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2022 Board of Directors

EXECUTIVE COMMITTEE:

Anastasia Arabia, Treasurer, Trend Research

Kris Armitage, Chair, Knifewear

Emily Sommers, Vice Chair, Healing Waters Spa

DIRECTORS:

Michelle Childs, Pedego Edmonton

Al Gothjelpsen, The Pint Whyte

Malcolm Rabb, Leopold's Tavern

Justin Weleschuk, Work Nicer Coworking

Ailynn Wong, Yelo'd Ice Cream

HONORARY DIRECTOR:

Megan Dart, Fringe Theatre Adventures

OSBA Staff

FULL-TIME STAFF:

Cherie Klassen, Executive Director

Alanna Morton, Membership & Marketing Coordinator

Jeff Samsonow, Marketing & Communications Coordinator

PART-TIME:

Owen Bonner, Business Recruitment & Research Intern (April-July)

Diana Bratu, Summer Ambassador (May-August)

Laura Placsko, Summer Ambassador (May-August)



Board Chair's Message

s I enter my fifth year as Chair of the Board, I reflect on how much I've learned about what makes this community strong, and how vital the work we do as a Business Improvement Area (BIA) is to the health of our district. I'm proud of the work our team has accomplished and advocated for in the last few years. From creating a brand-new food festival in the height of the pandemic to mural maps and holiday campaigns, we've been fortunate to have a team who invests in their work with passion.

We hosted our second annual Sweet Treats and Latte Festival in February with more businesses participating than in the first year and had a giant donut bench to make it even sweeter! In the summer, our ambassadors created a new pet-friendly event aptly named "Pet Prowl" and welcomed hundreds of pet owners and their furry friends to explore the many pet-friendly businesses in the area. Over the winter, we created a ton of holiday contests, campaigns, and events to showcase the shopping district, and kicked it all off with a bigger and better Winter Whyte Light Up.

The OSBA team also secured \$250,000 from the Canada Community Revitalization Fund through Prairies Economic Development, allowing us to create and install much-needed street furniture like benches, parklets and bike parking. Creating

spaces for visitors to hang out, enjoy an ice cream or chat with a friend is part of what we heard from the public when we piloted our expanded sidewalks in 2020 and 2021. Now we can provide these amenities for visitors to enjoy year-round!

2023 marks our 30th year as a BIA and a welcome opportunity to reflect on the past three decades of our business community and the work BIAs do in creating vibrant destination districts. I'm so thankful for those business owners who initially came together as a community in the 1990s to work towards making Old Strathcona what it is today. Their determination and foresight to establish a BIA means we all have the continued support of this organization in revitalizing our district through its many changes and challenges. None of which are too great for us to overcome together!

I'd like to thank our team and board of directors for their tireless work on our behalf. I look forward to many more years of growth in our district as we welcome more new businesses!

Kris Armitage, OSBA Board Chair



Executive Director's Message

ooking back to 2022, I feel a sense of hope and optimism. This past summer, we welcomed back many of our festivals like the Fringe and Artwalk and we saw patios packed with visitors enjoying everything that Old Strathcona has to offer.

We've witnessed our business community's resilience yet again while facing new challenges as we start to emerge out of the pandemic. Representing 13 BIAs and approximately 5,000 businesses, the BIA Council continues to advocate to the City of Edmonton for further investment in economic recovery, placemaking and support for litter reduction and sidewalk cleaning.

For several years, this organization has advocated for a public realm strategy that would enhance the attractiveness and vibrancy of our community, build our competitiveness as a destination for local business, and add to our capacity to attract and host an eclectic mix of festivals and events. We are so pleased to see this project now coming to life through the City of Edmonton's Old Strathcona Public Realm Strategy. This is a once-in-a-generation opportunity to improve Whyte Avenue as the main street we all know and love. This strategic process will set the stage for planned renewal of our district beginning in 2027 and is our chance to reimagine the experience of living, working, and visiting the Whyte Avenue corridor for decades to come.

We are also heading into the final year of our current strategic plan. We have achieved so much, from introducing a summer ambassador team and expanding our partnerships with social enterprise groups to enhance our sidewalk cleaning, to growing our signature Winter Whyte Light Up event and creating a business recruitment and retention plan, all while celebrating business and the arts through sponsorships, murals, shop hop campaigns, and self-guided maps — and, of course, navigating a pandemic. As we undertake strategic planning to set the tone for the next 3-5 years, I look forward to building on our shared vision for a thriving business and destination district.

While we have our challenges, I know with continued support from our Board and growing membership, we will always achieve more together. I look forward to welcoming new businesses and opportunities in 2023!

Cherie Klassen, OSBA Executive Director



ur strategic plan was extended through 2023 to account for emerging and shifting priorities at the onset of the pandemic. Core operational targets remain the same with additional, complementary goals as identified by the 2021 Economic Recovery Taskforce (ERTF):

- Strengthen the perception and reality of safety in the district & public realm improvements
- Develop a strategy that supports a balanced business mix for the district & business recruitment
- 3. Activate under-utilized spaces
- 4. Foster a healthy and thriving business community & collective marketing

RESOURCES TO SUPPORT INITIATIVES

The OSBA employed three full-time staff members in 2022: Executive Director, Membership & Marketing Coordinator, and Marketing & Communications Coordinator. Three part-time/seasonal positions were also filled to support various projects throughout the year.

We are proud to recognize the various community organizations and stakeholders who help inform our work across all strategic and operational plans. We value our relationships with these groups and their committed efforts to continuously improve the Old Strathcona Business Improvement Area: City of Edmonton, Edmonton BIA Council, Old Strathcona Area Community Council (OSACC), Edmonton Police Service (EPS), Neighbourhood Empowerment Team (NET), The Mustard Seed, Boyle Street, Paths For People, neighbourhood festivals, and surrounding community leagues.



Strengthen perception and reality of safety and public space improvements



Enhance beautification in our district

PUBLIC ART

We continue to support public art throughout the district, working with and connecting businesses, property owners, arts organizations, and artists. Two new murals were painted in 2022 with our direct funding and support, on the Ibon Antiques building and on a long, unsightly wall facing the new pop-up dog park on Whyte Avenue. These murals were made possible by collaboration with Grindstone Theatre and the City of Edmonton's Capital City Clean Up Community Mural Grant. Two other businesses added murals, on the walls of Nong Bu and Alberta Therapy Co. Our mural map featuring nearly 80 completed walls continues to cement Old Strathcona as Edmonton's mural district.

LIGHTING AND GREENERY

We increased our Bloomin' Boulevards order by 25%, adding 25 pieces to our summer order of hanging baskets, skyline planters and barrels, boosting greenery across the BIA. Another 130+ pieces of winter greenery were swapped in for the seasonal change.



8
NEW
MURALS
PAINTED IN &
AROUND THE
DISTRICT



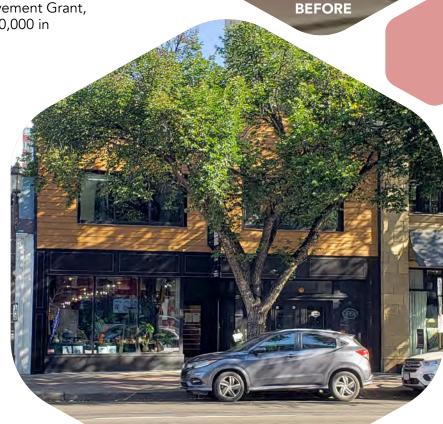


Enhance and improve quality of streetscaping

STOREFRONT IMPROVEMENT GRANTS

Old Strathcona was the largest beneficiary of the City of Edmonton's Storefront Improvement Grant, with three applications receiving \$100,000 in support for property upgrades.

BUILDING
IMPROVEMENTS
COMPLETED
IN 2022



AFTER



Partnerships and strategies to promote neighbourhood cleanliness

OLD STRATHCONA CLEAN TEAM

The Old Strathcona Clean Team partnership with The Mustard Seed continues to provide social good while keeping the business district clean. The team provides more than 100 hours of cleaning every month, including picking up discarded needles and logging 311 complaints. This work is funded in part by a grant from Capital City Clean Up.

The Clean Team employed an average of 11 people every month, supporting individuals who face barriers to market employment and helping participants earn income. Through the team, participants can also work with employment coaches to build trust and relationships to support their search for sustainable jobs or accessing community resources for personal development.

One individual has expressed that he has found a new meaning through his work with the litter crew. After undergoing a rather traumatic loss of his home, he is now renting a room with a friend and is no longer staying at the shelter."

PRESSURE WASHING

Working with another social enterprise, we introduced weekly pressure washing serviced by Boyle Street's Hire Good program. Nearly 100 hours went into pressure washing central blocks of Whyte Avenue between 102 St to 107 St from May to September. We know that cleanliness is a high priority for members which is why we will continue to grow our capacity to deliver these services in the years to come.





Support for social services and community safety

PUBLIC WASHROOMS

Around 15,000 people used the Whyte Avenue public washrooms in 2022. The washrooms are Edmonton's second-busiest, next to only Churchill Square, according to a City of Edmonton report. The report also notes what brought visitors to Old Strathcona; meeting up with friends and family, working in the area and nightlife were the top three reasons for being in the district. Thanks to our advocacy, the washrooms continue to be staffed by Boyle Street Community Services in partnership with the City of Edmonton. Safety and cleanliness are both reported as improved since attendants were hired, and this is the model sought for new and additional public washrooms in Edmonton.

WATER FILL STATION

Along with the sinks in the public washrooms, EPCOR and the City of Edmonton again converted a district fire hydrant into a water fountain. The hydrant outside of the Old Strathcona Farmers' Market has been utilized for drinking water and a cooling station the past two summers, and it is a utility we hope will return in 2023.



MUSTARD SEED STREET TEAM

The Mustard Seed Street Team is now working year-round in Old Strathcona. Two staff members walk the area with supplies like food, water, and harm reduction items, and can provide minor medical assistance, while providing an alternative point of contact for businesses other than EPS. The street team routinely engages with businesses, and we continue to work on improving the communication and reporting from their work in the district.

While waiting for their revamped Neighbour Centre to open, The Mustard Seed partnered with the City of Edmonton to offer free laundry services at Whyte Ave Coin Laundry. More than 350 people took advantage of this program at the long-time business. Thanks to the Mustard Seed Street Team for sharing some of what they accomplished in the neighbourhood this year:

4500+ SNACKS AND FOOD GIVEN OUT

1400+
HARM
REDUCTION
ITEMS
DISTRIBUTED

2900+
EMERGENCY
ITEMS
PROVIDED

2500+ WATER AND JUICE PROVIDED





EDMONTON POLICE

The OSBA returned to advocating for 7-day-a-week policing to the business district. While the renewed push was well-received by the Edmonton Police Commission and EPS, it remains a needed service in our busy district heading into 2023.

Business owners in Old Strathcona will soon have a direct line to our EPS Beats officers. The phone and text line is a way to keep local officers informed of issues that may not be appearing in official crime reports and build better relationships with those working in the area.

BIA COUNCIL

Edmonton's 13 BIAs continue to work collaboratively on issues that affect the nearly 5,000 businesses in our districts. New co-chairs also stepped in after three years of leadership from our executive director. 2022 highlights include:

- 50% levy reduction for 2022
- Support and advocacy for the City's Safety
 Wellbeing Strategy and new grant
- Continued advocacy to address social issues, including housing
- Regular meetings with the City Manager on BIA priorities
- Direct feedback from businesses on municipal mask mandates and COVID health protections
- Advocacy to the Government of Canada for investment in economic recovery of our main streets, and support on social issues
- Developing relationships with new city council members



Improve walkability and pedestrian safety

PLACEMAKING PROJECT

We are building on the success of sidewalk expansions in 2020 and 2021 with new parklets and street furniture. This project is majority-funded through Prairies Economic Development's Canada Community Revitalization Fund (CCRF). This is a \$250,000 project that will add two dozen bike racks to Old Strathcona in 2023, as well as two dozen benches and bistro sets. Five parklets with additional seating, tables, planters and even some bike parking will also be installed along Whyte Avenue to enhance the visitor experience.

STREET IMPROVEMENTS

We are beginning a decade of massive street, alley and infrastructure improvements, both overdue and setting us up for the next generation of the business district. The OSBA is actively engaged in advocacy with and on behalf of member businesses to ensure the area receives as many needed and sought-after upgrades as possible.

2022-2026 projects:

- Gateway Boulevard rehabilitation
 » University Ave-80 Avenue (complete)
- Gateway Boulevard reconstruction » 80-82 Avenue (2023)
- 104 Street rehabilitation (2024/2025)
- 81 Avenue reconstruction (2024)

2027-2030 projects:

- Whyte Avenue main street renewal
 » Street, sidewalks, lights
- Old Strathcona BIA alley renewal





Two major projects began public engagement with the Old Strathcona Public Realm Strategy (OSPRS) and Mass Transit Strategy. Our executive director was part of advisory committees for both, and members were frequently updated on the projects and asked for feedback and will have more opportunities to engage in 2023 as plans are finalized.

The OSPRS comes from zoning updates in the planWhyte land use study, which called for a study of public space use and opportunities in the Old Strathcona area. The City's project team is looking at sidewalk and roadway use along Whyte Avenue in the business district (99-109 Streets) and the Gateway Boulevard corridor north of Whyte Avenue, particularly the public lands currently used as farmers' market parking on Saturdays. This will be a once-in-a-generation upgrade to the area if funded as part of main street renewal, and we have been advocating to take advantage of this capital investment by building on the things Edmontonians and visitors tell us they love about the area, and what they feel is missing from their experience.

The Mass Transit Strategy is a city-wide look at how to add more frequency and service to busy routes without building LRT. Whyte Avenue has been identified as a key corridor for rapid bus lanes as the connection between University and Bonnie Doon LRT and transit stations. We continue to advocate to the City of Edmonton to schedule as much of this major construction and change together, in an effort to reduce disruption to district businesses.







Advocate for business needs related to zoning bylaw & district planning

ZONING & DISTRICT PLANS

The City of Edmonton's Zoning Bylaw Renewal and District Planning initiatives will rethink how and why land use and development are regulated across the city. Zoning can impact opportunities for new business types to set up, for example making it easier for breweries, wineries, and distilleries to open in our area. Updating the bylaw will also ensure that decades old regulations can be reviewed to ensure equity and inclusive policies are adopted moving forward.

Members are encouraged to participate directly in public engagement alongside our staff and Board who also reviewed potential changes with an urban planner to better inform feedback on the project. Executive Director Cherie Klassen was featured on Making Space, a new podcast by the City of Edmonton's Planning Department, to highlight why zoning is important and how business districts like ours fit into planning for our growing city. With the Draft Zoning Bylaw complete, further engagement is planned in 2023.



2022 Business & Development Activity

LICENSES & VACANCY

Recovery from the pandemic continued, with the first positive increases in the number of businesses opening and new business licenses in two years.

Additional positives include eight businesses moving, expanding, or completing major renovations within the district and the vacancy rate declining, both highlighting Old Strathcona as a top location in Edmonton for new and expanding businesses.

BUSINESSES OPENED

BUSINESSES CLOSED OR MOVED

BUSINESS INCREASE: +16

124 **NEW BUSINESS LICENSES**

BUSINESS LICENSE CANCELLATIONS

BUSINESS LICENSE **INCREASE:**

IN BUSINESS LICENSES SINCE 2016

We also welcomed two Edmonton theatre groups who moved into their first permanent homes in Old Strathcona. Rapid Fire Theatre is the first long-time tenant in the former telephone museum in decades, and Workshop West takes over the re-named Gateway Theatre just steps across our official boundary.





- Bonjour Bakery new building for business moving to Old Strathcona
- Southpark on Whyte commercial tenants leasing main floor in 2023

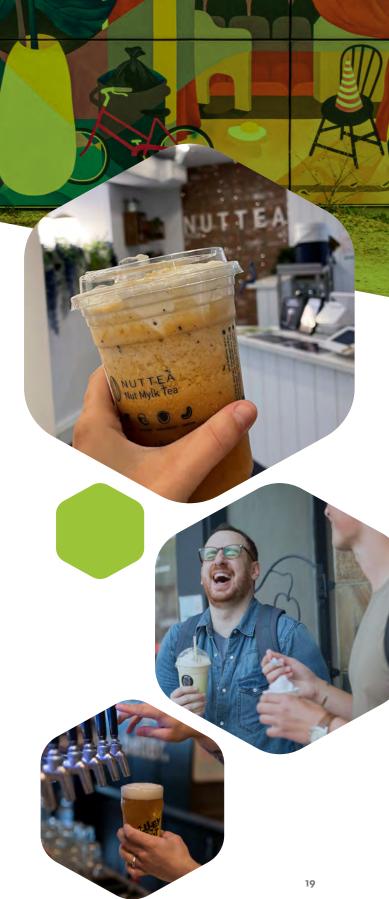
OTHER PROJECTS

- Old Strathcona Farmers' Market redevelopment – multimillion-dollar proposal
- East Whyte two projects proposed for vacant lots, 99-100 Street

INCREASING DENSITY

There is another \$5M+ in residential projects proposed and under construction in and around the district, which would place these new residents near Old Strathcona businesses.

- The Hat at Old Strathcona (105 St and 81 Avenue)
- Strathcona Gateway Apartment Building (85 Avenue)
- Opulence on Whyte (83 Avenue)
- Queen Alexandra Low-Rise Apartment (76 Avenue)





Activation of public spaces like McIntyre Park, empty or vacant lots, special event programming

SOUTHBARK

Activations at the pop-up dog park keep rolling in, with events, food trucks and even our own Pet Prowl and a new mural. The summer ambassadors hosted a pet-friendly shopping event at the dog park, inviting pet owners to grab OSBA bandanas and pup cups before heading off to explore dozens of businesses that welcome pets and their humans.

WHYTE AVENUE STREETCAR STOP

The High Level Bridge Streetcar now stops on Whyte Avenue! The Edmonton Radial Railway Society (ERRS) completed their long-anticipated extension of the streetcar line across Gateway Boulevard and onto Whyte, bringing additional visibility to this unique summer feature.

With travellers stepping off the streetcar right onto Whyte Avenue, we see some fun opportunities to continue activating the platform. Our summer team popped up there during the Shop Hop Scavenger Hunt to provide campaign information and give away free swag and mural maps. We also plan to work with ERRS to make a decorated holiday streetcar part of our Winter Whyte Light Up event and a regular feature of the season in Old Strathcona.



EAST WHYTE / WEST RITCHIE

We continue to seek opportunities to activate areas outside of the central blocks of the district and are encouraging event producers to explore what they can do in pockets like West Ritchie. Along with supporting Grindstone Theatre's Mural Massive and Comedy Festival, we sponsored a new Pride event hosted by Fruit Loop on 81 Avenue. "Pride Reunited" was a block party that was the first city-wide Pride event after pandemic cancellations. Returning in 2023, this will again highlight Old Strathcona as an inclusive and welcoming business district.





Foster a healthy and thriving business community, marketing, communications and campaigns

Enhance communications and relations with members

Staying connected with members is especially important to the OSBA, and our work to do so continues to expand and change to improve communication and engagement. Besides connecting with members in person at their businesses throughout the year, our general meetings held in the spring and fall are welcome opportunities to bring together members both new and old, to meet in person with OSBA staff and the Board as well as each other. Our bi-weekly newsletter is also a key communication tool along with emails, phone calls, our Facebook Group, and social media.

DIGITAL COMMUNICATIONS

With an open rate close to 50%, our Member News email is our best and most regular form of communication. The emails provide members with updates on OSBA operations and projects, events and festivals in the neighbourhood, opportunities for engagement and surveys, City of Edmonton programs and grants, business supports from external organizations like the Digital Economy Program and Business Link, and a direct link to staff.

Our Facebook Group for business owners remains active, though we are exploring other forms of connecting members electronically, including text apps.

ANNUAL MEMBER SURVEY

2022 was the first year of a new annual survey, providing an opportunity for members to offer



MEMBER NEWS SUBSCRIBERS

621

13

MEMBERS

FACEBOOK

GROUP

MEMBER NEWS OPEN RATE **49%**

ideas and feedback on their priorities ahead of the budget and AGM.

Top 3 issues/initiatives for businesses:

- Cleanliness of district
- Advocacy for government supports
- Grants for businesses

Top 3 things for OSBA to advocate on:

- Safety and disorder
- Infrastructure upgrades and maintenance
- Grants for businesses

SUMMER AMBASSADORS

Our summer team boosted the visibility of the OSBA in the district and provided additional opportunities for member connection and conversation. The team delivered Summer Survival Guides to 535 businesses – that's 97% of our membership – and used the opportunity to update member contact details and collect feedback on operations and their impressions of Old Strathcona.

PET PROWL AND SCAVENGER HUNT

Summer ambassadors Diana and Laura hosted two events to promote Old Strathcona as a shopping and dining destination along with creating content for our website and social media over the summer. The Pet Prowl in July highlighted a new pet-friendly business map and launched messaging that encourages pet owners to visit Old Strathcona shops and patios with their four-legged friends. This will continue to be a highlight of our summer marketing as it received positive attention and is a strong opportunity to attract visitors.





SPONSORSHIPS

With a refreshed sponsorship policy that focuses on supporting non-profits, we continue to seek out collaborations and activations that directly involve or promote businesses in the area. We welcome initiatives that bring residents, employees, and visitors together through engaging experiences, festivals, and events. The goal of our sponsorship program is to support initiatives that advance our strategic goals, engage the community, increase visitation to Old Strathcona, and generally enhance the vibrancy of the district.

2022 Sponsorships:

- Ice on Whyte
- SkirtsAfire
- Pride Reunited NEW
- Art Walk
- Grindstone Comedy Festival
- Improvaganza (Rapid Fire Theatre)
- Edmonton International Fringe Festival
- Grindstone Theatre Mural Massive
- Cocktails & Jerk Festival NEW

Other 2022 Events:

- National Road Cycling Championships NEW
- Found Festival
- Goodwill fashion show
- TEDx WhyteAve
- Pop-up Markets (Royal Bison, Love Local, Maker's Market, etc.)
- Make-A-Wish fundraiser
- Mustard Seed Community Market
- Mural, food, e-bike, and ghost tours









83 AVE

3000-4000 ATTENDEES





businesses and retail locations for their holiday shopping. The maps provide an easy way for

treats

and shareable visual images, while visitors get a convenient way to find what they're looking for and find new businesses and opportunities to

OSBA to promote the campaign with a web link

explore.

SHOP HOP EVENT

131 KG FOOD BANK **DONATIONS**



TOQUES, **TOTE BAGS AND GIFT CARDS GIVEN AWAY**





27



In May, we launched our first public newsletter with the goal of sharing all of the fun, interesting and ever-changing activity in our business district. It's a great way for Edmontonians to stay up to date with new business openings, upcoming festivals and events, seasonal campaigns and tours, and other opportunities or activations that might draw them to the area. We were able to gather most of our subscribers through holiday giveaway promotions, with the newsletter hitting nearly 800 inboxes every month by the end of 2022.

SOCIAL MEDIA & WEB

Social media is a core aspect of our public communications, and we are encouraged by the continued growth of these audiences, in both size and engagement. With Sweet Treats and WWLU leading the way, we saw more visitors and pageviews on the website in 2022. Both our Instagram and Facebook reach and engagement continue to rise, with LinkedIn steadily growing and Twitter engagement increasing as well. Our marketing strategy will be reviewed in 2023 as part of strategic planning to ensure we are effectively reaching our growing audiences.

E-NEWS OPEN RATE 51%





+60%



+55%



+9%



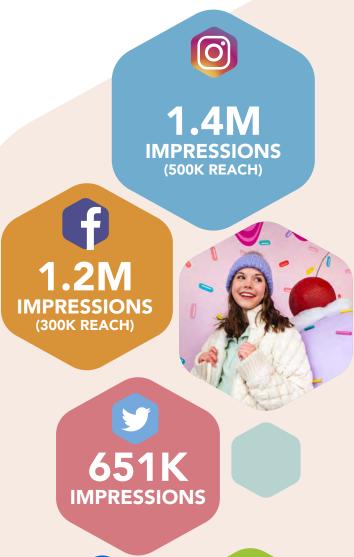
+13%



-1%



+43%





10K
IMPRESSIONS



To the Members of the Old Strathcona Business Association

OPINION

We have audited the financial statements of the Old Strathcona Business Association (the Association), which comprise the statement of financial position as of December 31, 2022, and the statements of revenues and expenditures, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Association as of December 31, 2022, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Excerpt from the Independent Auditor's Report provided by Yates Whitaker LLP.



Statement of Financial Position

DECEMBER 31, 2022

	2022	2021
ASSETS		
CURRENT		
Cash	\$ 448,926	\$ 391,834
Accounts receivable	8,736	7,876
Goods and services tax recoverable	8,750	4,711
Prepaid expenses	1,640	126
Security deposits	1,640	-
	469,692	404,547
CAPITAL ASSETS	6,718	887
	\$ 476,410	\$ 405,434
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 36,513	\$ 36,241
Wages payable	11,630	11,984
Deferred income	217,197	131,250
	265,340	179,475
NET ASSETS		
General Fund	204,352	225,072
Net assets invested in capital assets	6,718	887
	211,070	225,959
	\$ 476,410	\$ 405,434

ON BEHALF OF THE BOARD

Director

4-D

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Director

Statement of Revenues and Expenditures

DECEMBER 31, 2022

		BUDGET 2022		TOTAL 2022		TOTAL 2021
REVENUES		LULL		2022		2021
Special business levy	\$	525,000	\$	525,000	\$	525,000
Grant revenue		22,000		121,483		117,389
Sponsorships		-		6,500		6,351
Ticket sales		-		5,108		-
Interest income		-		1,010		215
Office recovery		-		343		2,612
		547,000		659,444		651,567
EXPENDITURES						
Programs, Projects and Product Development		203,500		343,385		299,870
Employee salaries and support contracts		269,600		241,713		294,198
Rental		30,000		36,083		43,324
Professional fees		28,000		26,117		28,991
Office		9,850		16,922		14,852
Telephone		4,200		4,931		4,724
Insurance		1,350		1,601		1,525
Amortization		-		1,190		1,084
Travel		1,500		1,044		-
Professional development		3,500		993		665
Interest and bank charges		300		354		323
Meetings		-		-		573
Bad debts		-		-		1,500
		551,800		674,333		691,629
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENDITURES	ф	(4.000)	¢	(1.4.000)	¢.	(40.0/2)
OVER EXPENDITURES	\$	(4,800)	\$	(14,889)	\$	(40,062)



Old Strathcona Business Association #302, 10314 Whyte Avenue, Edmonton, AB T6E 1Z8

oldstrathcona.ca