Next Five Years

Keeping our business district on a vibrant, economically prosperous course is the Yaletown BIA's number one priority. We want to ensure that Yaletown property owners and businesses, including retail, professional and office tenants, continue to receive excellent value from their membership in the BIA.

Results of a June 2008 survey of our membership showed that we are on the right track. More than 97% of members surveyed were aware of the Yaletown BIA and its activities, and listed priorities that mirror those of the BIA. This positive feedback and our record of accomplishments prove that we can provide tremendous value using limited resources and considerable ingenuity. We want to continue to build on and improve this successful track record in the years ahead.

Yaletown BIA Member Priorities by Rank

1. Safety and Security
2. Garbage/Cleanliness
3. Traffic/Parking/Construction
4. Marketing
5. Taxes
6. Economic Development

Yaletown BIA Member Survey, June 2008

Strategic Objective 1:

Capitalize on 2010 Olympic Opportunities and Manage Demands

- Make Yaletown a hub of Olympic pedestrian activity for the 2010 Olympics as home of Vancouver's second "Live Site."
- Manage the expected increase in Yaletown's daily pedestrian traffic of 60,000 pedestrians per day (from its current 3,000 per day) during the 17 days of the event. This means increased daily security patrols, litter pickup and visitor services to ensure Yaletown remains accessible, clean and safe.
- Leverage Yaletown's Olympic exposure to promote local businesses.
- Organize special community events during the Olympics such as live music, evening illuminations and outdoor celebrations.
- Add extra security patrols and ambassador visitor hosts to ensure the neighbourhood stays clean, safe and welcoming and that access to businesses is not impeded.
- Increase Clean Team patrols to handle additional litter demands.



live music, evening illuminations and outdoor celebrations during the 2010 Olympics

the YBIA will continue to lobby the City to create special liquor licences that extend operating hours during the Olympic Games

- Continue to lobby the City to create special liquor licences that will extend operating hours during the 17 day event.
- Lobby BC Hydro and the City to upgrade the power grid for the heritage district to meet Olympic demands.
- Keep our members updated on significant Olympic activities, events, entertainment and opportunities.
- Partner and lobby to add visitor way-finding, signage and street light improvements.
- Continue to lobby the City and VANOC to include Yaletown in traffic management and pedestrian flow planning.
- Develop and execute significant media activities in the months leading up to 2010.

83.6% of members supported the Yaletown BIA organizing local events to attract and keep visitors during the 2010 Olympics Yaletown BIA Member Survey, June 2008.

Yaletown BIA 2009-2013

Strategic Objectives for the Next Five Years

"I wanted to let you know how much I enjoyed this morning's seminar on the 2010 Olympics. I found the information well presented, interesting and extremely informative. It was a perfect blend of facts, issues to focus on and interesting information that I otherwise would not have been aware of (such as the Hydro issue). Overall, I found the entire seminar to be very helpful in terms of what to expect and what to plan for with regard to the Olympics. I look forward to attending the next one! Great job!!"
J. Sprackman, Rosedale on Robson Suite Hotel

Strategic Objective 2: Manage Canada Line Benefits and Demands

The Canada Line is scheduled to open in November 2009 with an estimated ridership of 7,000 to 10,000 people a day, seven days a week. This will create tremendous benefits for Yaletown by easing parking pressures and attracting diners, shoppers and staff who will find it easier to commute to the area. However, Canada Line will also create additional demands.

To address this new reality, the Yaletown BIA will:

- Increase security patrols every year for the next five years to deter street crime and manage unwelcome street activity such as panhandling.
- Build a stronger liaison with the Vancouver Police Department and partner with residential stratas to implement combined security measures.
- Increase our Clean Team litter patrols and pick-up to maintain street cleanliness.
- Ensure appropriate visitor way-finding through increased signage and the installation of two new traffic signals, one at Davie and Mainland Streets and one at Helmcken and Homer Streets.

86% of members support the Yaletown BIA increasing its budget to address security and litter demands that may arise from Canada Line opening

Yaletown BIA Member Survey, June 2008.

Strategic Objective #3: Street Beautification

- Take Yaletown dumpster-free with the removal of all commercial garbage bins.
- Continue to protect and enhance our unique heritage environment by maintaining loading docks and railings and by installing and refurbishing benches and planter boxes.
- Install and maintain hanging flower baskets.
- Maintain and update pole banners.
- Install seasonal lights for holidays and special events.
- Ensure Yaletown stays clean and attractive by continuing to support Yaletown's Clean Team.



Strategic Objective #4: Economic Development

- Continue our successful policy, planning and tax coalition partnerships.
- Provide a strong lobbying voice for City planning and economic development initiatives that impact Yaletown.
- Become a key voice in the development of the new False Creek Entertainment District at the Plaza of Nations.
- Continue to foster a positive business environment by capitalizing on economic opportunities for our members and targeted business recruitment and retention.
- As part of the Metro Core Jobs and Economic Land Use Plan (C.O.R.E.) continue to influence planning and policy on issues such as zoning, traffic, and overall land use, ensuring Yaletown maintains a healthy occupancy rate.



the Yaletown Clean Team picks up over 500 bags of litter and six truckloads of illegally dumped items each year

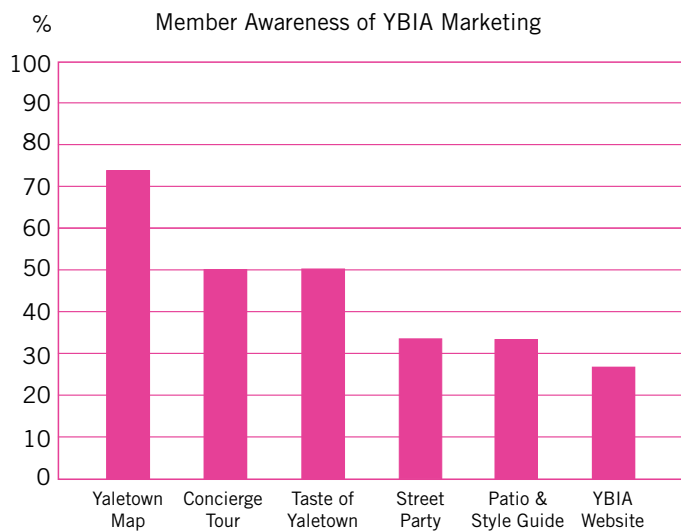
Yaletown BIA 2009-2013

Strategic Objectives for the Next Five Years

Strategic Objective #5: Promote Yaletown Businesses and Events

- Position Yaletown to take advantage of unique marketing opportunities before and after the 2010 Olympic Games.
- Continue to produce quality marketing materials such as the Yaletown Map and substantially increase distribution of key visitor publications through 2010 and beyond.
- Continue to produce business-building events such as Taste of Yaletown, Concierge Walk, and other community events.
- Negotiate co-op advertising rates for members in various media throughout the year.
- Significantly increase the reach of Yaletown using marketing materials, internet marketing, media relations and special events.
- Continue to develop and use the Yaletown BIA website to promote businesses, events and the community.

- Ensure Yaletown has a visible, effective and consistent security presence and meets all security needs that may arise from key events such as the 2010 Olympics and opening of the Canada Line.
- Strengthen partnerships and dialogue with the Vancouver Police Department and with other policing and security agencies in Yaletown.



Yaletown BIA Member Survey, June 2008.

Strategic Objective #6: Security

- Create and maintain a safe environment for Yaletown property owners, businesses and customers.
- Expand the successful Ambassador Program including services such as “safe walk” for late night staff and pedestrian and bike patrols.
- Continue to offer free “security audits” for all members to identify areas of concern and strengthen business security.



the YBIA is committed to protecting property values in Yaletown

75% of members report accessing or benefitting from the Yaletown Ambassadors Program

Yaletown BIA Member Survey, June 2008.

The Yaletown Business Improvement Association Is Up For Renewal

The Yaletown BIA has a five-year mandate from the City of Vancouver to work on behalf of our members. Our current term is up for renewal on March 31, 2009. We will soon be making a proposal to Vancouver City Council to renew the Yaletown BIA's mandate for a third five-year term (2009-2013). Before that time, the City requires the BIA to ask our membership for a new mandate. The 2008 AGM, to be held on September 24, 2008, is where members will vote on the renewal of the Yaletown BIA.

A June 2008 survey showed that 81% of our members support the Yaletown BIA renewing its mandate for another five-year term. With this strong vote of support the Yaletown BIA is ready to move forward with its objectives.

Funding Yaletown BIA Programs and Services

The Yaletown BIA is funded by a special municipal levy that is paid by all commercial properties in the designated 20-block Yaletown area. The City collects this BIA levy from property owners as part of their annual property taxes. For tenants, the levy is typically passed on through the rent. The City then turns 100% of the levy over to the Yaletown BIA to carry out programs and services. The money is managed by a volunteer board elected by our members and comprised of local business and property owners. Together with a modest staff, they work hard to leverage members' contributions, provide maximum return on investment and ensure that levy dollars are spent in the business district. Every year at the Annual General Meeting, Yaletown property owners and businesses review the YBIA plans for the year, revise them to meet current issues and approve the annual budget.

The Yaletown BIA's current levy is approximately \$.60 per \$1,000 of assessed property value or 2.08% of each member's total property tax. This makes the Yaletown BIA's levy the second lowest in the city though our BIA has the second highest number of contributing properties and the second highest total property value assessment base. This means that if a property is assessed at \$500,000 the property owner would contribute \$300 per year to the YBIA budget.

Proposed Budget 2009-2010

The Yaletown BIA's current levy budget is \$295,000 per year. The budget has not been increased in five years, even though costs such as our lease and events insurance have increased by more than 20%. Membership of the YBIA has also increased to over 900 businesses from less than 600 five years ago. Therefore, to meet the demands of our growing business community as well as the Canada Line and the 2010 Olympics, the Yaletown BIA will be going forward to the City with a proposal to increase our levy budget to \$531,002.61 or \$.74 per \$1,000 of assessed property value.

How is your business benefitting?

The BIA Board and staff thinks the BIA levy offers property owners and businesses excellent value. Following is a cost benefit analysis of the BIA service delivery for three current Yaletown businesses in 2008.

Business Type	Square Feet	Annual Levy	FTC* Savings	YBIA** Services	TOTAL BENEFITS
Restaurant	4000	\$539	\$4,560	\$7,908	\$12,076
Service	1108	\$141	\$1,263	\$7,903	\$9,030
Retail***	1500	\$1,049	\$1,710	\$7,908	\$8,680

* Fair Tax Coalition savings for 2008 year only.

** Additional general benefits created in each block through YBIA security, Clean Team, marketing and street beautification services.

*** This business owner is also the property owner.

The Yaletown Business Improvement Association Is Up For Renewal

BIA LEVY RATE COMPARISON

The following chart is a current comparison of the proposed Yaletown BIA levy to the levies of other comparable BIAs in Vancouver.

Business Improvement Area	Number of Properties	Total Assessed Value	BIA Levy as % of Total Property Tax	Levy Rate per \$1,000 Assessed Value
Commercial Drive	257	\$91,831,609	4.18%	\$1.20
Gastown	113	\$164,146,434	6.45%	\$1.85
Kerrisdale	146	\$149,235,367	5.72%	\$1.64
Mount Pleasant	185	\$123,829,395	4.78%	\$1.37
Robson Street	55	\$356,206,563	3.10%	\$0.89
South Granville	115	\$210,016,021	5.80%	\$1.67
Strathcona	445	\$221,734,931	3.93%	\$1.13
Yaletown*	536	\$716,458,337	3.54%	\$0.74

*using 2008 figures supplied by the City of Vancouver

To increase our budget, we will need the membership's support at the Annual General Meeting on September 24, 2008.

The Yaletown BIA will ask the membership to vote on three major issues:

1. Continuing the Yaletown BIA mandate to preserve, promote and enhance their interests and the Yaletown business district for another five-year term from 2009 to 2013 (BIA Renewal).
2. Adopting a budget of \$531,002.61 (3.54% of commercial property tax) for the 2009-2010 year to address increased demands arising from the Canada Line opening, and to continue our economic development, security, beautification and marketing initiatives.
3. Establishing a five-year budget cap of \$2,308,707. This means that the maximum the YBIA will be asking for over the next five years will not exceed this amount.

A New Mandate. An Exciting Future.

Following the AGM, the Yaletown BIA will present plans for the new mandate to the City of Vancouver. As a property and/or business owner the City will notify BIA members that a request has been made to renew the Yaletown BIA for another

five years and to adopt the budget and spending cap agreed to by the membership at the AGM. There will be an opportunity for letters of support or opposition before final approvals take place sometime in the new year.

The Yaletown BIA's future will be determined by the outcome of this important process, so the BIA encourages members to be informed and involved. With the members' support, the Yaletown BIA can set an exciting course for a new mandate, ensuring the Yaletown business district continues to be a vibrant, prosperous, world-class destination.

If you would like more information, please feel free to contact the:

YALETOWN BUSINESS IMPROVEMENT ASSOCIATION at:
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E-mail execdir@yaletowninfo.com
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The Yaletown Business Improvement Association

Many Accomplishments. Many Thanks.

The years of successes in Yaletown are due to the efforts and contributions of the volunteer Board of Directors, generous sponsors, hundreds of dedicated business owners and community friends.

"I have completed the (members) survey but nowhere to comment at the end. Just wanted to say that the board/committee is doing a great job and I appreciate how difficult it is!"

L. Cartwright, Point to Point Destinations

Regarding Yaletown going dumpster-free:

"It's been a very long time coming and want to thank you for seeing this through. Many people over the years tried and failed but it finally got through to City Hall. Again, many thanks to you, Gary and everyone else at the BIA who saw this project through! Now the hard work begins, but is made easier knowing that we see the light at the end of the tunnel (a clean, odorless tunnel at that!)" H. Thobani, Yaletown Dentistry

"I'd like to congratulate Yaletown BIA for hosting such a successful and memorable event (Yaletown Street Party), and wish the neighbourhood and all its businesses the best fortune in the coming year. Starlight Foundation sincerely hopes to maintain and strengthen this relationship with the Yaletown BIA, so that together we can assist every child affected by a serious illness to live the fulfilling life that he or she deserves, and make Yaletown the most outstanding neighbourhood in Vancouver." H. Yan,

Starlight Starbright Childrens Charity.

"Just wanted to drop you a note to tell you how much we enjoyed the movie night last night at David Lam Park. It was an incredible experience and was a great way to enjoy the summer evening – and get people out-and-about in Yaletown, enjoying all of the amenities and services this neighbourhood has to offer. More please!!!" S. Bocska, Outdoor Movie Night movie goer, via email

Yaletown Business Improvement Association

Directors 1999 - 2008

Andrew Altow	John Hunt
Brian Carroll	Katarina Jestadt
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Daniel Craig	Neil Wyles
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