# DOWNTOWN AKRON PARTNERSHIP ANNUAL REPORT 2020



### **2020 LEADERSHIP**

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#### In Memoriam

Frank E. Quirk, the founding chairman of Downtown Akron Partnership died January 15, 2021 at the age of 88. He was a lawyer with a distinguished 55-year record of successes, and was the managing partner of the Brouse McDowell firm. Following his retirement, he became Director of the Center for Professional Responsibility at the University of Akron's School of Law.

In 1994, Akron's major employers singled out the development of Downtown as a major priority for the city. Quirk and others participated in focus groups in 1995 to determine how best to accomplish that goal. The heads of Akron industry approached Frank to become the leader of the effort, and in 1996 he incorporated Downtown Akron Partnership and served as its chairman until 2000.

He even gave the organization its name. After a consultant hired by the City wanted to name it Akron Downtown Partnership. Frank felt that DAP flowed better and was more recognizable.

He served as President of the Akron Bar Association, served as President of the Board of Governors of Akron Golf Charities, and was President of the Akron City Club. Frank Quirk was greatly admired for his wisdom, thoughtfulness and determination, as well as his kindness and warm sense of humor.

His contributions to the Akron community touched the lives of countless people, and his legacy lives on through the roots of our organization, along with many others.







The past year has challenged us in ways we never expected. Since Downtown Akron's success is our north star, we changed our service model to meet the challenges of the COVID epidemic and the economic downturn.

We are more resilient in carrying out the clean and safe services that our constituents have come to rely on even during several weeks of civic protests, and even with the constraints of the pandemic.

We recognized the urgency of communicating to the public that downtown has been open for business, which led to an aggressive campaign to alert people on how to obtain take-out food from our restaurants.

We had to pivot quickly in utilizing the assets that have been entrusted to us to distribute grant support to small businesses and storefronts.

We found that we had to stretch ourselves by being more flexible to meet each week's demands, moving quickly to online platforms instead of in-person encounters, and adapting with constantly changing technology.

Amidst the urgent needs, we remained steadfast to our long-term goals by continuing to serve on the steering committee of Elevate Greater Akron and core team of Reimagining the Civic Commons. We strengthened our commitment to diversity, equity and inclusion across all aspects of our work.

Our annual report shares our efforts and their outcomes during the last twelve months. While the work itself changed in many ways, our commitment to excellent, thoughtful and responsible service remains steadfast. We are inspired every day by the resilience and fortitude of the downtown neighborhood. With Phase I of Main St. construction complete, residential occupancy on the rise, and Akron's first Designated Outdoor Refreshment Area in place, we are ready for our comeback and honored to move forward with you into downtown's next evolution.

Onward. Together.

Malcolm Costa Chairman

Malcolmfosta

Donald J. Pavlik Immediate Past Chairman

Suzie Graham

President

# **VIBRANCY & ECONOMIC DEVELOPMENT**

#### Main St. Phase I

The Main Street Corridor transformation, which entered Phase II at the close of 2020, is one of downtown Akron's most significant events in a generation.

On October 15, 2020, Mayor Daniel Horrigan officially cut the ribbon to mark the completion of Phase I of the Main Street Corridor project in downtown Akron. He was joined by Congressman Tim Ryan, Summit County Executive llene Shapiro, City Council President Margo Sommerville and other federal, state and local representatives. In July 2018, the city began work on Phase 1, a \$32 million effort to reconstruct all infrastructure from building face to building face along the South Main corridor, between Cedar and Mill Streets.

DAP is proud to have contributed to the project with immediate, short and long-term initiatives including:

- Facilitated connections between city engineers, construction teams and downtown businesses
- Attended biweekly construction meetings to communicate district needs
- Provided traffic closure information and closure planning assistance to businesses
- Assisted in temporary signage design/creation
- Design of wayfinding kiosk signage
- Provided print and digital marketing efforts to support businesses
- Assisted with clearing construction debris as needed
- Created How to video for Spin Scooters
- Invested \$250,000 in the design and implementation of a walkable State Street Bridge

### **Downtown DORA**

The city of Akron launched its first Designated Outdoor Refreshment Area (DORA) in downtown in October of 2020. The DORA allows customers to take alcoholic beverages outside within the boundaries of the designated area. DAP assisted with research, advising, design, signage, communication and programming the DORA from plan to implementation. We will continue to support the DORA through Ambassador safety tours, programming, and oversight of the DORA cup program as part of our commitment to downtown vibrancy.

### **Business Development**

Business is a vital part of the downtown ecosystem. For thirteen years, business outreach and support has been part of DAP's portfolio of service. In 2017, we established goals and evaluation tools to help us support and grow downtown's economy under the advisement of our Business Development committee.

DAP meets retailers quarterly, and with professional services no less than biannually, to determine how we might best help each business succeed. Additionally, Elevate

QUARTERLY RETAIL OUTREACH 373 BUSINESS OUTREACH	
PROPERTY OWNER/BROKER OUTREACH	
BRE MEETING ATTENDANCE 100%	
EGA COMBINED MEETINGS & SITE SEARCHES	

Greater Akron's (EGA) Business Retention and Expansion strategy combines with DAP's outreach efforts to bring together economic development partners to better serve downtown businesses. DAP commits a minimum of 2 hours of every week to this coordinated effort.

In 2020, DAP made more than 75 referrals to resources within the Northeast Ohio entrepreneurship ecosystem, such as Elevate Greater Akron, Small Business Development Center, SEED Clinic, Akron Urban League, ECDI, HFLA of Northeast Ohio, BOUNCE and local government.



The *Do Business* page of the DAP website was revamped to highlight new collateral, which includes the *Business Benefits* and *Why Downtown Akron* promotional materials.

DAP also added the Site Selection form to facilitate the process of entrepreneurs and businesses looking for space in downtown. DAP continues to maintain downtown available commercial listings on the LOIS (Location One Information System) database on downtownakron.com to engage entrepreneurs interested in locating their business downtown. In 2020, the platform had 567 visitors, 1,004 sessions, 5,472 page views and an average session length of 4:30 minutes

#### **Start Downtown**

Burton D. Morgan Foundation funded Phase 5 of Start Downtown (formerly the Pop-Up Retail Program). The implementation of Phase 5 was temporarily paused between March and July, due to the COVID-19 pandemic. Once the program resumed, Phase 5 benefited two new businesses in 2020. The Phase 5 cohort reflects 100% minority-owned businesses, Evelyn's Coffee and Banh Mi and PigOut Pizza. Each business received 15 hours of engagement from DAP including marketing and connections to community resources and assistance providers.

As of December 2020, a total of 20 full time and 37 part time employees have been added to the downtown workforce through this program.

### RESIDENTIAL PROPERTY VISITS . . . . .

**RESIDENTIAL WELCOME** 

PACKETS DISTRIBUTED .......1,000

**RESIDENTIAL UNITS** 

### **Residential Development**

One of downtown's most anticipated projects, The Bowery opened its doors in 2020. The residential, mixed-use development revitalized the center of downtown alongside renovations to the Akron Civic Theatre.





# STRATEGIC LEADERSHIP & ENGAGEMENT

#### **Elevate Greater Akron**

DAP's participation in Elevate Greater Akron (EGA) maximizes our economic development efforts. This partnership with the City of Akron, County of Summit, Greater Akron Chamber of Commerce, ConxusNEO, METRO RTA and other partners leverages shared knowledge, efficient use of resources, and common goals to drive the regional economy. In 2020, the EGA partnership collaboratively responded to the pandemic by creating and populating a website for businesses and employees with accurate and timely information, resources, and guidance. The collective dedicated the last guarter of 2020 to an introspective evaluation of EGA, including refining its strategy into a revised EGA 2.0. DAP advocates for downtown on the Steering Committee for the EGA partnership, as well as on strategy teams for the New Business Retention and Expansion, Opportunity Akron, and Refocus on Downtown. For more on this initiative visit elevategreaterakron.org.

### **Reimagining the Civic Commons**

DAP serves on the core team of this national, multi-year initiative funded by the Rockefeller, Kresge, Knight and JPB foundations. Under the local facilitation of the Ohio and Erie Canalway Coalition, the effort seeks to improve public space along the Ohio and Erie Canal Towpath Trail between downtown Akron and Summit Lake. The intent of the work is to demonstrate that transformative public spaces can connect people of all backgrounds, cultivate trust, and create more resilient communities. In 2020, Akron Civic Commons coinvested in a plan for Lock 3 designed by internationally renowned Olin architects; the design, signage and supplies for downtown's new DORA; and temporary enhancements to Lock 3 to accommodate the new DORA boundary.

### **Board Engagement**

Consensus and strategy are imperative to successful community building. DAP routinely engages board members and stakeholders in the design, planning and implementation of our work. Established and ad hoc committees met in 2020 to guide business development, 3rd Thursday programming, COVID-19 grant making, DORA, board nominations, residential services, beautification, finance, programming and governance.

### **Community Engagement**

In 2020, DAP's Urban Corps volunteer program safely engaged 60 volunteers in the midst of the pandemic for nearly 350 hours of committee participation, beautification, and public art projects in the service of building growth and vibrancy downtown.





# **INVESTING IN PUBLIC SPACE**

#### **Northside Green**

In early summer, DAP and a group of volunteers repainted the mural at the Northside Green. Artist April Nicholson-Couch, who created the artwork in 2018, returned in 2020 to update the energetically-patterned mural by adding monarch butterfly motifs.

Working with Summit Metro Parks and Keep Akron Beautiful, DAP added pollinator-friendly plantings to the flower beds and containers to attract migrating monarchs and other pollinators.

In August 2020, DAP introduced an innovative portable busking station, created by EarthQuaker Devices and Puzzle Creative Solutions. Anyone can sign the station out for use from the Northside Marketplace for impromptu outdoor music performances in the Green.

Later in the summer, DAP unveiled two new outdoor seating areas fabricated by Dominic Falcione of Krunchworks Design. The furniture consists of modular seating, solar-powered





lighting and pergola-like overhead elements, creating a beautiful, durable and functional system of public seating.

The addition of the outdoor furniture to the Northside Green completed the series of updates and improvements to transform an otherwise inert space between two rows of parking spaces into an inviting oasis for pollinators, visitors, shoppers and people enjoying lunch or music outdoors.

Northside Green improvements were made possible with the support of Knight Foundation and the Mary S. and David C. Corbin Foundation.







# **INVESTING IN PUBLIC SPACE**

#### We Are

If you visit Main St. in downtown Akron, you may notice a few new faces in the neighborhood. Stunning portraits blended with expressions of our city's character, and combined with abstracted street- and topographic maps, have appeared on banners, METRO RTA bus shelters, and in the outdoor art gallery at Lock 3. The work is a collaboration between Alexandria Couch and Micah



Kraus called, *We Are*. The artists were brought together by DAP to celebrate downtown as a place for all people. The support and collaboration of philanthropic and community partners nurtured the project, resulting in its grand scale.

Couch's artwork, consisting of colorful portraits with

swirling brush strokes, depicts various facial features, ages, and hair styles, and speaks to Akron's diversity and invites visitors to see parts of themselves in each image.

The graphic elements and layouts were created by Kraus, which include bold typographic treatments of words that describe Akronites, such as Resilient, Gritty, and Loving. Kraus layered the images with hand drawn abstractions of Akron maps to create a sense of cohesiveness across the project, and to evoke the meaning that people bring to the places they inhabit.

The banners will remain on view for two years, after which time DAP plans to replace them with designs from new artists. Upon de-installation, DAP will recycle the old banners by commissioning local artisans to create bags from the used vinyl.

We Are sponsors include Synthomer Foundation, Knight Foundation, Akron Civic Commons, Akron Community Foundation, GAR Foundation, Ohio Arts Council, the City of Akron, and ArtsNow.







## **MEMBER SERVICES & SUPPORT**

DAP works with members to celebrate downtown as a valuable place. Through strategic marketing and management of downtown resources, DAP promotes the district as the premier place to live, work and play in the center of our city.

#### **COVID-19 Relief Efforts**

As the center of our urban core, the success of downtown plays a critical role in the economic recovery of our region. Storefront businesses support the downtown ecosystem through employment, improving safety, retaining talent, adding character and vibrancy to the neighborhood, and contributing to the local economy. DAP was honored to assist in three grantmaking efforts to help small businesses in 2020. In alignment with DAP's goal of promoting and building a vibrant and valuable downtown for all people, the grants included an emphasis on support for storefronts, minority, and women-owned businesses.

#### **Summa Foundation Repair Grant**

DAP distributed \$5,000 of support from Summa Foundation to assist business and property owners with cleanup and window replacement following vandalism to their properties.

#### **Downtown Akron COVID-19 Recovery Grant Program**

With a \$100,000 grant from United Way of Summit and Medina through the Akron Summit County COVID-19 Emergency Support Fund, DAP supported 71 businesses with grants ranging from \$250 to \$2,250.

#### **Downtown CARES ACT Grant Program**

Provided by the City of Akron, this grant program provided \$150,000 in support to 68 businesses with grants ranging from \$500 to \$2,950

#### **Additional Efforts**

DAP developed two new webpages in support of restaurant and retail businesses. The pages contained updated information on businesses' products, services and hours, and ways to support them through online purchases, ordering carry out, purchasing gift cards, using the Akronite app and other means.

# Physically Distanced. Socially Connected. Healthy Downtown.

From March 2020 through the end of the year, DAP created various resources for businesses to mitigate the threat of the pandemic and allow them to operate safely. Healthy Downtown Kits included plexiglass shields, face

shields, physically-distanced floor decals and carry out zone signs.

#### **Resources and Promotion**

At the onset of the pandemic, DAP created a resource landing page for business and property owners which was updated and linked to the Greater Akron Chamber's COVID resource page populated by the Elevate Greater Akron partners. DAP's site was accessed by users 1,337 times, for an average of session visit of 3:52 minutes. Additionally, DAP created a dedicated page to promote storefronts open for business. Working with city officials, DAP provided temporary carry out zones with signage to assist businesses as they shifted to accommodate increased carry out and delivery.

		DOWNTOWN AKRON		
ACT GRANT PROGRA (\$150		COVID-19 RECOVERY GRANT PROGRAM (\$100K)		
•	71	OTAL RECIPIENTS		
35	36%	VOMEN-OWNED		
24	26%	IINORITY-OWNED		
16	19%	LACK-OWNED		
9	9%	GBTQ-OWNED		
		OTAL INVESTMENT IASKS DISTRIBUTEI		
38		MASKS REQUIRED" DISTRIBUTED		
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7F	INC DDE K	SUSINESSES RECEIV		

## **MEMBER SERVICES & SUPPORT**

### **District Meetings**

Quarterly meetings for each of the downtown districts (Northside, Historic Arts, Canal) continued on a rotating basis. The meetings, held on the 2nd Thursday of the month, are used to keep stakeholders informed about construction, small business services, events and community updates.



In 2020, DAP transitioned the meetings to Zoom and hosted 12 meetings averaging 20 attendees per meeting, including representatives from city departments of engineering and office of integrated development.

In addition, six monthly Main Street meetings were hosted for Phase 1 and Phase 2.

### **Promoting Downtown**

By the summer, DAP had launched #PictureYourselfOnMain, a campaign designed to encourage visits to the newly reopened public spaces on Main St., including Locks 3 and 4. A dedicated webpage listed #PictureYourselfOnMain programs with links to dining and shopping options. During the holidays, DAP launched Be Thoughtful. Shop Local. to encourage shopping and dining. The campaign consisted of digital billboards, social media posts and ads, a promotion on the Akronite app, and radio ads.

### **Website and Branding**

Traffic approached 150,000 visitors on downtownakron.com as visitors, residents and employees continue to use the site for the latest events, news and business listings. Dedicated landing pages were created for #PictureYourselfOnMain activities, restaurants and shopping, 3rd Thursdays and more to better highlight specific initiatives, events, participating businesses and sponsors.

#### **Publications**

- Downtown Akron Guide with Akron Life magazine August 2020
- Quarterly updates were produced in April, July, October and January. All issues are housed on the DAP website.

### **Programming Downtown**

DAP worked closely with artists and instructors throughout the year to rethink traditional programming while remaining committed to supporting and celebrating arts and culture as a critical part of the downtown experience. During the pandemic, in an effort to better understand, serve and promote downtown arts, culture and entertainment, DAP began convening district partners in a virtual format. Now with more than 25 organizations participating, the group is positioned to help downtown vibrancy bounce back.

### **3rd Thursday**

Each month, 3rd Thursday continued to invite people to explore art, culture, cuisine



DOWNTOWNAKRON.COM UNIQUE USERS
FACEBOOK LIKES (DAP) 7,934
FACEBOOK LIKES (3RD THURSDAY) . 850
TWITTER FOLLOWERS9,278
INSTAGRAM FOLLOWERS 5,190
LINKEDIN FOLLOWERS 1,367
CONSTANT CONTACT EMAIL NEWS SUBSCRIBERS 16,577
AKRONSTOCK.COM PHOTOS 3,000+

and entertainment throughout downtown Akron, whether in physically-distanced ways or through virtual offerings. DAP gathered and distributed 3rd Thursday offerings with a downloadable pdf containing carry out food specials, online



and in-person shopping opportunities, virtual and safe inperson events and even a Spotify playlist of Akron artists.

#### Summer

DAP offered physically-distanced, in-person fitness classes in Lock 3, with support from Knight Foundation, from July through October that included Yoga, Pound, DrumFIT, Zumba and Line Dancing. Through a partnership with SYLC Consulting, DAP offered weekly virtual meditation classes from June through August, which were viewed by more than 4,300 people.

In Celebration of Juneteenth, DAP sponsored A Message of Hope: Gospel on Deck on June 20 in Lock 3. The gathering was led by Jaron M. LeGrair, who guided a physically-distanced group with uplifting gospel songs. The performance was streamed to DAP's Facebook page, where it was viewed by more than 2,000 people.

With support from Knight Foundation and Ohio Arts Council, DAP presented Concerts in the Commons on Mondays, from August 24 through October 19. The concerts were designed to safely activate public spaces across downtown, while being live-streamed for free to viewers who chose to enjoy the concerts from home. Combined views of the concerts exceeded 12,000.

#### **Harvest Mart**

With support from Knight Foundation, DAP brought Harvest Mart to the newly-reopened portion of Main St. at Lock 3. Harvest Mart was held on two Saturdays and drew 450 people with a combination of late-summer produce, pasture-fed fresh meats, and the works of local artisans. DAP enhanced the markets by leading Spin e-scooter tours, sponsoring a Main St. "Scare-venger Hunt" for families, promoting the DORA, Lock 3 music and movie programming, and the Akron Children's Museum's Monster Rocktober experiences.

#### Winter

Downtown celebrated winter a little differently in 2020, but not without holiday cheer. DAP hosted a Winter Edition of Concerts in the Commons—this time an entirely virtual series, featuring eight musical performances and a special holiday episode. Total viewership exceeded 7,000.

A custom set was created for the show by Inda Blatch-Geib Designs which was then installed in a storefront to complement DAP's historic window displays throughout downtown and in Lock 3. In addition to the holiday windows, DAP invested in activating vacant windows with the help of Curated Storefront. And with support from Knight Foundation, DAP invested more than \$47,000 in holiday lighting and other decorative enhancements to invite people back to downtown to make a winter memory.



# **CLEAN, SAFE & WELCOMING**

#### Clean & Safe

DAP's Clean & Safe Ambassadors enhance downtown's quality of life with foot and bike patrols throughout the 42-block district and adjacent business member properties. During the pandemic, Ambassadors shifted their services to focus on disinfecting high touch areas and extending evening hours to include overnight patrols.

DAP funds an APD nighttime shift supervisor Thursday-Saturday in downtown to coordinate police presence at nightlife venues, communicate concerns to DAP staff and provide dedicated service to the district. An additional officer is provided to compliment those shifts by the city of Akron. During the shutdown, DAP added weekday and Sunday patrols to this safety effort to assist in protecting the district.

DAP collects crime data from weekly APD reports and the online Lexis Nexis© Community Crime Mapping system to look for patterns, revise the deployment of ambassadors or contracted officers, and send advisories to the district.

### Welcoming

Through a grant from Corbin Foundation, DAP placed and maintained 164 hanging baskets, planter boxes and sidewalk planters. This more than \$100,000 investment was designed collaboratively with downtown stakeholders, DAP staff, and Keep Akron Beautiful with whom DAP contracts to maintain additional in-ground displays downtown. In 2020, DAP integrated native perennials and small trees into the displays to provide seasonal interest and a more sustainable greenscape.

### **Partnership on Purpose**

In late 2020, DAP began a partnership with Community Support Services with the help of Peg's Foundation to work toward transitioning downtown's unsheltered population to permanent housing. The program includes educating DAP staff and Ambassadors in engaging people in crisis, understanding access to available support services, collaborative tours through the district, and information sharing between organizations. We look forward to sharing the outcomes of this new partnership in 2021.



# TO OUR AMBASSADORS

"I watched an Ambassador—I believe it was Darrell Stamps—go out into the street to help a driver that was waiting at the traffic light. The driver was having a difficult time with their wipers due to a large amount of snow and ice. He first asked if he could assist, and then quickly ran out to clean everything off to allow the wipers to work properly. It took place this afternoon at the traffic light right outside my window."

"They are amazing. Super diligent, friendly, and definitely contribute to a safe atmosphere feeling."

"I love and totally respect the DAP ambassadors for the work they do every day! Always with a smile and hello! Thank you Akron!"

"While biking downtown I saw workers tending to the planters by the cycle track next to the connector trail to the Towpath located by Spaghetti Warehouse, very nice."





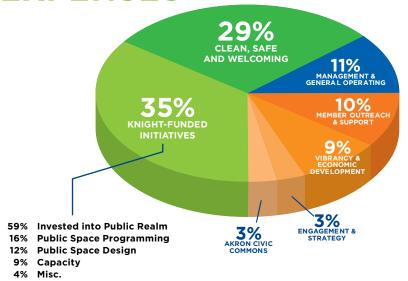
# **FINANCIALS**

Downtown Akron Partnership, Inc. Fiscal Year 2019-2020

# **INCOME**



# **EXPENSES**





# **FISCAL RESPONSIBILITY**

DAP strives to maximize each SID dollar for the greatest impact to the district. Last year's SID revenue of \$773,943 provided 38% of our \$2,030,193 combined operating revenue (includes restricted grant income earned in FY 2018-19). Our ongoing partnership with METRO RTA provided an additional 6.5% of operating revenue for services to the Robert J. Pfaff Intermodal Transit Center and supported our Clean and Safe team services throughout the district. Business memberships with partners like GOJO Industries and Canal Place allowed us to strengthen the safety of the corridor by providing contracted services just outside our SID border. DAP also has valued business memberships with Akron-Summit County Public Library and the John S. Knight Center. Our financial stability invites philanthropic support to improve services, programs and spaces downtown. General operating support was generously provided by GAR Foundation and Akron Community Foundation, allowing us to use our discretion to respond to the changing needs of the SID. In 2019-20 DAP, used \$698,585 from restricted grants received in FY 2018-19. primarily from Knight Foundation. The use of revenue earned in a prior year resulted in a negative change in net assets of \$471,978. DAP's cash and cash equivalents year-end position of \$1,431,297 better reflects the organization's financial position which remains strong, stable and fiscally responsible.

Other non-SID funding sources: Peg's Foundation, Corbin Foundation, Knight Foundation, Burton D. Morgan Foundation, Ohio Arts Council and Akron Civic Commons.

\*DAP conducts an annual independent audit of the organization which, in conjunction with the engagement of a finance committee of the Board of Directors, helps to ensure the fiscal stewardship of the organization. This year, the audit was performed by CLA. We are happy to report that CLA provided an unmodified opinion with no management issues cited in the audit. The independent auditor's report is available for review at downtownakron.com/audit.

Photos in this publication were created by Chris Rutan, Shane Wynn, Tim Fitzwater, Jeff Lange, METRO RTA, Barley House, Cilantro Thai and Sushi, and dba.







# **DOWNTOWN AKRON PARTNERSHIP**

