



TO BE THE ECONOMIC HUB
OF THE WASHINGTON REGION
OFFERING PREMIER OFFICE
BUILDINGS, HOTELS, RESTAURANTS,
DIVERSE CULTURAL DESTINATIONS,
RETAIL OPTIONS FOR ALL,
WORLD-CLASS SPORTS
AND SO MUCH MORE!

# TABLE OF CONTENTS





ABOUT THE BID	04
LETTER FROM THE PRESIDENT & CEO AND THE CHAIRMAN OF THE BOARD	06
PUBLIC SPACE OPERATIONS	08
HOMELESS SERVICES	10
MARKETING & COMMUNICATIONS	12
ECONOMIC DEVELOPMENT	14
INFRASTRUCTURE	16
FINANCE & ADMINISTRATION	18



ANNUAL REPORT 2019

# ABOUT THE BID



7 METRORAIL STATIONS SERVING ALL SYSTEM LINES

WITH AN AVERAGE WEEKDAY RIDERSHIP OF 12

DAY SERVICES CENTER
FOR INDIVIDUALS
EXPERIENCING HOMELESSNESS





+11.5K

24 ACRES OF PARKS AND OPEN SPACE





3.4 MILLION
ANNUAL VISITORS

138

**BLOCK AREA** 



75M SF
OF OFFICE SPACE



The DowntownDC Business Improvement District (BID) Corporation

was founded in 1997 and is a private non-profit organization. This special district, where property owners have agreed to tax themselves to fund services, encompasses a 138-block area of properties from Massachusetts Avenue on the north to Constitution Avenue on the south, and from Louisiana Avenue on the east to 16th Street on the west.

ANNUAL REPORT 2019

# LETTER

## FROM THE PRESIDENT & CEO AND THE CHAIRMAN OF THE BOARD

#### Dear DowntownDC Stakeholder,

The DowntownDC Business Improvement District (BID) had another successful year in fiscal year 2019 (FY19). DowntownDC produced a net fiscal impact of \$802 million, an amount large enough to fund both the DC Metropolitan Police and DC Fire and Emergency Medical Services departments. With the DowntownDC economy continuing to fuel the District's economy, we focused much of our attention this year on addressing the needs of residents who required the most help.

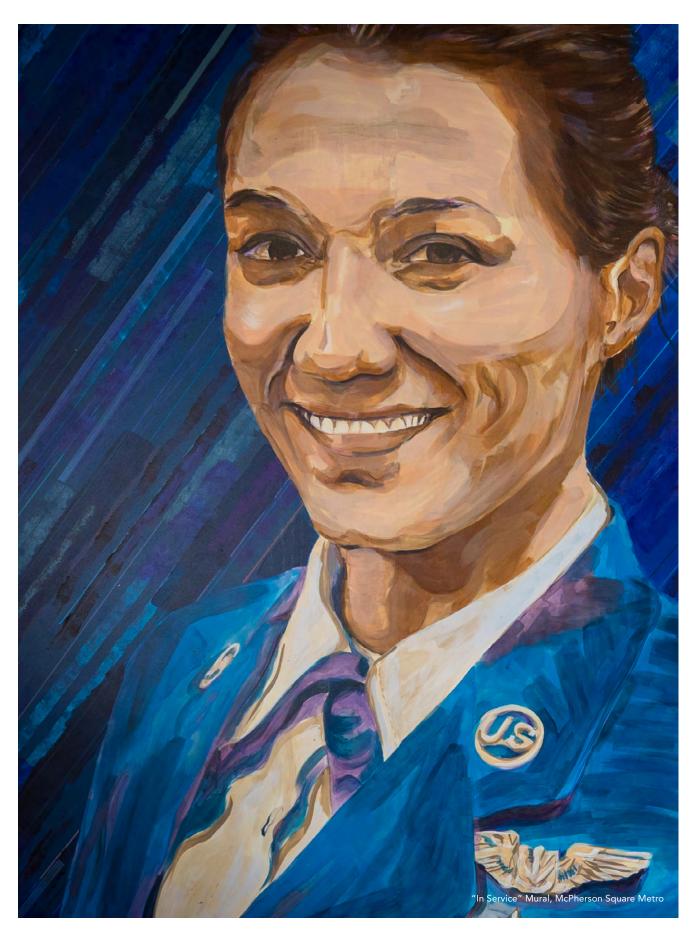
Here are our major highlights for 2019:

- Built and operated a day center for people **experiencing homelessness.** In February 2019, through a \$1.7 million grant from the DC Department of Human Services (DHS), we opened the Downtown Day Services Center (The Center), to provide services for people experiencing homelessness in DowntownDC. This state-of-the-art center currently provides much-needed services for approximately 165 men and women daily. Services provided at The Center include daily hot lunches and snacks, case management, social security and veterans' benefits, identification cards and licenses, hot showers and haircuts, laundry services and medical care. In FY19, The Center served over 21,000 guests, provided 4,666 showers, ran 2,000 loads of laundry, served over 20,000 lunches, distributed over 3,300 items of clothing and provided computer access over 4,000 times.
- Launched the DowntownDC Foundation.
  To support the BID's philanthropic efforts, we launched the DowntownDC Foundation.
  The Foundation focuses on four key areas: the renovation of Franklin Park, which the BID will operate upon its reopening; homeless services, including those offered at The Center; public space revitalization in parks and plazas through public art and other means; and events and community programming.
- Signed agreements for the renovation and operations of Franklin Park. Together with our partners, we took significant steps towards the reconstruction of Franklin Park. In March 2019,

the Government of the District of Columbia (District) and the U.S. National Park Service (NPS) signed the Cooperative Management Agreement allowing the District to use funds to renovate the park. In September, the District, through the DC Department of Parks and Recreation and the DC Department of General Services, signed a Memorandum of Agreement with the BID for the operation and management of Franklin Park. While the legal and authorizing documents were being developed and executed, designs for the park and its restaurant rapidly progressed. At the end of 2019, construction documents were at about 90 percent completion and were sufficient for the District to issue a solicitation for a general contractor. Construction on the park is expected to begin in Spring 2020.

- Expanded the core team that keeps our streets clean, safe and friendly.

  Staying true to our core mission of keeping DowntownDC clean and safe, we hired 28 new Safety/Hospitality and Maintenance (SAM) ambassadors—13 of whom were hired through a \$160,000 workforce development grant made possible by the District Department of Employment Services (DOES). All new SAM ambassadors were residents of the District of Columbia.
- Received international recognition. In FY19, we hosted two District of Fashion runway shows. This signature event, which has rapidly gained popularity since 2018, was honored by the International Downtown Association with the Downtown Achievement Award of Excellence. The District of Fashion runway shows showcase DC's thriving fashion industry. The events attracted over 2,000 people. In addition, we launched our first District of Fashion Magazine at the September 2019 event, which featured many of the designers and models from the show in gorgeous editorial spreads taken in DowntownDC.
- Enhanced DowntownDC. We honored eight women who made contributions to local and national history through artwork in eight callboxes in DowntownDC. We hope you



will take a walking tour through DowntownDC and observe our tribute to Katharine Graham, longtime publisher of The Washington Post (15th & L); Josephine Butler, community leader and co-founder of the DC Statehood Party (14th & K); Julia Ward Howe, abolitionist, suffragist and writer of the lyrics of the "Battle Hymn of the Republic" (14th & F); Elizabeth Hobbs Keckley, a seamstress and activist who bought her own freedom from slavery (Vermont & K); Flora Rollins Molton, DC musician (13th & G); Alice Stokes Paul, suffragist and leader of the National Woman's Party (14th & E); Mary Church Terrell, civil rights activist and suffragist (14th & G); and Alma Woodsey Thomas, artist and educator (13th & G).

- Honored our veterans. We paid tribute to our veterans while providing a face-lift to one of the most used Metrorail stations in DC. The three-panel mural installation, titled "In Service," was made possible through support from the Washington Metropolitan Area Transit Authority (WMATA), the U.S. General Services Administration (GSA), Words Beats & Life and the U.S. Department of Veterans Affairs (VA). The mural includes portraits of service members throughout history and images of the U.S. Marine Corps War Memorial, the African American Civil War Memorial and the U.S. Air Force Memorial.
- Refocused on sustainability. We sponsored an Urban Land Institute (ULI) Advisory Services Group panel to make recommendations to DowntownDC stakeholders on the real estate industry's role in achieving the city's sustainability goals and share how the goals could help boost real estate values. The ULI report provided DowntownDC stakeholders with a roadmap for creating an effective strategy for achieving the city's Clean Energy Act goals.

While fiscal year 2019 was fast paced and impactful, there is still much more to do in 2020. We cannot do any of it without your support and partnership. Thank you for your trust and support, and we look forward to making DowntownDC So Much More in 2020.

Sincerely,



Neil Albert
President & CEO
DowntownDC BID



Chase Rynd
Chairman,
Board of Directors
DowntownDC BID

WNTOWNDC.ORG DOWNTOWNDC.ORG



#### **FY19** ACCOMPLISHMENTS

Established quarterly property manager roundtables to improve communication and coordination between property managers, related stakeholders and the BID

Expanded landscaping efforts to beautify Freedom Plaza, Indiana Plaza and Herald Square and refresh tree boxes and planters throughout the BID

Hired 28 new SAM ambassadors who were all DC residents—13 were employed through a \$160,000 workforce development grant from DOES

Facilitated a workforce development program that included six trainings to benefit all SAM ambassadors

19 SAM ambassadors helped 46,149 citizens

529 participants performed 4,201 community service hours

150,000 bags of trash and 56,432 bags of recycling collected







56.432



#### FY20 OBJECTIVES

Launch a new reporting system to capture real-time data/metrics for trash, recycling and citizen assists

Implement new SAM ambassador schedule to increase coverage and offer team members more flexibility

Continue workforce development efforts with the DOES to hire additional SAM ambassadors

Facilitate customer service training with international industry leader in hospitality

Design and build-out new office for SAM ambassadors

Recruit and train staff to maintain, program and operate Franklin Park



#### **RECRUIT & TRAIN** STAFF TO MAINTAIN, **PROGRAM & OPERATE** FRANKLIN PARK

ANNUAL REPORT 2019 11

# HOMELESS SERVICES

### FY19 ACCOMPLISHMENTS

Designed, built and began operations of The Downtown Day Services Center (The Center)

Served 18,126 guests at The Center, provided 3,983 showers, ran 1,676 loads of laundry, served 16,936 lunches, distributed 9,960 items of clothing and provided computer access 3,480 times

SAM ambassadors facilitated hundreds of outreach touches to encourage use of services at The Center through services provided by HIPS and Pathways to Housing DC

48 people experiencing homelessness were moved into permanent supportive housing

Volunteers donated 568 hours of their time to assist The Center's staff

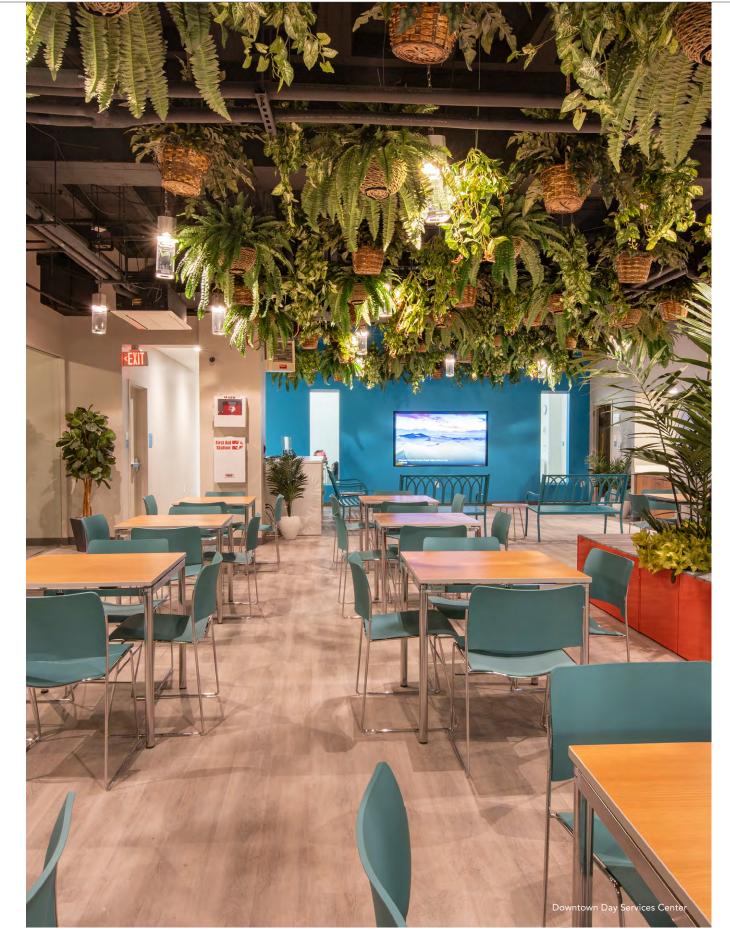


48

**PEOPLE** 

EXPERIENCING HOMELESSNESS

INTO
PERMANENT
SUPPORTIVE
HOUSING



#### FY20 OBJECTIVES

Provide weekend services for people experiencing homelessness in DowntownDC

> Establish partnerships with other DC organizations to develop a volunteer base to assist outreach efforts

Work collectively with other BID partners to expand homeless services resources across BID lines



# PROVIDE WEEKEND SERVICES

FOR PEOPLE EXPERIENCING HOMELESSNESS

IN DOWNTOWNDC

2 ANNUAL REPORT 2019
ANNUAL REPORT 2019

MARKETING COMMUNICATIONS

#### **FY19** ACCOMPLISHMENTS

Produced two successful District of Fashion runway shows in February and September, attracting over 2,000 attendees and earning the Downtown Achievement Award of Excellence from the International Downtown Association

Hosted the Downtown Holiday Market for the 14th year, which attracted over 200,000 visitors to DowntownDC during the holiday season Assisted with the opening of The Center and coordinated with DHS and service providers to develop marketing collateral regarding the services The Center provides

Launched Capital Book Fest, a pop-up book sale, to raise funds for Turning the Page to help DC students receive valuable educational resources and a high-quality public education

Hosted 37 events between Spring and Fall that attracted nearly 10,000 people to DowntownDC

#### FY20 OBJECTIVES

Conduct an overall assessment of marketing and branding and develop new marketing, digital media and branding strategies

Develop a brand refresh and redesign for the Downtown Holiday Market Design and install new street pole banners

Implement a new events series and panels to discuss trends and topics of importance to BID stakeholders





### **DISTRICT**OF FASHION

RUNWAY SHOWS RECEIVED THE

# DOWNTOWN ACHIEVEMENT AWARD OF EXCELLENCE

FROM THE INTERNATIONAL DOWNTOWN ASSOCIATION



HOSTED **37 EVENTS** 

BETWEEN SPRING AND FALL

THAT ATTRACTED
NEARLY 10K PEOPLE
TO DOWNTOWNDC



#### FY20 OBJECTIVES

Include funding for the Pilot Office to Residential Conversion Program in the District's FY21 budget

Hire a Retail Strategy Manager to develop and implement a retail strategy for DowntownDC

Select a restaurant operator for the cafe in the renovated Franklin Park

Collaborate with the District to promote the development of several large downtown redevelopment sites



SELECT A RESTAURANT OPERATOR FOR THE CAFÉ IN THE RENOVATED

> FRANKLIN PARK

#### **FY19** ACCOMPLISHMENTS

Received approval from the Committee on Finance and Revenue for the Office to Residential Conversion Pilot Program in December 2018

Produced the 15th State of Downtown Report

Hosted the annual State of Downtown Forum, which attracted over 200 DowntownDC and DC stakeholders

Developed a three-year Retail Strategy budget to be implemented over FY2020 – FY2022

Partnered with Urban Land Institute's (ULI)
Advisory Services Group to produce a report for
BID stakeholders that provides a roadmap for
achieving the District's Clean Energy Act goals



**DEVELOPED** A 3-YR RETAIL STRATEGY BUDGET

TO BE IMPLEMENTED OVER FY2020 - FY2022



THAT PROVIDES A ROADMAP TO ACHIEVE THE DISTRICT'S CLEAN ENERGY ACT GOALS

ANNIIAI REPORT 2019 ANNUAL REPORT 2019

#### **FY19**

#### **ACCOMPLISHMENTS**

Completed the Women in History Call Box Project, supported by a grant from the DC Commission on Arts and Humanities, turning eight call boxes into pieces of public art honoring prominent women in local and national history

Installed a mural, "In Service," honoring veterans at the McPherson Square Metrorail Station in partnership with Words Beats & Life, WMATA, GSA and the VA

The redesign of Franklin Park became a reality after over 10 years of planning with the signing of the final enabling documents allowing for its reconstruction



INSTALLED A MURAL, "IN SERVICE,"

AT THE MCPHERSON SQUARE METRORAIL STATION



#### **FY20 OBJECTIVES**

Assist with the redesign of Franklin Park to begin in early 2020 and be completed by summer of 2021 and assist with planning for operations and management of the park

Improve Indiana Plaza with plantings from Indiana's major ecoregions, planters and dynamic temporary seating

Complete a guide outlining specific streetscape elements as the preferred DowntownDC options

Install planters and plantings at Metrorail Station entrances to create a more welcoming and inviting experience for residents, workers and visitors entering DowntownDC

**IMPROVE INDIANA PLAZA** 



WITH PLANTINGS FROM INDIANA'S MAJOR ECOREGIONS,

PLANTERS AND DYNAMIC TEMPORARY SEATING





# FINANCE & ADMINISTRATION

#### FY19 ACCOMPLISHMENTS

Provided nine different trainings and workshops for SAM ambassadors

Implemented an online staff onboarding system

Earned the highest possible audit rating

Selected a new audit firm

Implemented a new accounting system that provides more robust tracking and reporting capabilities to manage the BID's budget in real time and in an efficient manner

#### FY20 OBJECTIVES

Diversify and increase training for the SAM ambassadors, staff at The Center and BID corporate staff

Renovate office and operations space for SAM ambassadors

#### RENOVATE

OFFICE & OPERATIONS
SPACE FOR
SAM AMBASSADORS

## LETTER

#### FROM THE TREASURER OF THE BOARD

The DowntownDC Business Improvement District (BID)ended its 22nd year of operation on solid financial footing. The pages that follow provide the BID's audited Consolidated Financial Statement for FY19, which covers the period from October 1, 2018 through September 30, 2019. Throughout this period, the BID maintained a strong financial position, collecting 100 percent of projected revenue and spending well below the expense budget.

During FY19, the BID worked diligently to implement a new accounting system. After reviewing several cloud-based accounting systems, Blackbaud Financial Edge was selected and was fully operational as of October 1, 2019. The BID also completed the process of choosing an audit firm. Following the four-month bidding process, the BID decided to remain with their current auditors, Baker Tilly Virchow Krause, LLP.

In FY19 the BID maintained the commercial tax rate at \$0.1697 per square foot, the hotel tax rate at \$95.48 per room and residential apartment properties for \$120 per unit. Throughout the year, the BID maintained regular contact with the DC Office of Tax and Revenue, which resulted in greater cooperation and communication towards receiving disbursements and delinquent assessment payments in a timely manner.

The auditors, Baker Tilly Virchow Krause, LLP, issued an unqualified opinion on the FY19 financial statements. Following another year of strong fiscal performance, I am pleased to present these statements for public review. If you have any questions or would like to obtain copies of this statement, please contact the BID.

Scott Frisch
Treasurer of the Board of Directors



WNTOWNDC.ORG DOWNTOWNDC.ORG

ANNUAL REPORT 2019

#### CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

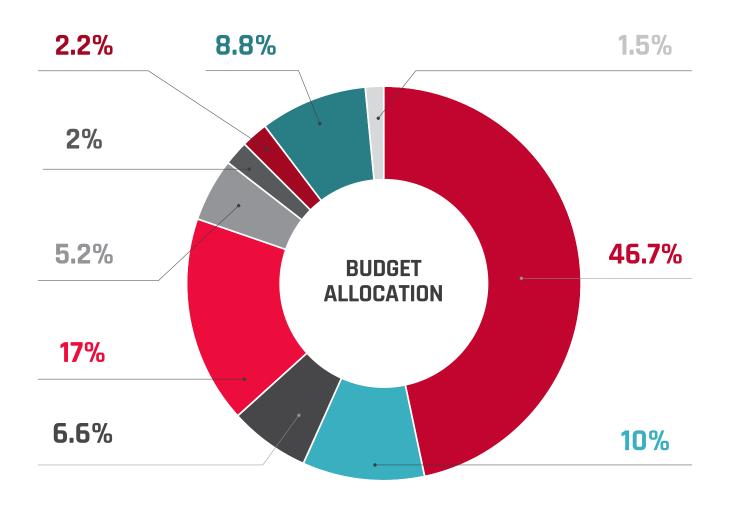
CUNSULIDATED STATEMENTS OF FINANCIAL PUSITION		
ASSETS	2019	2018
Cash and Cash Equivalents	\$ 5,873,169	\$ 5,070,640
Accounts Receivable, net	643,082	375,522
Deposits	91,515	91,515
Construction in progress	-	-
Property and equipment, net	1,669,826	326,702
TOTAL ASSETS	\$ 8,277,592	\$ 5,864,379
LIABILITIES AND NET ASSETS		
Accounts Payable and Other Liabilities	\$ 4,674,035	\$ 4,086,257
UNRESTRICTED NET ASSETS:		
Undesignated	985,706	1,176,888
Capital replacement and park improvements reserve	700,000	-
Property and Equipment, net Board Designated	1,669,826 248,025	326,702 274,532
TOTAL UNRESTRICTED NET ASSETS	3,603,557	1,778,122
TOTAL LIABILITIES AND NET ASSETS	\$ 8,277,592	\$ 5,864,379
	 0/=::/0:=	 0,000,000
CONSOLIDATED STATEMENTS OF ACTIVITIES		
SUPPORT AND REVENUES	\$ 14,259,354	\$ 11,758,550
EXPENSES:		
Administration	1,249,986	1,140,706
Marketing	1,495,152	1,323,050
Safety	1,948,101	2,056,577
Maintenance	4,113,845	3,859,725
Homelessness	2,142,735	823,729
Infrastructure and Sustainability Economic Development	1,012,082 501,143	1,183,627 706,903
Special project - DC Circulator	501,145	700,903
TOTAL EXPENSES	\$ 12,393,044	\$ 11,094,317
Net Increase in Unrestricted Net Assets Before Board		
Designated Expenses and Other	1,866,310	664,233
Board designated expenses and other	40,875	446,834
NET INCREASE IN UNRESTRICTED NET ASSETS	\$ 1,825,435	\$ 217,399
UNRESTRICTED NET ASSETS, BEGINNING OF PERIOD	\$ 1,778,122	\$ 1,560,723
UNRESTRICTED NET ASSETS, END OF PERIOD	\$ 3,603,557	\$ 1,778,122
CONSOLIDATED STATEMENTS OF CASH FLOWS		
Net cash provided by Operating Activities	\$ 1,899,472	\$ 1,710,363
Net cash used in Investing Activities	(1,647,010)	(62,189)
Net cash provided by Financing Activities	550,067	7,323
NET INCREASE IN CASH AND CASH EQUIVALENTS	802,529	1,655,497
CASH AND CASH EQUIVALENTS, BEGINNING OF PERIOD	5,070,640	3,415,143
CASH AND CASH EQUIVALENTS, END OF PERIOD	\$ 5,873,169	\$ 5,070,640

This information has been derived from the financial statements audited by Baker Tilly Virchow Krause, LLP. The complete set of audited financial statements are available upon request from Lulu Liu of the Downtown Business Improvement District Corporation.

#### FY2020 BUDGET

## \$13,813,001





PUBLIC SPACE OPERATIONS 46.7%

INFRASTRUCTURE 6.6%

ECONOMIC DEVELOPMENT + SPECIAL PROJECTS **5.2%** 

CAPITAL PARKS
IMPROVEMENT PROJECT 2.2%

MARKETING & COMMUNICATIONS 10%

HOMELESS SERVICES AND DOWNTOWN
DAY SERVICES CENTER 17%

DOWNTOWNDC FOUNDATION 2%

ADMINISTRATION & FINANCE 8.8%

CAPITAL REPLACEMENT FUND 1.5%

DOWNTOWNDC.ORG DOWNTOWNDC.ORG

22 ANNUAL REPORT 2019 DOWNTOWNDC.ORG DOWNTOWNDC.ORG DOWNTOWNDC.ORG

#### **STAFF**

#### **CORPORATE**

Neil Albert, President & CEO

Darius Beslow, Junior Staff Accountant

**Daniel Bramley,** Planning and Placemaking Assistant

**Galin Brooks,** Director of Planning and Placemaking

Jalal Chaoui, Payroll Manager

**Roquois Clarke,** Digital Content and Design Associate

**DeLores Dickens,** Executive Assistant

**Ellouise Johnson,** Maintenance Services Manager

Lulu Liu, Senior Accountant

**Pamela Nieto,** Director of Marketing & Communications

Innes Noel-Jeune, Staff Accountant

**Nabavi Oliver,** Director of Administration

**Gerren Price,** Director of Public Space Operations

**Parker Roach,** Human Resources Manager

Tyrell Thomas, IT Assistant

**Remi Wallace,** Events & Strategic Partnerships Manager

**Ebony Walton,** Senior Operations Administrator

**Gerry Widdicombe,** Director of Economic Development

#### **DOWNTOWNDC FOUNDATION**

**Rachel Rose Hartman,** Executive Director

DOWNTOWN DAY SERVICES CENTER

**Darlyene "Tokyo" Direkston,** Program Manager

Michael Bunn, Facility Assistant

Jeremiah DeSousa, Facility Assistant

Lorenzo Sanders, Facility Assistant

Montee "Angel" Saunders, Facility Assistant

Sandra Tapscott, Facility Assistant

#### **BOARD OF DIRECTORS**

#### **EXECUTIVE COMMITTEE**

Chase Rynd, Chairman

President and Executive Director, National Building Museum

Peter D. Johnston, First Vice Chair Senior Vice President & Regional Manager, Boston Properties

**Gregory A. O'Dell, Second Vice Chair** President & Chief Executive Officer, Events DC

#### Scott Frisch, Treasurer

Chief Operating Officer, American Association of Retired Persons Federation

**Donna Cooper, Secretary** Region President, PEPCO

Kingdon Gould III, Past Chair
Vice President, Gould Property Company

Matthew Klein, Past Chair President, Akridge

#### Michael McCarthy, Past Chair

Vice President & Director of Acquisitions, Quadrangle Development Corporation

Robert H. Braunohler, Member

Chief Operating Officer, Rock Sprint Properties

Yeni Wong, Member

President, Riverdale International

#### **AMBASSADORS**





#### **BOARD OF DIRECTORS**

**Jeffrey Bank,** Chief Executive Officer, The Alicart Restaurant Group (Carmine's)

**Ann Chisholm,** District of Columbia Government Relations Officer, Washington Metropolitan Area Transit Authority

**Jackie S. Duke,** Regional Vice President of Operations, Brookfield Properties

**Thomas E. Finan,** Managing Director, Trammell Crow Company

**Shantelle George,** Vice President & General Manager, Macy's

**Brian Grant,** 1st Vice President, Equity Residential

Kathy Guy, Vice President, JBG Smith

Thor C. Headley, Vice President, Hines

**Norman Jemal,** Principal & Senior Vice President, Douglas Development Corporation

**Chris Jennings,** Executive Director, The Shakespeare Theatre Company

**Tom Knoll,** Pastor, First Trinity Lutheran Church

**Carol Lascaris,** President Emeritus & Executive Director, National Museum of Women in the Arts

**Gregory Leinweber,** General Manager, Kimpton Monaco Washington DC

**Eric Martino,** Chief Operations Officer, ThinkFoodGroup

**Robin McClain,** Vice President, Marketing and Communications, Destination DC

**Tom Meyer,** CEO & President, Clyde's Restaurant Group

Jon "J.R." Meyers, Senior Partner, The Meyers Group LLC

Wallace J. Mlyniec, Lupo-Rici Professor of Clinical Legal Justice; Director, Juvenile Justice Clinic, Georgetown Law

**Christopher P. Mundy,** Manager & Senior Vice President, Oxford Properties Group

**Todd Payne,** Government Affairs Manager, Microsoft

**Kim Sajet,** Director, National Portrait Gallery, Smithsonian Institution

**Kenneth Schwartz,** Partner, Arnold & Porter Kaye Scholer LLP

**Gail Smith-Howard,** General Manager, Hyatt Regency Washington on Capitol Hill

Paul R. Tetreault, Director, Ford's Theatre

**David Touhey,** VP, Booking & Entertainment Monumental Sports & Entertainment

**Dean Violagis,** Senior Vice President, Portfolio Research, CoStar Group, Inc.

#### LIASONS

**Thomas James,** GSA Liaison Deputy Regional Commissioner, Public Buildings Service, GSA National Capital Region

#### CREDITS

T. Ashleigh Photography, Photography Kristen Franklin, Photography Phelan Marc, Photography Mia Montgomery, Photography Bob Rives, Photography

Creative Direction and Editorial Design by **Moya Design Partners** 



#### DOWNTOWN BUSINESS IMPROVEMENT DISTRICT CORPORATION

1275 K STREET NW SUITE 1000 WASHINGTON, D.C. 20005

WWW.DOWNTOWNDC.ORG