

EXECUTIVE DIRECTOR REPORT

BOARD

As you will have noticed, there is a topic of discussion on the agenda about Board engagement. This board term is ending at the end of the year. It's not unusual for a board to become fatigued in a normal year, let alone two years of COVID. I am looking to you, the board, for direction on how to improve our board meetings and board engagement so that 2022 can be a year of growth, celebration and success.

TEAM/OFFICE

We are now fully staffed at the office. Our new Office Administrator, Angela Winkler, is going through onboarding. Once she is fully trained, it should alleviate the Events team (Jan and Sandi) from a lot of administrative tasks and allow them to concentrate on a busy year of events and programming.

The team are working mostly from the office, with the ability to work from home if needed (up to 2 days). I feel it is important to work in person as much as possible at this early stage of building a new team.

PLANNING

Celebrate Summer (LKM 3.0) planning is on schedule. Jan will present the details at the board meeting.

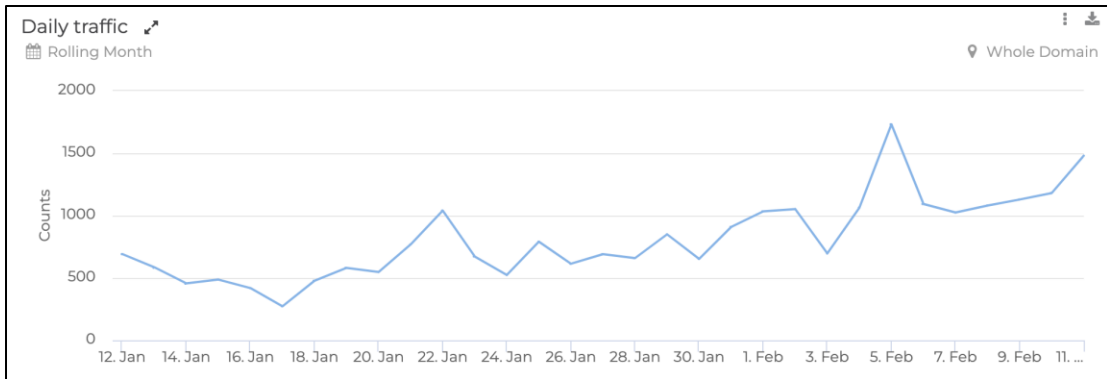
Expanded patio application will go before council on February 15th [CLICK to view.](#)

A series of team planning meetings are planned for Feb/March to map out the direction of our marketing and communications as we prepare for the launch of the new brand and website. There may be a few opportunities for Board members to be involved. Let me know if you are interested.

PEDESTRIAN COUNTS

Key Dates:

- January 10 Beginning of colder weather
- Jan 22: Impulse Launch
- Feb 5: Students back, restrictions relaxed, restaurants open



FINANCES

We have completed detailed department budgeting for the following Departments: Admin, and Member Services. Marketing and Event, being a bit more complex are still to be finalized. Once they are complete, if the board would like to go over the details, I am happy to do that.

We have applied for over \$200K of grants for 2022. As we find out the results, we will communicate that to you and our members.

SAFETY & SECURITY

We had our first BIA Roundtable, focused ways to assist the people in our community that find themselves in a vulnerable situation. The roundtable format was well received.

[Click for notes.](#)

- **Lanie Hurdle, CAO of the City of Kingston presented a PowerPoint.**

[Click to view](#)

Committees & Working Groups

- **Community Focus Group - Downtown Improvement Plan, led by Lanie Hurdle:**

We have completed 5 meetings to date and the result is a report that will go to council on Mar 1 for discussion and approval. Here is a brief synopsis of the full report:

- Preparing a new “Welcoming Streets” model for serving downtown Kingston. This has not yet been approved and requires additional funding support. Feedback from the roundtable session will help to further develop the model.
- Dedicated team for downtown outreach activity
- Revised job descriptions for outreach workers with a greater focus on navigating solutions
- Establishment of a small downtown office (e.g. City Hall) to meet with clients
- Proactive daily connection with unhoused individuals
- Available for consultation with individual businesses or landlords

- Partnering with BIA to communicate with BIA members
 - Expansion of storage/shopping cart pilot projects after evaluation period
 - After hours crisis line for telephone support
 - Links to Kingston Police/AMHS mobile crisis rapid response team (MCRTT)
- Homelessness Collective Impact Committee – this committee has been mostly focused on information gathering while identifying the gaps in service across the city. The participants are 95% social service workers. My involvement has been a major source of knowledge and connection for me. I look forward to the next stage where solutions will be vetted and executed.

BEAUTIFICATION

Garbage and Trash improvement – I have had a preliminary meeting with Brad Joyce, the new Commissioner of Transportation and Public Works and Karen Santucci, Director of Public Works, and Solid Waste to present the challenges we are experiencing in the downtown core regarding public garbage cans, residence garbage, business garbage, organic waste, and recycling. I will keep you up to date as there are items to report on. Some of these same topics are addressed in Lanie’s report to Council Mar 1: Downtown Improvement Plan.

COMMITTEES AND WORKING GROUPS

Round Tables – We have had 2 successful roundtables with members and the forum works very well for building relationship, information gathering and output.

I have set up the following Advisory working group meeting invitations:
Accommodations, Members, Clean & Safe.

Still to activate: Development & Intensification, Marketing

List of Advisory Working Groups still to start up: Food & Beverage, Art’s Entertainment & Experience, Service-based, Professional/Office

EQUITY, DIVERSITY, AND INCLUSION

LGBT+ Chamber of Commerce is currently waiving application fees to become Rainbow Registered. I am working through the application and hope to have all the requirements in place by March to submit

I am exploring offering free introductory LGBT+ introductory workshops to our members and their employees, should they choose. Once a business completes the

introductory workshop, they can decide to become rainbow registered and work directly with the LGBT+ Chamber.

This is a continuation of the exploration of the BIA being able to offer comprehensive EDI and customer service training for our members. I will continue to work on this file this spring and hopefully make a recommendation to the board in Q2.

PARTNERS

CITY OF KINGSTON, TOURISM KINGSTON, KINGSTON ECONOMIC DEVELOPMENT, OBIAA

Kingstonlicious partnership with TK has been smooth and has also given our team the time needed to plan the summer programming. Thank you to TK.

My Main Street partnership with KEDCO will begin the week of Feb 14th. Nicole will be the BIA liaison for the program – working with Rob and the Ambassador, Victoria Conlin.

OBIAA (Ontario Business Improvement Area Association): Continued participation on the Board and the CRM (Customer Relationship Management) Working Group.

SPECIAL PROJECTS

1. Indigenous Relations:
 - a. Land Acknowledgement: Working with Grandmother Kathy on this. Nothing to report this month
 - b. Story Chair project: Waiting to hear back from the City regarding whether I have permission to move forward with an art project with Kimberly DeBassige. I will be applying for an arts grant should we go ahead.
 - c. Sacred Fires: Have had a meeting with a group from the Indigenous community and some representatives from the City to explore ways to enhance the Sacred Fires in Confederation Park.
2. Policies & Procedures
 - a. We have permission from the Brantford BIA to use their comprehensive Policies and Procedures to build ours. I have a meeting with OBIAA and Brantford BIA to review. We are exploring the creation of a Policies & Procedures template for all BIA's to be able to use as a starting point. I last reported that we would contract this project out. I now feel confident that Michele and I can deliver a package to the Governance committee this spring to review.