

# STATE STREET COMMISSION

State Street Commission Meeting

Tuesday, November 13, 2020

2:00 PM

Via Zoom

## MINUTES

### ATTENDANCE

#### Commission Members Present

Commissioner Mark Anderson  
Commissioner Greg Cameron  
Commissioner Kristin Duncan  
Commissioner Eric Finnegan  
Commissioner Mark Kelly  
Commissioner Dean Lane  
Commissioner Ryan Segal  
Commissioner Andrea Schwartz

### AFFILIATION

Hines  
Joffrey Ballet  
Renaissance Hotel  
CIM Group  
DCASE  
Palmer House  
Acadia  
Macy's

#### Commission Members Absent

Commissioner Gia Biagi  
Commissioner Maurice Cox  
Commissioner John Idler  
Commissioner La Verne Morris  
Commissioner John Tully

CDOT  
Department of Planning & Development (DPD)  
ABC7  
20 North State Street Condos  
Department of Streets & Sanitation

#### Others Present

Michael Edwards  
Kiana DiStasi  
Dwayne Hightower  
Steve Hillard  
Mark Roschen  
Abel Rodriguez  
David Seglin  
James Turner

Chicago Loop Alliance  
Chicago Loop Alliance  
Department of Streets & Sanitation  
Streetplus  
Department of Planning & Development  
Chicago Loop Alliance (CLA)  
Chicago Department of Transportation (CDOT)  
CIBC/CLA Board Chair

### **I. Call to Order**

CLA President & CEO, Michael Edwards welcomed everyone and called the Zoom meeting to order at 2:05 PM. Edwards congratulated Joffrey Ballet for their Art on the Mart production which has two showings each evening at 7:00 PM and 7:30 PM. The presentation began November 12<sup>th</sup> and runs through December 30<sup>th</sup> and adds a compelling and safe outdoor reason to come to the Loop this holiday.

### **II. Public Comment**

No comments were made by the public.

### **III. Approval of Minutes**

A motion to accept the meeting minutes, as edited by La Verne Morris, of the October 20, 2020 SSA Commission meeting was made by Commissioner Duncan and seconded by Commissioner Schwartz. The motion passed unanimously.

#### **IV. Financial Statements as of October 31, 2020**

Abel Rodriguez reviewed the financial statements through October 31, 2020 or 83% of the year. The report included the 2020 budget compared to the actual revenues and expenses. The SSA has received 99% of the SSA levy including \$3,916 in past year taxes due to the SSA. Abel outlined the accounting for DPD's required estimated loss collection; the \$16,426 in decreased levy due from late collections & interest and the allowance for loss collection. These revenue line items, required by DPD, need to be explained more clearly to the Commissioners directly by DPD.

On the expense side, overall expenses are running at 65%. Michael Edwards indicated our core services have continued to be provided, but we are not doing our placemaking program, delaying major infrastructure maintenance like aggregate replacement and sidewalk sealing. We are expecting the final expenses to be a higher per our holiday promotion campaign and some final repairs and infrastructure projects. That said, Abel was confident we will finish the year with our anticipated \$350,000 carry forward. If there are other funds to carry forward, we may need to complete a budget modification in January 2021.

Hearing no further discussion, a motion was made by Commissioner Schwartz and seconded by Commissioner Lane to accept the financial report through October 31, 2020 as presented. Motion carried.

Andrea Schwartz thanked Abel Rodriguez and Michael Edwards for their stewardship of the SSA finances in the crazy year.

#### **V. Status Reports/Outstanding Issues**

##### **1. Security**

Commander Alderden was not at the meeting.

##### **2. DCASE**

Commissioner Kelly reported there will be holiday's in the Loop with the arrival and lighting of the Christmas Tree in Millennium Park with a virtual / media celebration will occur this coming Friday; Art on the Mart, as previously mentioned with the beautiful Joffrey Ballet performance, is a must see holiday event; watch for the online art store called Hi-Buddy made up of gifts provided on consignment from local artists. The DCASE budget was cut 50% but DCASE has begun discussions on how do we comeback in 2021. We would like to partner with others to produce small events to feature local performers, musicians here and there in the city and in the park. Chicago In Tune is the promotion to lead the comeback of the arts. Greg Cameron had joined the meeting and thanked Commissioner Kelly for his leadership in the arts during this very challenging time.

##### **3. Streets & Sanitation**

Dwayne Hightower reported the department is focused on the coming snow season. Later in the meeting Hightower indicated the city is expecting the normal snow fall of 34" – 37", has 400,000 tons of salt at the ready and his superintendents are meeting weekly to plot snow fighting strategy. Edwards was told to report any damaged blue/black trash can lids to Streets & Sanitation for repair or replacement.

##### **4. CDOT**

David Seglin reported the budget will likely allow CDOT to continue providing a good range of transportation programs to benefit the Loop in the year ahead. Seglin introduced David Smith, CDOT who took the Commission through a brief PPT regarding steps CDOT has taken to improve pedestrian safety. The city is experiencing a slight rise in traffic in the neighborhoods since the pandemic and a less growth in traffic in the Loop.

Smith outlined Alderman Reilly's supported for Rapid Delivery Improvements with examples from the River North Area designed to meet the purpose of the Vision Zero program (to eliminate vehicle caused pedestrian deaths) and to reflect the new reality imposed by the pandemic. Examples of expanded pedestrian spaces at problematic intersections, more pedestrian space for social distancing, wider pedestrian and shorter pedestrian crossing distances, lower vehicle speed limits, more bike racks and lanes, all designed to elevate pedestrian mobility and improve traffic safety. David Smith indicated CDOT has installed a number of these RDI's in the northern portions of the Loop. Edwards indicated he has seen the beige paint-outs on Randolph, State and Wabash to name a few. Edward asked David Smith if we could get a copy of his presentation for our file and thanked David for his presentation.

##### **5. DPD**

Mark Roschen, DPD reported they are busy moving new and current SSA's through the city council process. The Magnificent Mile proposed SSA was presented last week with the support of the CLA and others, along with some property owners testifying in opposition. Alderman Reilly and Hopkins were not able to support the proposed SSA at the Economic Development Committee meeting. It seemed to Michael Edwards Alderman Reilly was more concerned with the process of creating the SSA than the value

of one. There seemed more support for a new SSA along Oak Street. December 16<sup>th</sup> is the next meeting of City Council when a final decision will be made. Abel asked if Mark Roschen had any concerns regarding SSA #1-2015's application before Council and Mark stated he felt things were all in order.

## **6. CTA**

There was no one in attendance to report

## **VI. Sole Service Provider Report**

### **Safe & Clean Program:**

Michael Edwards re-introduced Steve Hillard, owner of Streetplus. Edwards reminded the Commission that Streetplus was the selected vendor to provide safe & clean services for State Street beginning January 1, 2021 through December 31, 2023. When we made that decision there were questions over the enhanced services proposed, cost associated with the Streetplus program and how a larger program would be phased in assuming the pandemic remains an issue and pedestrian activity remains low.

Steve Hillard thanked the Commission for retaining Streetplus. Streetplus has enjoyed working with CLA and the SSA over the last 6-years and agrees with the Commission it is time for an enhance effort to keep State Street safe & clean. The approach he is taking is to increase our Teams attention to detail, be a more visible presence on the street and increase our availability to assist State Street visitors.

### **Enhanced Program:**

With regards to our Clean Team we have been chasing the City's minimum wage hikes. Where our initial hourly wages were competitive, they are no longer better than minimum. For the Safety Team, while we started with very competitive wages, these too have been eroding resulting in a difficult turnover rate of 60% compared to our national average of 32%. We believe moving Clean Team members from \$13.50 to \$14.75 per hour and Street Team members from \$15.00-\$17.00 to \$19.00 per hour will help us to attract higher skilled and higher quality ambassadors for State Street, while our benefit package will help retain their services to get closer to our national turnover average.

We believe we do not have enough ambassadors on State Street with just 4 ambassadors providing clean & safe services each shift patrolling two zones on State Street. Steve Hillard screen shared a map of the State Street SSA district and the four new zones. Hillard stated it would be better to have 4 smaller zones to patrol and clean with 6-8 ambassadors (depending on the day of the week) providing more coverage, visibility and opportunities for interaction with State Street visitors.

Steve also discuss the proposal to increase cleaning efficiency with the use of battery powered sweepers and scrubbers. Hillard screened shared images of the equipment during the meeting. This equipment would allow CLA to immediately address spills and chronic dirty areas around trash cans, subway entrances/exits and really manage the common areas between power washing applications.

### **Phasing:**

Regarding the phasing of the new program. Given the pandemic and the coming winter there is no need to change the program from a wages, # of employees, equipment and management perspective. Hillard proposed CLA and his team reassess the program in March, assess the state of the pandemic and the status of the Loop/State Street recovery to determine if the full program can begin April 1, 2021. If not, reassess the program each month until a time it makes sense to implement the enhanced program as discussed. Edwards asked what the savings would be if we did not start the full program until the beginning of the second quarter \$120,000 and if we begin July 1, 2021 the savings would be \$240,000. Edwards indicated that these funds could be used to retain HLSA and their private security services strategically during the first half of 2021 until such time as they may no longer be needed.

### **Costs:**

Steve Hillard indicated that 82% of his proposal in payroll and payroll taxes which is higher than most of their programs which are typically in the 70% range. Cost reduction need to therefore come out of operations and management line items including \$12,750 in operations; \$3,600 general and administrative overhead; \$2,500 in employee benefits; \$15,000 management fee and \$4,136 in capital equipment. Steve felt these cuts are meaningful to respect the SSA Commission budget and will not devalue the intent of enhanced safe & clean services.

Michael Edwards asked if the Commissioners had any questions, concerns or ideas they would like to share. Hearing none, Michael Edwards thanked Steve Hillard for his comments and willingness to negotiate the final contract. Michael Edwards will work with Steve to put a final contract in place reflecting what has been discussed today and executed in December to begin the contract on January 1, 2021.

**Marketing Report:**

Kiana DiStasi screen shared the October Marketing Report. Social media is growing and exceeding our 2019 numbers and the website is growing again as people are finding their way back the Loop to visit and to work, amongst other things. Much of our website activity is due to our blogs with our Back to Work Tool Kit as a very popular blog. We tried some TV advertising for Everyone's Neighborhood.

**Holiday on State Street:**

There is a lot of holiday activities going on in the Loop and we have included them all on our website to encourage people to consider compelling holiday things to see, do and experience in the Loop with an eye on public health. Kiana screen shared the Holiday mailer (50,000 pieces) inviting people to the Loop through our website. Kiana screen shared the mailer and then demonstrated the rich holiday information on the CLA website. Kiana indicated the Loop is so large is can be experienced and easy to manage from a public health perspective with opportunities for social distancing such as viewing the Macy's windows, Joffrey On the Mart and the holiday tree in Millennium Park. Once visitors are in the Loop, they can determine on their own whether to go into a retail store or dine outside at a restaurant. We are promoting outdoor spaces like roof tops (theWit, London House, Raised) and outdoor eating establishments. We have a whole digital strategy with our board, members and large stakeholder list. Michael stated the CLA/SSA has finished installing wreaths, ornament globes, pine in the planters and holiday banners to make the entire street feel like a holiday destination.

**VII. Other Business**

Michael Edwards indicated Abel Rodriquez will be sending out to your Outlook calendar and Zoom the dates for our 2021 SSA Commission meetings. Watch for that in early December.

**VIII. Adjournment**

There being no other business, the meeting was adjourned at 3:15 PM.

Respectfully submitted,

La Verne Morris  
Secretary