UNA UNIVERSITY NEIGHBOURHOODS ASSOCIATION

UNA BOARD OF DIRECTORS MEETING
Open Session

Tuesday, April 15, 2025 | 5:30 p.m.
Wesbrook Community Centre, Social Room

AGENDA

A. CALL TO ORDER

B. APPROVAL OF AGENDA

1. **Motion**: *THAT the Board approve the April 15, 2025 open session agenda, as circulated.* 1

C. APPROVAL OF MINUTES

1. **Motion:** *THAT the Board approve the March 18, 2025 open session meeting minutes, as circulated.* 5

D. DELEGATIONS

None.

E. EXTERNAL REPORTS & PRESENTATIONS

1. Overview of Neighbours Fund Finances Presentation – Chris Fay, Director of Strategic Policy, UBC Campus & Community Planning; Kamilah Charters-Gabanek, Policy Analyst, UBC Campus & Community Planning 9
2. UBC Campus and Community Planning Monthly Report – Carole Jolly, Director of Community Development and Transportation, UBC Campus & Community Planning 21
3. Electoral Area A Director Monthly Report – Jen McCutcheon, Electoral Area A Director

F. REPORTS

1. April 2025 Management Report 26

   Report Sections:

   - Chief Administrative Officer Report 26
   - Communications Report 27
   - Recreation Report 28
   - Operations & Sustainability Report 39
   - Finance Report 41
2. FY2024/25 Q4 Staff Work Plan Report – Paul Thorkelsson, Chief Administrative Officer 43

Relevant Attachment:

- 2025-25 UNA Staff Work Plan – Q4 Update 45

3. New UNA Main Office Space Lease Report – Wegland Sit, Operations Manager 55

Recommendation:

THAT the Board direct staff to finalize negotiations with UBC Properties Trust on a lease for a new space for the UNA Main Office, based on the proposed lease arrangement as described in the report.

AND THAT direct staff to retain a consultant to assist with the renovation design and budget of the new UNA Main Office space.

4. Main Mall Greenway Landscape Project Public Engagement Report – Wegland Sit, Operations Manager 64

Relevant Attachment:

- UNA Main Mall Greenway Public Engagement Plan 69

Recommendation:

THAT the Board direct staff to conduct public engagement on the Main Mall Greenway Landscape Project, as described in the project's public engagement plan.

5. FY2024/25 Community Amenity Charges Report – Paul Thorkelsson, Chief Administrative Officer 81

Relevant Attachment:

- 2025-2025 Community Amenity Charges Revenue and Expenditures – Letter Dated April 1, 2025 83

6. Finance & Audit Committee Report

a. FY2024/25 UNA Financial Audit Plan Report – Athena Koon, Finance Manager 92

b. FY2024/25 UNA Capital Reserve Annual Transfer Report – Athena Koon, Finance Manager 96

Relevant Attachment:

- UNA Capital Reserve Board Policy (#05-14) 98

Recommendation:

THAT the Board approve a transfer to the UNA Capital Reserve equal to the amount of the amortization of capital assets for FY2024/25 minus the amortization of the deferred capital contributions.

7. Governance & Human Resources Committee Report

   a. UNA Video Surveillance Board Policy Report – Chris Hakim, Corporate Services Specialist 101

   Relevant Attachments:

   - UNA Video Surveillance Board Policy (#01-10) – April 2025 Draft Revision 104
   - UNA Video Surveillance Board Policy (#01-10) – October 2015 107
   - UNA Video Surveillance – Old Barn Community Centre Board Policy (#01-11) – September 2016 111

   Recommendation:

   THAT the Board approve the proposed revisions to the Video Surveillance Board Policy (#01-10), as circulated.

   AND THAT the Board repeal the Video Surveillance – Old Barn Community Centre Board Policy (#01-11).

8. Land Use Advisory Committee Report

   a. UNA Community-Led Urban Planning and Design Charrette – Director Kerns

   Recommendation:

   THAT the Board approve the UNA leading a series of urban design community-led workshops for future neighbourhood planning.

9. Community Engagement Advisory Committee Report – Director Li

   a. November 22, 2023 Approved Meeting Minutes 115

   b. December 11, 2023 Approved Meeting Minutes 117

G. UNFINISHED BUSINESS

None.

H. NEW BUSINESS

1. Election of UNA Chair – Director Wiebe

   Recommendation:

   THAT the Board confirm the election of Eagle Glassheim as Chair until the earlier of the election of a successor or the time at which he ceases to be a director.

2. Letter to Vancouver School Board Regarding the Wesbrook Place Neighbourhood Plan – Director Bourgeois

I. ADJOURNMENT

Recommendation:

THAT the Board adjourn into a closed session to discuss matters related to discussions and dealings with other entities or individuals where disclosure of the information being discussed could be harmful to the UNA's interests; the appointment of individuals other than Directors to, or removal from, a committee, working group, or other body; and the approval of minutes for a closed session or restricted closed session of a Board meeting.

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

UNA BOARD OF DIRECTORS MEETING
Open Session

Tuesday, March 18, 2025
Wesbrook Community Centre

MINUTES

PRESENT:
Eagle Glassheim – Chair
Evan Luo – Secretary
Jake Wiebe
Michael Kerns
Ronald Bourgeois
Sandy Song
Yanbo (Paul) Li

STAFF:
Paul Thorkelsson – Chief Administrative Officer
Athena Koon – Finance Manager
Chris Hakim – Corporate Services Specialist
Dave Gillis – Recreation Manager
Emmanuel Samoglou – Social Media Specialist
Glenda Ollero – Communications Manager
Wegland Sit – Operations Manager

GUESTS:
Chuck Lan – RCMP University Detachment Commander, RCMP
Emma Luker – Planner, Engagement and Sustainability, UBC Campus & Community Planning
Joanne Proft – Associate Director, Campus Design, UBC Campus & Community Planning
Richard Findlay – Consultant, Richard Findlay Landscaping Architect Inc.

A. CALL TO ORDER

The University Neighbourhoods Association (UNA) Board meeting's open session was called to order at 5:30 p.m.

The Chair acknowledged that the UNA is situated on and that the meeting was being held on the traditional and unceded territories of the Musqueam people.

No conflicts of interest in relation to any items on the open session meeting agenda were declared.

B. APPROVAL OF AGENDA

MOVED by the Chair

SECONDED by Director Bourgeois

THAT the Board approve the March 18, 2025 open session agenda, as circulated.

CARRIED

C. APPROVAL OF MINUTES

MOVED by the Chair

SECONDED by Director Wiebe

THAT the Board approve the February 18, 2025 open session meeting minutes, as circulated.

CARRIED

D. DELEGATIONS

None.

E. EXTERNAL REPORTS & PRESENTATIONS

1. Quarterly RCMP Police Report

   Chuck Lan, RCMP University Detachment Commander, provided a presentation, followed by questions and comments from the Board.

2. UBC Wesbrook Place Neighbourhood Plan Update Phase 2 Presentation

   Joanne Proft, UBC Associate Director, and Emma Luker, UBC Planner, provided a presentation, followed by questions and comments from the Board.

3. UBC Campus and Community Planning Report

   The report contained in the meeting package was presented. No questions followed.

4. Electoral Area A Monthly Report

   A report was not presented this meeting. No questions followed.

F. REPORTS

1. March 2025 Management Report

   The Management team presented their respective reports contained in the meeting package, followed by questions and comments from the Board.

2. UNA Dog Park Revised Design Report

   The Operations Manager presented the report contained in the meeting package, followed by questions and comments from and discussion amongst the Board.

   Prior to this meeting, the Operations Manager noted in an email to the Board that the UNA has been working with Metro Vancouver to ensure that the dog park project meets the funding criteria for the Community Works Fund. In addition, UBC has confirmed that if the project is approved to receive funding from the Community Works Fund, UBC will provide the UNA with bridge financing for the project until the UNA actually receives the funds from the Community Works Fund.

MOVED by the Chair

SECONDED by Director Bourgeois

THAT the Board approve the revised dog park design and project budget, as circulated.

AND THAT the Board direct staff to apply for supplemental funding for the construction of the dog park from the Community Works Fund.

CARRIED

* * * *

The Board recessed at 7:06 p.m. and reconvened at 7:26 p.m.

* * * *

3. Governance & Human Resources Committee Report

   a. UNA 2025-2028 Strategic Plan Report

   The Chief Administrative Officer presented the report contained in the meeting package, followed by questions and comments from and discussion amongst the Board.

   MOVED by the Chair

   SECONDED by Director Wiebe

   THAT the Board approve the development of the UNA 2025-2028 Strategic Plan, as recommended in the report and accompanying proposal.

   CARRIED

4. Land Use Advisory Committee Update

   a. UNA Community-Led Urban Planning and Design Charrette

   Director Kerns presented a verbal report, followed by discussion amongst the Board.

   MOVED by Director Kerns

   SECONDED by Director Song

   THAT the Board direct the Land Use Advisory Committee to draft a letter for the Board's approval asking UBC Properties Trust and UBC to organize a community-led design charrette for the design issues related to street-scapes, park-scapes, and the neighbourhoods.

   CARRIED

G. UNFINISHED BUSINESS

None.

H. NEW BUSINESS

1. Board Remuneration and Expenses Discussion

   Director Bourgeois provided background on the item, followed by discussion amongst the Board. Director Bourgeois noted that any decision concerning the remuneration of directors would have to be considered by the UNA Society Members at a general meeting.

2. Procurement of Consumables by the UNA Discussion

   Director Bourgeois provided background on the item, followed by a comment from the Board. Director Bourgeois noted that staff is drafting a procurement policy for the Finance & Audit Committee and the Board to consider.

3. Community Engagement Discussion

   Director Bourgeois provided background on the item, followed by questions from and discussion amongst the Board.

4. *The Campus Resident* Article on Pedestrian-Friendly Public Square Discussion

   Director Bourgeois provided background on the item, followed by a discussion amongst the Board.

I. ADJOURNMENT

MOVED by the Chair

SECONDED by Director Bourgeois

THAT the Board adjourn into a closed session to discuss the appointment of individuals other than Directors to, or removal from, a committee, working group, or other body; and the approval of minutes for a closed session or restricted closed session of a Board meeting.

CARRIED

The meeting adjourned into a closed session at 8:01 p.m.

* * * *

UNA Financial Overview

Campus + Community Planning

April 2025

Agenda

1. Neighbours' Agreement
2. Neighbours' Fund
   - Revenue and Expenses
   - How Money Moves
3. Neighbourhood Leases
   - Taxes (Province of BC)
   - Services Levy (UBC)
   - Key Issues
4. Conclusions

Neighbours' Agreement

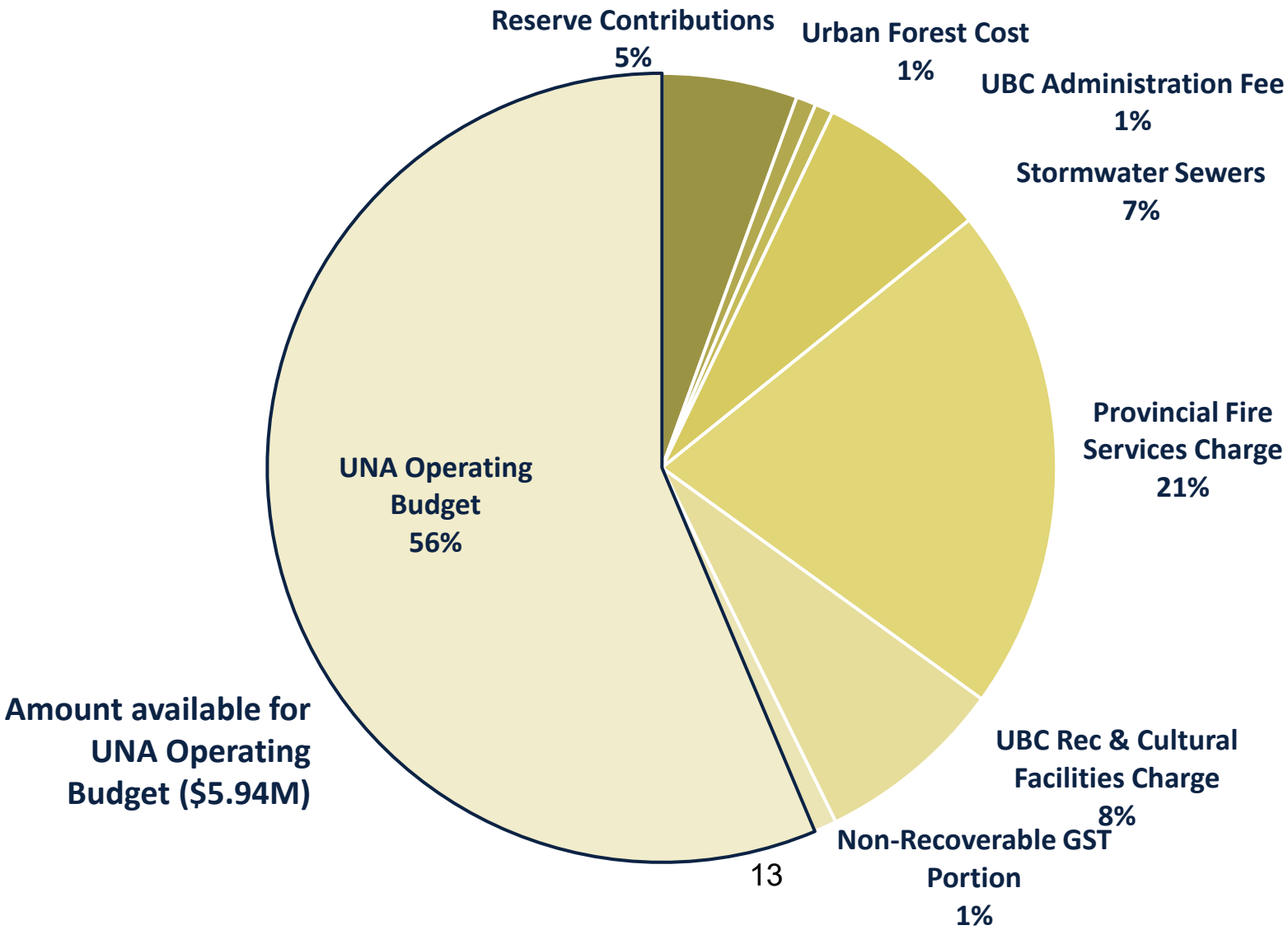
- UNA created in 2002 to represent campus residents & provide municipal services and facilities on behalf of UBC in campus neighbourhoods
- Responsibilities and funding set out in UBC-UNA Neighbours Agreement—created in 2002 and amended in 2008, 2015, 2020 and 2024
- Majority of UNA funding comes from the Services Levy, similar to local property tax
- Neighbourhood leases set out specific servicing and levy requirements

Service Delivery Context

UBC	UNA	Province of BC	Regional Organizations	Utilities

• Land use planning, dev't approvals
• Municipal services on campus, including water, sewer (campus-wide), electricity, district energy, waste
• Campus parking, roads
• Recreation, athletics
• Child care on academic land
	• Delivers neighbourhood services on UBC's behalf under contract:
	  • Landscaping
	  • Child care
	  • Community centres, recreation
	  • Parking, roads
	  • Maintenance
	  • Infrastructure reserves
	  • Waste management
		• Land Use Plan approval
		• Fire (via City of Vancouver), police (via RCMP)
		• Health services (hospital, ambulance)
		• Regional roads (Marine, Wesbrook, 16th Ave)
		• Administer neighbouring jurisdiction of University Endowment Lands
			• Metro Vancouver:
			  • water, sewer service to campus
			  • Pacific Spirit Park,
			  • liquor licensing,
			  • emergency management
			• TransLink: transit
			• Vancouver School District
				• BC Hydro: electricity
				• Fortis: natural gas
				• Corix: neighbourhood district energy

Neighbours' Fund: Allocation 25/26 ($10.6M)



Neighbours' Fund: How the Money Moves

Leaseholders pay: **Services Levy & GMSL**

↓

Neighbours' Fund* **held by UBC**

↓

Expenses:

- **UNA Budget**
- **Reserves**
- **UBC Fees** (fire services, urban forests, etc)

**Neighbours Fund is subject to an annual third party external audit & reported to UNA Board*

Neighbourhood Leases

- UBC leaseholders pay property taxes to the Province and Other Taxing Authorities & Services Levy to UBC

- Under leases, the taxes plus Services Levy <u>must equal City of Vancouver tax rate</u>

Rural Property Tax	Province of BC for property not in a municipality
School Tax	Vancouver School Board for school services
Police Tax	Province of BC for policing areas in a municipality
TransLink Tax	TransLink for public transportation
Metro Vancouver Tax	Metro Vancouver Regional District for general operations, Electoral Area A services
BC Assessment Authority	BC Assessment Authority operations
Municipal Finance Authority	Municipal Finance Authority operations

Services Levy: Collected by UBC

- Services Levy
  - Like the municipal portion of property tax
  - Called a ‘levy’ rather than a tax because UBC is not a municipality
  - Collected by UBC annually and deposited in the Neighbours’ Fund: funds the UNA’s Operating Budget, reserves & other services

- Services Levy rate and revenue determined by:
  - City of Vancouver tax rate & Rural Tax rate
  - Changes in existing assessed property values
  - New assessed property value from growth

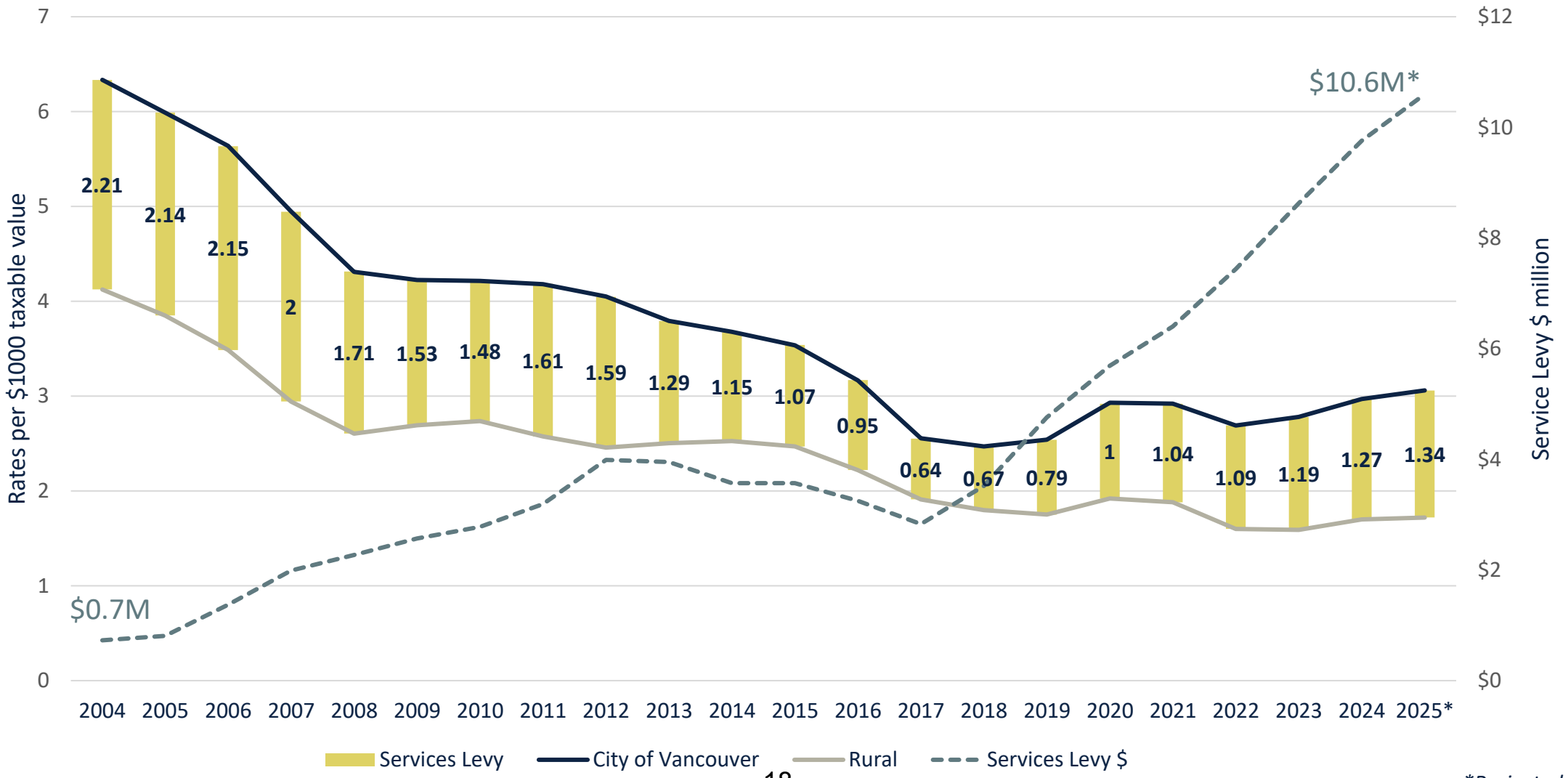
Tax Rates: 2024

- As per leases, total UBC Neighbourhood rate <u>must be equal to CoV total rate</u>

Rates	City of Vancouver	UBC Neighbourhoods
General Purpose Tax Levy / Rural Tax*	1.73578	0.36000*
School Tax	0.87187	0.87060
TransLink	0.27069	0.27030
BC Assessment Authority	0.03475	0.03470
Municipal Finance Authority	0.00020	0.00020
Metro Vancouver	0.05489	0.09397
Police Tax*		0.07310
Services Levy*		1.26531
Total	**2.96818**	**2.96818**

**Specific to UBC as it is not located in a municipality*

Services Levy Rates & Revenue (2004-2025)



*Projected

Conclusions

- Services Levy revenue is approximately 40% of the typical UNA resident's total property tax bill
- UBC and the UNA have no control over the amount of Services Levy revenue
- A municipal government would typically decide what it wanted to fund, then adjust property taxes to raise enough revenue
- The UNA budget is the opposite: expenses need to meet Neighbours Agreement commitments and UNA Board priorities within the available revenue

THE UNIVERSITY OF BRITISH COLUMBIA

Campus + Community Planning

Memorandum

To: UNA Board

From: Simmi Puri, Communications Manager, Campus + Community Planning

Date: April 15, 2025

Subject: Monthly Update from Campus and Community Planning

Film & Events Notification

April

- Friday, April 18th. **Good Friday**. University closed
- Monday, April 21st. **Easter Sunday.** University closed

May

- Sunday, May 4th from 8:30am to 12noon. **BMO Marathon.** Road closures will be in place. For details see https://bmovanmarathon.ca/detours
- Monday, May 12th to Thursday, June 19th. **Summer session term 1**
- Monday, May 19th. **Victoria Day.** University closed
- Wednesday, May 21st to Friday, May 23rd, and Monday, May 26th to Friday, May 30th daily from 8am to 5pm. **Spring Congregation** on Main Mall from Crescent Road to Memorial Road. Crescent Road will be closed from East Mall to west side of University Centre Lot. Intermittent traffic control on East Mall from Memorial Road to Crescent Road. Ceremonies to be held inside the Chan Centre. For details, see https://planning.ubc.ca/event/ubc-spring-congregation. Graduation schedule can be found at https://graduation.ubc.ca/schedule/

Wesbrook Place Neighbourhood Plan Update Process

The process to update the Wesbrook Place Neighbourhood Plan is nearly complete. Community feedback and significant technical work has been incorporated into **a draft update to the Wesbrook Place Neighbourhood Plan document, which was made available for community review and comment from March 24 until April 6.**

The full draft document includes further details on the key elements of the draft plan presented to the community in February. It also incorporates refinements resulting from community input and technical analysis and testing.

The document included tracked changes to the original neighbourhood plan, reflecting key updated policies and other minor changes, as well as a new Appendix B, which addresses Wesbrook Place South specifically.

Engagement
This last phase of engagement was an opportunity for people to see and comment on the culmination of the past six months of engagement, planning and technical work. It builds upon two previous phases of engagement, which have included more than 1,500 touchpoints with community members, and targeted engagement with the UNA Board and others:

- **Preliminary Directions (October 29 – November 15, 2024):** Four preliminary directions were presented to the community for feedback focused on additional housing, parks, retail / amenities, and improved transportation network.
- **Key Elements of the Draft Plan (February 4 - 26, 2025):** Building on the preliminary directions, key elements of the draft plan were presented to the community for feedback.

Campus and Community Planning heard a wide range of feedback across the two engagement phases. This feedback was considered alongside technical analysis in the development of the updated neighbourhood plan and will be documented and reported to the UBC Board of Governors in a detailed engagement summary report. This report will also be shared publicly.

The time and energy UNA staff and the UNA Board have devoted to this process is appreciated, including the recent correspondence sent to the UBC Board of Governors. Michael White, AVP of Campus and Community Planning, responded to the letter, addressing the thoughtful comments raised by the UNA Board, which have been taken into consideration and will also be documented and reported to the UBC Board in the engagement summary.

Next Steps
Feedback on the draft document and further technical analysis and design work will inform refinements to the draft update. The final draft plan and a full engagement summary report will then be shared with the Board of Governors in June 2025 for consideration.

Learn more about the Wesbrook Place South planning process and review and comment on the draft update: https://planning.ubc.ca/wesbrook-update

REAP 4.0 Public Review

UBC is currently undergoing a process to update the existing Residential Environmental Assessment Program (REAP) to align with UBC's current sustainability policies and help meet the climate mitigation and adaptation targets of the Neighbourhood Climate Action Plan. This includes a reduction in operational emissions and embodied carbon for all new buildings in UBC's neighbourhoods.

The proposed updates to REAP were posted on the Campus and Community Planning website on March 24th and will be available for public review and comment until April 24th.

Some of the proposed updates to REAP include adding the following requirements:

- Reduce Greenhouse gas intensity target to the lowest level of BC Zero Carbon Step Code
- Eliminate gas fireplaces in all buildings
- Provide electric vehicle charging infrastructure for commercial parking
- Reduce energy used for cooling
- Reduce embodied carbon by 10% using standardized methodology and incentives to reduce embodied carbon further
- Ensure alignment with UBC's Integrated Rainwater Management Plan
- Design to reduce risks to buildings from wildfires

To learn more about REAP, the proposed updates and to provide feedback, visit the Campus and Community Planning website.

Development Update

- SLP25013 was issued to Badger Earthworks on March 27th for the installation of collapsible bollards at the Fire Lane at Georgia Point and Oakwood residential buildings in Wesbrook Place.
- SLP25008 was issued to Corix on March 6th to permit a District Energy System connection to Wordsworth, Lot 6, in Wesbrook Place.
- SLP25015 was received on March 17th from Campus and Community Planning for Mobi bike-share stations in various locations on campus including one 16 dock location on the south side of the street at 5600 Hampton Place.
- SLP21037-2 was received from UBC Properties Trust on April 1st to relocate a tree at the location of an EV charging station on Wesbrook Mall south of Gray Avenue.

Charged and Ready Project

BC Hydro, in partnership with Metro Vancouver and some BC municipalities, has launched a project to better understand the experience of residents in new residential buildings that are subject to EV-Ready requirements (EV-Ready requirements ensure parking stalls have the power supply necessary to allow EV charging).

UBC instituted EV-Ready requirements for neighbourhood construction in 2018 and will be participating in the BC Hydro project. The project will survey owners and residents of buildings constructed under EV Ready requirements. UNA residents of qualifying buildings will receive a mailout invitation to participate in the survey. The findings will be developed into a final report with recommendations published later this year.

Community Update

New cycle of Inspiring Community Grants now available!
Have a great idea for a community building initiative? Need some funds to make it happen? Apply for an Inspiring Community Grant and you could receive up to $500 towards your project. www.inspired.ubc.ca/communitygrants.

Check out last year's outstanding projects for a little bit of inspiration!
www.inspired.ubc.ca/grant/2024

Inspired at the Chan concerts coming up April 13 and May 4

Inspired at the Chan is a kid-friendly concert series offered in collaboration between UBC Inspired and the Chan Centre for Performing Arts. We have two great concerts coming up, with a limited number of free tickets available for UNA residents. Use promo code INSP-WELCOME24-25 (code will no longer work once free tickets have been claimed).

April 13: Story-Telling & Métis Jigging with Viper Central
May 4: Carnival of the Animals Reimagined

For more information, or tickets, visit the Chan Centre website.

Culture Club presents Wool Weaving April 27

MOA and UBC Inspired have partnered on Culture Club, a monthly drop-in program for families on the last Sunday of the month. Enjoy engaging art-making activities (wool weaving on April 27), get creative and connect with MOA's diverse collections and exhibitions. Free with admission to MOA. Learn more at: https://moa.ubc.ca/event/culture-club-at-moa/

Thanks for helping us take over UBC!

A huge thanks to all the UNA residents who celebrated Family Day weekend with us at Kids Take Over UBC! Check out this great compilation video of all the fun, courtesy of our Community Engagement Crew: www.inspired.ubc.ca/kidstakeoverubc/

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

UNA BOARD MEETING
OPEN SESSION

Report Date: April 7, 2025

Meeting Date: April 15, 2025

From: Paul Thorkelsson, Chief Administrative Officer

Subject: April 2025 Management Report

Background

The April 2025 Management Report is presented for information.

Decision Requested

For information.

Discussion

CHIEF ADMINISTRATIVE OFFICER

Some of the key areas that I worked on include the following:

Board Relations

- Attended the March 2025 Land Use Advisory Committee meeting (via proxy), and the April 2025 Finance & Audit Committee and Governance & Human Resources meetings.
- Continued the weekly meeting schedule with the UNA Chair.
- Continued individual one-on-one meetings with Board members.
- Supported organization of the Board's strategic plan review with external consultants, including undertaking community survey work to inform the plan's development process.

Operations

- Continued support and participation in Quarterly Senior UBC Campus and Community Planning, Properties Trust and UNA Staff meetings, providing updates on UNA matters.
- Supported planning and negotiations related to the UNA Administration Office's relocation.

Finance

- Supported preparation of FY2024/25 year-end and implementation of the approved FY2025/26 budget.
- Supported ongoing year-end purchase approvals while out of office on vacation leave.

Programs and Services

- Supported development, UNA licensing and engagement of YMCA operator of childcare facility in BC Research Park (BCR) 5/6 development site.
- Attended University Sport and Recreation Committee Meeting (USRC), confirmed UNA member access to new facility and implications of additional recreation capacity on Campus.

Human Resources

- Supported the implementation process for the UNA HR management (HRM) system.
- Began implementation of Board approved wage and salary bands for UNA employees for FY2025/26.

Community Relations

- Established communication and initial meeting with MLA Eby's constituency support staff. Discussed areas of importance for the UNA particularly future provincial changes to parking regulation framework for the UNA neighbourhoods.
- Attended USRC meeting, received update on progress of UBC Recreation North facility and timing of facility completion and operation and update of major sports events on Campus – Basketball National Championships.

COMMUNICATIONS

UNA Website

- **Drop-in Calendar Launch**
  A new drop-in calendar that is integrated with Xplor has been created for the UNA website. The calendar was designed to automatically update and reflect (in real time) drop-in programs. The calendar was launched on the website on Monday, March 24, with a wider public announcement on March 28, 2025. You can view the calendar by visiting: myuna.ca/drop-in.

- **Expanded Top Section of the UNA Website Front Page**
  The Communications Team continues its work improving the website's front page "latest news" section to include more items as well as introducing a new "highlights"

section that will feature ongoing initiatives and important Association business in a prominent and easy-to-access area. Testing has started and we are working with our web design team to fine-tune the layout of the page.

The Campus Resident
The Campus Resident is now publishing monthly. Its latest issue was published in print and online on April 3, 2025. To read the April issue, you can pick up a copy at the Wesbrook Community Centre or the Old Barn Community Centre, or read online at thecampusresident.ca.

CEAC Support
The Communications Manager served as staff support for the Community Engagement Advisory Committee (CEAC) who held their orientation on March 31, followed by their first meeting on April 7, 2025. The AMS has appointed Solomon Yi Kieran (External VP) to the committee. The committee has approved a meeting schedule and has published it on the UNA website. Minutes to their first meeting will be reviewed by the CEAC in their next meeting and submitted to the Board in May.

Others:

- Recruitment/interviews for part-time Social Media Specialist is ongoing and projected to be concluded by mid-late April.
- Assisted Recreation Team in interviewing candidates for Events Coordinator recruitment.
- Delivered a workshop with the Youth Coordinator to deliver to members of the Youth Leadership Group to help them with graphic design principles and provide information on how to create effective promotional materials for their youth leadership programs.
- Finished all updates to the *UNA Guidebook* (online and print). Hard copies are available at both community centres.
- Supported Recreation staff in creating a survey for senior programming.
- Continued promotions for the UNA Card.
- Coordinated with UBC on events, roadworks, traffic updates and facility closures that affect resident of UNA areas.
- Continuing with roll out of promotional materials for Spring/Summer recreation programs.

RECREATION

The fiscal year-end marks a moment for the Recreation department to review and evaluate our successes and challenges of the past fiscal year. Our focus continues to be to equip staff with the appropriate knowledge and training, and provide excellent

professional customer service. We have also been researching the potential impact of artificial intelligence on recreation services.

Some departmental highlights to report are:

- We have successfully registered 500+ UNA Volunteers.
- The Spring Art Fair had 500+ attendees and 100+ participants highlighting our various cultural programs.
- Successful violence prevention training for front line staff.
- The Seniors' Open House was a success with nearly 100 attendees.
- We held a volunteer conference at the Old Barn Community Centre with over 70 participants from the UNA and MVRD. The event allowed the UNA to promote its recreation services and space available for rent.

FRONT DESK SERVICE AND FACILITIES REPORT

Wesbrook and Old Barn Community Centre General Services *(March 1 -31)*

	MAR 2023	MAR 2024	MAR 2025
New Clients – Enrolled in the UNA registration system for the first timed	664	600	623
Parking Permit Issued (Resident and Visitor parking)	8	12	58
Programs and Events Registration at Front Desk	254	942	900
Sports Drop in	114	747	1005
Open Gym	398	449	257

UNA Card & Registration *(March 1-31)*

	MAR 2023	MAR 2024	MAR 2025
New Clients	664	600	623
UNA Discount Enrollment/Renewal	288	346	347
UBC/UTown Discount Enrollment	83	81	86

Parking Services

Issued UNA Parking Permits *(March1- 31)*

	Resident Parking Permit	Visitor Parking Permit	Day Pass	Total / Neighborhood

Wesbrook	15	16	10	41
Hampton	3	3	0	6
Hawthorn	13	8	11	32
Total	**31**	**27**	**21**	**79**

Customer Service – *(March 1 -31) 2025*

Method	Received	Resolved	Average Resolution time	Unresolved
Verbal	1	Initial Feedback provided (FD)	Varies	Follow-up required at other levels.
Online (Zoho)	146 tickets (Recreation Department)	160 closed (for Feb and March)	1 day	Ongoing conversation and follow up required.
External (UBC)	0	0	0	0

Parking Refunds

As of March 31, all parking refunds were completed. Both the online and in-person process went smoothly. Close to 600 refunds were processed by the front desk team.

PROGRAMMING REPORT

Registration Updates – *(Mar 1-31)*

	Winter 2024	**Winter 2025 as of Mar 31, 2025**
Programs offered	264	280
Registered participants	2042	2056
Waitlist	255	283
Withdrawals	160	163

Category	Winter 2024	Winter 2025 as of Mar 31, 2025
Physical Activity	$94,695.83	$115,759.70
Arts	$40,300.02	$44,276.38
Music	$19,605.00	$29,924.50
Education	$28,874.93	$26,888.45
Camps	$18,184.60	$22,362.40
Events	$0	$860.00
TOTAL	**$201,660.38**	**$240,071.43**

	Spring/Summer 2024	Spring/Summer 2025 as of Mar 28
Programs offered	450	423
Registered participants	3153	1330
Waitlist	387	151
Withdrawals	310	23

Category	Spring/Summer 2024	Spring/Summer 2025 as of Mar 28
Physical Activity	$125,108.24	$83,828.05
Arts	$57,673.94	$33,356.70
Music	$29,805.05	$35,024.00
Education	$31,977.73	$20,175.50
Social	$0	$0
Camps	$111,083.6	$25,250.35
Events	$854.00	$535.00
TOTAL	**$356,522.56**	**$198,169.60**

Programming Highlights

- Spring Program Highlights
    - New Education program: Cantonese for Kids – Responding to community demand for additional languages and cultural connections.

- New Art Program: Traditional Chinese Painting – offering additional visual art class for adults.
- Return of math programming with Math4Kids.
- Seniors Pickleball full program starting.
- Lunchtime youth basketball program starting to engage Uhill youth during their lunch breaks that are often spent in WCC lobby.

COMMUNITY ENGAGEMENT REPORT

Newcomer Support Programs

- The UBC Asian Centre Tour was a success with 20 participants. Participants enthusiastically explored key landmarks, including the Main Mall and the Asian Centre. Through the tour, we were learning about the benefits of UNA membership to have free access to all UBC libraries. Additionally, a UBC librarian shared fascinating insights about the unique design and history of the Asian Centre's roof.
- The UNA held a successful Tax Filing 101 workshop in English, attended by 30 participants. Our volunteer expert provided a clear, step-by-step guide on tax filing, following last month's Chinese-language session. This bilingual approach expands accessibility, supporting our community's financial literacy.
- An induction session on Different Types of Academic Competitions for Secondary Students was conducted, attended by 20 parents. The session sparked a lively discussion, particularly engaging newcomer parents, who expressed enthusiasm and appreciation for the insights shared.
- We concluded the Winter 2025 season of our Newcomer Support Programs, successfully hosting 9 sessions with around 220 newcomers participating. The engagement reflects strong interest and the program's positive impact on integrating newcomer families.

Volunteers

- Over the past year, we have doubled our adult volunteer pool to 500 at the third week of March, reflecting strong community engagement and enthusiasm for our mission. This growth demonstrates that people are drawn to our vibrant work and are eager to contribute their time and energy.

Youth Engagement – UBC Inspired

- All 9 youth-run programs wrapped up the week of March 9 for the Winter Term. All programs will return for the Spring Term except for Youth Craft Club, which will be replaced with Youth Open Studios inviting youth to create and continue art projects

as well as making art for seniors in the community. We will also begin two new youth-run programs: Lunchtime Youth Basketball and Youth Flag Football.

- Winter Program Highlights:
    - Youth Craft Club participants diligently worked together during the Fall and Winter Terms to create various craft items sold at the Spring Art Fair on Saturday, March 15. Participants created unique buttons, magnets, and clay pieces.
    - Youth Leadership: Youth Leaders have been working together to plan their final event in June for the community. Ideas are brewing and will be presented soon. In addition, Leaders were treated to complimentary tickets to the Men's Semi-Finals Baksetball Championship Game at Thunderbird on Friday, March 14.

Connected Communities – UBC Inspired

- ***Social Program Highlight:*** Tess Prendergast, our dedicated Babytime Volunteer Leader, and her student volunteer team are taking a break until September when the UBC Fall term begins. Three parents reached out to the CCC, expressing how much they love the program and the supportive community it has created. They inquired if there was any way to keep the program running in Tess's absence. To ensure Babytime continues, these parents have now joined as official UNA volunteers and will be leading the program for the Spring and Summer sessions until Tess returns!

FITNESS REPORT

UNA Fitness Centre Attendance

Wesbrook Monthly Totals	5213	Old Barn Monthly Totals	833
Sunday Total	684	Sunday Total	109
Monday total	924	Monday total	170
Tuesday total	780	Tuesday total	116
Wednesday Total	717	Wednesday Total	121
Thursday total	658	Thursday total	102
Friday Total	702	Friday Total	110
Saturday total	748	Saturday total	105

Wesbrook Community Centre - Membership Revenue – March 1-31st 2025

Pass	Youth	Youth Revenue	Resident	Resident Revenue	Non-Resident	Non-Resident Revenue	Total #	Total $
10 Punch Pass	16	$609.60	80	$3,809.60	31	$1,771.34	127	$ 6,190.54
1 Month Pass	20	$762.00	102	$4,857.24	14	$799.96	136	$ 6,419.20
3 Month Pass	2	$0.00	40	$4,571.60	6	$714.30	48	$ 5,285.90
6 Month Pass	2	$0.00	4	$838.08	1	$0.00	7	$ 838.08
Year Pass	0	$0.00	5	$1,904.75	0	$0.00	5	$ 1,904.75
Total	40	$ 1,371.60	231	$ 15,981.27	52	$ 3,285.60	323	$ 20,638.47

Old Barn Community Centre - Membership Revenue – March 1-31st 2025

Pass	Youth	Youth Revenue	Resident	Resident Revenue	Non-Resident	Non-Resident Revenue	Total #	Total $

10 Punch Pass	22	$ 47.6	31	$885.67	5	$ 190.50	389	$ 1,123.7
1 Month Pass	11	$ 23.8	17	$485.69	2	$ 76.20	200	$ 585.7
3 Month Pass	0	$ -	2	$152.38	0	$ -	28	$ 152.3
6 Month Pass	0	$ -	2	$285.72	1	$ 190.48	30	$ 476.2
Year Pass	0	$ -	0	$0.00	0	$ -	0	$ -
Total	33	$ 71.4	52	$ 1,809.46	8	$ 457.18	637	$ 2,338.0

March 2024 & March 2025 Membership & Revenue Comparisons

Month & Year	10 Punch Pass	1 month Pass	3 month pass	6 month pass	1 year pass	TOTALS	DIFFERENCE IN YEARS
March 2024 Purchases	127	145	38	9	8	327	+ 59
March 2025 Purchases	165	156	50	10	5	386	
March 2024 Revenue	$ 5,804.85	$ 6,504.92	$ 4,333.47	$ 1,600.00	$ 2,809.52	$ 21,052.76	+$1923.78
March 2025 Revenue	$ 7,314.33	$ 7,004.90	$ 5,438.28	$ 1,314.28	$ 1,904.75	$ 22,976.54	

EVENTS REPORT

Upcoming Events

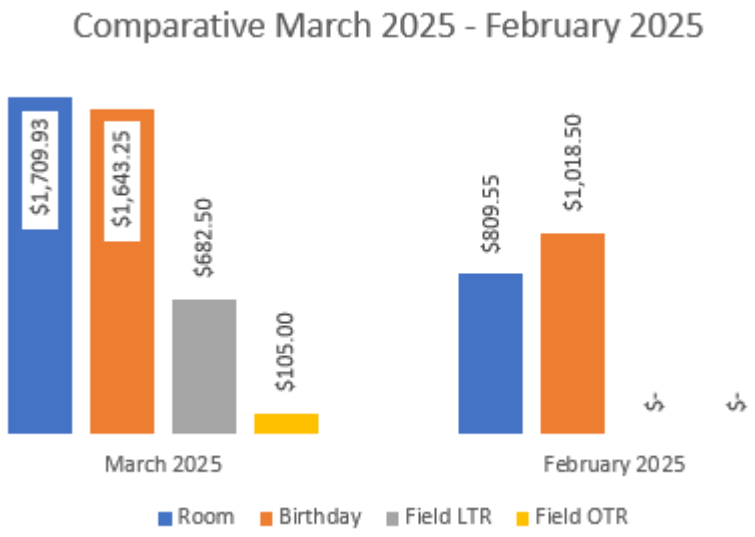
- Lego Building Pop-Up- April 10 from 3:00pm-5:00pm at WCC
- Easter - April 19 from 9:30am-11:30am at OBCC
- All Our Fathers' Relations Community Screening for Asian Heritage Month- May 23 from 6:00pm-7:15pm at WCC
- Youth Event - June 7 Time TBD
- Volunteer Appreciation
    - June 21 | 10am-12pm @ WCC (adults)
    - June 21 | 12:30-2:30pm @ WCC (youth)
- Indigenous Peoples Day: Haida & Squamish Stories by Kung Jaadee - June 21 @OBCC from 1:00pm-2:00pm
- Canada Day - July 1, 11am-2pm, WCC

BOOKINGS REPORT

Bookings Report

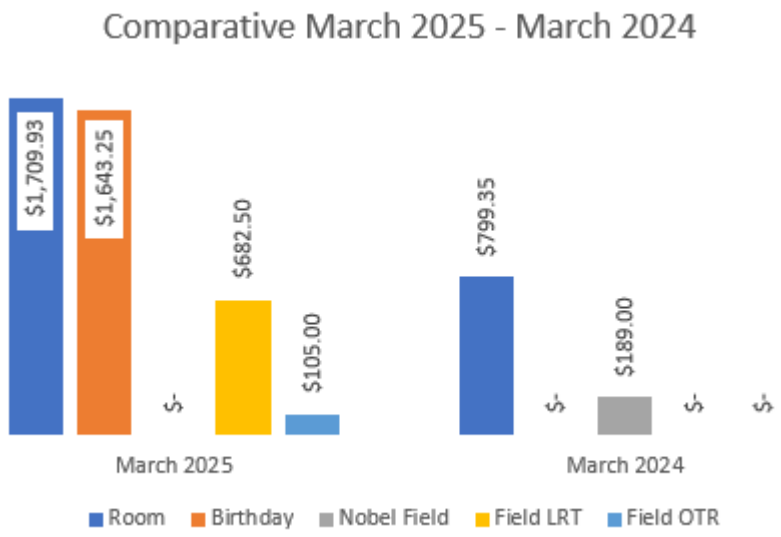
Submission of Rental Analysis

- We saw an increase of 53% in room rentals during March 2025 in comparison to the previous month. This trend includes advance bookings for upcoming months.



LTR (Long Time Renters) - OTR (One Time Renter)

- We saw an increase of 114% in room rentals in March 2025 in comparison with March 2024. There were extra Strata and external bookings (workshops, external birthday parties, and family gatherings).
- Field rentals for the Spring will start mid-end of March.

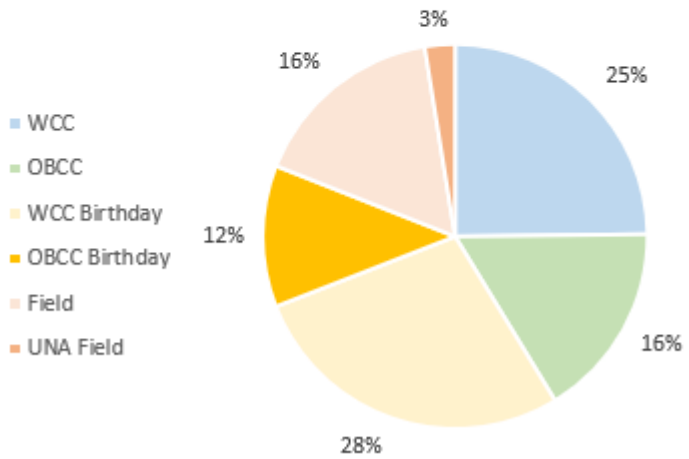


LTR (Long Time Renters) - OTR (One Time Renter)

- In March 2025, we received 40 email requests for rooms, birthday parties, and room rentals.
- In March 2025, we completed a total of 11 bookings. Five room bookings for WCC, three birthday party packages for WCC, one birthday party package for OBCC, one time Field booking, and one long term field booking.
- We have received amazing feedback from families about the opportunity to book rooms to celebrate special occasions like birthday parties and business meetings.
- Wesbrook continues to be the preferred location for room bookings. February 2025 bookings by location were Wesbrook with 44% room booking, Wesbrook birthday party with 40%, Old Barn Birthday Party with 16%.

Booking by Location March 2025

WCC	$1,027.43	
OBCC	$ 682.50	
WCC Birth	$1,149.75	
OBCC Birt	$ 493.50	
Field	$ 682.50	*LTR
UNA Field	$ 105.00	*OTR



- We could not complete 29 requests due to room, event availability, or direct competition based on the UNA Booking Policy.
- Booking requests continue to be a mix of residents and non-residents.

BOOKINGS REPORT MARCH 2025

Room	Room Number	Booked	Number of Time	Total Hr/Qty	Rate	Booking	Tax included
Art Room UNA/UBC	107	Yes	1	4	$ 54.00	$ 216.00	$ 226.80
Social Room	114	Yes	1	4	$ 80.00	$ 320.00	$ 336.00
Social Room Birthday Package UNA (1-12)	114	Yes	2	2	$ 275.00	$ 550.00	$ 577.50
Social Room Birthday Package UNA (13-24)		Yes	1	1	$ 325.00	$ 325.00	$ 341.25
Multi-purpose Room	201	Yes	2	5.25	80.00	$ 420.00	$ 441.00
Studio A UNA/UBC	205	Yes	1	1	$ 22.50	$ 22.50	$ 23.63
Meeting Room 1 Birthday Package Public (13-24)		Yes	1	1	$ 345.00	$ 345.00	$ 362.25
UNA Soccer Field UNA/UBC LONG TERM		Yes	1	13	$ 50.00	$ 650.00	$ 682.50
UNA Soccer Field UNA/UBC ONE TIME		Yes	1	2	$ 50.00	$ 100.00	$ 105.00
Theme Decorations OBCC		Yes	1	1	$ 50.00	$ 50.00	$ 52.50
FacePainting WCC		Yes	2	2	$ 25.00	$ 50.00	$ 52.50
FacePainting OBCC		Yes	1	1	$ 25.00	$ 25.00	$ 26.25
Cutlery WCC		Yes	1	2	$ 25.00	$ 50.00	$ 52.50
Cutlery OBCC		Yes	1	2	$ 25.00	$ 50.00	$ 52.50
Gift Bags WCC		Yes	1	12	$ 10.00	$ 120.00	$ 126.00
Total			18	53.25		3293.5	$ 3,458.18

OPERATIONS + SUSTAINABILITY

Sustainability Report

Yard Sale

The bi-annual UNA Community Yard Sale is taking place on April 12, 2025, at the Wesbrook Community Centre. At the Yard Sale, lightly used items including winter gear, books, clothes, art, household goods, and more, are available for sale.

UNA Yard Sales are one way that the UNA builds community and reduces environmental and economic waste. Yard sales encourage community members to reduce unnecessary consumption and waste by reusing and extending the life of material goods. The more hands an item passes through, the more environmental and economic value it provides. Reusing items keeps materials out of landfills and oceans, and decreases costs associated with purchasing and disposing of multiple, new items.

Earth Day: Reuse Cafe

The Earth Day Reuse Café is taking place on April 26, 2025, at the Wesbrook Community Centre. This event will feature bike tune-ups with the Bike Kitchen, upcycled material weaving with Our Community Fabric, clothing repairs, a baby and toddler clothing swap, and more!

The theme of Earth Day activities revolves around the principles of the circular economy. A circular economy is a system where we focus on reusing, repairing, and recycling items to keep them in use for as long as possible. Instead of throwing things away, we reuse, share, and repurpose them, reducing waste and minimizing our environmental impact. The more hands an item passes through, the more environmental and economic value it provides. This approach not only helps protect the planet but also builds stronger, more connected communities.

Operations Report

WCC Splash Pad Shading Structure

We are pleased to announce that the WCC Splash Pad Shading Structure project is now complete. This was a successful cross-departmental collaboration involving the Recreation and Operations departments. Funding for the project came from the FY2024/25 budget, supplemented by a grant from the Canadian Dermatology Association's Shade Structure Grant Program.

An opening event is scheduled for early-Summer 2025.

UNA Tree Management Plan

The Operations department is collaborating with Diamond Head Tree Consultants to develop a benchmark assessment and operational guidelines for the UNA's tree management program. The objective is to evaluate the current tree management program, establishing a foundation for informed planning, priority-setting, and future program development.

These guidelines will outline procedures and criteria for managing and maintaining UNA trees, covering planting, inspection, and removal when necessary.

A follow-up street and park tree inventory project, in collaboration with the UBC Urban Forestry group, is scheduled for Summer 2025. This inventory project will assess tree health, species diversity, and canopy coverage. The project will integrate the findings into a final report with strategic recommendations for long-term management.

UBC-UNA Road Work Planning 2025-26

Initial scoping and site visits for the UBC-UNA road work project have been partially completed. The resulting draft report is currently undergoing technical review.

The project team is considering the seasonal factors and appropriate timing for conducting the road work.

Lawn Repair

The municipal team is assessing damaged lawn areas in the Hawthorn, Hampton, and South Campus neighbourhoods, primarily caused by foot traffic and some from chafer beetle infestations.

The landscaping team will continue to monitor the damage, repair work is scheduled to begin in early-Spring 2025.

Sidewalk Repairs Completed

Interim sidewalk and pathway repairs in the Hawthorn and Chancellor neighborhoods were completed in March 2025.

Community Garden Plots

Extensive repairs and resurfacing of UNA community garden plots have been completed ahead of the 2025-26 gardening season.

Khorana & Smith Park Water Feature

The municipal team has completed the replacement of a mechanical pump for the Smith Park water feature.

A follow-up cleanup of the waterway in Khorana and Smith Parks is scheduled for Spring 2025.

FINANCE

HR System Upgrade

The HR system project implementation continues to be underway, and it will take a few more months to complete. The existing database for payroll is expected to be transferred to the new platform in May/June 2025. Afterwards, human resources personnel files will be transferred.

Fiscal Year End Closing

March 31 marked the fiscal year end for 2024/25. Currently, we are working with all the departments to finalize charges for the year and expect to close our books closer in late-April 2025. Following that, Johnsen Archer LLP will be conducting their financial audit of our finances, starting in early-May 2025. A more detailed timeline is provided in a separate report.

Financial Implications

None.

Operational Implications

None.

Strategic Objective

None.

Attachments

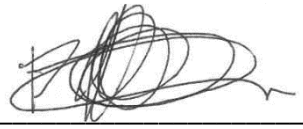
None.

Concurrence

1. Athena Koon, Finance Manager
2. Dave Gillis, Recreation Manager

3. Glenda Ollero, Communications Manager
4. Wegland Sit, Operations Manager

Respectfully submitted,



Paul Thorkelsson
Chief Administrative Officer

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

UNA BOARD MEETING
OPEN SESSION

Report Date: April 7, 2025

Meeting Date: April 15, 2025

From: Paul Thorkelsson, Chief Administrative Officer

Subject: 2024-25 UNA Staff Work Plan – Q4 Update

Background

The 2024-25 UNA Staff Work Plan – Q4 update is presented for information.

Decision Requested

For information.

Discussion

The 2024-25 UNA Staff Work Plan was approved by the Board at its April 2024 meeting. This update is comprised of the work that has taken place during the months of January, February, and March in 2025.

The first major initiative to highlight is the progress on establishing a dog park in the neighbourhoods. During Q4, staff concluded the public consultation period for the dog park and its design. In March 2025, the Board approved the final design and project budget for the dog park. Following this approval, staff will be coordinating with Metro Vancouver to receive grant funding for the construction of the dog park from the Community Works Fund. Once funding has been secured, the UNA will work with UBC to submit a development permit and begin the construction of the dog park.

The second item to highlight is the completion of the UNA's staff compensation review. Since Q3, the UNA has been working with Clear HR Consulting to conduct a review of the UNA's salary and wage structure. In Q4, the Governance & Human Resources Committee and the Board reviewed and approved the revisions to the UNA's salary and wage structure. These changes will continue to position the UNA as a competitive and attractive employer, and enables to the UNA to hire excellent employees.

Finally, the third initiative to highlight is the UNA's communications work. During Q4, the UNA's website has been updated with a new drop-in calendar function, so that residents are able to view the available spaces in the UNA's drop-program in real-time. In addition, the UNA Guidebook has been updated and will be distributed to new buildings as well as the community centres. UNA Staff have also been preparing for the more frequent print cycle of *The Campus Resident*, which will begin in April 2025.

Financial Implications

The initiatives contained within the work plan are funded by the 2024-25 approved budget.

Operational Implications

None.

Strategic Objective

The 2024-25 UNA Staff Work Plan moves forward all five of the Board's strategic initiatives.

Attachments

1. 2024-25 UNA Staff Work Plan – Q4 Update

Concurrence

1. Athena Koon, Finance Manager
2. Dave Gillis, Recreation Manager
3. Glenda Ollero, Communications Manager
4. Wegland Sit, Operations Manager

Respectfully submitted,

Paul Thorkelsson
Chief Administrative Officer

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

STRATEGIC PLAN 2023-2025

UNA STAFF WORK PLAN 2024-2025 – Fourth Quarter Update

GOVERNANCE

Strengthen the UNA's role as the administrative body of the University Neighbourhoods, with the authority, autonomy and scope of responsibilities required to meet the needs of the diverse and growing community, raise sufficient financial resources, regulate in public spaces, and effectively represent the interests of the Neighbourhoods.

Goals:	Progress:
Continue to work with UBC on the revision of the Neighbours Agreement to set out, in a clear and complete fashion, the rights and obligations of the UNA and UBC. • Support the Board and Neighbours Agreement Committee on any changes to Neighbours Agreement 2020 with the goal of finalizing the new agreement in 2024.	**Continue to work with UBC on the revision of the Neighbours Agreement to set out, in a clear and complete fashion, the rights and obligations of the UNA and UBC.** • Negotiations have been completed, and a new agreement was approved in December 2024. Staff have been coordinating with UBC on the implementation of operational components of the Neighbours Agreement 2024.
Develop the capacity and tools to regulate matters of public safety and public order, including matters related to animal control and protection for pedestrians and cyclists. • Work with UBC on the development and implementation of a dog park and related to dog control rules. • Work with UBC and Electoral Area A Director to advocate for increased pedestrian and cyclist safety improvements. • Work with UBC and NCAP to retrofit existing transportation network to improve resilience and safety.	**Develop the capacity and tools to regulate matters of public safety and public order, including matters related to animal control and protection for pedestrians and cyclists.** • The Board received the results of the dog park project's public consultation period and approved a revised dog park design and budget. Staff will be coordinating with Metro Vancouver to secure funding for the dog park and with UBC to receive a development permit.

Work to strengthen local democracy by engaging residents on the importance of UNA membership, encouraging residents to become members, and helping residents to overcome challenges to voting and participating in civic affairs. • Implement the use of electronic voting for the UNA 2024 Board of Directors election. • Continue efforts to engage the UNA community regarding participation in civic affairs.	**Work to strengthen local democracy by engaging residents on the importance of UNA membership, encouraging residents to become members, and helping residents to overcome challenges to voting and participating in civic affairs.** • Staff have began planning for the 2025 UNA Annual General Meeting. This year's AGM will feature pilots aimed at improving the language accessibility of the event.

UNA UNIVERSITY NEIGHBOURHOODS ASSOCIATION

ADVOCACY

Enhance the capacity of the UNA to represent the University Neighbourhoods, and to advocate on behalf of the community in discussions with the University of British Columbia as well as with a range of other public bodies whose decisions and services affect the University Neighbourhoods.

Goals:	Progress:
Develop well-researched and well-articulated positions on matters of community development for presentation to UBC following the development of Campus Vision 2050. • Support the Board and Land Use Advisory Committee in interactions with UBC, with particular focus on the development of the Neighbourhood Climate Action Plan (NCAP) and the amendment of the Wesbrook Place Neighbourhood Plan. **Create a UNA Advocacy Strategy to identify the key public agencies whose decisions and initiatives impact the University Neighbourhoods, identify opportunities and methods for engagement, and develop UNA positions to advocate.** • Undertake preliminary assessment work on the formation of a strategy for UNA advocacy following completion of the amendments to the Neighbours Agreement.	**Develop well-researched and -articulated positions on matters of community development for presentation to UBC as part of the Campus Vision 2050 planning process.** • Supported the Board and the Land Use Advisory Committee in their work with UBC on the ongoing Wesbrook Place Neighbourhood Plan amendment process. **Create a UNA Advocacy Strategy to identify the key public agencies whose decisions and initiatives impact the University Neighbourhoods, identify opportunities and methods for engagement, and develop UNA positions to advocate.** • Recommended discussion topic for renewed UNA Strategic Plan. • Continued to support the Board in advocacy initiatives as and when required.

ENVIRONMENTAL SUSTAINABILITY

In close collaboration with UBC, create opportunities for the organization and the community to reduce the University Neighbourhoods' ecological footprint, take action on climate change, protect the natural environment and position the Neighbourhoods as a leader in environmental sustainability.

Goals:	Progress:
Participate with UBC in the development of a Neighbourhood Climate Action Plan for the community. • Support the Board in ensuring that UNA interests are incorporated in any REAP revisions. • Support the Board in ensuring that UNA interests are incorporated in the NCAP. • Begin implementation of actions under the NCAP following its approval by the UBC Board of Governors. **Work with UBC to ensure that the UNA's landscaping service is based on, incorporates, and makes optimum use of, sustainable landscaping practices.** • Work with UBC Campus Planning to develop a UNA-wide tree health assessment project. • Work with landscape service providers to develop a matrix and measurements to enhance operational efficiency that also aligns with the Landscape Management Plan's service-level and sustainable management practices. • Implement plan and project recommended by the Landscape Management Plan, that includes the development of UNA	**Participate with UBC in the development of a Neighbourhood Climate Action Plan for the community.** • NCAP development completed, and action implementation has begun. • Implement a new shading structure outside of Wesbrook Community Centre splash pad. • The UNA continue to work with C+CP on the implementation of the NCAP through recurring working meetings. **Work with UBC to ensure that the UNA's landscaping service is based on, incorporates, and makes optimum use of, sustainable landscaping practices.** • Staff have received the draft Tree Management Plan at the end of Q4. Following a review of the draft plan, a tree inventory survey is scheduled for FY25/26 Q1, and a subsequent report from UBC Urban Forestry is scheduled for FY25/26 Q4. • Working with Lanarc for the development of the Main Mall Greenway public engagement plan. The Operations department will present the public engagement plan to the Board in FY2025/26 Q1. • Working in collaboration with UBC on a project to guide native planting and species selection, produced by Diamond Head Consulting.

Tree Management Plan and the landscape transformation projects. • Work with UBC and UBCPT to ensure that neighbourhood developments incorporate sustainable landscaping practices. **Seek ways to reduce the environmental and climate impacts of UNA's own operations.** • Develop a management matrix and measurements to enhance operational efficiency that aligns with the Landscape Management Plan's service-level and sustainable management practices. • Explore with the UBC Scholar program and SEEDS program for the development of a GHG benchmarking project for the UNA own's operations. **Develop accessible information resources and supports to help residents reduce greenhouse gas emissions, adapt to irreversible climate changes, connect to nature, and protect the environment.** • Work with UBC and BC Hydro on the delivery of additional fast charging stations and the rollout of level two charging stations within the UNA. • Explore other community works fund projects that will enhance community engagement and promote active living and connection to the nature. **Ensure that natural disaster planning efforts undertaken by UBC and Metro Vancouver take into account the needs and expectations of the UNA and the University Neighbourhoods.**	**Seek ways to reduce the environmental and climate impacts of UNA's own operations.** • Initiating work with UBC and Diamond Head Consulting on a UNA-wide tree inventory and assessment project. **Develop accessible information resources and supports to help residents reduce greenhouse gas emissions, adapt to irreversible climate changes, connect to nature, and protect the environment.** • Work with UBC Campus and Community Planning for the development of a toolkit for communication and engagement with condo owners and strata councils to undertake unit-level heat pump retrofits is underway. **Ensure that natural disaster planning efforts undertaken by UBC and Metro Vancouver take into account the needs and expectations of the UNA and the University Neighbourhoods.** • Continue to work with UBC Risk Services for the development of emergency preparedness procedures and community wide information sharing strategy. • Working internally to develop a staffing policy and facility operating procedures that will support WCC cooling center operation. • Initiating the process for the installation of additional water fountains.

• Work with UBC to develop and launch the train-the-trainer program. • Work with UBC to develop a program that will build capacity to respond to emergencies at a building-level. • Develop an internal operations and staff policy that can extend the operating hours of UNA facilities under extreme climate conditions. • Planned rollout of misting station, drinking fountains and shading structures around the UNA in 2024/25 to supports residents during extreme heat events.	

UNA UNIVERSITY NEIGHBOURHOODS ASSOCIATION

CREATING CONNECTION

Develop the opportunities, materials and tools to engage residents, irrespective of differences in language, culture and background, in UNA services, UNA decision-making, and efforts to build a strong sense of community.

Goals:

Review messaging and methods used to communicate information on the UNA and its role, local services, opportunities for engagement and community-building efforts to different groups in the community.

- Publish an enhanced UNA Annual Report that outlines functions and services delivered by UNA departments, including metrics to illustrate growth over time.
- Find ways to increase the capacity of *The Campus Resident* so that it can publish more print issues per year.
- To keep up with the increasing pace of news and developments in the community, redesign the front page of the UNA website to feature more news and information on the top level.
- Launch and promote the UNA Newcomers Guide (UNA Guidebook) and work with Stratas and UBC partners to ensure the resource is available to new residents.
- Enhance the UNA's current media relations policy and develop a framework for responding to and pitching stories to the media.
- Implement the recommendations of the Recreation Programming Review.
    - Increased in desired drop-in recreational activities

Progress:

Review messaging and methods used to communicate information on the UNA and its role, local services, opportunities for engagement and community-building efforts to different groups in the community.

- Beginning April 2025, *The Campus Resident* will move to a new publishing schedule with print editions moving to 10 months a year, supported by its online edition publishing on the same schedule.
- The UNA website has been updated with a new drop-in calendar that is linked to data on Xplor (recreation program management system) so that it gets updated in real time.
- The UNA website's front page (Latest News section) is undergoing a redesign that will be concluded in mid-to-late April. The new front page will have the capacity to feature more items on the top level making it easier for users to find information.
- An updated edition of the printed *UNA Guidebook* has been completed and will be distributed to new buildings as well as at community centres as usual.

Work with UBC to define a role for the UNA in supporting the University's reconciliation efforts.

- Initial UNA Staff contact, supported by UBC has been completed. Additional work on establishing Board contact underway.

○ Free programming – Seniors ○ Increased Volunteer recruitment, engagement and acknowledgement. **Work with UBC to define a role for the UNA in supporting the University's reconciliation efforts.** • TBD **Activate and support, directly and through the actions of others, volunteers in the community who wish to undertake or participate in community-building efforts, local service delivery and other initiatives aimed at strengthening community.** • Increase UNA volunteer appreciation events. • Implement changes to volunteer programming and services as recommended in the Recreation Program Review. • With the Newspaper Editorial Committee, deliver regularly scheduled journalism workshops to recruit and support volunteer contributors of *The Campus Resident*. **Create technological and other platforms that can be used by the UNA to engage the community, and by different groups in the community to engage each other.** • Improve UNA communication resources to ensure that residents can easily interact with the UNA, including implementing an after-hours call service. • Work with UBC for the development of GIS based asset management system, in preparation of the development of the online 311 reporting system.	**Activate and support, directly and through the actions of others, volunteers in the community who wish to undertake or participate in community-building efforts, local service delivery and other initiatives aimed at strengthening community.** • Significant increases to drop in recreation opportunities have been implemented, and ongoing balance of free and fee-based programing made available each seasonal cycle. • Volunteer support staff and program fully operational, seen a significant increase in volunteer numbers at the UNA and participation in events. • Continued support to Newspaper Editorial Committee in all operations and recruitment of volunteers for the Campus Resident. **Create technological and other platforms that can be used by the UNA to engage the community, and by different groups in the community to engage each other.** • Began development and implementation of the UNA 3-1-1 system, a municipal service ticketing system that allows residents to report non-emergency issues like potholes, streetlights problems, sidewalk issues anytime from anywhere. This project is expected to be completed by FY2025/26 Q2.

ORGANIZATIONAL CAPACITY

Ensure that the organization has the people and resources in place to support the Board in its work, take decisive action on the UNA's strategic priorities, and meet the local service needs of the community in innovative and cost-effective ways.

Goals:	Progress:
Develop programs, incentives and other initiatives aimed at enhancing the UNA's ability to attract qualified staff in a tightening labour market. • Review existing hiring processes to ensure diversity, equity, and inclusion principles are effectively incorporated. • Undertake a compensation review of UNA staff positions to maintain market alignment for wages and salaries. • Develop a recognition policy for staff. **Develop a long-term organizational resources strategy to ensure that the UNA has the operational capacity to meet the evolving needs of the organization and community.** • Develop scope and process for undertaking a long-range staffing plan for the UNA in preparation for a project in 2025-26. • Implement new Financial and HR system to support day to day operations, reduce risks to the organization and support long term stability and needs of the UNA.	**Develop programs, incentives and other initiatives aimed at enhancing the UNA's ability to attract qualified staff in a tightening labour market.** • The UNA compensation review has been completed. A new salary and wage structure has been approved by the Board, and implementation will begin in FY2025/26 will begin to close gaps in market compensation. **Develop a long-term organizational resources strategy to ensure that the UNA has the operational capacity to meet the evolving needs of the organization and community.** • The new financial and accounting system has been implemented. • The new human resources management system's implementation continues to be underway and is expected to be completed in FY2025/26 Q1. **Create and implement metrics to measure the organization's performance in delivering services and acting on the UNA's strategic priorities.** • UNA Recreation continues to track all programs and events metrics and is in the practice of using these metrics to assist in the decision-making process of future activities.

Create and implement metrics to measure the organization's performance in delivering services and acting on the UNA's strategic priorities. • Identify metrics that would accurately measure the UNA's performance and are within the UNA's capacity to implement. • Initiate the incorporation of these metrics in the UNA Annual Report and other appropriate reports.	

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

UNA BOARD MEETING
OPEN SESSION

Report Date:	April 9, 2025
Meeting Date:	April 15, 2025
From:	Wegland Sit, Operations Manager
Subject:	New UNA Main Office Space Lease Report

Background

The University Neighbourhoods Association (UNA) currently faces an office space shortage. This stems from a 2018 cost-cutting decision to downsize administrative space without a formal needs assessment. The resulting inadequacy persists despite potential allowances for Work from Home (WFH) or hybrid models, and it is compounded by expected growth in the UNA community population and service demands.

To address this, the UNA commissioned Resource Planning Group (RPG), a Vancouver facilities planning firm, in 2021 to conduct a 10-year office space needs assessment.

Through collaboration with UBC and UBC Properties Trust (UBCPT), a suitable new office location has been secured to meet the UNA's long-term requirements. This space is scheduled to become available in January 2026.

This report details the ongoing space constraints and evaluates this new leasing opportunity. In addition, due to the material costs of this project, the decision requested is intended for the Board to provide staff with direction to progress the work on securing a new office space lease. At this point, the decision requested does not imply the approval of a new lease, nor a withdrawal of funds from the UNA Capital Reserve.

Decision Requested

THAT the Board direct staff to finalize negotiations with UBC Properties Trust on a lease for a new space for the UNA Main Office, based on the proposed lease arrangement as described in the report.

AND THAT the Board direct staff to retain a consultant to assist with the renovation design and budget of the new UNA Main Office space.

Discussion

<u>Background</u>

The UNA does not own its facilities. Instead, it leases administrative office space from UBC Properties Trust and operates community centres under license agreements with UBC.

The UNA employs approximately 25 full-time staff members who currently work across four separate offices situated in three different locations:

1. **OBCC Office (Recreation Department)**
    - Shared desk arrangement utilized by approximately 12 staff members.
    - Includes an attached boardroom for departmental meetings.
2. **WCC Recreation Office (Recreation Department)**
    - Shared desk office space utilized by approximately 12 staff members.
    - Includes an attached, enclosed office for the Recreation Manager.
    - Includes a separate boardroom for departmental meetings.
3. **WCC Communication Office (Communications Department)**
    - Open-plan office arrangement currently housing 4 full-time staff members.
    - This office space was converted from a programmable classroom.
    - **Note:** A new part-time position for this department was approved as part of the Fiscal 2025-26 hiring plan, which will impact future space needs in this office.
4. **UNA Main Office (Finance, Administration, and Operations Departments)**
    - Features a mix of open-plan areas and enclosed offices, housing 9 full-time staff members.
    - Includes an attached small meeting room for departmental meetings.

<u>2021 Office Space Assessment</u>

Following the 2021 Office Space Assessment, the Communications Department relocated from the UNA Main Office, which is on Berton Avenue, to a classroom space on the second floor of the WCC in September 2022. This move freed up space at the Berton Avenue location while minimizing the impact on programming space at the WCC.

Subsequently, the Berton Avenue location underwent upgrades and restructuring to accommodate two additional employees. This increased headcount was necessary for the 2023 handover of municipal-like service portfolios from UBC Properties Trust (UBCPT

Searching for a new office space

The 2021 Office Space Assessment included studies on space requirements, considering projected staff growth. According to the most recent update, the UNA currently employs 13 full-time staff members specifically within its administrative staff unit.

Position	Department	Existing FT in location
Chief Administrative Officer	Admin	Y
Administrative Assistant	Admin	Y
Long term Legislative Services Specialist/Equivalent	Admin	N
Operations Manager	Ops	Y
Sustainability Specialist	Ops	Y
Operations and Facilities Coordinator	Ops	Y
IT Specialist/ Equivalent	Ops	Y
Long Term Growth Position	Ops	N
Recreation Manager	Rec	N
Finance Manager	Fin	Y
Senior Accountant	Fin	Y
Accounting Assistant	Fin	Y
Long Term Growth HR Payroll	Fin	N
Communication Manager	Comms	Y
Communications Specialist	Comms	Y
Internal Communications & Office Coordinator	Comms	Y
Communication Specialist	Comms	Y
Communication Specialist - Part-Time	Comms	N
Intern (Growth Position)	Admin	N
Total		13

Table 1 – UNA Administrative Office

The Staffing Summary table below presents the projected staffing levels for the UNA's consolidated administrative and operational functions. While these long-term headcount projections have remained relatively consistent, the UNA expects to require sufficient office space to accommodate approximately 18 staff members in 2031.

Staffing Summary

Component	Existing	Future					
	FTE	FTE		Headcount		Occupancy	
		2026	2031	2026	2031	2026	2031
1. UNA Main Office	10.0	14.0	16.0	15	17	16	18

Table 2 – Long Term Staffing Summary

To adequately support 18 staff members, the office must **be equipped** with appropriate desk space, storage, photocopier areas, and kitchen facilities. The 2021 Office Space Assessment **details** each necessary office component and its required space allocation.

The "Net Area" figure (Table 3) typically represents the space needed for specific functions, **without** accounting for necessary circulation space between them (such as aisles). In contrast, the "Component Gross Area" figure (Table 3) reflects the total office space required—including circulation—to effectively support the UNA's operations.

Area Summary (Square Metres)

Component	Existing Area [1]	Net Area –		Grossing Factor	Component Gross Area	
		2026	2031		2026	2031
1. UNA Main Office	130	190.6	202.0	1.35	257	273

Table 3 – Office Area Summary

The 2021 office assessment report suggested (Table 3) that the long-term office space requirement is approximately **3,000 square feet (273 m²)**.

Since 2022, the UNA has sought a suitable, long-term office with sufficient space to accommodate the administration, accounting, communication, and operations departments, including room for future growth.

However, finding such an office on campus has proven challenging, as no available options have met the UNA's requirements. This lack of suitable space has persisted since 2022, forcing the UNA's administrative functions to continue operating from the current office location.

This situation creates operational pressures. Concurrently with the recent expansion of Recreation offerings, the Communication Department's temporary location in a WCC classroom occupies valuable programming space. Consequently, the Wesbrook Community Centre struggles to find adequate room for in-demand programs, such as Yoga and High-Intensity Spin Bike classes.

New Office Space and Terms

Working collaboratively with UBC and UBC Properties Trust (UBCPT) in the search for a new stand-alone office, a suitable opportunity surfaced in late 2024. The potential new space, currently occupied by Xerox Printing Services, is located on the 3rd floor of the **Granite Terrace** Building - the same building where the UNA Main Office is also located. Offering approximately **3,250 square feet**, this space aligns well with the UNA's long-term office space needs.

The Xerox Printing Services lease is set to end in June 2025 but included an option for a **6-month** extension to accommodate their relocation. Xerox has exercised this option, allowing them to operate in the space until **December 31, 2025**. Consequently, the office space will become available for the UNA as early as **January 1, 2026**.

UBCPT has offered the UNA a **5-year lease term** for this new office space, running from January 1, 2026 – December 31, 2030, with the following proposed rental schedule:

Years 1	2026	**$34**
Years 2	2027	**$34**
Years 3	2028	**$36**
Years 4	2029	**$36**
Years 5	2030	**$38**

Table 4 – 2026 – 2030 Rental Schedule

Table 5 summarizes key information from the UBCPT's proposal. The proposed rental schedule aligns with the existing base rent adjustment schedule signed in 2024.

	Year	New Proposed per sqft	% change	Existing Agreement 2024	% change
Existing Agreement	2024			$ 32	
Existing Agreement	2025			$ 32	
Years 1	2026	$ 34		$ 34	6.25%
Years 2	2027	$ 34	0.00%	$ 34	0.00%
Years 3	2028	$ 36	5.88%	$ 36	5.88%
Years 4	2029	$ 36	0.00%		
Years 5	2030	$ 38	5.56%		

Table 5 – UBCPT Proposed Base Rent and Existing Base Rent Comparison

UBCPT initially proposed a Tenant Improvement (TI) Allowance of $30.00/sq ft, totalling approximately $97,470. Following a counter-request from the UNA to increase the offering, UBCPT subsequently raised the allowance to $50.00/sq ft, resulting in an estimated total TI Allowance of approximately $162,450.

Office Space	Sqft
Existing Office	1661
New Office	3249
Key Dates	**Date**
Possession Date	1-Jan-26
Termination Date	1-Apr-26
Tenant Improvement	**Per Sqft**
TI Allowance (sqft)	$ 50
Total TI Allowance	$ 162,450

Table 6 – Office space comparison, Key dates, Tenant Improvement Allowance

Next Steps – New Lease Agreement 2026 - 2031

The signing of a new lease presents material costs to the UNA. Before progressing this project further, staff are requesting direction from the Board to finalize negotiating a new lease for the UNA Main Office, based on the arrangement negotiated with UBCPT thus far. If the Board approves the requested decision, staff will draft a lease with UBCPT and prepare a draft office design and budget. These components will be presented to the Board at a later time for approval, along with a withdrawal of funds from the UNA Capital Reserve.

Currently, the UNA has contacted two consulting firms. Both are familiar with UBC's permit requirements and have experience with similar tenant improvement projects in either the UBC Academic Area or UBCPT-managed buildings.

Project Timeline

- **April 2025:** Confirm intention to lease.
- **May – June 2025:** Retain design consultant and project management team for office space design and construction.
- **June – September 2025:** Present final office design to UNA Board for approval of project budget and reserve withdrawal.
- **September – December 2025:** Conduct subcontractor tender process with UBCPT.
- **January – March 2026:** Take possession (Jan 1); Commence office renovation.
- **Mid-March 2026:** Relocate UNA office to the new space.
- **April - May 2026:** Terminate old office lease; Return WCC classroom space for programming.

Financial Implications

High-Level Renovation Cost Estimate

The preliminary cost estimate for the renovation is broken down as follows:

- **Consultant Cost:** Approximately $35,000 - $52,000
- **Construction & Project Management:** Approximately $625,000
- **Estimated Total Project Cost:** Approximately $675,000

Funding for this capital project (which is separate from regular operating expenses) will come from two sources. UBCPT will provide a Tenant Improvement (TI) allowance of $50.00/sq ft, totaling an estimated $162,450. The remaining balance will need to be funded from the UNA Capital Reserve.

- Estimated Total Project Cost: $675,000
- Less Estimated TI Allowance: ($162,450)
- **Estimated Cost to UNA:** $512,550

Therefore, the UNA anticipates needing to withdraw approximately **$512,550** from its Capital Reserve to fund the project. The current Capital Reserve balance is approximately $1.3 million, which is sufficient to cover this withdrawal.

Based on the total estimated cost and the space size (3,249 sq ft), the project budget equates to approximately $200 per square foot. The design consultant views this as a reasonable and healthy preliminary budget for the project's scope.

Monthly/Annual Rent Increase

The expansion of the office space from 1,661 sq ft to 3,249 sq ft represents a near doubling in size. Consequently, the annual rent is projected to increase proportionately by approximately 95.6%.

A budget consideration arises from the lease transition timeline: possession of the new office begins January 1, 2026, but the current lease does not terminate until April 1, 2026. This necessitates covering rent for both spaces simultaneously during the January-March 2026 period. This three-month overlap equates to an estimated $27,000 in rental costs that were not included in the original 2025-26 budget calculations. It is anticipated that this additional expense can be fully absorbed within the existing 2025-26 operating budget.

Planning for the full impact of the higher annual rent will be addressed during the Fiscal 2026-27 budget development process, where it will be included under UNA office rental expenditures.

Operational Implications

Having the whole office team working together in the same physical location offers several potential benefits, especially when compared to the current setting:

1. **Enhanced Communication and Collaboration:** Face-to-face interaction allows for quicker communication. Spontaneous conversations and brainstorming sessions can happen more organically when people share the same space.
2. **Improved Spontaneous Problem-Solving:** When challenges arise, it's often quicker to gather relevant people for an impromptu discussion in an office setting than scheduling a virtual meeting. Proximity can accelerate problem-solving.
3. **Centralized Access to Resources:** Everyone has equal access to shared physical resources like printers, specialized equipment, meeting rooms, secure networks, and physical files.

Responsibility for the office renovation project will be shared across departments. The Operations Department will collaborate closely with the retained design consultant during the development and design stages of the new office layout. Subsequently, during the construction phase, the Operations Department will liaise closely with the project manager overseeing the renovation. Finally, during the move-in phase, the Operations Department will work closely with the moving company and the Communications Department to coordinate and communicate the office move plan with our office staff members.

The Finance Department will be responsible for coordinating with the UBC to facilitate the release of reserve funds allocated to this project.

Strategic Objective

Organizational Capacity

Attachments

None.

Concurrence

None.

Respectfully submitted,

_____
Wegland Sit
Operations Manager

_____
Paul Thorkelsson
Chief Administrative Officer

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

UNA BOARD MEETING
OPEN SESSION

Report Date:	April 8, 2025
Meeting Date:	April 15, 2025
From:	Wegland Sit, Operations Manager
Subject:	Main Mall Greenway Project Public Engagement Report

Background

The UNA Landscape Management Plan (LMP) was developed in early-2023. Subsequently, the original Main Mall Greenway enhancement pilot project launched in April 2024.

In November 2024, the Board asked staff to prepare a report on this project's public engagement strategy. This document details the public engagement planning necessary to advance the Main Mall Greenway Landscape Project.

Decision Requested

THAT the Board direct staff to conduct public engagement on the Main Mall Greenway Landscape Project, as described in the project's public engagement plan.

Discussion

Main Mall Greenway and Pilot Project

The UNA created the Landscape Management Plan (LMP) to guide the management of neighbourhood landscapes. The plan also guides the maintenance and practices aimed at protecting our environment, preparing for climate change, and increasing neighbourhood sustainability. Potential projects recommended within the LMP included forest edge naturalization and grass boulevard naturalization.

The Main Mall Greenway and its landscapes have evolved significantly since they were originally built in the early-2000's. The boulevard lawn area has experienced recurring issues resulting from the growth of the surrounding vegetation.

A pilot project for the Main Mall Greenway was intended to address these issues by replacing struggling lawn grass and enhancing both sides of the greenway. The aim was to introduce native species, make the landscaping more resilient to extreme climate conditions, and lower the area's long-term maintenance costs.

This pilot project to naturalize the Main Mall Greenway launched in Spring 2024. Consequently, the Board requested staff to revisit the project and report back.

At the November 2024 Board meeting, staff, with assistance from Lanarc Landscape Architects, presented a revised version of the Main Mall Greenway project. Two initial design concepts were presented: the Stadium Concept; and the Harvest Theme Concept.

Lanarc presented these two distinct, high-level concepts with the intention of generating community discussion during the project's public engagement period. This discussion is intended to help identify and prioritize desirable community amenities for future development of the area.

Summer Public Engagement Planning

Scale	Local scale; contained within Hawthorn neighbourhood.
Engagement timeframe	Phase 1: August 2025 If applicable, phase 2: October 2025
Implementation timeframe	Likely 2026 – 2027. The start date of project implementation is dependant on public engagement outcomes and funding.
Regularity	This is a one-off landscape redesign project.

The public engagement period for the Main Mall Greenway project is planned to take place in Summer 2025. This engagement process involves two potential phases:

Phase 1 Engagement: This initial phase will focus on a high-level discussion to explore potential uses of the Main Mall Greenway space. The primary goal is to gather community input and ideas to help assess priorities for the area. Based on the feedback received and the level of community support for potential changes, a decision will be made on whether proceeding to Phase 2 Engagement is required.

Phase 2 Engagement: This phase is contingent on sufficient public support being identified in Phase 1 Engagement for the activation and enhancement of the Main Mall Greenway. If it proceeds, Phase 2 will build on the input gathered during the first phase. It will involve presenting a revised design concept based on the Phase 1 feedback and the identified community priorities.

The Updated Concepts

The guiding principles for the design and layout of the Main Mall Greenway space are:

- Building community connections
- Activating the space for community engagement and recreation

- Sustainable and climate-adaptive landscape design
- Creating a transitional area to the future Stadium community

Concept A - The Stadium Walk Concept:

- This design focuses on sports, activation, and recreation.
- Inspiration for this concept comes from the Green Bay Packers' "Titletown" district surrounding Lambeau Field.
- The updated Concept A softens some design elements through a reduction in dedicated sports-themed features and paved ground cover.
- It employs a formal layout with regularly spaced street trees (continuing the existing Main Mall tree lines) and distinct "cells" of greenspace designated for various activities.
- It incorporates several recreational elements, including:
    - Table tennis
    - Games tables (including chess)
    - A fitness/calisthenics area

Concept B – Biodiversity Garden Concept (Previously 'The Harvest Theme'):

- This design features a more organic form. Gathering and resting areas utilize organic shapes (e.g., using clusters of logs or rocks instead of standard benches).
- An update to this concept includes the retention of the multi-use open lawn space adjacent to the greenway.
- The design builds on the biodiversity theme, leveraging the site's proximity to the existing Hawthorn community gardens and Rhododendron Woods.
- A harvest zone includes a large harvest table (or possibly multiple tables), gathering areas for small and medium-sized groups, educational signage, and space for an outdoor classroom.
- The concept celebrates rainwater, displaying it as an integral landscape feature through rain gardens and providing opportunities for public interaction with water elements.

Concept C – Functional Improvements:

- This design alternative is based on feedback received from the Board at the November 2024 meeting.
- It focuses on enhancements to address waterlogging issues in the main open lawn space, while also improving drainage in the area near Stadium Road.
- The goal is to improve the functionality and user experience of the space without significantly altering its current appearance or overall design.

Project Timeline

- **April-May 2024** – Main Mall Greenway pilot project launched
- **August 2024** – Lanarc Landscape Architects engaged for Main Mall Greenway redesign
- **November 2024** – Initial layout concepts presented to the Board
- **April 2025** – Public Engagement Plan draft completed
- **Summer 2025 (Planned)** – Phase 1 Public Engagement conducted
- **Fall 2025 (Planned)** – Potential Phase 2 Public Engagement conducted (contingent on Phase 1 results)
- **Fall 2025 / Winter 2026 (Planned)** – Refined design presented to the UNA Board for approval (based on public engagement); project considered for FY2026/27 budget funding

Financial Implications

Initial Planning

As for the initial planning phase, the cost of engaging Lanarc Landscape Consultants is approximately $23,500.00.

Construction

Estimating costs for the construction phase is challenging at this stage. The final number and type of amenities, specific features, and overall design—which will be informed by public engagement—will significantly affect the total project cost.

Following the public engagement process in Summer 2025 and subject to Board approval of a refined design concept, the Main Mall Greenway project will be considered for funding as part of the FY2026/27 budget cycle. Detailed construction cost estimates will be developed as part of the budget planning process if applicable.

Operational Implications

Operationally, planning for the Main Mall Greenway Project is a cross-departmental effort. The Operations department leads project design (in collaboration with the landscape architect), permit applications, and construction management. The Communications department oversees the design and implementation of the public engagement process.

Ongoing operation and management of the Main Mall Greenway space, once completed, will be absorbed into the regular tasks of the UNA municipal operations team. As these additional responsibilities are expected to integrate into existing routines, the newly activated public space is not anticipated to create significant additional operational pressure.

Strategic Objective

Sustainability; Creating Connection

Attachments

1. UNA Main Mall Greenway Public Engagement Plan

Concurrence

1. Isabel Todorova, Sustainability Specialist
2. Glenda Ollero, Communications Manager

Respectfully submitted,

Wegland Sit
Operations Manager

Paul Thorkelsson
Chief Administrative Officer

Engagement Plan

Main Mall Greenway Landscape Project

April 2025

This document serves as a preliminary engagement plan for the Main Mall Greenway Landscape Project.

This engagement plan is subject to change.

UNA UNIVERSITY NEIGHBOURHOODS ASSOCIATION

Contents

1. Introduction **3**

2. Context **4**

2.1. Project features 4

2.2. Situational context 4

3. Engagement overview **5**

3.1. Scoping statement 5

3.2 Introduction to two-phased approach 5

4. Project Phasing **6**

4.1. Phase 1 engagement 6

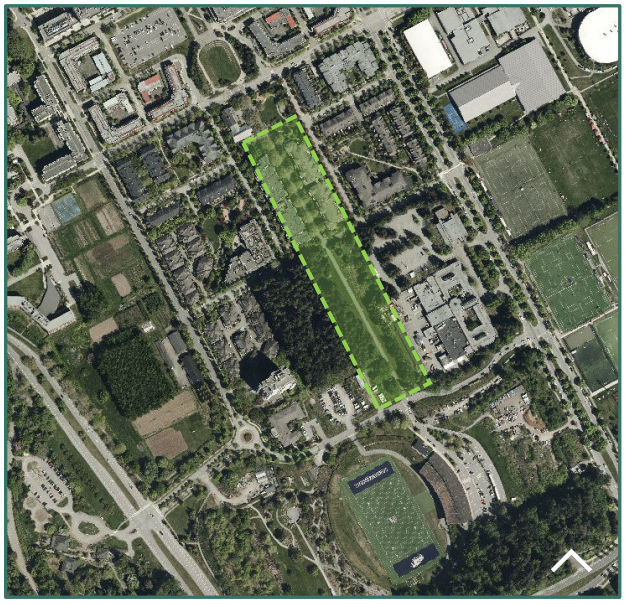
4.2 Phase 2 engagement 7

5. Attached Concepts **8**

1. Introduction

The Main Mall Greenway Enhancement Project is an initiative focused on assessing and improving the Greenway to better serve the needs of the UNA community. This project seeks to understand current usage patterns, identify opportunities for enhancements, and explore key factors such as accessibility, sustainability, and alignment with the UNA Landscape Management Plan.

Central to the project is stakeholder engagement, aimed at fostering collaboration and gathering valuable input to shape a shared vision for the space. The goal is to activate the Greenway as a vibrant, accessible area that promotes well-being, strengthens community connections, and supports environmental stewardship—all while considering available resources and regulatory constraints.



UBC Hawthorn Neighbourhood with the Main Mall Greenway highlighted in Green.

2. Context

2.1 Project features

Scale	Local scale; contained within Hawthorn neighbourhood.
Engagement timeframe	Phase 1: August 2025 If applicable, phase 2: October 2025
Implementation timeframe	Likely 2026 – 2027. The start date of project implementation is dependant on public engagement outcomes and funding.
Regularity	This is a one-off landscape redesign project.

2.1 Situational context

Global, national, & regional trends	There is a general shift towards sustainable landscape practices that meet community needs and improve human thermal comfort.
The project	Revitalization of the Main Mall Greenway landscape to better meet community needs and to enhance biodiversity and sustainability.
Community, publics, & stakeholders	Top priorities for community members include (1) environmental/habitat protection & enhancement, (2) using landscape management practices that have low impact, and (3) managing noise of daily operations. 66% of community members support consideration of strategic changes to decrease maintenance requirements in certain landscape areas.
The decision makers	UNA staff will work with Lanarc to develop a final design based on the results from the engagement processes. The UNA Board will have final approval. Followed by C+CP for permitting.

3. Engagement Overview

3.1 Scoping statements

This project focuses on assessing and addressing the enhancement of the Main Mall Greenway to **better meet the needs of the UNA community**. The initiative aims to identify current usage, improvement opportunities, and explore accessibility, sustainability, and alignment with the **UNA Landscape Management Plan.**

Community and stakeholder engagement will be a critical component of this project to gather input, foster collaboration, and develop a shared vision for the space. The goal is to **activate the space** to promote well-being, community connection, and environmental stewardship within the constraints of available resources and regulations.

3.2 Introduction to two-phased engagement approach

Phase 1

Gauging public interest and developing a collective vision for the Main Mall Greenway.

Timeline: August 2025

Engagement Goals:

1. To gauge support and interest for the project
2. To present 3 initial ideas for the space
3. To gather community input and ideas; assessing priorities for the space

*Contingent on definitive public interest in proceeding with the project.

Phase 2

Narrowing down a vision and design.

Timeline: September – October 2025

Engagement Goals:

1. To narrow down a vision for the Main Mall Greenway based on community input
2. To assess community priorities for design features

4. Project Phasing

4.1 Phase 1 engagement

Engagement purpose	(1) Based on community sentiment and experience, establish whether there is the need for a more significant re-design of the Main Mall Greenway. (2) Generate feedback on proposed design themes to create a better understanding of the needs and vision of the space with community members. (3) Decide whether phase 2 engagement is required based on project interest.			
Engagement spectrum	Consult: To obtain public feedback on analysis, alternatives and/or decisions.			
Program phase and methods	**Define and prepare**	**Gather**	**Narrow Down**	**Decide**
	Consult with the UNA Board of Directors and Community Engagement Committee on an as needed basis			Present engagement results to UNA Board
	Site analysis and observation	Survey (website landing page with project information)	Gauge interest and or support for project	Public display showcasing engagement results
	Development of 3 design themes (Lanarc)	Social media (promoting project and survey)	In-depth analysis of engagement results	Social media (share engagement results/thank participants)
	Preparation of engagement plan for board review	Lawn signs and public engagement display	"What we heard" report	Share timeline

4.2 Phase 2 engagement

Phase 2 of the engagement process is contingent on public support for the activation and enhancement of the Main Mall Greenway, as analyzed from Phase 1 engagement. If results from phase 1 engagement demonstrate that no or minimal improvements are desired, phase 2 engagement will not proceed.

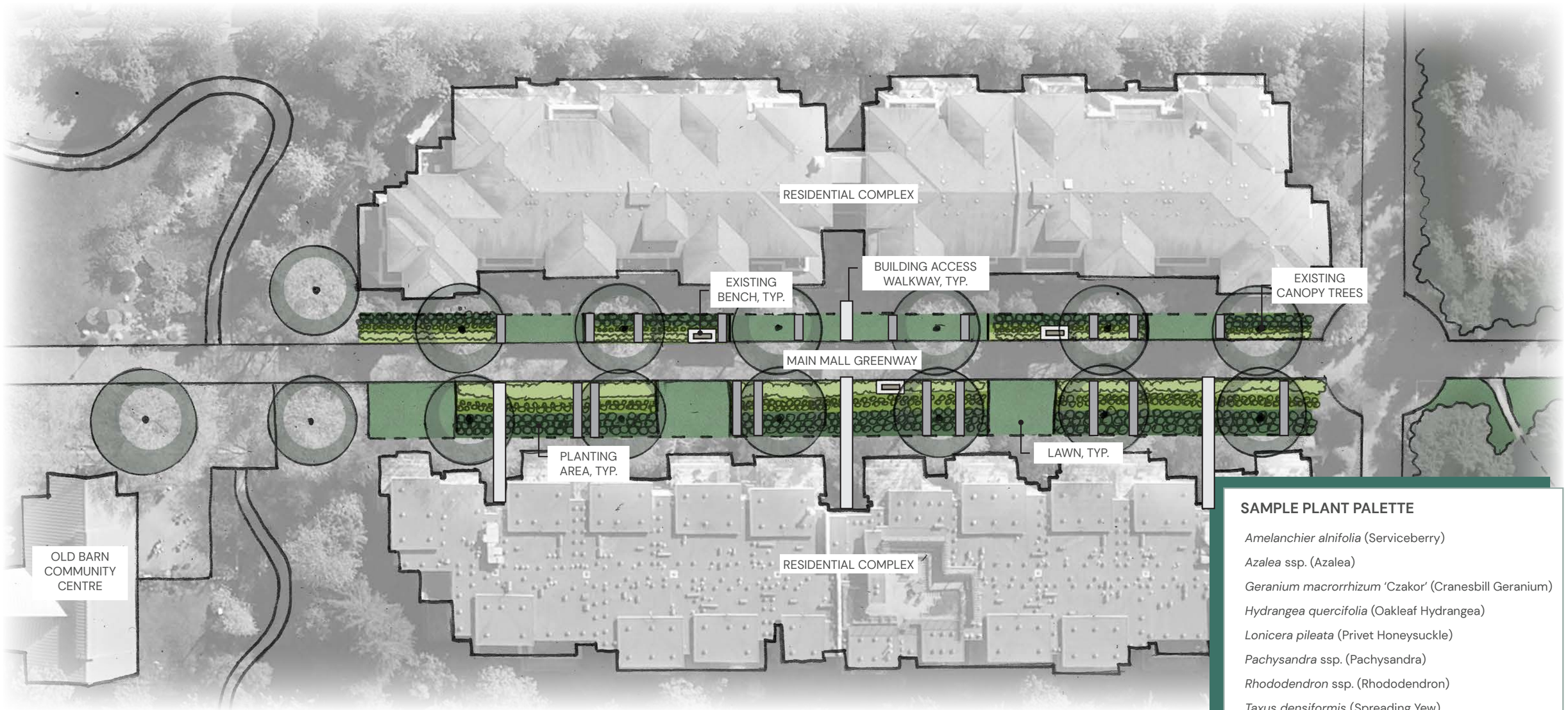
Engagement purpose	(1) To present a design based on phase 1 engagement feedback—gathering feedback and assessing community priorities for the space. (2) To develop a final design for the Main Mall Greenway.			
Engagement spectrum	Involve: To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.			
Program phase and methods	**Define and prepare**	**Gather**	**Narrow Down**	**Decide**
	UNA Board and Community Engagement Committee consultation			
	Analyze engagement results from phase 1	Update website landing page with phase 2 information	Narrow down preferred theme and design features	Present engagement results and final design to the UNA Board
	Develop a landscape design based on phase 1 results	Social media (promoting phase 2 engagement)	Develop a final design with Lanarc	Public sharing of final design & engagement results
	Present final design to UNA Board of Directors	Open house to determine key strengths and weaknesses of the design through a "dotmocracy" engagement style	"What we heard" report	Share timeline
	Preparation of engagement plan for board review			

CONCEPT A - STADIUM WALK

UBC MAIN MALL GREENWAY | DESIGN CONCEPTS

UNA UNIVERSITY NEIGHBOURHOODS ASSOCIATION LANARC

APRIL 7, 2025



SAMPLE PLANT PALETTE

Amelanchier alnifolia (Serviceberry)

Azalea ssp. (Azalea)

Geranium macrorrhizum 'Czakor' (Cranesbill Geranium)

Hydrangea quercifolia (Oakleaf Hydrangea)

Lonicera pileata (Privet Honeysuckle)

Pachysandra ssp. (Pachysandra)

Rhododendron ssp. (Rhododendron)

Taxus densiformis (Spreading Yew)

0 10m 20m

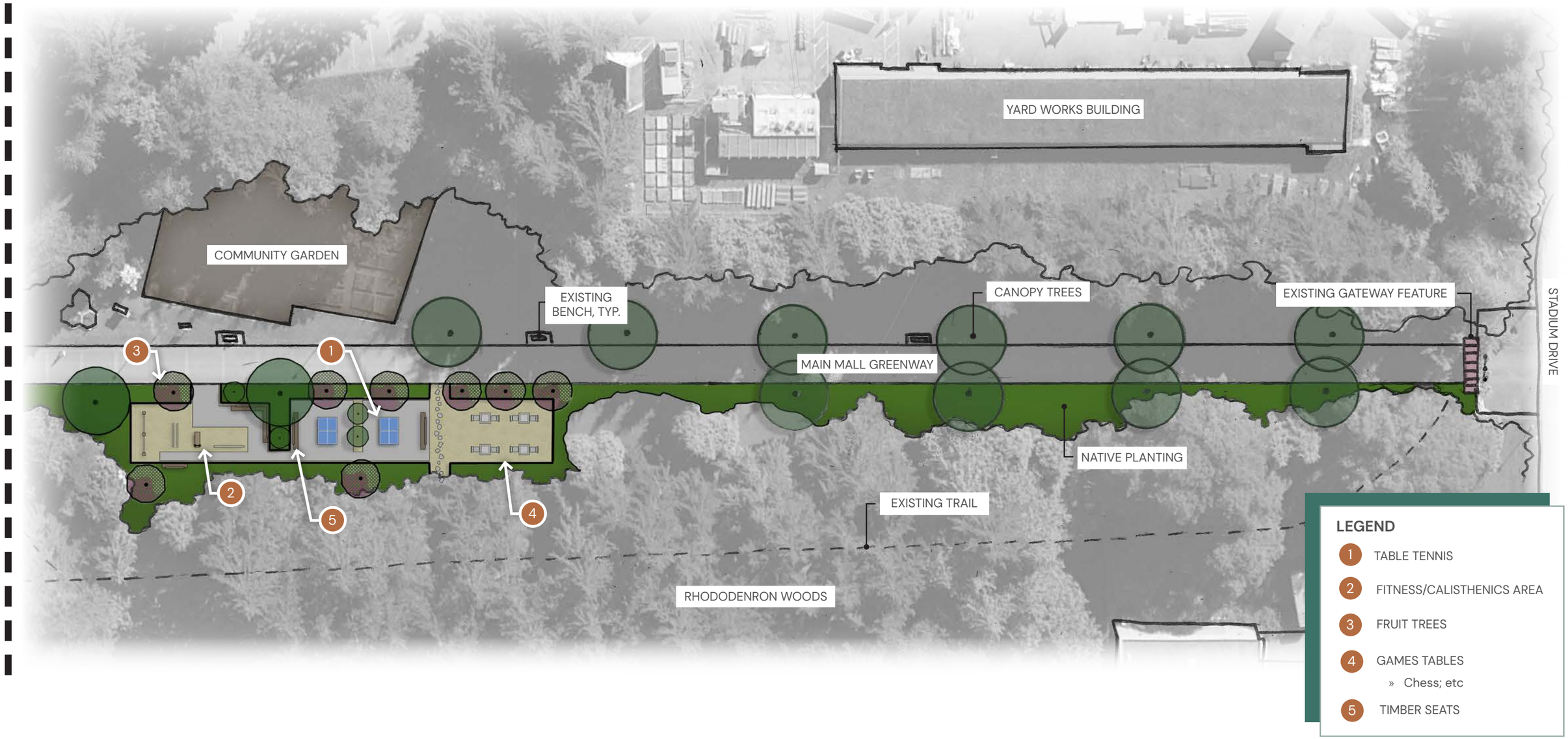
SCALE 1:500

CONCEPT A - STADIUM WALK

UBC MAIN MALL GREENWAY | DESIGN CONCEPTS

UNA UNIVERSITY NEIGHBOURHOODS ASSOCIATION LANARC

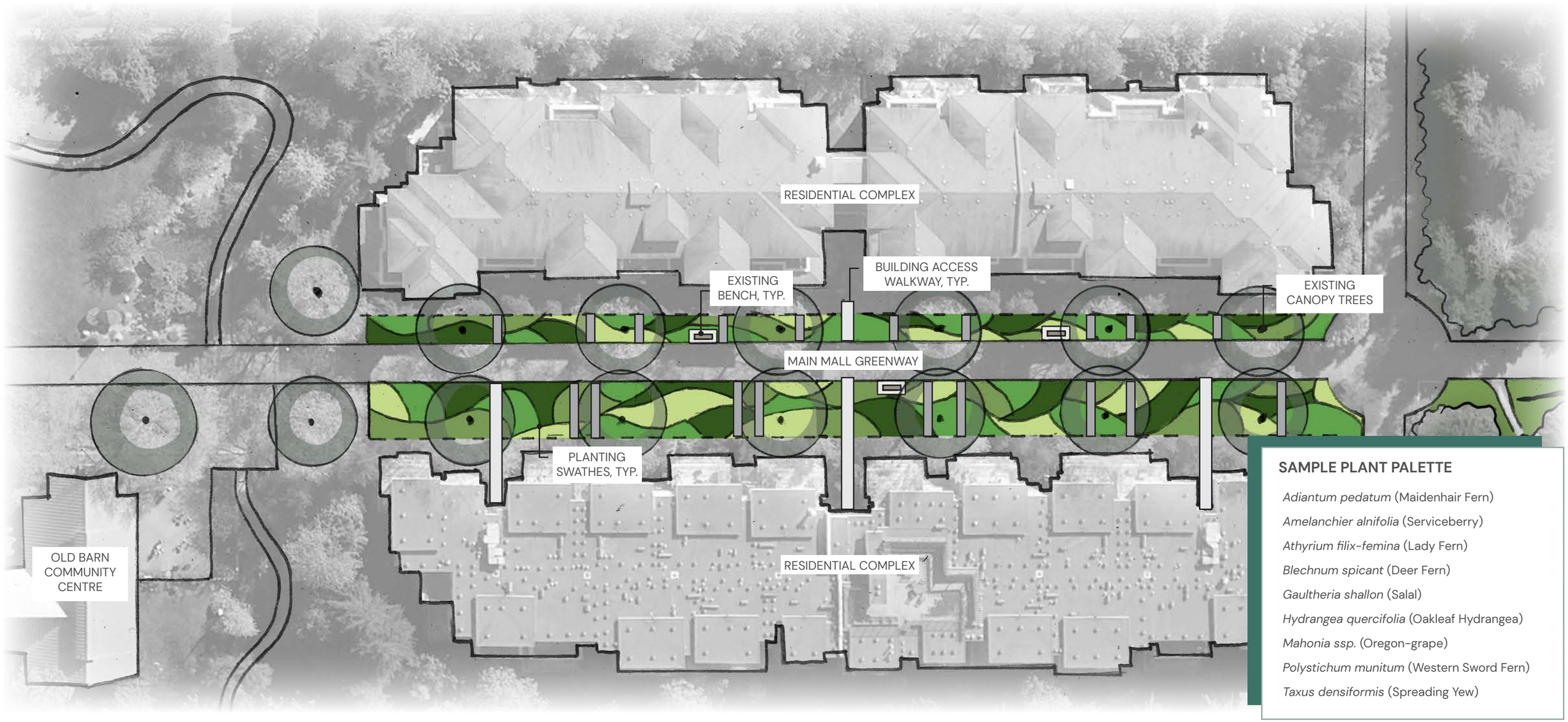
APRIL 7, 2025



CONCEPT B - BIODIVERSITY GARDEN

UBC MAIN MALL GREENWAY | DESIGN CONCEPTS

APRIL 7, 2025

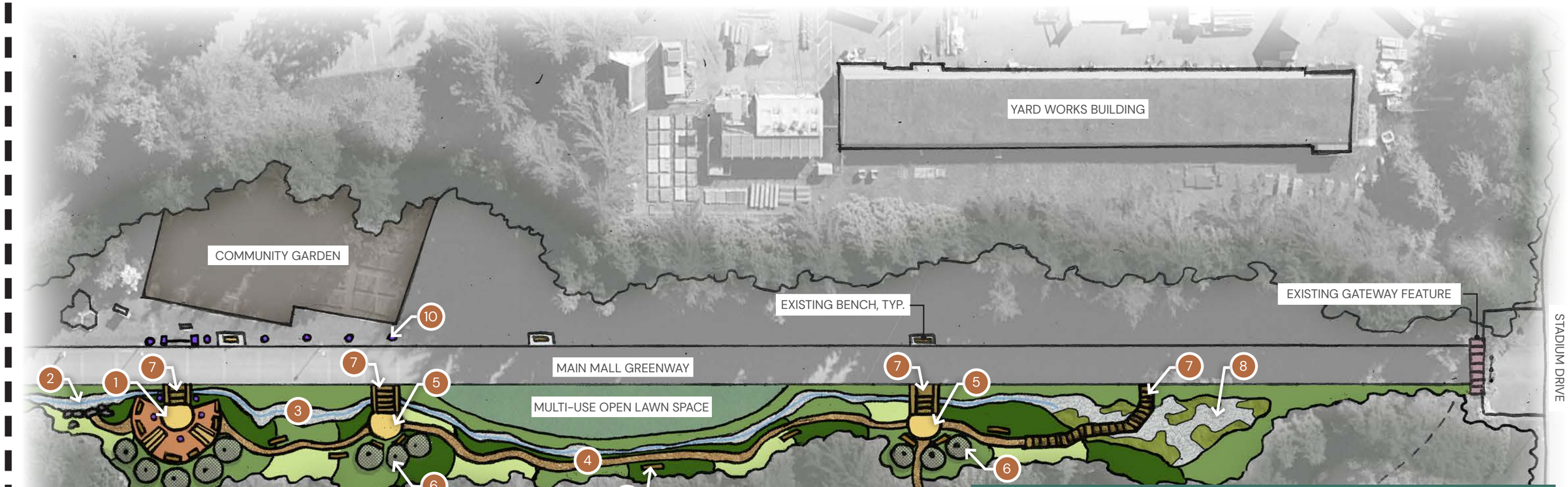


SAMPLE PLANT PALETTE

- *Adiantum pedatum* (Maidenhair Fern)
- *Amelanchier alnifolia* (Serviceberry)
- *Athyrium filix-femina* (Lady Fern)
- *Blechnum spicant* (Deer Fern)
- *Gaultheria shallon* (Salal)
- *Hydrangea quercifolia* (Oakleaf Hydrangea)
- *Mahonia ssp.* (Oregon-grape)
- *Polystichum munitum* (Western Sword Fern)
- *Taxus densiformis* (Spreading Yew)

0 10m 20m

SCALE 1:500



LEGEND

1. GARDEN GATHERING SPACE WITH:
   - Harvest Tables
   - Log Seating Nooks
   - Classroom Gathering Area
   - Opportunity for Art, Interpretive Signage, and Knowledge Sharing
   - Opportunities for Indigeneity Expressions
2. RAIN GARDEN INTERFACE
3. EPHERMERAL RAIN GARDEN
4. PATHWAY THROUGH EDIBLE PLANT ZONES
5. SMALL GATHERING NODE WITH LOGS
6. FRUIT TREES
7. BOARDWALK
8. WETLAND IN THE LOW-LYING AREA
9. LOG SEATS
10. POLES OR SIMILAR ART INSTALLATIONS

0 10m 20m

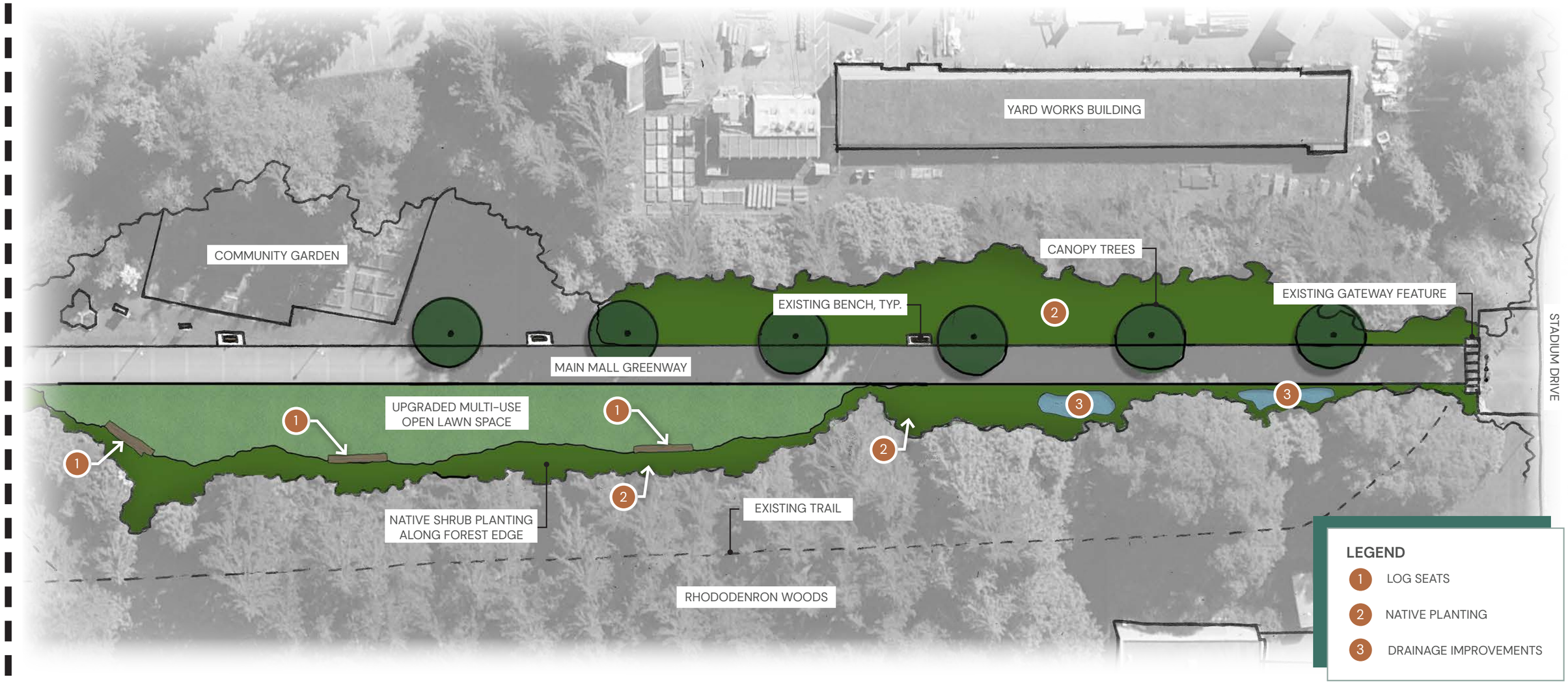
SCALE 1:500

CONCEPT C - FUNCTIONAL IMPROVEMENTS

UBC MAIN MALL GREENWAY | DESIGN CONCEPTS

UNA UNIVERSITY NEIGHBOURHOODS ASSOCIATION LANARC

APRIL 7, 2025



0 10m 20m

SCALE 1:500

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

UNA BOARD MEETING
OPEN SESSION

Report Date:	April 1, 2025
Meeting Date:	April 15, 2025
From:	Paul Thorkelsson, Chief Administrative Officer
Subject:	FY2024/25 UBC Community Amenity Charges Report

Background

The Neighbours Agreement 2024 stipulates that UBC is to annually report to the UNA on its use of the Community Amenity Charges (CACs).

This report includes a summary of revenue and expenditures of the CACs in 2024-25.

Decision Requested

For information.

Discussion

The CACs are a levy on new market housing development in order to fund neighbourhood amenities, such as community centres and childcare. Section 19.1 of the Neighbours Agreement 2024 prescribes that UBC will annually provide an accounting of the revenue and expenditures of the CACs to the UNA.

The attached letter from UBC reports the annual and total CACs revenue and expenditures, and the 2024/25 UBC Vancouver Infrastructure Charges & Community Amenity Charges Plan.

Financial Implications

None.

Operational Implications

None.

Strategic Objective

Governance

Attachments

1. 2024-2025 Community Amenity Charges Revenue and Expenditures – Letter Dated April 1, 2025

Concurrence

1. Athena Koon, Finance Manager

Respectfully submitted,

Paul Thorkelsson
Chief Administrative Officer

THE UNIVERSITY OF BRITISH COLUMBIA

Campus and Community Planning
2210 West Mall,
Vancouver, BC, Canada V6T 1Z4

2260 West Mall, 3rd Floor,
Vancouver, BC Canada V6T 1Z4

Phone 604 822 8228
Fax 604 822 6119
Email info.planning@ubc.ca
www.planning.ubc.ca

April 1, 2025

Paul Thorkelsson
Chief Administrative Officer
University Neighbourhoods Association
#202-5923 Berton Ave.
Vancouver, BC V6S 0B3

Sent via email: paul.thorkelsson@myuna.ca

Subject: 2024-2025 Community Amenity Charges Revenue and Expenditures

Dear Mr. Thorkelsson,

In accordance with the UBC-UNA Neighbours' Agreement, this letter reports the annual and total Community Amenity Charges (CAC) Revenue and Expenditures. CACs are levied on new market housing development to provide neighbourhood amenities such as community centres and childcare.

In March 2025, UBC's Board of Governors approved UBC Vancouver's IIC and CAC Plan that contains revenue and project expenses in a 10-Year Plan. Similar to municipalities, expenses enable growth and typically come before revenue. The IIC-CAC Plan therefore operates in a deficit financed by a UBC Treasury line of credit. The Board Report and 25/26 IIC-CAC Plan are included as attachments to this letter, along with the following detailed information on CAC revenue and expenditures:

a) In total, as of March 31, 2025, UBC has collected $16,590,110 in CAC revenue from neighbourhood development. In 2024-2025, no CAC revenue was collected from neighbourhood development.
b) In total, as of March 31, 2025, UBC expended $21,919,228 in CAC funds for the acquisition and construction of Facilities and Amenities within the Neighbourhood Housing Areas. There were no CAC expenditures in 2024-2025.
c) In total, as of March 31, 2025, UBC has expended $1,430,794 in CAC funds for three projects located outside the Neighbourhood Housing Areas. These projects include: $30,794 for the outdoor basketball court adjacent to Thunderbird Parkade (2006), which was later moved to the TEF-4 parking lot with other funding; $1,100,000 for the UBC Vancouver Childcare Expansion-Kids Club in Acadia (2008); and, $300,000 for the UNA Skateboard Park (2013).

Future CAC spending is planned to support neighbourhood childcare projects including delivery of a new childcare facility in the Wesbrook neighbourhood in 2025-26. With Campus Vision 2050 and the updated Land Use Plan now adopted, UBC undertook a comprehensive update to the IIC-CAC Plan to assess infrastructure needs to enable campus growth to 2050. The increase in campus housing development and the updated long-term IIC-CAC Plan will provide new opportunities for CAC revenue and projects. Future CAC projects will be identified in neighbourhood planning processes, including through UNA engagement, and integrated into the long-term IIC-CAC Plan. If you have any inquiries about CACs, please feel free to reach out to Chris Fay, Director of Strategic Policy at Campus and Community Planning, at chris.fay@ubc.ca.

Yours Truly,

Michael White
Associate Vice President
Campus and Community Planning

Enclosures: Annual IIC-CAC Plan (UBC Vancouver) Board Report and 2025-2026 IIC-CAC Plan

SUBJECT	2025 Infrastructure Impact Charges (IIC) and Community Amenity Charges (CAC) Plan (UBCV)
SUBMITTED TO	Property Committee
MEETING DATE	March 11, 2025
SESSION CLASSIFICATION	Recommended session criteria from Board Meetings Policy: OPEN
REQUEST	**APPROVAL REQUESTED** IT IS HEREBY RESOLVED that the Property Committee, in accordance with authority delegated by the Board of Governors, approves: *i.* proposed Infrastructure Impact Charges (IIC) and Community Amenity Charges (CAC) rates as set out in Appendix 1 to the briefing; and, *ii.* the 2025-2026 IIC and CAC Plan for UBC Vancouver as set out in Appendix 2 to the briefing.
LEAD EXECUTIVE	Melanie Stewart, Vice-President External Relations
SUPPORTED BY	Frank Laezza, Vice-President Finance & Operations Michael White, Associate Vice-President Campus and Community Planning Bhushan Gopaluni, Vice-Provost & Associate Vice-President Faculty Planning John Metras, Associate Vice-President Facilities Chris Fay, Director, Strategic Policy, Campus and Community Planning

PRIOR SUBMISSIONS

The subject matter of this submission is received annually by the Property Committee, most recently on: March 12, 2024 (OPEN SESSION) 2024-2025 Infrastructure Impact Charges (IICs) and Community Amenity Charges (CACs) Plan (UBC Vancouver)

EXECUTIVE SUMMARY

This briefing seeks updates to UBC-Vancouver's IIC-CAC rates to fund the infrastructure needed to enable Campus Vision 2050 growth; and, annual Property Committee approval for the 2025-2026 IIC-CAC Plan.

Under provincial legislation and Board of Governors' direction, UBC has established a municipal-like approval and cost-recovery structure for Vancouver campus growth. IICs and CACs are collected from development projects and fund campus infrastructure based on projected growth, infrastructure need, and engineering standards.

With Campus Vision 2050 and the updated Land Use Plan adopted, over the past year the Administration undertook the first comprehensive update to the IIC-CAC Plan since 2009. The update assessed infrastructure needs and costs to enable campus growth, reflecting the impact of significant infrastructure cost escalations, academic capital projects, and UBC priorities in areas like climate action.

As a result of the review, to account for future infrastructure needs the Administration proposes changes to IIC-CAC rates described in Appendix 1, including a phased increase to market IIC-CAC rates of 10% in 2026, 10% in 2027, and 5% in 2028. Consistent with past Board of Governors direction, IIC-CAC rates will continue to be indexed to inflation annually to manage changing construction costs.

This briefing also seeks Property Committee annual approval of the 2025-2026 IIC-CAC Plan. Along with the proposed rate increases, this ensures UBC has the funding in place for significant infrastructure needs: critical electrical system upgrades; district energy system expansion to provide building heating and hot water; and water and sewer projects to accommodate growth and adapt to climate risk.

How the IIC-CAC Plan Works

The IIC-CAC Plan works like municipal development charges, reflecting UBC's projected infrastructure needs and growth. Infrastructure costs are identified in master service plans for campus utilities and neighbourhood plans. Revenue is generated from a per square foot fee on projected growth enabled by UBC's Land Use Plan. Under Board of Governors' policy, IIC-CAC rates are adjusted annually to Statistics Canada's Non-Residential Building Construction Price Index. Rates for 2025 were increased by 5.2% for inflation and remain comparable to or lower than other municipal fees such as the City of Vancouver (see attached supplemental materials).

IIC-CAC expenses typically come before revenue so that systems are in place for new buildings to function. The IIC-CAC Plan therefore operates in a deficit financed by a UBC Treasury line of credit, as reflected in UBC's annual operating budget. This deficit financing approach is typical for similar investments in municipalities because infrastructure is required to support growth. To manage risk, the IIC-CAC deficit is limited to five years of projected revenue. The deficit is eliminated as the campus builds out, as reflected in Campus Vision 2050.

Updating the IIC-CAC Plan for Campus Vision 2050

The last comprehensive review of UBC's infrastructure needs and IIC-CAC rates took place in 2009. With Campus Vision 2050 and the updated Land Use Plan now adopted, over the past year the Administration undertook a comprehensive update to the IIC-CAC Plan. This included master servicing plan updates for different infrastructure needs and cost updates from escalations, reviewing development pace and projections, aligning with municipal development charges and recent provincial legislation, and identifying gaps. The review was led by a senior Administration planning committee with UBC Properties Trust engagement. The review resulted in:

- *An integrated long-term IIC-CAC Plan for financing growth to 2050* reflecting rising construction and material costs, an increasingly complex project delivery environment, and community needs. The updates include new infrastructure needs to deliver UBC priorities such as new academic capital projects and mitigating climate change. Master servicing plans for each type of infrastructure and amenity inform these priorities, such as electrical, rainwater, and childcare plans. As with current practice, the IIC-CAC Plan will be updated regularly and presented to the Board's Property Committee for annual approval to reflect evolving needs and growth projections.
- *Proposed changes to IIC-CAC rates and the rate structure* (Appendix 1). The updated infrastructure needs require increases to current IIC-CAC rates. The review process worked with UBC Properties Trust to develop updated development timing projections, then compared this timing to the infrastructure needs. Rate scenarios then explored how to ensure UBC has enough revenue to deliver priority infrastructure, while staying aligned with municipal comparators and being fair for different types of campus development. The proposed rate changes include:
    - Increasing IIC-CAC rates for market projects, currently at $53.56/sq ft for strata market housing, through a phased approach of 10% in 2026, 10% in 2027, and 5% in 2028. This reflects UBC's infrastructure need, the ability of market projects to pay, and the certainty provided by a phased approach to rate changes. With these increases, UBC's rates remain below or comparable to the City of Vancouver (see Presentation One).
    - Continuing lower IIC rates for non-market faculty/staff rental housing and student housing, currently at $9.10/sq ft. This reflects the importance of supporting housing affordability by minimizing project costs, along with the financial viability of these projects.

- Increasing the IIC-CAC rates for neighbourhood market rental projects to 50% of the market strata rate. This reflects the financial viability of market rental projects, municipal practices, and UBC Properties Trust engagement as the developer for campus market rental housing.
- Introducing a modest IIC rate for academic projects of $3/sq ft (compared to the current market housing rate of $53.56/sq ft). In the past, UBC has funded academic infrastructure needs from IIC-CAC revenue generated exclusively from market housing. Introducing a modest rate signals the growing infrastructure needs for academic capital projects.

- *Adjustments to the Administration's IIC-CAC governance process,* including a process to ensure operations and maintenance funding needs are considered alongside approval of IIC-CAC capital projects, implementing a five-year IIC-CAC plan review cycle, and developing criteria to guide IIC project prioritization, similar to the academic capital prioritization process.

Considerations for the IIC-CAC Update

UBC's land development revenue supports various priorities, including infrastructure, student, faculty and community housing, and the Trek endowment for academic spending. The IIC-CAC update proposes rate increases that come primarily from land development revenues through 2050. The phased increase in IIC rates is projected to reduce funds available to flow into the Trek endowment by $94M between 2025 and 2050 (see Presentation One). This is a trade-off that is necessary for UBC to fund the infrastructure that enables campus growth. UBC relies on IIC-CAC revenue for these needs because it does not have the tax or borrowing abilities of municipalities.

IIC-CAC expenses are focused on growth-related capital costs. Operations and maintenance funding is another critical part of infrastructure planning that needs to be addressed along with direct capital costs. In recognition, the IIC-CAC update includes a commitment from the Administration to review operations and maintenance funding requirements as part of the IIC and capital planning process to ensure these requirements are addressed at the time of individual capital approvals.

Increases to the IIC-CAC rates are also critical for replacing UBC infrastructure over time—not just for growth-related infrastructure—given that UBC's current utility fee structure does not include long-term capital replacement. As the campus builds out, there will be limited IIC funding for utility capital projects that come to end of life. Without changes to the current utility fee structure, there will be a growing risk to University operations. The Administration is exploring this issue as part of the budget revitalization process.

2025-2026 IIC-CAC Plan

Alongside the IIC-CAC Plan update process, the Administration developed the updated 2025-2026 IIC-CAC Plan for the typical annual Board Property Committee approval process. Appendix 2 shows the 2025-2026 10-Year Plan, including projected revenues and expenditures. These projections reflect the proposed master servicing plan updates and IIC-CAC rate increases described above.

The 2025-2026 IIC-CAC Plan projects $12.1M in revenue and $17.9M in expenses, with an end-of-year Treasury line of credit deficit of $50.4M, within the Board-required five years of projected revenue. A number of proposed expenditures are deferred to reflect changing timing for academic capital projects and new priorities, such as the provincial funding for the Lower Mall Precinct student housing expansion. IIC expenditures for 2025-2026 focus on updating critical electrical substation equipment and expanding campus stormwater retention facilities to manage climate risk. CAC expenditures focus on a new neighbourhood childcare centre in Wesbrook Place. The 2025-2026 IIC-CAC Plan continues to project future year deficits at less than five years of projected revenue until the late 2020s.

Next Steps

With Property Committee approval, the updated IIC-CAC rates will be phased in starting January 1, 2026. The annual IIC-CAC Plan will continue to be updated regularly to reflect revenue increases and expense needs and presented to the Property Committee for annual approval. The Administration will also consider the need for a comprehensive IIC-CAC Plan review every five years to align with Land Use Plan and Housing Action Plan reviews.

APPENDICES

1. Proposed IIC and CAC Rates
2. 2025-2026 IIC-CAC Plan

PRESENTATIONS

1. Infrastructure Impact Charges & Community Amenity Charges Plan Update

SUPPLEMENTAL MATERIALS

1. 2025 IIC and CAC Rates
2. Chart Comparing UBC and City of Vancouver Development Charges

Appendix One: Proposed IIC and CAC Rates

Proposed IIC/CAC Rates[1]

IIC/CAC Classification	January 1, 2026[2] $/ft^2	January 1, 2027[2] $/ft^2	January 1, 2028[2] $/ft^2
Market Strata Housing	**$58.92**	**$64.81**	**$68.05**
Market Rental Housing	**$29.46**	**$32.41**	**$34.03**
Non-Market Housing (faculty/staff rental, student housing) and Ancillaries	$9.10	$9.10	$9.10
Academic Buildings (provincial funding)	**$3.00**	**$3.00**	**$3.00**
Industry Research	**$7.85**	**$8.64**	**$9.07**
Commercial	**$59.07**	**$64.98**	**$68.23**
Separate Parking Structure	**$7.90**	**$8.69**	**$9.12**
CAC Rates (market housing projects)	**$4.87**	**$5.36**	**$5.63**

Note 1. Bold text reflects proposed rate changes:

- Annual increases of 10% (2026), 10% (2027) and 5% (2028) to existing market, industry, commercial, parking and CAC rates;
- Increased market rental rate to 50% of market strata rate; and
- Introduction of modest academic rate of $3/sq ft.

Note 2. Rates may also be subject to future annual inflationary adjustments, as per Board of Governors policy.

Appendix Two: 2025-2026 IIC-CAC Plan

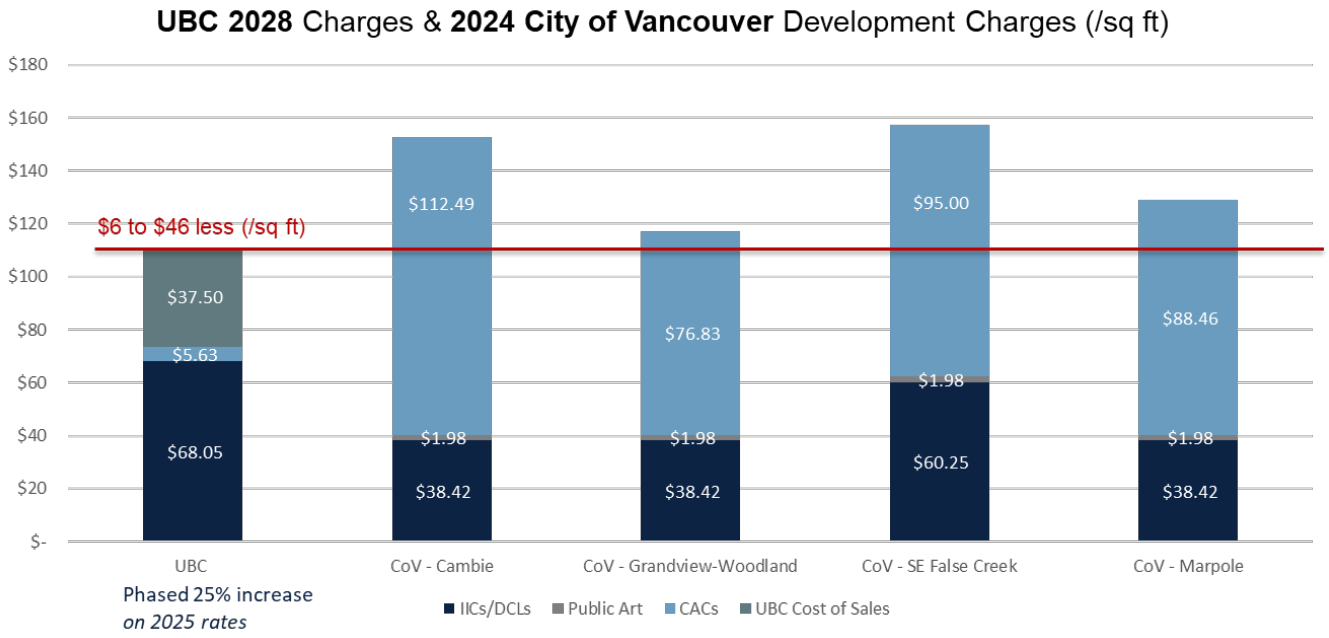
	2025-26 Plan	2026-27 Plan	2027-28 Plan	2028-29 Plan	2029-30 Plan	2030-31 Plan	2031-32 Plan	2032-33 Plan	2033-34 Plan	2034-35 Plan	2035-36 Plan
Revenue:											
Market Housing	8.57	-	17.30	-	20.07	6.88	16.04	18.09	-	28.27	31.72
Non-Market Housing	2.03	-	-	6.94	-	1.34	-	-	0.91	-	5.09
Ancillaries and Campus Housing	-	5.46	-	-	-	-	-	-	3.82	-	-
Academic Buildings	-	-	-	-	0.11	-	0.02	0.44	0.44	0.44	-
Industry Research	-	-	-	-	-	-	-	-	-	1.63	-
Commercial	0.78	-	-	-	-	2.05	-	-	-	-	-
Parkades	-	-	-	-	-	-	-	-	-	-	-
Community Amenity Contribution	0.71	-	1.43	-	1.66	0.57	1.33	1.50	-	2.34	2.62
Other Contributions	-	-	-	-	-	-	-	-	-	-	-
Total Revenue	**12.10**	**5.46**	**18.73**	**6.94**	**21.84**	**10.84**	**17.39**	**20.03**	**5.17**	**32.68**	**39.44**
Rolling 3-year forecasted revenue (Current year + 2 years forward)	36.29	31.13	47.52	39.63	50.07	48.26	42.59	57.88	77.30	97.81	83.94
Rolling 5-year forecasted revenue (Current year + 4 years forward)	65.07	63.82	75.75	77.05	75.27	86.12	114.72	123.01	121.80	140.77	129.09
Expenditures:											
Water	-	-	1.00	-	0.65	0.81	0.65	1.16	0.65	0.65	1.27
Sanitary	-	0.89	8.34	-	-	1.73	1.83	1.63	1.63	2.69	6.26
Stormwater	2.20	-	2.50	-	-	-	5.00	5.00	1.50	1.50	8.34
Surface Works	6.02	0.25	0.25	0.25	0.25	3.48	0.73	1.56	1.06	1.06	1.19
Transportation	0.10	0.10	0.20	6.35	2.00	1.95	1.95	1.95	1.95	1.95	2.39
Electrical	5.00	10.30	4.00	-	-	2.20	2.60	2.60	2.60	2.60	3.17
Natural Gas	-	-	-	-	-	0.13	0.13	0.13	0.13	0.13	0.13
District Energy	-	-	2.00	10.00	1.75	1.75	1.75	1.75	1.75	1.75	2.67
Solid Waste	1.90	-	-	2.18	3.74	0.68	0.68	0.68	0.68	0.68	0.68
Planning, Services, Financing	0.20	0.22	0.22	0.22	0.22	0.22	0.22	0.26	0.28	0.06	0.06
Other Expenditures	-	-	-	-	-	-	-	-	-	-	-
CAC	2.48	0.00	0.00	0.00	0.00	2.48	0.00	0.00	0.00	2.48	1.43
Total Expenses	**17.90**	**11.76**	**18.51**	**19.00**	**8.61**	**15.43**	**15.54**	**16.73**	**12.23**	**15.55**	**27.61**
Surplus/(Deficit)	**(5.80)**	**(6.30)**	**0.22**	**(12.06)**	**13.23**	**(4.59)**	**1.85**	**3.30**	**(7.06)**	**17.13**	**11.83**
Interest Income/(Expense)	(2.07)	(1.92)	(1.87)	(2.31)	(1.96)	(1.19)	(2.15)	(1.16)	(2.38)	(1.04)	(0.85)
Net Surplus/(Deficit)	**(7.87)**	**(8.22)**	**(1.65)**	**(14.37)**	**11.27**	**(5.77)**	**(0.30)**	**2.14**	**(9.44)**	**16.09**	**10.98**
IIC & CAC Balance, Beginning	**(42.49)**	**(50.36)**	**(58.59)**	**(60.24)**	**(74.61)**	**(63.34)**	**(69.12)**	**(69.42)**	**(67.28)**	**(76.72)**	**(60.63)**
Surplus/(Deficit)	(7.87)	(8.22)	(1.65)	(14.37)	11.27	(5.77)	(0.30)	2.14	(9.44)	16.09	10.98
Contingency	-	-	-	-	-	-	-	-	-	-	-
IIC & CAC Balance, Ending	**(50.36)**	**(58.59)**	**(60.24)**	**(74.61)**	**(63.34)**	**(69.12)**	**(69.42)**	**(67.28)**	**(76.72)**	**(60.63)**	**(49.65)**

Supplemental Materials One: 2025 IIC and CAC Rates

2025 IIC/CAC Rates

IIC/CAC Classification	January 1, 2024 $/ft^2	% increase in Statistics Canada Non-Residential Building Construction Price Index	**January 1, 2025 $/ft^2**
Market Housing	$50.94	5.2%	**$53.56**
Institutional (ancillaries, campus housing, non-market housing)	$8.65	5.2%	**$9.10**
Academic Buildings (provincial funding)	$0	N/A	**$0**
Industry Research	$6.79	5.2%	**$7.14**
Commercial	$51.07	5.2%	**$53.70**
Separate Parking Structures	$6.83	5.2%	**$7.18**
CAC Rates (market housing projects)	$4.21	5.2%	**$4.43**

Supplemental Materials Two: Chart Comparing UBC and City of Vancouver Development Charges



UNIVERSITY NEIGHBOURHOODS ASSOCIATION

UNA BOARD MEETING
OPEN SESSION

Report Date: March 26, 2025

Meeting Date: April 15, 2025

From: Athena Koon, Finance Manager

Subject: FY2024/25 Financial Audit Plan Report

Background

According to the *Income Tax Act*, the University Neighbourhoods Association (UNA) is required to file its T2 Corporation Income Tax Return to the Canada Revenue Agency (CRA) for every tax year, with a filing deadline within six months after the end of the corporation's tax year. The UNA's 2024/25 fiscal year ends on March 31, 2025, making the tax return filing deadline before the end of September 2025.

Additionally, the *Societies Act* mandates that a general meeting be held annually, with financial statements for a period ending no more than six months before the general meeting to presented. While the Act does not specifically require that these be year-end financial statements, to streamline reporting, the UNA aims to hold its annual general meeting (AGM) within six months of the fiscal year-end.

This report outlines the UNA's plan for completing the annual audit within this six-month timeframe.

Decision Requested

For information.

Discussion

The UNA is required by the Neighbours Agreement 2024, the UNA Bylaws, and the *Societies Act* to appoint an auditor to conduct an annual audit of the year-end financial statements.

At the 2024 AGM, Johnsen Archer LLP was appointed as the UNA's the auditor until the next AGM in 2025. Based on this decision, Johnsen Archer LLP is conducting the 2024-25 fiscal year audit. An audit engagement letter, outlining the objectives, responsibilities, and deliverables of the audit, must be signed before the audit process begins in May 2025.

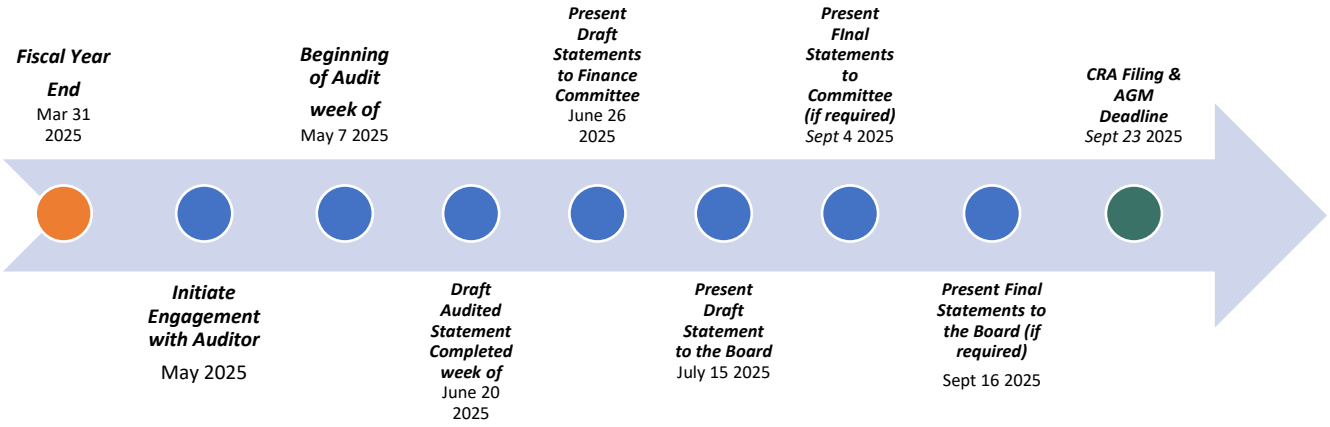
For the UNA's 2024-25 fiscal year audit, the process will start in early-May, as the auditor requires a minimum of six weeks to complete their audit and finalize the draft financial statements.

The auditor will present the audit results to the Finance & Audit Committee on June 26, 2025. It is anticipated that, at that meeting, the Finance & Audit Committee will recommend the FY2024-25 Audited Financial Statements to the Board for approval at its July 2025 meeting.

If the audited financial statements are approved at the July 2025 Board meeting, they will be presented at the 2025 AGM in September. Please note, there is no Board meeting normally scheduled in August. If any changes are required, the final FY2024-25 Audited Financial Statements will be presented to the Board for approval during their September meeting. This schedule ensures sufficient time for the UNA to file the required annual return to the CRA and prepare for the AGM (tentatively set for September 23, 2025) before the end of September 2025.

Audit Timeline:

- Early-May 2025 – Audit process begins.
- June 26, 2025 – Auditor presents results to the Finance & Audit Committee.
- July 15, 2025 – Board meeting for approval of audited financial statements.
- September 2025 – AGM presentation and CRA filing deadline.



Audit Engagement Proposal from Johnsen Archer LLP

Johnsen Archer LLP has been appointed for the audit of the 2024-25 fiscal year. Their team includes:

- Leroy Van Spronsen, CPA, CGA – Partner, Assurance and Accounting
- Tahir Jamal, CPA – Manager, Assurance and Accounting
- Harmeet Rattanpal – Senior Accountant

The engagement strategy follows a three-phase approach:

1. **Planning** – A pre-year-end meeting with management to review specific concerns and finalize audit timing.
2. **Execution** – Remote audit procedures, including financial statement audits, account confirmations, and analytical reviews.
3. **Finalization** – Presentation of the audit report to the Finance & Audit Committee and to the UNA Board before finalization.

Audit Fees

The estimated professional fees for the 2024-25 audit are $20,400, with an additional amount in miscellaneous expenses. Fees are subject to change based on the scope of work and any additional requirements. This amount has been accounted for in our budget and is under what we have accrued.

Future Auditor Appointment

As the auditor is appointed at the AGM, a separate report will be presented to the Finance & Audit Committee and the Board during the summer and before the 2025 AGM with a recommendation for the auditor appointment for the following fiscal year.

Financial Implications

The financial costs of this audit are $20,400 and any additional miscellaneous expenses arising from the audit. These expenses have been budgeted for.

Operational Implications

None.

Strategic Objective

Governance

Attachments

None.

Concurrence

None.

Respectfully submitted,

Athena Koon
Finance Manager

Paul Thorkelsson
Chief Administrative Officer

UNA UNIVERSITY NEIGHBOURHOODS ASSOCIATION

UNA BOARD MEETING
OPEN SESSION

Report Date: April 2, 2025

Meeting Date: April 15, 2025

From: Athena Koon, Finance Manager

Subject: FY2024/25 Annual Capital Reserve Transfer Report

Background

The UNA Capital Reserve Board Policy (#05-14) requires that, following the end of each fiscal year, the Finance & Audit Committee shall recommend to the Board an amount to be transferred to the UNA's Capital Reserve.

This report details a recommended amount to be transferred to the UNA Capital Reserve for the 2024/25 fiscal year. The requested decision has been reviewed and recommended by the Finance & Audit Committee.

Decision Requested

THAT the Board approve a transfer to the UNA Capital Reserve equal to the amount of the amortization of capital assets for FY2024/25 minus the amortization of the deferred capital contributions.

Discussion

The UNA established the UNA Capital Reserve in FY2022/23 and approved an accompanying policy in FY2023/24. The UNA Capital Reserve's current balance is as follows:

Capital Reserve	Amount
Current Balance	$ 1,144,214
Estimated Contributions	$ 200,000
Estimated Interest Income	$ 45,000
Estimated Total Balance for 2024/25 (After Transfer)	**$1,389,214**

The estimated total amortization minus the amount of the amortization of deferred capital contribution is around $200K for FY2024/25. In addition to the annual transfer for FY2024/25, the interest income attributable to the UNA Capital Reserve will also be

transferred. After the transfers, the closing balance of the UNA Capital Reserve should be around $1.4M for FY2024/25.

Financial Implications

None.

Operational Implications

None.

Strategic Objective

Governance

Attachments

1. UNA Capital Reserve Board Policy (#05-14)

Concurrence

None.

Respectfully submitted,

Athena Koon
Finance Manager

Paul Thorkelsson
Chief Administrative Officer

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

BOARD POLICY

TITLE:	Capital Reserve Policy	POLICY #05-14
CATEGORY:	Finance	
AUTHORITY:	Board of Directors	
ADOPTED:	November 19, 2024	
EFFECTIVE:	November 19, 2024	

1. Purpose

This Policy applies with respect to transfers to the Capital Reserve, the uses of the Capital Reserve, and withdrawals from the Capital Reserve.

2. Definitions

Board: The UNA Board of Directors.

Capital Asset: A tangible or intangible property that has a useful life of more than one year.

Capital Expenditure: An expenditure for the acquisition of a Capital Asset or for the improvement, maintenance, or repair of a Capital Asset.

Capital Reserve: The capital reserve account in the UNA's financial accounts.

Finance Committee: The UNA Finance and Audit Committee.

UNA: University Neighbourhoods Association.

Unrestricted Fund: The unrestricted fund account in the UNA's financial accounts.

3. Transfers to the Capital Reserve

3.1 Board Direction. Amounts are to be transferred from the Unrestricted Fund to the Capital Reserve on the direction of the Board.

3.2 Committee Recommendation. After the end of each fiscal year, the Finance Committee shall recommend to the Board an amount to be transferred to the Capital Reserve.

3.3 Amount of Transfer. Unless the Finance Committee has reasons to recommend a different amount, the amount of the transfer it recommends after the end of a fiscal year is to approximately equal the amount of the amortization of capital assets in the UNA's financial accounts for the year minus the amount of the amortization of deferred capital contributions.

3.4 Board-Initiated Transfer. The Board may, at any time, direct the transfer of an amount from the Unrestricted Fund to the Capital Reserve without a recommendation from the Finance and Audit Committee.

3.5 Interest. At the end of each fiscal year, an amount is to be transferred from the Unrestricted Fund to the Capital Reserve equal to the estimated amount of investment

earnings during the year on UNA investments reasonably attributable to the Capital Reserve.

3.6 Limitation. Notwithstanding sections 3.1 to 3.5, an amount transferred from the Unrestricted Fund to the Capital Reserve may not exceed the balance in the Unrestricted Fund immediately before the transfer.

4. Uses of the Capital Reserve

4.1 Permissible Uses. Subject to sections 4.2 and 4.3, the Capital Reserve is to be used to fund Capital Expenditures made for the following purposes:

(a) to acquire Capital Assets that replace Capital Assets;

(b) having regard to the amounts projected to be required to acquire Capital Assets referred to in (a), to acquire Capital Assets other than Capital Assets referred to in (a);

(c) to improve Capital Assets;

(d) to make major repairs to, or to perform major maintenance on, Capital Assets;

(e) to make minor emergency repairs to Capital Assets; and

(f) other purposes relating to Capital Assets approved by the Board.

4.2 Limitation to UNA Assets. Section 4.1 applies only with respect to Capital Assets that are owned by, or are to be acquired by, the UNA.

4.3 Other Funding Sources. Except as otherwise determined by the Board, section 4.1 does not apply with respect to a Capital Expenditure to the extent that other sources of non-debt funding are available for the expenditure.

5. Withdrawals from the Capital Reserve

5.1 Capital Budget. The amount of a Capital Expenditure may be withdrawn from the Capital Reserve if the expenditure is included in the UNA's approved capital budget for a fiscal year and the funding source for the expenditure is stated to be the Capital Reserve.

5.2 Board Authorization. If section 5.1 does not apply with respect to a Capital Expenditure, the amount of the expenditure may be withdrawn from the Capital Reserve only if the Board authorizes the withdrawal in an open session of a Board meeting.

6. Revision of Policy

6.1 Finance Manager. The Finance Manager will periodically consider whether revisions should be made to this Policy and will propose revisions in a report to the Finance Committee.

6.2 Finance Committee. The Finance Committee may direct the Finance Manager to consider whether revisions should be made to this Policy and to report back to the committee with proposed revisions, if any.

6.3 Recommendations for Revisions. The Finance Committee shall consider revisions to this Policy proposed by the Finance Manager and proposals for revisions from committee members. If the Finance Committee determines that revisions should be made, it shall recommend the revisions to the Board.

6.4 Board-Initiated Revisions. The Board may make revisions to this Policy that have not been recommended by the Finance Committee.

Policy History & Information

Original Policy Approval Date	January 16, 2024
Policy Amended Date	November 19, 2024
Review Date	November 19, 2027 (every three years)

Related Documents & Legislation

- N/A

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

UNA BOARD MEETING
OPEN SESSION

Report Date:	March 20, 2025
Meeting Date:	April 7, 2025
From:	Chris Hakim, Corporate Services Specialist
Subject:	UNA Video Surveillance Board Policy Report

Background

The UNA uses video surveillance systems within its facilities to enhance the safety and security of individuals, assets, and property. Currently, there are two Board Policies related to video surveillance systems: the Video Surveillance Board Policy (#01-10); and the Video Surveillance – Old Barn Community Centre Board Policy (#01-11). Both policies deal with the UNA's management and use of its video surveillance systems; the former specific to the Wesbrook Community Centre and the latter specific to the Old Barn Community Centre.

Since the UNA's video surveillance policies have not been updated since their adoption almost a decade ago, staff have conducted a review and drafted a revised policy that provides a centralized control document updated to the UNA's current video surveillance operations.

The report describes the details of the proposed revised Video Surveillance Board Policy.

Decision Requested

THAT the Board approve the proposed revisions to the Video Surveillance Board Policy (#01-10), as circulated.

AND THAT the Board repeal the Video Surveillance – Old Barn Community Centre Board Policy (#01-11).

Discussion

As noted in this report, the UNA has two policies concerning the management and use of its video surveillance policies. Those policies largely contain the same provisions, but are different in which community centre they apply to, and the list of video cameras installed in each community centre.

The proposed revised draft is intended to achieve two primary goals:

1. Create a single control document concerning the entirety of the UNA's video surveillance systems
2. Update the UNA's video surveillance requirements to match the UNA's current operational use of video surveillance and its capabilities

Regarding the first goal, the proposed draft and the requested decision would consequentially merge the scope of the UNA's current video surveillance policies into a single policy. In addition, the scope of the proposed draft applies to the UNA's video surveillance activities that extend beyond the Wesbrook and Old Barn Community Centres. This means that if the UNA installs and uses video surveillance systems in facilities other than the existing community centres, the appropriate and necessary controls will be in place.

Regarding the second goal, the proposed draft has been prepared based on the UNA's current technical capabilities with regards to video surveillance and operations. Live viewing, the practice of viewing live video surveillance footage, is a primary use of the UNA's video surveillance systems and has been accordingly addressed in the proposed draft. In addition, rules have been drafted concerning when the UNA may install and use video surveillance systems, in order to ensure the UNA is balancing using the appropriate security measures and maintaining the privacy of the individuals that access the UNA's facilities.

Financial Implications

None.

Operational Implications

The implications of the proposed draft are largely operational.

Staff will maintain a list of employees authorized to access and used the UNA's video surveillance systems and their data, along with what level of access they will have. Training will be provided to employees only using the video surveillance system's live viewing function. In addition, staff will implement an audit log of the video surveillance system, in order to secure the UNA's video surveillance recordings. Finally, the UNA can approve the installations and removals of video surveillance systems at the staff-level, without requiring the Board to revise a policy to do so.

Strategic Objective

Governance; Organizational Capacity

Attachments

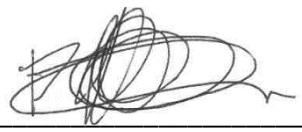
1. Video Surveillance Board Policy (#01-10) – April 2025 Draft Revision
2. Video Surveillance Board Policy (#01-10) – October 2015
3. Video Surveillance – Old Barn Community Centre Board Policy (#01-11) – September 2016

Concurrence

1. Wegland Sit, Operations Manager

Respectfully submitted,

Chris Hakim
Corporate Services Specialist



Paul Thorkelsson
Chief Administrative Officer

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

BOARD POLICY

TITLE:	Video Surveillance Policy	POLICY #01-10
CATEGORY:	Administration	
AUTHORITY:	Board of Directors	
ADOPTED:	-	
EFFECTIVE:	-	

Purpose

The purpose of this Policy is to establish the guidelines for the requirements, installation, and use of UNA Video Surveillance Systems, and the access, use, retention, disclosure, and destruction of Recordings.

Scope

This Policy applies to all UNA employees and all UNA Video Surveillance Systems which are intended to ensure the security and safety of UNA Facilities, the individuals who use them, and the assets within them.

1. Definitions

1.1. **"UNA Facility"** means a facility (such as a building, a part of a building, or a land) that is either owned or occupied by the UNA.

1.2. **"Recording"** means information collected by and stored on a Video Surveillance System.

1.3. **"UNA Video Surveillance System"** means a system or device, operated by the UNA, that is capable of capturing identifiable images of individuals, in real-time or stored, and which may be used to monitor individuals, assets, or properties.

2. Roles and Responsibilities

2.1. The Chief Administrative Officer is responsible for the management of UNA Video Surveillance Systems, including:

a) authorizing and overseeing the installation, expansion, maintenance, or removal of UNA Video Surveillance Systems;
b) authorizing individuals to access and use UNA Video Surveillance Systems;
c) authorizing the disclosure of Recordings; and
d) ensuring compliance with this Policy and other related policies and procedures.

2.2. The Chief Administrative Officer may delegate the responsibilities and functions assigned to them in this Policy to other UNA employees.

3. Video Surveillance Purposes and Requirements

3.1. Subject to section 3.2, the UNA may install and use UNA Video Surveillance Systems within UNA Facilities, but only for achieving the following purposes:

a) to enhance the safety and security of individuals, assets, and property; and

b) to assist in the investigation of suspected health and safety violations, illegal activity, or property loss or damage.

3.2. The UNA shall not install or use UNA Video Surveillance Systems

a) to achieve the purposes stated in section 3.1 when alternative methods of supervision are reasonably practicable;
b) to monitor areas where individuals have heightened expectations of privacy, such as changing rooms, washrooms, child minding areas, and locker rooms; or
c) to monitor UNA employees, volunteers, and contractors for the purpose of performance management.

4. Installation, Placement, and Visibility

4.1. The UNA shall maintain documentation outlining each UNA Video Surveillance System's

a) location;
b) intended field of vision;
c) hours of operation; and
d) technical capabilities of the system (e.g. zoom, motion-activated).

4.2. UNA Video Surveillance Systems must not be hidden.

4.3. Where a UNA Video Surveillance System has been introduced, signage will be displayed at all primary entrances and exits, and areas of the UNA Facility under video surveillance. Such signage must clearly state that surveillance takes place within the respective area and provide the UNA's contact information for inquiries.

5. Use, Access, and Disclosure

5.1. UNA Video Surveillance Systems and Recordings shall only be accessed and used by the Chief Administrative Officer and individuals authorized, in whole or in part, by the Chief Administrative Officer.

5.1.1. For greater certainty, live viewing is considered a use of UNA Video Surveillance Systems.

5.2. Individuals authorized to access and use UNA Video Surveillance Systems and Recordings shall receive training on the technical use of the systems and the privacy obligations they must adhere to.

5.3. Recordings may be disclosed and used for the purposes of aiding in a law enforcement investigation or legal matter, or addressing a health or safety concern.

6. Retention and Destruction

6.1. Subject to section 6.2, Recordings shall be retained for 30 days, after which they shall be automatically deleted.

6.2. If a Recording is to be used, or anticipated to be used, for a purpose stated in section 5.3, then the UNA shall retain the Recording for at least one year after serving its purpose.

6.3. Retention and destruction of Recordings are handled in accordance with the UNA Records Management Board Policy (#01-18).

Policy History & Information

Original Policy Approval Date	October 13, 2015
Policy First Amended Date	DATE
Next Review Date	DATE (every three years)

Related Documents & Legislation

- *Personal Information Protection Act*, SBC 2003, c. 63
- UNA Community Privacy Board Policy (#01-04)
- UNA Records Management Board Policy (#01-18)

UNA UNIVERSITY NEIGHBOURHOODS ASSOCIATION

VIBRANT, DIVERSE, SUSTAINABLE

CORPORATE POLICY

SUBJECT: **VIDEO SURVEILLANCE**	
CATEGORY: ADMINISTRATIVE POLICY	POLICY #: **01-10**

POLICY STATEMENTS

Effective Date: October 15, 2015

The University Neighbourhoods Association (the "UNA" or "we") engages in video surveillance at our Wesbrook Community Centre (the "Community Centre"). This policy outlines the reasons we engage in video surveillance and our video surveillance practices. For more information on our privacy practices in general, please consult our Privacy Policy.

Reasons for Video Surveillance:

UNA engages in video surveillance for the following purposes at the Community Centre:

1) **Community Centre Property Safety:** To enhance the safety and security of our assets where other means of supervision are not practicable.

2) **Community Centre Visitor, Employee, and Volunteer Safety:** As a tool in UNA's broader safety and security strategy to enhance the safety and security of our visitors, employees, and volunteers where other means of supervision are not practicable.

Video surveillance equipment may also be used to assist in the investigations of incidents related to these purposes, when reasonable in the circumstances, and as otherwise permitted or required by applicable privacy legislation.

System Description:

UNA has installed a 9-camera digital recording system. Video surveillance will be in effect 24 hours per day, 7 days a week. The cameras are motion-activated and does not have pan, zoom or night vision capabilities. Cameras are located to achieve the purposes outlined above in the Community Centre, specifically:

Camera Position	Field of Vision
1st floor front entry – Outside of building, above main entrance door	**Span of concrete walkway in front of main entrance**
1st floor front entry – On wall, inside building at front entrance	**From stairwell door to corner of reception desk, facing the front entrance**
1st floor - Behind reception desk	**The reception desk, and 1st floor hallway from the main staircase to 1st floor elevator door**
1st floor – Above photocopier room entrance	**Main entrance of staff office to accessible desk area at reception**
1st floor – Above North service corridor entrance	**Entire length of service corridor**
2nd floor – On wall, above entrance into Multipurpose Room	**Span of corridor from Multipurpose Room to Classroom**
2nd floor – On wall, above entrance into Classroom	**Corridor from main staircase to elevator door**
2nd floor – On wall, above entrance into Fitness Centre	**Corridor from exit stairwell door to Classroom**
2nd floor – On wall, inside Fitness Centre entrance	**Fitness Centre reception**

Cameras are not located in, nor capture highly sensitive areas such as changing rooms, washrooms, child minding areas, fitness centre, or gymnasium.

Approved signage will be posted at all primary entrances and exits in addition to areas subject to video surveillance.

Using the System:

Use of the system will be related to the investigation of specific instances or concerns. The system will not be continuously monitored and will have the following conditions of use:

1. Access to the system will be limited to the Executive Director; the Director, Operations and Risk Management; the Project Manager or an individual designated by one of the three in his or her absence ("Approved Users").

2. The system will not be used to observe, manage, or monitor routine employee execution of duty, action or performance.

3. Cameras will not be hidden from view.

4. Approved Users must be trained on its use.

The data is recorded onto a stand-alone data server, located in the Communications Room. The data server is password protected and only authorized employees will have access. The communications room is key locked, which only authorized employees will have access. Within the communications room, the video surveillance system will be kept in a locked cabinet so the server cannot be accessed or the monitor observed by anyone but the Approved Users.

All records (videotapes, still photographs, digital data, etc.) produced by the video surveillance system, which will only be produced with the prior approval of an Approved User, will be kept in a secure, locked room at all times and managed appropriately to protect legal obligations and evidentiary value. In the event of an unauthorized disclosure of video surveillance images or data, we will take appropriate steps in the circumstances.

We may also collect, use and disclose video images and data without consent as permitted or required by applicable privacy legislation.

Access to Recordings:

Any request by law enforcement representatives for access must be authorized by the Executive Director. All other requests for video images and data must be approved by the Director of Operations and Risk Management.

Retention and Destruction:

Recorded video data will generally be retained for 30 days, unless otherwise authorized or required by law. Recorded material will automatically be deleted and purged as the hard drive space is filled.

Recorded data that has been saved to another medium, for investigation or evidentiary purposes, will be retained for at least one year after being used, so that the affected individual has a reasonable opportunity to obtain access to the personal information. Such recorded data is to be destroyed after one year or after the affected individual has had access to the data, unless otherwise required for legal, administrative or other proceedings.

Designated Responsibilities:

The Director of Operations and Risk Management is responsible for the video surveillance program and this policy.

The Director of Operations and Risk Management is also responsible for the security and operation of the video surveillance program. This includes making certain that the video surveillance program is operating at all times and is in compliance with UNA policy and ensuring that all video surveillance systems comply with equipment and security standards.

***

Employees may direct questions about this policy to their direct supervisor or our Privacy Officer.
Third parties may direct questions to our Privacy Officer.

Our Privacy Officer can be reached at: 604-822-4356

UNA UNIVERSITY NEIGHBOURHOODS ASSOCIATION

VIBRANT, DIVERSE, SUSTAINABLE

CORPORATE POLICY

SUBJECT: **VIDEO SURVEILLANCE – Old Barn Community Centre**	
CATEGORY: ADMINISTRATIVE POLICY	POLICY #: **01-11**

POLICY STATEMENTS

Effective Date: September 23, 2016

The University Neighbourhoods Association (the "UNA" or "we") engages in video surveillance at our Old Barn Community Centre (the "Community Centre"). This policy outlines the reasons we engage in video surveillance and our video surveillance practices. For more information on our privacy practices in general, please consult our Privacy Policy.

Reasons for Video Surveillance:

UNA engages in video surveillance for the following purposes at the Community Centre:

1) **Community Centre Property Safety:** To enhance the safety and security of our assets where other means of supervision are not practicable.

2) **Community Centre Visitor, Employee, and Volunteer Safety:** As a tool in UNA's broader safety and security strategy to enhance the safety and security of our visitors, employees, and volunteers where other means of supervision are not practicable.

Video surveillance equipment may also be used to assist in the investigations of incidents related to these purposes, when reasonable in the circumstances, and as otherwise permitted or required by applicable privacy legislation.

System Description:

UNA has installed a 6-camera digital recording system. Video surveillance will be in effect 24 hours per day, 7 days a week. The cameras are motion-activated and do not have pan, zoom or night vision capabilities. Cameras are located to achieve the purposes outlined above in the Community Centre, specifically:

Camera Position	Field of Vision
1st floor front entry – Outside of building, above main entrance door	**Span of concrete walkway in front of main entrance**
1st floor front desk – On wall, behind front desk	**Front desk, foyer area**
1st floor – hallway, above door frame into main stairwell.	**1st floor hallway facing the north emergency exit**
1st floor – Above door frame into Living Room	**Café entrance in the John Young Room**
1st floor – Above West entrance/exit door (exterior) in living room	**Walkway/staircase into west entrance/exit door**
1nd floor – On wall (exterior), above South patio entrance into Living Room	**South patio entrance and partial patio**

Cameras are not located in, nor capture highly sensitive areas such as changing rooms, washrooms, child minding areas, fitness centre, or gymnasium.

Approved signage will be posted at all primary entrances and exits in addition to areas subject to video surveillance.

Using the System:

Use of the system will be related to the investigation of specific instances or concerns. The system will not be continuously monitored and will have the following conditions of use:

1. Access to the system will be limited to the Executive Director; the Director, Operations and Risk Management; or an individual designated by one of the two in his or her absence ("Approved Users").

2. The system will not be used to observe, manage, or monitor routine employee execution of duty,

action or performance.

3. Cameras will not be hidden from view.

4. Approved Users must be trained on its use.

The data is recorded onto a stand-alone data server, located in the Communications Room. The data server is password protected and only authorized employees will have access. The communications room is key locked, which only authorized employees will have access. Within the communications room, the video surveillance system will be kept in a locked cabinet so the server cannot be accessed or the monitor observed by anyone but the Approved Users.

All records (videotapes, still photographs, digital data, etc.) produced by the video surveillance system, which will only be produced with the prior approval of an Approved User, will be kept in a secure, locked room at all times and managed appropriately to protect legal obligations and evidentiary value. In the event of an unauthorized disclosure of video surveillance images or data, we will take appropriate steps in the circumstances.

We may also collect, use and disclose video images and data without consent as permitted or required by applicable privacy legislation.

Access to Recordings:

Any request by law enforcement representatives for access must be authorized by the Executive Director. All other requests for video images and data must be approved by the Director of Operations and Risk Management.

Retention and Destruction:

Recorded video data will generally be retained for 30 days, unless otherwise authorized or required by law. Recorded material will automatically be deleted and purged as the hard drive space is filled.

Recorded data that has been saved to another medium, for investigation or evidentiary purposes, will be retained for at least one year after being used, so that the affected individual has a reasonable opportunity to obtain access to the personal information. Such recorded data is to be destroyed after one year or after the affected individual has had access to the data, unless otherwise required for legal, administrative or other proceedings.

Designated Responsibilities:

The Director of Operations and Risk Management is responsible for the video surveillance program and this policy.

The Director of Operations and Risk Management is also responsible for the security and operation of the video surveillance program. This includes making certain that the video surveillance program is operating at all times and is in compliance with UNA policy and ensuring that all video surveillance systems comply with equipment and security standards.

***

Employees may direct questions about this policy to their direct supervisor or our Privacy Officer. Third parties may direct questions to our Privacy Officer.

Our Privacy Officer can be reached at: 604-822-4356

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

COMMUNITY ENGAGEMENT ADVISORY COMMITTEE MEETING
Wednesday, November 22, 2023
Wesbrook Community Centre and via videoconference

MINUTES

PRESENT:
Jane Kang, Chair
Amer Abirafeh
Alice Bradley
Nidhi Raina

REGRETS
Joshua Kim
Paul Li

STAFF:
Glenda Ollero, Communications Manager

RECORDING SECRETARY:
Debbie Reimer, Mosaic Writing Group (from recording)

A. CALL TO ORDER

Jane Kang, Chair, called the University Neighbourhoods Association (UNA) Community Engagement Advisory Committee (CEAC) meeting to order at 4:45 p.m.

B. APPROVAL OF AGENDA

Draft agenda of the November 22, 2023 UNA CEAC meeting was provided with the agenda material.

It was moved (Jane Kang) and seconded (Nidhi Raina)
THAT the University Neighbourhoods Association Community Engagement Advisory Committee approves the November 22, 2023 agenda, as circulated.
Carried

D. APPROVAL OF MINUTES

Draft minutes of the November 15, 2023 UNA CEAC meeting was provided with the agenda material.

It was moved (Jane Kang) and seconded (Amer Abirafeh)
THAT the University Neighbourhoods Association Community Engagement Advisory Committee approves the November 15, 2023 minutes, as circulated.
Carried

E. ITEMS/REPORTS

1. Progress Updates on Pre-Christmas Carol Singing and Masquerade Party

i. Introduction

The following documents were provided with the agenda material:

- *Holiday Masquerade Party posters with colour options*
- *Email from Alice Bradley re: UBC Chorus, dated November 17, 2023*
- *Email from Alice Bradley re: Cost of Hot Chocolate, dated November 17, 2023*

- *Email from Nidhi Raina re: Masquerade Party Decorations, dated November 20, 2023.*

Glenda Ollero, Communications Manager reviewed the documents provided with the agenda material.

ii. Discussion

Discussion ensued on:

- Poster suggestions:
  - Removal of the words “carol singers”
  - Addition of the words “bring your family”
  - Addition of the words “where neighbours meet”
  - The printing of two versions of the posters; one dark background and one light background
- A disc jockey (DJ) has been confirmed for the event
- Stage layout
- Party decorations:
  - Concern regarding the timing of ordering decorations
- Suggestion to provide hot chocolate with options for oat milk and chocolate milk
  - Suggestion that a volunteer or staff member dispense the hot chocolate
- Suggested order of events:
  - Socializing and hot chocolate
  - Caroling
  - Instructed dance
  - Free dance
- Suggestion that committee members attend a Scottish dancing event prior to the Holiday Masquerade Party
- Suggestion that the CEAC members participate in the instructed dancing:
  - Suggestion to contact the dance instructor regarding a quote for 30 minutes of dancing instruction
- Concern regarding the availability of a volunteer to lead carol singing
- The event will be promoted through:
  - UNA website:
    - The event will be linked to the CEAC webpage
  - Social media posts
  - Posters
  - UNA newsletter

***Action Item (01)**: CEAC members to provide suggestions for decoration purchases to the staff liaison.*

F. ADJOURNMENT

The next meeting of the UNA CEAC was scheduled for December 11, 2023 at 3:00 p.m.

The University Neighbourhoods Association Community Engagement Advisory Committee meeting adjourned at 6:00 p.m.

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

COMMUNITY ENGAGEMENT ADVISORY COMMITTEE MEETING
Monday, December 11, 2023
Wesbrook Community Centre and via videoconference

MINUTES

PRESENT:
Jane Kang, Chair
Amer Abirafeh
Alice Bradley
Nidhi Raina

REGRETS
Joshua Kim
Paul Li

STAFF:
Glenda Ollero, Communications Manager

A. CALL TO ORDER

Jane Kang, Chair, called the University Neighbourhoods Association (UNA) Community Engagement Advisory Committee (CEAC) meeting to order at 3:10 p.m.

B. APPROVAL OF AGENDA

Draft agenda of the December 11, 2023 UNA CEAC meeting was provided with the agenda material.

It was moved (Jane Kang) and seconded (Nidhi Raina)
THAT the University Neighbourhoods Association Community Engagement Advisory Committee amend the December 11, 2023 agenda, to include a presentation from a community group.
Defeated

C. ADJOURNMENT

The meeting was adjourned because a member unexpectedly had to depart early and the committee failed to meet quorum.

The University Neighbourhoods Association Community Engagement Advisory Committee meeting was suspended at 3:23 p.m.