



Capital Crossroads Special Improvement District 2016 Annual Report



From the Chairman

Capital Crossroads Special Improvement District (SID) celebrated its 15th year anniversary in 2016. The face of Downtown has changed a lot since a group of dedicated property owners formed the SID in 2001 with the goal to help make downtown the cleanest, safest and best place to live, work and play in central Ohio.

These same goals continue to guide our mission, and the Downtown renaissance is in full swing. Inside this report, you'll read about the organizations we are honored to work alongside that we recognized during our annual meeting featuring distinguished author and community engagement expert Peter Kageyama.

The report also presents highlights on the SID's dedicated clean and safe team. For instance, did you know that our ambassadors provided more than 15,500 hours of cleaning services and more than 25,000 hours of safety patrols? In addition, you'll find

out more about our homeless outreach, downtown business promotions, business recruitment and member services.

In the coming year, the SID will continue to focus on clean and safe services—the mainstay of our mission. In addition, be on the lookout for collaborative parking solutions and one-stop shopping information on a redesigned DowntownColumbus.com.

After reviewing the report, you will see how the core of our services remain strong due to collaborative partnerships with so many organizations including the Columbus Division of Police, MORPC, COTA, City of Columbus and more.

I want to thank the property owners and staff who continue to work hard every day making sure that downtown continues to thrive.

Nathan P. Wymer

*Board Chair, Capital Crossroads Special Improvement District
Nationwide*

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About Us

Capital Crossroads SID property owners assess themselves to provide much-needed services within the Downtown core. Services do not replace what the City does. Instead, SID assessments expand and hone in on initiatives that complement downtown development. Through public-private partnerships, Capital Crossroads SID leverages additional support from corporate and philanthropic organizations to benefit Downtown.

Capital Crossroads SID goes above and beyond what any one company could do alone. Together, this group of committed property owners – more than 500 property owners in 254 acres – help Downtown reach its potential. From cleaning and safety services to beautification initiatives to marketing and promotions, this investment ensures that the Downtown community will continue to thrive.

Mission Statement

To support the development of downtown Columbus as a clean, safe and fun place to work, live and play.

PHOTO CREDITS: Kacey Brankamp, Experience Columbus, Melissa Fast, HeadShots Columbus, Keith Hollingsworth, Andy Spessard

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Jack Low
Landscaping Specialist



Marc Conte
*Deputy Director of Research,
Planning & Facilities*



Adam Schroeder
Pearl Market Manager



Lisa Defendiefer
*Deputy Director of Operations &
Advocacy*

To keep staffing costs as low as possible, Capital Crossroads and Discovery Special Improvement Districts share staff.

“

I just want to send a thank you to one of your cleaning ambassadors! Behind our building on Chapel Street, mulch washed out onto the sidewalk during last night's storm. We didn't have a chance to get outside to sweep it back into the landscape bed. A little after 9 a.m., an ambassador saw the mulch and took care of the issue. Such a big help, thank you!”

Megan L. Ray | RPA® PROPERTY MANAGEMENT

Meet Our Clean & Safe Team

Capital Crossroads SID celebrated its 15th year anniversary this year. While it is hard to imagine what Downtown looked like before our clean and safe team hit the streets, it only takes a quick look at a few of the before pictures to realize how hard the ambassadors work every day to help keep Downtown clean and safe.

Seven days a week ambassadors pick up trash, water flowers, power wash sidewalks, and lots of other things to make sure Downtown looks great.

The safety team patrols Downtown on bikes, and provides an extra set of eyes and ears for special duty police officers. Full-time homeless outreach specialists help people in need secure permanent housing and other social services. Additionally, our award-winning, public-private partnership, the Security Managers Information Network of Ohio (SMINO), connects Downtown private security officers with the Columbus Division of Police in real-time over a secure radio system.

This holistic approach ensures that Downtown continues to be the place to live, work and play.





Collaboration

- Collaborated with the Division of Police to address safety issues more than 250 times.
- Coordinated six meetings with downtown security managers in which the Division of Police and City Attorney's Office provided training.
- Advocated with the City of Columbus and Franklin County for additional resources for homeless outreach services.
- Provided weekly communication of criminal "hot spot" activities, including people of interest, to the Columbus Division of Police's 16th Precinct officers.

16K

Miles patrolled
by bicycle

470

Safety escorts

25K

Safety ambassador
service hours

Special Duty Officers

- Provided nearly 2,300 hours of service in the core of downtown.
- Involved with 21 arrests and wrote 14 citations.

Ambassador Safety Services

- Provided nearly 25,000 hours of service.
- Responded to more than 650 quality of life concerns, including general disturbances, intoxication, panhandling and trespassing.
- Provided nearly 470 safety escorts.
- Delivered a reassuring presence as they patrolled more than 16,000 miles on bikes.
- Received regular training throughout the year, including CRASE (Civilian Response to Active Shooter Events), IPMBA (International Police and Mountain Bike Association), Threat Knowledge Group Training, Defensive Tactics, CPR & First Aid Training and Effective Communications Training.



Clean and Beautiful

- Provided more than 15,500 hours of cleaning services.
- Delivered Winter Warrior services to handle more than 260 hours of snow removal.
- Collected nearly five tons of leaves from sidewalks.
- Removed more than 715 graffiti tags from public fixtures and private properties.
- Maintain Capitol Square planters and High Street hanging flower baskets.

Compassion

- Provided a total of 3,280 hours of service to homeless individuals in the downtown; nearly 400 hours at The Open Shelter.
- Found shelter or permanent housing for 80 people experiencing homelessness. (Both SIDs)
- Helped more than 100 people attain birth certificates, which is essential to obtain permanent housing and jobs.

3,280

Hours of service
provided to homeless
individuals in
the downtown

15K

Hours of cleaning
services provided

715

Graffiti tags removed
from public fixtures
and private
properties



“

Just a quick **thanks for the wonderful ‘State of Downtown Columbus’ report** that just hit my desk. I love it, and believe it’s going to make me a rock star with my boss – thanks again!”

Janet Rhodes, General Manager | THE WESTIN COLUMBUS

Marketing & Business Development

Capital Crossroads SID is the resource for all things downtown. As media and other downtown stakeholders look to the SID for expertise, research and promotions, the SID is positioned as a thought leader. Integrated digital marketing and consistent messaging bolsters the SID's position and takes place across multiple platforms:





Welcome to the Neighborhood

Downtown development continues to boom, and Capital Crossroads SID welcomes each new resident and business with a downtown-branded, reusable bag filled with more than \$100 worth of free merchandise from downtown merchants. In addition, the bag contains information about SID services that residents and workers may like to use—like an umbrella escort if someone gets caught in the rain.

Business Development

Capital Crossroads SID continues to provide resources for entrepreneurs looking to move their businesses downtown. An online, searchable database of available downtown office and retail space offers an easy first look at what downtown has to offer. The SID also provides extensive economic development data and the *State of Downtown Report*, which helps developers and entrepreneurs alike. And, if someone just wants to take a tour of downtown to see what kind possibilities await, the SID provides that personalized attention as well.

Collaboration

The SID actively supports community-driven initiatives within SID boundaries, which enhance business and residential activity, including: Downtown Live Concert Series, Greater Columbus Arts Council Entertainment, Moonlight Market, Open Streets Columbus and Cherry Street Parklet.



New Businesses in 2016

Café Phenix
39 E. Gay St.

Condado Tacos
132 S. High St.

Downtown Bike Shop
124 E. Long St.

Hadley's
260 S. 4th St.

Jack and Benny's
12 E. Broad St.

Jewelweed Floral Studio
122 E. Long St.

Jimmy John's Gourmet Sandwiches
325 E. Long St.

Koko Tea Salon & Bakery
361 E. Broad St.

Loft Wright Home Goods & Gifts for Urban Dwellers
1 E. Gay St.

Pins Mechanical
141 N. 4th St.

Platform Beer Co.
408 N. 6th St.

PowerHouse Gym
9 E. Long St.

Schokko Art Café
480 E. Broad St.

Sprint
1 E. Gay St.



Tri-Village Self Storage
195 E. Long St.

TGM Tracey Gardner Method
117 E. Chestnut St.



Pearl Market

The love of Pearl Market is seen throughout the summer as shoppers arrive Tuesday and Friday—even when they had to navigate construction obstacles due to alley improvements.

All the improvements should be complete by summer, and the alley will greet Pearl Market shoppers this summer with new decorative light poles, dumpster enclosures and planters. The development promises to energize Pearl Market as well as the brick-and-mortar businesses in the alleyways.

The Columbus Dispatch
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THE CITY OF COLUMBUS
ANDREW J. GINTHER, MAYOR

4,000

Daily visitors

\$56K

In-kind advertising
from Dispatch
Media Group

\$63K

Grants and
Sponsorships

60+

Vendors
participated

Business Membership

From an extensive Clean and Safe program to retail initiatives, the SID uses a holistic and successful approach to help ensure a vibrant community.

Business membership strengthens programs and helps us do even more. Business membership gives you the opportunity to publicly support the good work that Capital Crossroads SID does every day, and as our partner, you help ensure that Downtown continues to develop as a vibrant community. **Join US.**

- Company listing on DowntownColumbus.com
- Recognition in Right Now Downtown
- Recognition in annual report
- Recognition in Downtown News Network
- Tax deductible donations (as allowed by law)
- Recognition and invitation to annual meeting

Membership Levels

LEADER (\$2,000)

- Receive plaque on large Capitol Square planter
- Reserved table at annual meeting
- Invitation to Members-only events

STEWARD (\$1,000)

- Receive plaque on large Capitol Square planter
- Reserved seating at Annual Meeting
- Invitation to Members-only events

PATRON (\$500)

- Receive plaque on small Capitol Square planter
- Invitation to Members-only events

ADVOCATE (\$250)

- Invitation to Members-only events

Along with business membership, Capital Crossroads SID offers sponsorship opportunities, which include Pearl Market, Capital Crossroads and Discovery SIDs' Annual Meeting, beautification projects and much more.

Contact Michelle Chippas at mlchippas@sidservices.com or (614) 591-4506 to discuss partnerships today.

Capital Crossroads Business Members

Through their annual membership contributions, these Capital Crossroads champions help US make a difference in keeping downtown Columbus the place to live, work and discover.



LEADER (\$2000)

AEP
Barnes & Thornburg LLP
Greyhound Lines, Inc.

STEWARD \$1,000

BakerHostetler
James B. Ford D.D.S.
Kegler Brown Hill & Ritter Co. LPA
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Telhio Credit Union
US Bank

PATRON \$500

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Capstone Dental
CASTO
CBRE, Columbus
Heartland Bank
KeyBank
MKSK
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Nationwide Realty Investors
Ohio Association of Nonprofit Organizations
Ohio Support Services
Ohio Custodial Management

PNC Bank
Puffin Foundation West Ltd.
Schneider Downs
Sullivan & Bruck Architects
Taft Stettinius & Hollister LLP
Ulmer LLP

ADVOCATE \$250

Café Briosi
Capitol Equities
Chase Tower
Eastman & Smith Ltd.
eVAL Agency
Information and Communication Services
Intelligent Office
John Gerlach & Company LLP

Joslyn Law Firm
Ohio Farm Bureau
Paul Werth Associates
Reminger Co. LPA
Tri Village Self-Storage
Turkey Run, Inc.

SUPPORTERS

Ohio Bureau of Workers' Compensation
Ohio Supreme Court



“

I want to thank you for all the support you have given me through the years. Tonight's recognition is most special, but **how you have demonstrated support for law enforcement and Columbus Police will not be forgotten.**”

Commander Bob Meader | COLUMBUS DIVISION OF POLICE

Awards & Recognition

Each year, Capital Crossroads SID recognizes community members who make a significant difference in Downtown in the following categories:

Outstanding Aesthetic Contribution; Outstanding Service; Outstanding Achievement and Unsung Hero. In addition, the Ambassador of the Year receives accolades.



1

Outstanding Achievement

An accomplishment within the past year by a property owner, city division, tenant or civic organization that deserves special recognition.

Scioto Mile Greenways Project

As a result of unprecedented public-private partnership, Columbus Downtown Development Corporation led the charge to restore the downtown riverfront to its natural state. The landscape-altering Scioto Greenways Project created a world-class amenity that appeals to environmentalists and urbanists alike, which will spur economic development for years.



2

Outstanding Service

A service in either the public or private sector that makes a significant contribution to downtown.

Columbus Division of Police for Outstanding Collaboration

Scott Peck, 16th Precinct Liaison Officer

Kevin Corcoran, 16th Precinct Sergeant

Larry Nelson, Columbus Police Training Academy Officer

Robert Meader, Columbus Police Training Academy Commander

Robert Strausbaugh, Zone 5 Commander



Safety services make up the vast amount Capital Crossroads and Discovery SID services, and it's the unique public-private partnership that brought national recognition. These public servants provide invaluable support and information to all of our downtown partners. They truly understand that collaboration acts as a multiplier to every partner's effort, which keeps downtown one of the safest areas of the city. The Columbus Division of Police respects and amplifies the work that the SIDs perform every day.

3

Aesthetic Contribution

A project completed in the past year that added to the beauty, street life, energy, brightness, colorfulness and attractiveness of downtown.

CASTO for The Julian

CASTO re-envisioned the historic seven-story shoe factory and created luxury apartments. Adaptive reuse plays a key role in CASTO's commitment of land-use conservation, and all of downtown benefits from extraordinary projects like The Julian.



Kaufman Development and Daimler Group for 250 High

Kaufman Development and Daimler Group joined forces on 250 High. Developers took an empty lot on South High Street and created a 12-story, mixed-use development with first-floor retail, five floors of Class A office space and 120 apartments. The project not only adds value today, but also will withstand the test of time.



4

Ambassador of the Year

Aaron Runyan

Aaron Runyan has worked for the Capital Crossroads SID for nearly two years. He was recently promoted to an acting team leader position on first shift. Aaron consistently goes above and beyond to ensure all daily assignments are covered. His upbeat personality brings a smile to those who work or live downtown.



5

Unsung Hero

A person whose quiet and unrecognized efforts benefit downtown.

Jess Mathews

Jess Mathews' passion and commitment toward people-centered places is unparalleled. Through community engagement and bulldog persistence, Jess creates places in our community where people interact with each other and the environment.



“

From the beautiful planters in front of our office on High Street to the safety ambassadors, coordinators and special-duty police force, the Capital Crossroads Special Improvement District has made great strides to make downtown a safer, more beautiful place to live and work. The work of the SID makes Squire Patton Boggs a proud business member.”

Alex Shumate | SQUIRE PATTON BOGGS

Commitment and dedication help Downtown thrive

Capital Crossroads SID supports the development of downtown as a clean, safe and fun place to live, work and play. Property owners assess themselves to fund SID services. We thank you for your support of downtown.

PROPERTY OWNERS*

CLASS I

CDDC/Capitol South
Nationwide Realty Investors
City of Columbus
Hines (Huntington Center and
Doubletree)
Lifestyle Communities

CLASS II

Schottenstein Property Group
Continental Realty
CAPA
Continental Plaza (Terra Funding)
HighPoint at Columbus Commons
Hertz Investment Group
Huntington National Bank
PNC Plaza
Fifth Third Center

Brad DeHays
Edwards Co.

CLASS III

One Columbus
Columbus, A Renaissance Hotel
Sheraton Columbus
Capitol Square Ltd.
Vorys Sater Seymour & Pease
Chase Tower

Day Companies
Westin Great Southern Hotel
AT&T
LAZ Parking
Arshot Investments
Bricker & Eckler
Joseph Skilken & Co.
Downtown Tiano III Ltd.
Greyhound Lines Inc.
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COTA	Yhezkel Levi	Tom Taneff Attorney at Law	David Campisi	Matthew Sheeley
Buckeye Parking Garage	Calgary Town Ltd.	Joe Polis	Mark and Lauren Yeazell	Saima Rawji
YMCA Columbus	Indus Hotels	Oxford Realty	Richard Andrekanic	Mary Magil
E.V. Bishoff	BFS Retail	Mojoro (Blind Lady Tavern)	Tip Top	Bradley Sinnott
Parking Company of America	Holbrix LLC	Chesapeake Realty	Scott & Robin Schumann	Mark and Beverly Campbell
JDS Spring LLC	Scott Schiff	Bob Meyers	Pamela Workman	JKCA LLC
CASTO Community Residential (The Julian)	Dean Adamantidis	Java Kitrick	John Mishra	Bob Long
CLASS IV	Certified Oil Company	Hotel LeVeque (First Hospitality)	Knit 3 LLC	James Parris Jr.
Residence Inn Columbus	Rogers Krajnak Architects	KT Partners	Steve Martin	Bob Reynolds
Downtown	Columbus Hotel Group	Ismail Jallaq	Gilbert Guttentag	James Cooper
Columbus Club	Swan Cleaners	Gil Kirk	NARCCW	Joseph Reisinger
Plaza Properties	Lincoln Construction, Inc.	MAFI, LLC	Feinknopf Photography	William Plesich and Michele Katz
Drury Inn	DC INJU LLC	Gim F. and Fung K. Lee	Richard Wolverton	Timothy and Teresa Black
Goodyear Tire Company	Phil Fulton	Skip Weiler	Ken Karlock	James Truong
Michael Schiff	Elliott Luckoff	Monk's Copy Shop, Inc.	Heather Fries	Bruce Mrofka
United Way of Central Ohio	Abraham Law Offices	Michael Tomko	MoveDowntownColumbus.com	Christopher Le Barbier
Kaufman Development	Bernard Electric Supply	George Gesouras	Doug Allen	Colin and Jessica Weibel
PFK Company II LLC	Leathery Company	Oxford Coventry Realty	Carlille Co. Ltd.	Hun Kim
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Ohio Education Association	J & L Property Leasing	Somerford Road LLC	Jason Forchione	Tom Whatman
Athletic Club of Columbus	Ty Safaryan	Elizabeth Walsh and Daniel Koczur	Amy Thompson	Victor Esquivel
Anchor Companies	Mohawk Properties	Jeffrey Jacobson	Steve Martocci	Mark Adamovits and Rhonda S. Adamovits
AEP	Powerhouse Gym	Doug Ramsey	Claudius Christmas & Ryan Rupp	Alvand Mokhtari
Tonti Organization	John Rankin	William Grove	Randal Kennedy	Jigang Xing
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Lee Smith Properties	Kemp, Schaeffer & Rowe	Robert Hague	Ruth Lantz	Wayne Cocchi
Cubessmart	General Tire Sales LLC	Erin Budd and Christopher Fidyk	Bradley Hengehold	Alex Hou
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Tyrone Nisthauz	Ronald Snyder	Tyler Holtgreven	Wayne Frisbee	Amy Danner and
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