

City of Madison

Meeting Agenda – FINAL

Madison Central Business Improvement District (BID) Board of Directors

October 3, 2013	Noon-1:30 pm	122 W. Washington Ave. 1st Floor Conference Rm.						
	If you need an interpreter, translator, materials in alternate formats or other accommodations to access this service, activity or program, please call the phone number below at least three business days prior to the meeting.							
	Si necesita un intérprete, un traductor, materiales en format a este servicio, actividad o programa, comuníquese al númo días hábiles como mínimo antes de la reunión.							
	Yog hais tias koj xav tau ib tug neeg txhais lus, ib tug neeg los sis lwm cov kev pab kom siv tau cov kev pab, cov kev u thov hu rau tus xov tooj hauv qab yam tsawg peb hnub ua h	a ub no (activity) los sis qhov kev pab cuam,						
	Если Вам необходима помощь устного или письме требуются материалы в иных форматах либо у Вас доступом к данной услуге, мероприятию или программ ниже телефону и сообщите об этом не менее чем з встречи.	имеются особые пожелания в связи с не, пожалуйста, позвоните по указанному						
	Madison Central Business Improvement District (BID): (608	3) 512-1340						
		<u>Approx. Time</u>						
1. Call to Orde	er — Jeanette Riechers, Chair	(12 noon)						
2. Approval of	Minutes from September 5, 2013 meeting	(12:01 pm)						
	s and Recusals – ody should make any required disclosures or recusals thics Code	(12:02 pm)						
4. Public Comr	nent (3 min. per speaker)	(12:03 pm)						
5. Chair's Repo	ort – Jeanette Riechers	(12:05 pm)						
	F reakfest Overview – le (MPD); Charlie Goldstone (Frank Productions); rty (Parks);	(12:10 pm)						
7. Central Dist	rict MPD Update – Capt. Carl Gloede	(12:25 pm)						
– Recap – DMI S	ate St. Activity/Safety Update of BID Stakeholders meeting – Mary Carbine afety Committee update – Susan Schmitz	(12:30 pm)						

-4th District Alder update - Mike Verveer

	<u>Approx. Time</u>
9. BID Alcohol Regulation and Business Development (ARBD) Subcommittee Report (ACTION ITEM) – Greg Frank	(12:45 pm)
10. Quarterly Budget Update – Stacy Nemeth	(12:55 pm)
11. BID Staff Reports	
a) Mary Carbine, BID Executive Director – Downtown Family Halloween -Holiday Open House, Holiday Marketing -Construction Planning 2014 -BID Operating Plan update -DCC Update	(1:00 pm)
 b) Tim Jenquin, BID Programming Coordinator Visitor Center & Ambassador Program Planting Program Gift Certificate Program Business Turnover 	(1:05 pm)
12. GSSBA Update – Hawk Sullivan/John Hutchinson (Next meeting Wed, Oct 9, 8:30 am at Sunprint Café)	(1:10 pm)
13. City of Madison Update -Ald. Mike Verveer -City Capital/Operating Budget Update -Other	(1:12 pm)
14. New Business, Announcements	(1:27 pm)
DMI State of the Downtown Monday, Oct. 14, 2013, 8:00am-9:15am Madison Central Library, 201 W. Mifflin St. Downtown Coordinating Committee	
Thursday, Oct. 17, 5:30 PM Rm 108 (City-County Building), 210 Martin Luther King, Jr. Blvd.	
15. Adjournment	(1:30 pm)
NEXT MEETING: Thursday, Nov. 7, noon-1:30nm	

NEXT MEETING: Thursday, Nov. 7, noon-1:30pm -Draft 2014 Budget

-Nominations

If you need an interpreter, materials in alternate formats or other accommodations, please contact the Madison Central BID office at 608-512-1340 or <u>mcarbine@visitdowntownmadison.com</u>. Please do so at least three business days prior to the meeting so that proper arrangements can be made.

September 27, 2013

Madison's Central Business Improvement District (BID) Alcohol Regulation & Business Development Subcommittee

DRAFT Report to the BID Board on: <u>30603</u>, Directing city staff to further explore the recommendations set forth in the attached documents and draft ordinance changes as appropriate according to the report on Alcohol License Management and Business Development.

I. Executive Summary:

The BID ARBD Subcommittee thanks city staff for their thorough, thoughtful work and many good recommendations on downtown alcohol license management and business development. We support the holistic approach to downtown business mix which combines alcohol licensing, business development and safety initiatives.

In particular, the BID ARBD Subcommittee is pleased to see emphasis on the concepts of:

- Enforcement for problem licensed establishments.
- Support for the City of Madison Safety Initiative.
- Allowing/encouraging more diversity of entertainment businesses.
- Simplifying and streamlining licensing procedures.
- Business development recommendations grounded in the foundations of retail district success: Clean, Safe, Convenient, with a strong customer base of downtown residents and workers.
- Business development recommendations (façade improvement grant expansion, guide for businesses) which provide tangible, practical support for businesses and retail in particular.

The BID ARBD Subcommittee has the following main concerns:

- State Street Overlay District (SSOD): The Subcommittee opposes strongly. Freezing a district and its uses in time is counter to a vibrant, dynamic downtown that evolves as users and uses evolve. If any district is implemented, it should: not be in the zoning code; be smaller (lower State St. and 600 block University); have a sunset; and allow "grandfathering" of licenses.
- **Retail retention and recruitment will not result from restricting alcohol licenses**. Retail follows the market. If the city wants more retail downtown, it needs to: foster increased residential and workforce density; ensure a clean, safe, convenient and accessible environment; and ensure a positive and efficient business experience with the city. See the <u>BID Retail Strategy</u>.
- Alcohol Licensing Definitions: The Subcommittee recommends simplifying, collapsing and modifying some categories. Flexibility and an appeal process are essential, with the ability to modify or change categories.
- Improve efficiency and quality of licensing and enforcement without adding staff or processes. While improvement is needed, the licensing workflow should be assessed from the executive level so that work is accomplished. There should be consistent and coordinated enforcement and progressive discipline of establishments using current tools and system.

II. Specific comments on city staff recommendations

Section I: Ordinances and Budgetary Items

Adopt new, revised definitions of types of alcohol licenses city-wide......3-4

Subcommittee consensus: NEEDS SOME REWORKING

While revised definitions could be a good idea and better understood by applicants and the public than the current system, the categories probably need to be simplified/collapsed. The large number of categories could be intimidating to a small business applicant and complex to administer. Also, the categories only represent current entertainment forms, and could quickly become outdated and unable to accommodate desired innovative business concepts.

Recommended:

- Flexibility and an appeal process are essential, with the ability to modify or change categories.
- To maintain flexibility, license categories should be defined in the alcohol code not the zoning code.
- Look at simplifying/collapsing some categories.
- Specific recommended changes:
 - "Convenience w/o gas" should be allowed downtown. With increased population density, such as large residential apartments, people who live downtown will want/need nearby convenience stores where they can get prepared foods, other essentials, and a bottle of wine or beer.
 - Gift Shop. The category needs to be reviewed if a shop has 70% alcohol sales, is it a gift shop? Most true gift shops would have less than 50% alcohol and could go under exceptional circumstances. This category could easily be misunderstood and interpreted as discouraging retail gift shops.

There needs to be consistent and coordinated enforcement and progressive discipline. It's not clear the point system is used effectively in its current format. It should be used consistently rather than be revised.

Create a "State Street Overlay District" to restrict certain types of alcohol beverage

The proposed zoning district is counter to the Downtown Plan vision for the State Street area as "Madison's premier shopping, dining, entertainment and cultural destination, with . . . a vibrant, diverse and dynamic mix of uses," and is counter to character of State Street as dynamic and evolving as uses and users evolve. Freezing the area and its entertainment uses in time does not contribute to vibrancy, change, or improvement. It would be especially unwise given the large number of central downtown residential units about to come online in the next 2-4 years, whose occupants will want vibrant, innovative entertainment, dining and retail options. Downtowns should be able to evolve along with the users and community, and this includes new and different licensed establishments. If the city wants the downtown alcohol culture to change, the city should be looking at flexible policies that encourage innovation and change. In addition, the proposed district would only drive "non-allowed" uses into adjacent neighborhoods, and make the entertainment district more diffuse and harder to manage.

Safety and good management of establishments comes from consistent and coordinated enforcement and progressive discipline of establishments using current tools and system. The city always has the ability to deny a liquor license if it would be detrimental to the health, safety and welfare of the city.

If there is some sort of district of special control, BID recommends:

- The district not be defined in the zoning code, which would add layers of process, approvals, need to appear before committees, etc..
- Grandfathering of licenses be allowed, so that people who have built a business over a lifetime can sell that business and the new owners can apply for the same kind of alcohol license.
- The district have a sunset.
- If safety is the rationale, the district should exclude the upper blocks of State St., and focus instead only on the 500 and 600 blocks of State and the 600 block of University Ave.

If the rationale for the district was to encourage retention, expansion and recruitment of retail, that will not result from restricting alcohol licenses. Retail follows the market. The market dictates where retail wants to be. The customers will tell you where retail wants to go, and what type of retail wants to be where. If the city wants more retail downtown, it needs to:

- Foster increased customer density (residents, workers) downtown.
- Ensure a clean, safe, convenient and accessible environment.
- Ensure a positive and efficient business experience with the city (permitting, licensing, etc.).

Expand the façade improvement grant program......8 Subcommittee Consensus: APPROVE

Subcommittee consensus: NOT NEEDED.

The quality and efficiency of licensing and enforcement does indeed need to be improved. Instead of adding staff, the situation must be assessed from the executive level and changes made if needed so that work is accomplished by the people responsible, resources are deployed efficiently, and departments coordinate with each other efficiently so the work gets done to a high standard.

While BID supports ensuring visitors can find businesses, BID instead recommends:

- Prioritize wayfinding signage on major routes into and through downtown, including better "trailblazing" signage to lead visitors to major attractions and parking.
- Reform the sign ordinances. Shift focus from reducing signage to allowing more options for creative, attractive, affordable and effective signage that helps people find businesses in a pedestrian or mixed vehicle/bike/pedestrian environment (i.e., State St. and Capitol Square).
- Consult on wayfinding signage with the Greater Madison Convention and Visitors Bureau and with the business signage working group (from summer 2012).

Section II: Policies and programs

There needs to be consistent and coordinated enforcement and progressive discipline using current tools and system, it just needs to get done rather than changing the system. Also, given the quasi-judicial role of the ALRC, how much information should they have in advance of potential hearing?

- Agree in principle to establishing criteria for grandfathered licenses to use the flexibility of the regular licenses to promote certain types of establishments to further the municipal agenda
- In any request for business plan, rather than require a full business plan which by definition includes proprietary information, request a standardized-format business plan outlining the operations of the business in areas relevant to the ALRC, e.g., business concept, hours of operation, offerings including food, drink, entertainment, and security plan. Any required financial reporting should be limited to percentages of revenues, rather than dollar amount of revenues (which is confidential business information).

• It is essential that entertainment business owners/operators be involved in any task force or committee, so that work is grounded in business and market realities.

Simplify entertainment licensing......**14** Subcommittee Consensus: ENDORSE simplification in principles BUT businesses should not be required to offer entertainment Sun-Wed. There needs to be recognition of the market forces. There is only demand for entertainment on Thurs-Fri.-Sat. nights on a regular basis; it may not be economically viable on other nights.

City-sponsored late night retail event during summer nights......15 Subcommittee Consensus: SHOULD BE A DIFFERENT FOCUS to encourage retail The market will drive store hours. If there are enough customers, businesses will respond and extend their hours. Most independent businesses do not have consistent hours (if they wanted that, they would be in a mall). It should be recognized that crowds have different behaviors. Just because there is a crowd, it does not mean they are shopping. Many people want to window shop at night while going out to dinner or to a show, but they don't buy. If a small business does not have sales after a certain hour, the business can't afford to stay open.

Better expenditures of funds to support retail would be:

- Downtown Pedestrian Count Study: A pedestrian count project will generate data on foot traffic at key days and times of the year. This data is very much needed by property owners, brokers, and businesses. A Ped Count study could be done soon to establish a baseline, and with a followup after a number of key residential developments have come on line, to help downtown businesses understand changing foot traffic patterns.
- Programming: Ongoing, consistent programming in downtown public spaces could enhance nighttime safety (if in the evening) and increase nighttime activity on the street.

p. 16: Create new incentives for entertainment venues.

Subcommittee consensus: NOT SURE WHY NEEDED. Demand is determined by the market, and entrepreneurs will respond. If this is pursued:

- Entertainment business owners/operators must be involved in any creation of incentives, task force or committee, so that incentives are grounded in business and market realities.
- Perhaps incentives can be created for desired business types, such as for 18+ entertainment options, if financial feasibility is cited as a barrier for these options.

p. 16: Proactively encourage the location of a [first-run] downtown movie theater.

Subcommittee consensus: APPROVE with additional comments, below.

The lack of a movie theater is clearly a gap in downtown/near east side entertainment offerings, and would be an exciting addition to downtown. Market realities should be understood and theater and real estate professionals consulted about needs and potential incentives. The typical first run theater is a very large floorplate multiplex with lots of parking, i.e., 170,000 SF, 14 screens, 1,000+ parking spaces. In some larger urban centers there are newer theaters of about 40,000 SF/8 screens, some of which show a mix of first-run and specialty films. To be a viable business, any downtown movie theater would need to draw from a far larger area than downtown, and would thus need a significant parking especially on weekends and evenings, i.e., at the same times special events often fill up city parking garages.

What might be a more viable concept for downtown is the combination movie theater-restaurantbar-event space (e.g., <u>Studio Movie Grille</u>), however, even the smaller of these need 20,000-40,000 SF plus parking (20,000 SF floorplate may be possible if multiple floors are-utilized), or possibly a smaller-scale (8,000-10,000 SF) combined screening room-bar-café as seen in some larger urban centers (e.g., Williamsburg, <u>http://nyti.ms/16Ah9Cg</u>).

p. 16: Continue to promote the city's music scene.

Subcommittee consensus: NOT SURE WHAT THE CITY ROLE WOULD BE. The following questions need to be explored prior to any legislative proposals:

• What forms of promotion would the city undertake that is not already being done by private venues and businesses? How would this be funded? How would it lead to business development?

p. 16: Allow "pop-up" retail in vacant storefronts.

Subcommittee consensus: SUPPORT IN CONCEPT. Recommend:

- Change "allow" to "facilitate/expedite" to emphasize that the goal is to avoid unnecessary barriers or onerous permitting process for short-term "pop up" uses/leases.
- Review the zoning code and permitting process to identify and remove unnecessary barriers to "pop up" temporary changes of use.
- Do not limit to retail pop up restaurants or sidewalk cafes or movie nights or other uses have been successful in other cities.

Also note: While pop-ups sound exciting, if the goal is to generate long-term retail tenants or marketing benefits for downtown, there needs to be a managed pop-up program with staff, funding, marketing, merchandising, etc. It should be evaluated whether a pop-up program is the best use of resources to support downtown retail, or if "infrastructure" initiatives (funding for retail build-outs, creating a handbook for small businesses, improving wayfinding signage into and through downtown, pedestrian count study) are better priorities.

P. 17: Update web-based downtown business guide (i.e., a "Guide to Opening and Doing Business in Madison.") Subcommittee consensus: APPROVE

• BID has advocated/offered to collaborate on a handbook for businesses with information about city policies, permitting, regulations, and services. NOTE: Must be updated regularly. Should have printed product available as well as online; many small businesses/owners are not computer-based like office workers.

P. 17: Various parking recommendations

Subcommittee consensus: APPROVE (all)

• Convenient, good-value public parking focused on customer experience is essential for business development, especially retail. Also essential is for the special event parking system to provide short-term parking options for non-event parkers (in combination with improved wayfinding signage to help people find the parking).

P. 17: Continue to improve development review and permitting downtown.

Subcommittee consensus: APPROVE

• BID continues to advocate for process and customer service improvement for small business permitting and licensing. If the city wants more retail downtown, it needs to make permitting for small businesses easy and efficient. See <u>BID Recommendations for City of Madison</u> <u>Development Approval Process Review.</u>

p. 17: Increase permanent downtown residents by increasing residential units.

Subcommittee consensus: APPROVE

• If the city wants more retail downtown, we need more customers. BID has advocated for land use policies which can increase the residential customer base, key to sustaining downtown retail businesses. This involves implementing recommendations of the Downtown Plan and Zoning Code rewrite.

p. 17: Support a proactive downtown business retention effort.

Subcommittee consensus: APPROVE. See the **BID Retail Strategy**.

ADD to city staff recommendations – Review ways to improve Late Night Transportation downtown, and between downtown and other areas of the city, with an eye towards safety. In particular, work with UW-Madison to see how late night bus service, which serves primarily UW-Madison students, could be restored and expanded.

III. Vision

The city staff recommendations would benefit from an explicit vision or set of goals for central downtown, drawing upon existing approved community visions such as the Downtown Plan, State Street Strategic Plan, and BID Board Retail Strategy/vision for central downtown.

State Street Strategic Plan (1999)

• The vitality of the Street depends upon it providing a broad and expanded array of retail goods, services, entertainment, and cultural activities.

Downtown Plan (2012)

- Downtown Core Recommendations
 Objective 4.1: . . . A mix of office, employment, retail, government, residential, cultural, entertainment, and other uses should be pursued to retain the area's vibrancy, including beyond normal business hours.
- State Street Recommendations Objective 4.2: Maintain and enhance the State Street district as Madison's premier shopping, dining, entertainment and cultural destination, with . . . a vibrant, diverse and dynamic mix of uses.

BID Board Retail Strategy/vision for central downtown (2013)

- Dynamic and evolving as retail, uses and users evolve.
- A distinctive "experience" destination, offering a unique mix of shopping, dining, entertainment, hospitality, arts and culture.
- Offers a standard of excellence for customer experience in:
 - o Safety
 - Cleanliness and maintenance of public spaces
 - Convenience
 - Access (parking, transportation)
- Offers a standard of excellence for the business experience in:
 - Permitting and licensing (city)
 - o Information/communication on policies, regulations and services (city)
 - Marketing (BID)
 - Downtown environment (city and BID)

BID 2013	Budget					
as of Sep. 2	26					
	<u>SUMMARY</u>		Avail. Funds			
	Starting Balance	\$17,045	\$17,045			
	Deposits/Revenues	\$353,434	\$333,564			
	Fund Total	\$370,479	\$350,609			
	Expenses to date	\$245,816	\$245,816			
	Fund Balance	\$124,663	\$104,793			
	Encumbrances	\$110,549	\$110,549		· · ·	
	Unencumbered Bal	\$14,114				
REVENUES	FUNDS					
Code	City Category	Description	<u>2013</u> Original	<u>Revised</u> Forecast Sep	<u>Avail</u> Funds	Notes
72190	Special Assessment	Income from tax assessment	\$265,439	\$265,439	\$265,439	
	Interest on Investment	"Trust Interest"	\$1,300	\$800		as of July 31
78579	BID Downtown Map	Map Ad Revenue - Cash	\$54,000	\$58,845		100% collections
	BID Parking	Co op Ad Revenue from City Parking	\$4,500	\$4,500		Confirmed
78510	Corporate Sponsorships	Various sponsorships	\$3,500	\$7,600	\$3,100	\$7,600 committed as of 9/26/13
		Univ. of Wisconsin	\$5,000	\$5,000	\$5,000	
	BID Gift Certificate account	Withdrawal to cover admin costs, materials	\$4,000	\$4,000		
78890	Other	Misc revenue				
	·····	GSSBA event partnership	\$4,000	\$4,000		Confirmed
		DT Rotary (planter)	\$0	\$750	\$750	
		GSSBA addit'l holiday	and the second second	\$2,500		Confirmed in Sep. for Holiday
	······	Cash Revenue Subtotal	\$341,739	\$353,434	\$333,564	
79999	Reserves Applied	Carryover from previous FY	\$10,000	\$17,045	\$17,045	
		Revenues/Funds	\$351,739	\$370,479		
	Trade/In Kind Value			\$4,700		

BID 20	13 Budget		ſ					1
as of Se								
EXPEN	ISE SUMMARY							
							Revised	
			Enc.	Exp.	Unencum	Original	Forecast	
Code	City Category	Description	Subtotal	Subtotal	Balance	Budget		Notes
54702	Audit Fees	City Audit fees	\$2,015			\$2,015		
56330	Comptroller Fees	Comptroller Fees	\$1,612			\$1,612	\$1,612	
		BID-DMI Contract: Staff Salaries,						
		Benefits, Payroll Taxes, Rent, Admin						
54/15	Admin, Management	Overhead	\$35,580	\$106,740	\$0	\$142,320	\$142,320	
6 4 9 9 9								
54986	Parking	Staff parking	\$780	\$1,860	\$10	\$3,000	\$2,650	
54044	Man and Outlda	Design and Disting		007.074		007.000		
54914	Map and Guide	Design and Printing	\$0	\$27,871		\$27,500	\$27,871	Final
		Credit card fees (ad sales)	\$0	\$250		6200	¢250	Final
		credit card lees (ad sales)		\$250		\$300	\$230	
		Sales Materials ('13 map)	\$425			\$425	\$425	
		Gales Materials (10 map)	3420			34 <u>7</u> 3	3420	
54916	Map Distribution	Delivery to Hotels, etc.		\$1,293	\$507	\$1,900	\$1,800	
				ψ1,200	0001	\$7,500	\$1,000	
54918	Holiday Trolley	Holiday, Event Trolley	\$5,100	\$0		\$4,600	\$5,100	2nd trolley Fri. Open House
								Added to Holiday: Open House
54935	Marketing to Locals	Marketing to Dane County	\$39,160	\$12,687	\$0	\$40,500	\$51,847	sponsorship, GSSBA and BID addt'l
54936	Marketing to Students	Marketing to UW Students	\$0	\$1,558	\$0	\$1,000	\$1,558	
54937	Conferences / Training	various	\$75	\$247	\$0	\$2,100	\$322	
54939	Ambassador Payroll	Part time/seasonal	\$20,814	\$17,186		\$38,000	\$38,000	
E 4000	Asshanced as Deuroll Terra	Dest Viscola and a						
54939	Ambassador Payroll Taxes	Part time/seasonal	\$2,288	\$2,206		\$4,494	\$4,494	
54944	Planter Program	Annual Contract	\$0	\$40,173	\$0	\$39,500	\$40,173	
04044	r lancer r rogram	Annoal Contract	30	340,173		\$35,500	940,173	
54947	Stationery	Stationery		\$115	\$386	\$500	\$500	<u></u>
				1	+			f
		Holiday Lighting/Decorations				··	1	1
54948		Program			\$250	\$250	\$250	
	• 							
		Supplies, cell phones, shirts,		1				
54949	Ambassador supplies	Churchill Bldng. space/storage	\$345	\$1,946	\$1,709	\$4,000	\$4,000	1
		Printing of certificates, envelopes,						
54955	Gift Certificates	sleeves	\$1,701	\$2,208	\$0	\$3,400	\$3,909	
54956	Marketing to Visitors	Marketing outside Dane County	\$0	\$15,713	\$0	\$14,000	\$15,713	1

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54958	BID website, software	Hosting, website, software, online store, listserve, redesign/upgrades	\$654	\$9,929	\$0	\$6,175	\$10,583	
54949	Charitable Donations	R. Schmitz memorial donation		\$100			\$100	
55140	Postage, Shipping	Postage/Shipping		\$2,538	\$1,462	\$3,600	\$4,000	
55899	Miscellaneous	Supplies, misc expenses	\$0	\$955	\$1,245	\$2,200	\$2,200	
	Property/Business Owner Outreach	Mailings, construction signage		\$241	\$0	\$0	\$241	
	Business Recruitment, Retention	Business marketing, recruitment				\$0	\$0	
57999	Reserves Generated	Other/Contingency			\$8,546	\$8,348	\$8,546	
					<u>Unencum</u> Balance	<u>Original</u> Budget	<u>Revised</u> Forecast Sep	Notes
	I	TOTAL	\$110,799	\$245,816	\$14,114	\$351,739	\$370,479	