RAPID RECOVERY PLANNING

FEBRUARY 2021





INTRODUCTIONS



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AGENDA

- Program Overview & Objectives
- Community Participation & Categorization
- Program Schedule and Updates
- Program Approach
 - Phase I: Diagnostic + Business Survey
 - Phase II: Project Recommendations
 - Phase III: Plans
- Q&A
 - Please submit your Questions through the Q and A function. Any questions we are unable to answer on this call will be addressed in writing following this presentation.



PROGRAM OVERVIEW & OBJECTIVES

Municipalities:

- A set of actionable, well developed projects that reflect COVID-19 recovery needs, community priorities, available resources and incentives, and the capacity to implement at the local level.
- Primary data that can be used by municipal officials to measure COVID-19 impacts on the local business community
- Opportunities for collaboration and networking among participating communities

Commonwealth

- Ensuring that communities have data-driven plans to aid in COVID-19 recovery efforts
- Standardized data to demonstrate COVID-19 impacts at the State-level
- Ability to understand on-going needs to inform efforts to allocate public and private resources in support of COVID-19 recovery

Massachusetts RAPID RECOVERY PLANS

COMMUNITY CATEGORIZATION



Small Community

Min. No. of Expected Project Recommendations: **5+**

Project Budget: \$30,000



Large Community

Min. No. of Expected Project Recommendations: 12+

Project Budget: \$90,000



Medium Community

Min. No. of Expected Project Recommendations: 10+

Project Budget: \$60,000



Extra Large Community

Min. No. of Expected Project Recommendations: 15+

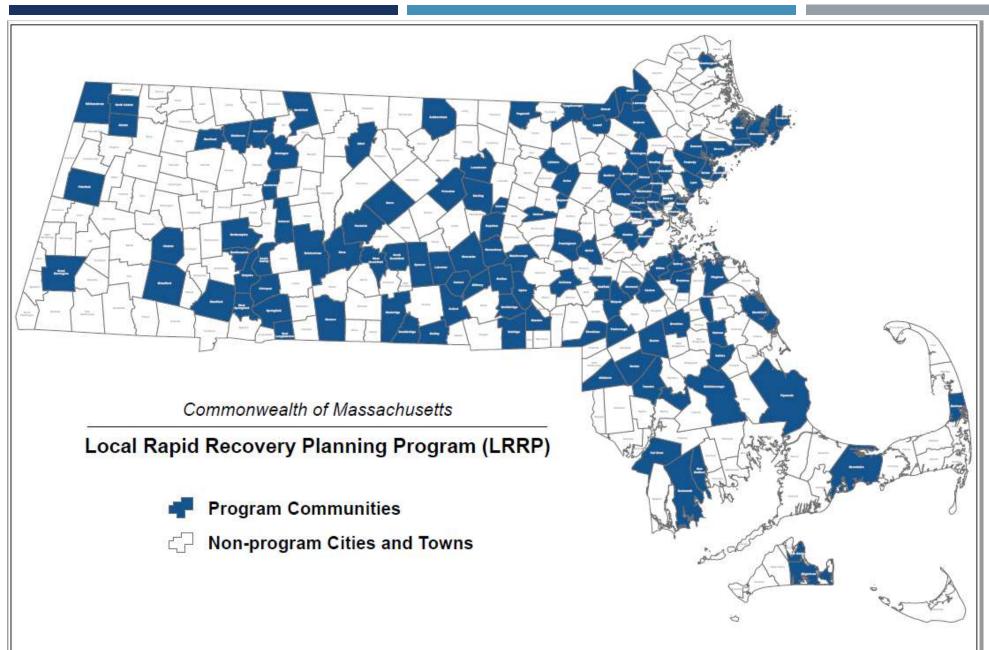
Project Budget: \$120,000



SCOPE AND BUDGET OVERVIEW

Scope and Budgets were determined based on:

- Size and population of community
- Size of study area
- Number of businesses within study area
- Number of Project Recommendations
- Number of applicant communities





Rapid Recovery Plans

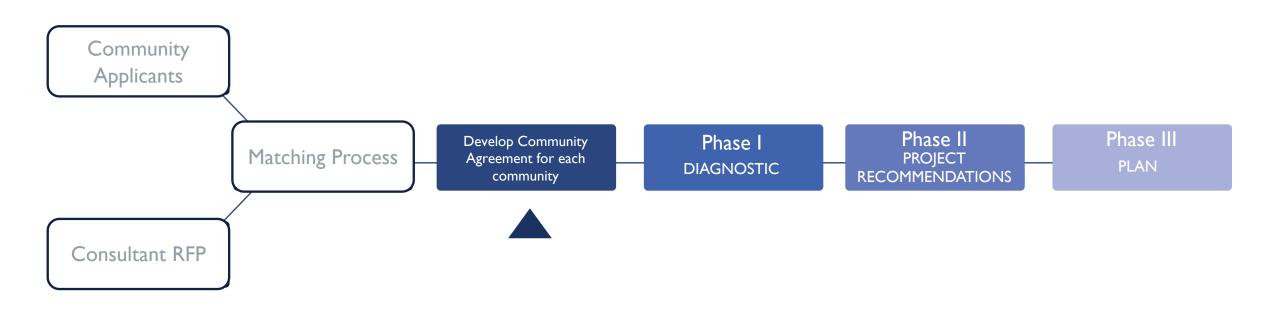
- 43 Small
- 54 Medium
- 16 Large
- 6 Extra Large

PROGRAM SCHEDULE + UPDATES





PROGRAM SCHEDULE



December February March — August



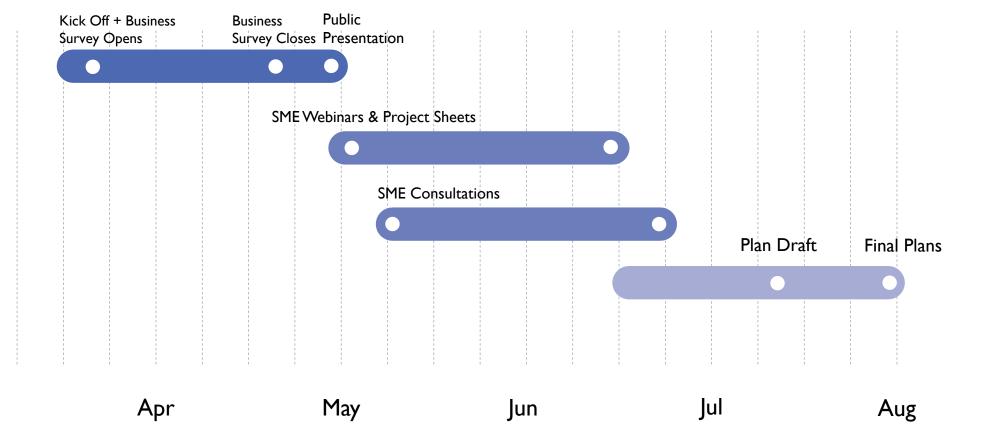
PLANNING SCHEDULE

Mar



Phase II
PROJECT
RECOMMENDATIONS

Phase III





COMMUNITY AGREEMENT

- At Kick-Off, both Community and Plan Facilitators will be expected to:
 - Discuss and review program schedule and milestones
 - Establish date of on-site community visit
 - Review and confirm study area
 - Discuss and review roles and responsibilities
 - Delineate expectations
 - Sign a non-binding "Community Agreement"



SUBJECT MATTER EXPERTS

- Ideate best practices for recommendations through series of webinars (Viewed live or online)
- Provide Best Practice Project Description Sheets
- Offer consultations to support development of project descriptions
- Subject Matter Experts will be available in the following categories:
 - Public Realm
 - Private Realm
 - Revenue and Sales
 - Administrative Capacity
 - Tenant Mix
 - Cultural/Arts

PROGRAM APPROACH

PHASE I: DIAGNOSTIC



GOALS FOR PHASE I: DIAGNOSTIC

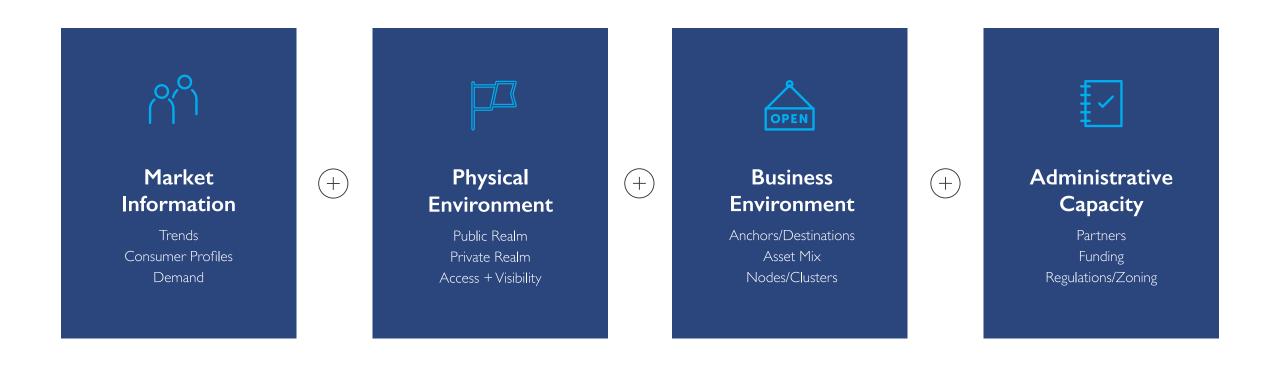
- Collect baseline data (qualitative and quantitative)
- Engage community stakeholders to understand
 COVID impacts and major district concerns
- Provide an overview and summary of on-the-ground conditions within the Study Area
- Support for Survey Distribution to Merchants

PHASE I: AVAILABLE RESOURCES



Located on the MDI Website under Rapid Recovery Program Resources

- Introductory Webinar
- Community Agreement Template defining community and Plan Facilitator roles/responsibilities
- Baseline Data Spreadsheets
- SME Project Description Sheets (End of Phase I)
- Commercial DNA Toolkit



RAPID RECOVERY PLAN DIAGNOSTIC FRAMEWORK

The framework is adapted from the award-winning Commercial DNA approach, as published by the Local Initiative Support Corporation (LISC) in "Preparing a Commercial District Diagnostic", authored by Larisa Ortiz (Managing Director, Streetsense) and funded in part by Citi Community Development. For more, visit https://www.lisc.org/our-initiatives/economic-development/commercial-corridor-resource-hub/guides-templates/





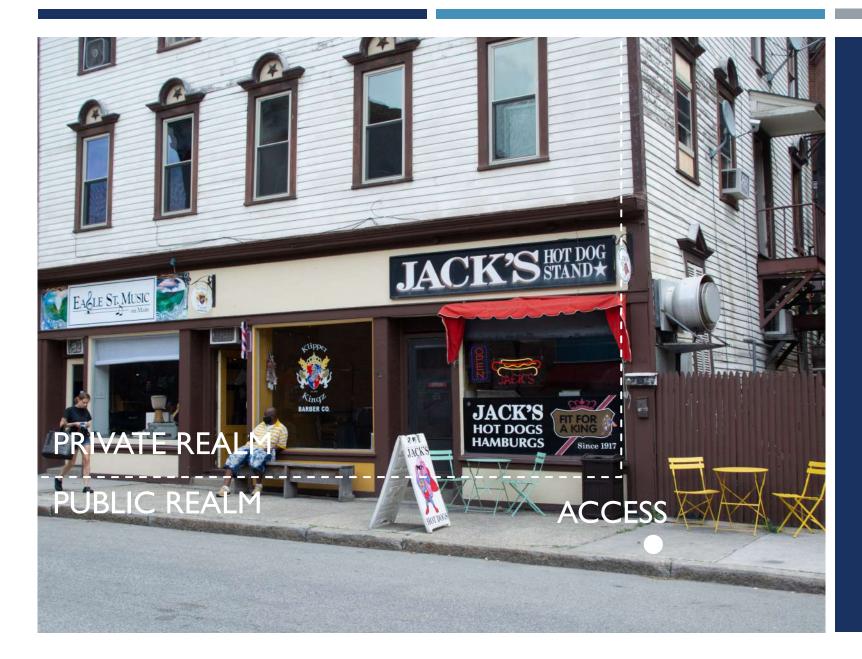
GUIDING QUESTION



PHYSICAL ENVIRONMENT

How conducive is the physical environment to meeting the needs and expectations of both businesses and customers?





It is important to bifurcate the physical environment into the public and the private realm to acknowledge the fundamentally different nature of the tactics and funding mechanisms available for each.



BASELINE DATA COLLECTION

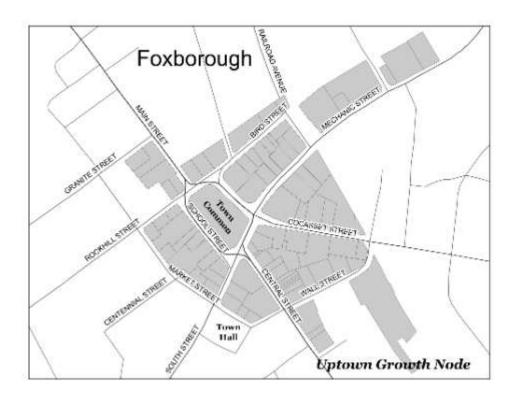
	Category
Map of Study Area	-
Average Annual Daily Vehicular Traffic	Access
Average Annual Daily Pedestrian Traffic	Access
Total No. of Parking Spaces (On-Street and Off-street)	Access
Total Open/Public Space Area (SF)	Public Realm
Overall Condition of Streets and Sidewalks	Public Realm
Total No. of Storefronts	Private Realm
Overall Condition of Storefronts	Private Realm
Total Commercial SF (Retail, Office and Manufacturing)	Private Realm



STUDY AREA CRITERIA

- ✓ Study areas should include concentrated areas of commercial and retail activity (i.e., "Nodes, Corridors, Town Centers or Commercial Areas")
- Study areas should **not** include significant areas of non-commercial, non-retail uses
 A study area must be **contiguous**

If Study Areas do not meet this criteria, we will ask Communities and Plan Facilitators to refine study areas at the outset Phase I.





OTHER ELEMENTS TO ASSESS IN THE PUBLIC REALM

- ✓ Sidewalk conditions
- ✓ Street conditions
- ✓ Street furniture
- ✓ Amenities (murals, artwork, banners)
- Crime and safety
- Open spaces







OTHER ELEMENTS TO ASSESS IN THE PRIVATE REALM

- Building condition
- Storefront and signage
- ✓ Interior retail space (size, conditions)
- ✓ Opportunity sites
- ✓ Vacant lot conditions and development plans



OTHER ELEMENTS TO ASSESS IN DISTRICT ACCESSIBILITY

- Transit stop/ shelter conditions
- ✓ Parking ratios and meter utilization
- ✓ Bike lane network, bike parking facilities
- ✓ Public transit ridership



GUIDING QUESTION



Who are the customers of businesses in the Study Area?





BASELINE DATA COLLECTION

	Category
Basic Demographics (at a minimum Total Population, Median Household Income, Median Age, HH Size, Population by Educational Attainment, Age Distribution, and Ethnicity)	Resident
Total Workforce/Employees	Daytime Population
Total Secondary/Post-Secondary Student Population (if applicable)	Daytime Population
Total Annual Visitors (anchor institutions, if applicable)	Visitors

VISITORS



Destination	Retail Node	Total Annual Visitors
A Bass Prc	The Pinch	3,000,000
B Convention Center*	The Pinch	433,000
C St. Jude's	The Pinch	8,500
Estimated Total Number of Visitors to The Pinch		3,441,500
D	The Edge	200,000
Estimated Total Number of Visitors to The Edge		200,000
E Autozone Park	Main/Second/Beale	324,581
F Fedex Forum	Main/Second/Beale	653,863
G Street*	Main/Second/Beale	5,000,000
Estimated Total Number of Visitors to M/S/B		5,978,444
H Museum	South Main	265,964
I Amtrak	South Main	73,637
J Farmers Market*	South Main	36,000
Estimated Total Number of Visitors to South Main		375,601



GUIDING QUESTIONS



BUSINESS ENVIRONMENT

What are the impacts of COVID-19 on businesses in the Study Area?

How well does the business mix meet the needs of various customer groups?



RRP BUSINESS SURVEY



Owners of businesses located in the target commercial districts (or managers, if appropriate)

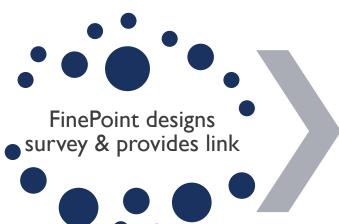
Purpose/Goals

- Obtain input to guide plan development
- Buy-in from local business community
- Statewide data to inform programs & policy

Topics

- Satisfaction commercial district aspects & regulatory env.
- Business conditions, COVID Impacts
- Input potential strategies & types of assistance

Process



PFs & CAs promote survey & distribute link locally



PFs use results to help guide strategy development

Business Survey does not replace business data gathering in diagnostic phase.

- Info & input from only a sample of business owners
- Results WILL NOT provide info such as total # of businesses by NAICs code, number of business closures, vacant storefronts, etc.



Plan Facilitators (PFs) & Community Applicants (CAs) - responsible for getting word out to local businesses about survey, distributing the link & encouraging response.

Resources Provided to PFs & CAs

- Guide for Promoting the Business Survey
- Sample Text/Templates for email to distribute link & promo announcements
- Sample Flier Templates (editable, in WORD)

Survey Promotion/Link Distribution Options

- Email link directly Town may have list
- Distribute fliers to businesses with link & QR Code
- Announcements meetings & newsletters
- Social media & other

Important to Identify the Specific Target Commercial District by Name:



Use an identifying name to distinguish the commercial district/area is survey promotion materials – Important for the Survey & the Plan (e.g., Arlington Heights, Downtown Greenfield, Marblehead Center, East Lexington Village)

Approximate Schedule

 Guide for Business Survey Promotion and templates

Before Phase I Kickoff

Phase I Kickoff

- Business Survey Open
- CAs & PFs
 - Start promoting survey ASAP
 - Determine name for target commercial area to be used in survey promotion materials

Survey Closes

Kickoff + 2.5 weeks

2 weeks before end of Phase I

 FinePoint completes survey results reports for each community



BASELINE DATA COLLECTION

Total No. of Businesses (March 2020) – by NAICS categories

Total No. of Business Closures since March 2020 – by NAICS categories

Total No. of Businesses (Current/2021) – by NAICS categories

Total No. of Vacant Storefronts (Current/2021) (include SF where possible)



GUIDING QUESTIONS



ADMINISTRATIVE CAPACITY

Who are the key stewards of the Study Area? Are they adequately staffed and resourced to support implementation of projects?

Are the regulatory, zoning, and permitting processes an impediment to business activity? Why or why not?

If lacking a stakeholder entity, is a discussion needed on District Management?





ASSESSSING THE REGULATORY ENVIRONMENT

- ✓ BID Enabling legislation
- ✓ Zoning ordinance
- Is there a BID or other form of district management entity? BID, parking benefit district, volunteer-based management organization, CDC





ASSESSING STAKEHOLDER CAPACITY

- Alignment of organization's mission with commercial district/downtown revitalization
- Organizational budget, available funding sources and experience with managing grants
- Skills and expertise of staff, in relation to economic development

PROGRAM APPROACH

PHASE II: PROJECT RECOMMENDATIONS



GOALS FOR PHASE II: PROJECT RECOMMENDATION

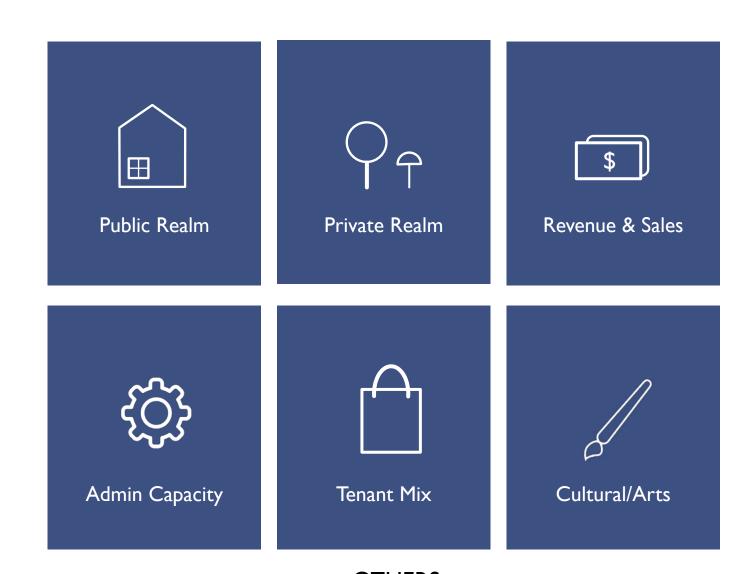
- Consult key stakeholders on priority projects
- Refine design of projects with Subject Matter Experts (SMEs)
- Develop final list of projects

PHASE II: AVAILABLE RESOURCES



Located on the MDI Website under Rapid Recovery Program Resources

- SME Project Description Sheets
- SME Webinars & Consultations
- List of Funding Sources
- Findings from Business Survey
- Project Recommendations Rubric



PROJECT CATEGORIES

Projects are expected to be categorized in the following six areas.

An action-oriented statement, e.g. Renovate historic building for restaurant use; Install lighting in public plaza
Public Realm, Private Realm, Revenue & Sales, Admin Capacity, Tenant Mix, Cultural/Arts
Street address/ project site
Names of individuals or organizations that contributed to project idea
Concise description of project and key actions that will be taken
A list of chronological steps to fully implement the project, e.g. training, property/land purchase
How will this project support the district's recovery from the pandemic?
Estimated total project cost and a high-level breakdown of costs. Where possible, identify potential sources of funding

PROJECT RUBRIC

Timeframe	Estimated timeline of project implementation, including phasing and any milestones
Partners and Resources	Include a list of public/non-profit/private entities needed to implement project and specify any roles
Key Performance Indicators	Description of project's anticipated impacts, e.g. economic, environment, social
Risk	Identify potential risks to the project including political will, regulatory restrictions, community interests, site ownership, environmental constraints, or financing limitations
Case Study/Best Practice	Descriptions of projects similar to the one being proposed. Examples may be local/regional/national/international

PROJECT RUBRIC

PROGRAM APPROACH

PHASE III: PLAN



GOALS FOR PHASE III:

- Create draft of Rapid Recovery Plan
- Gather community feedback on draft Plan & Project Recommendations
- Finalize Plan for submission to Commonwealth

PHASE III: AVAILABLE RESOURCES



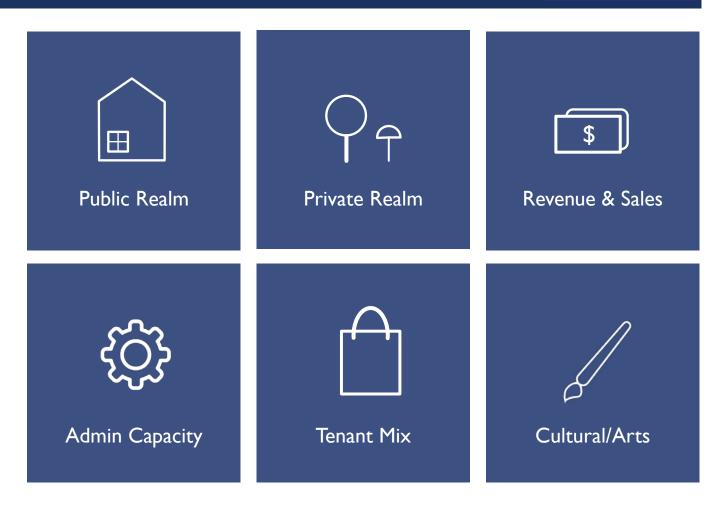
Located on the MDI Website under Rapid Recovery Program Resources

- Plan template (provided in Word and/or InDesign)
- SME Webinars & Consultations



FINAL PLANS

- SUMMARY OF DIAGNOSTIC FINDINGS
- PROJECT RECOMMENDATIONS



Basic cleaning, repair work, and landscaping



Redesign and activate public spaces



Install new sidewalks, curbs, lighting



PUBLIC REALM IMPROVEMENTS

PUBLIC REALM IMPROVEMENTS







Case Study or Best Practice

Soap and Water Strategy: Downtown San Diego, for example, carries out power washing monthly with support of the Storm Water Department of the City of San Diego and local Business Improvement District. Most of the power washing is accomplished between 2am and 6am, or during off-peak shopping hours. Similarly, in Asheville, North Carolina, an amount is allocated from an overall citywide tax increase to clean up downtown. The city spent about \$45,000 on an initial contract for the power washing.

Interim Mural Art: The neighborhood of Bushwick in Brooklyn NY has become a destination for vibrant street art. The formerly gritty and industrial neighborhood has transformed in recent decades into a mixed-use district that features an open-air gallery. Local artists today host art tours for visitors throughout the neighborhood and every year the local grassroots group, Bushwick Collective, throws a block party event that invites artists local and international to carry out live street art and refresh the walls of the neighborhood.





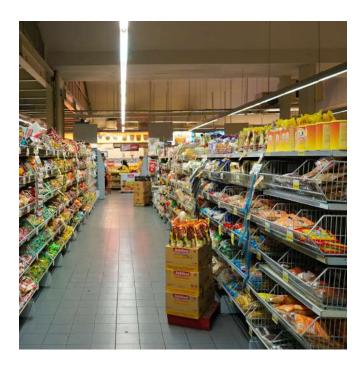
Source: Streetsense

PUBLIC REALM IMPROVEMENTS

Façade improvements and storefront transparency



Storefront interior improvements



Redevelop vacant properties



PRIVATE REALM IMPROVEMENTS

PRIVATE REALM IMPROVEMENTS

The following recommendations in this section were presented to the

Although these strategies present opportunities to attract new visitors and leverage new spending in the region, they are early ideas that will require significant support and reinvention following the impacts of COVID-19. Many key elements that will enable full execution of the strategy have not been uncovered and will require further exploration.

1

Renovation of historic building for independent bookstore, cereal bar and restaurant.

Category	Place-Based Asset Enhancement
Origin	
Location	

cultural space that includes an independent bookstore, cereal and coffee bar, and restaurant that will offer artist clients a place dedicated to social gatherings, live music, open mic sessions, a selection of Caribbean literature amongst other international titles.

The facility will transform

by building a destiny for bibliotherapy unlike any other in the area. It's main mission is to engaging with businesses in the urban center joining the the current movement that wants to see the Main Street prosper once more.

Collaborations between local businesses are therefore key to the success of this project, including featuring local products and services at the asset from other businesses in





Partners & Resources

A key partner on the project has been identified; an established coffee farm i culinary expertise will be critical for the coffee bar experience at the Libreria. Other partners include a local brewery, another food and beverage expert who will be able to customize gastronomy offerings at the asset.

Risks

The major risk as of this moment is the impact the pandemic will have on both the local and international economy. Despite some project delays that resulted from the pandemic and closure of operations and businesses islandwide, has moved forward with phase 2 which includes cleaning and rehabilitation of the historic building. To engage with neighbors and local businesses, will also be surveying them to determine exterior design of the building.

Currently, s in a state of disrepair following destruction and the more recent entry of national chains such as Walmart and other stores have taken away spending form the historic center. Small businesses will likely continue to struggle attracting visitors with competition from other more convenient retailers.

Other risk factors are perception of crime and safety in the historic urban center that discourages pedestrians and visitors from the area, and inconvenient parking areas for customers.

Case Study or Best Practice

Libros AC (San Juan, PR); Casa Norberto (San Juan, PR)







Source: Michal Parzuchowski (Unsplash)

PRIVATE REALM IMPROVEMENTS

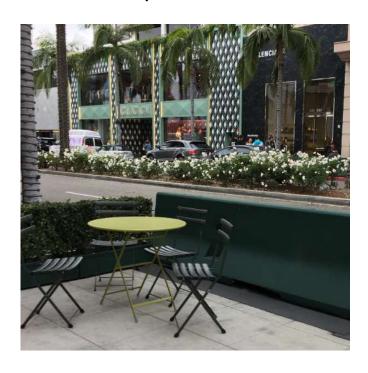
Establishing and/or formalizing district entity



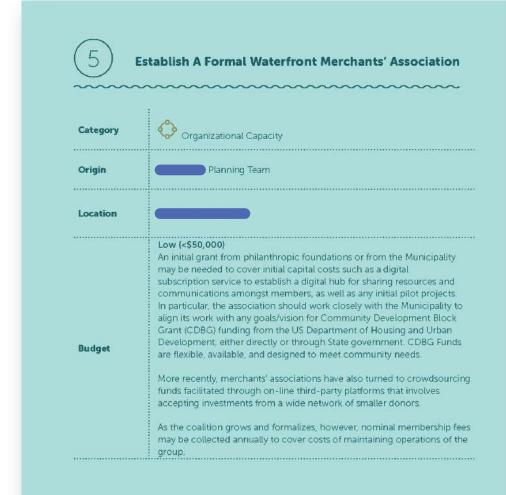
Adopting flexible signage regulations or use groups



Easing outdoor dining permitting processes



ADMIN CAPACITY IMPROVEMENTS



Crowdsourcing Platforms:



Unlike the other platforms, Riva crowdsources 0% interest loans (in increments of \$25 or more) to small business owners who could not otherwise access traditional loans, which are contingent on preexisting capital. These loans will be repaid by the recipient and then used by lenders to fund new loans, donate or to withdraw.

KICKSTARTER Smaller targets that may be easily met as the platform operates on an all-ornothing model. However, if your project is successfully funded, Kickstarter collects. a 5% fee and payment processing fees (between 3-5%).

Patronicity

Unlike Kickstarter, Patronicity allows partial funding so that if the goal is not reached, funds can still be disbursed towards the project. Rolling funds distribution is allowed before the campaign ends. In addition to enabling crowdfunding, Patronicity provides program management and individual project coaching to each campaign in a given program. Fees have also been waived for non-matched crowdfunding campaigns that launch prior to May 15th.

FUNDABLE

Most effective for short-term fundraising (1-2 months) as the platform operates on a subscription service at \$179 per month. Donors may also be given the choice of Equity (\$50k-\$10m funding goal) or Rewards (raise funds from the public by selling products, pre-orders, or merchandise & services).



In addition to having a 0% platform fee and providing donor protection guaranteed, GoFundMe has also created a Small Business Relief Initiative to help small businesses that have been affected by the COVID-19 pandemic and empower their communities to rally behind them. As part of the Small Business Relief Initiative, GoFundMe, Intuit QuickBooks, Yelp, GoDaddy, and Bill com have each donated to the Small Business Relief Fund, which will issue \$500 matching grants to qualifying businesses that raise at least \$500 on GoFundMe

ADMIN CAPACITY

SAMPLE PROJECT

Providing business technical support



Determine district brand positioning and identity



Creating comprehensive marketing strategy



REVENUE & SALES IMPROVEMENTS







past/ongoing efforts to promote the Island

) as a whole to visitors place the organization in the best position to build and maintain an improved brand for the North Region.

In the process, however, several on-the-ground stakeholders and suppliers must also be engaged to ensure full buy-in and execution, including the participation of Frutos del Guacabo, Para La

other key assets. For visitors and travelers to have a positive experience and to nurture their loyalty to a destination such as the North Region, the local stakeholders and community must participate in developing the brand as they will help ensure that the brand is delivered and sustained in years to come.

Case Study or Best Practice

Kent County Tourism Corporation is the destination marketing organization for Kent County, Delaware and its incorporated cities and towns. In its effort to rebrand the county, Kent County engaged consultants experienced in destination marketing to conduct town hall sessions to secure stakeholder input, leverage online listening technology to understand locale's reputation and conduct a proprietary and projectable panel study of consumers living within a 250-mile radius of the area.

The in-depth audience research revealed three target audience segments whose interests resonated with Kent County's offerings. Informed by consumers, the consultant then strategically repositioned the area with a compelling new name — <u>Delaware's Quaint Villages</u> — and tagline, "At Your Own Pace". The evolved brand, after being implemented strategically across all communication channels including its new website, has resulted in tracked incremental return on marketing investments of \$18 Million, a return of \$47 for every marketing dollar invested, 19% increase in accommodation tax collections and visitor parties who collectively visited all 20 of its cities, towns and villages in Kent County.



Marketing collateral created by Streetsense for Kent County Tourism Corporation as part of its rebrand. Source. Streetsense

REVENUE & SALES IMPROVEMENTS

The following recommendations in this section were presented to the Although these strategies present opportunities to attract new visitors and leverage new spending in the region, they are early ideas that will require significant support and reinvention following the impacts of COVID-19. Many key elements that will enable full execution of the strategy have not been uncovered and will require further exploration. Create Museo de Historia Natural de Puerto Rico Place-Based Asset Enhancement Category Origin Location Similar to the proposed Interdisciplinary be an anchor "must see" destination for Center the region, with educational exhibits, the renovation of a interactive learning and cultural historic Art Deco building in downtown programming and events. is being revitalized as the profit institution, dedicated to providing which will educational experiences on the nation's contain the natural history to locals and visitors, and will stimulate knowledge exchange on the first floor and a Center for between universities in the Americas Scientific Research on the upper floors. and Europe and research centers. In the Other programs on-site will include event of emergency situations such as a multipurpose rooms, a Café / Bistro and hurricane, earthquakes or tsunami, the Hostel. facility also aims to be a support hub for

the community.

The Museum



Partners & Resources

will be responsible for developing the project until its construction and a Board of Directors will be appointed to be responsible

However, other key partners that play a role in supporting marketing of the museum include the

Partnerships with other agro-tourism and adventure attractions that align with the museum's mission will also be formed with other farms.

Research and architectural design partners for the museum

Technology and Research Trust.

Risks

The biggest immediate limitation of the project is financing. The project is incredibly complex and will require a thorough feasibility study and financial support from various sectors, including public grants and private investment.

Case Study or Best Practice

Notranjska Karst Museum in Postojna, Slovenia





Source: Simon Avsec; Miha Dolenc

CULTURAL/ARTS



UPCOMING WEBINARS

- Week of March 8: Community Webinar
- March 10 at 1pm: Plan Facilitator Invoicing Webinar
- Date TBD: SME Webinar

^{*}Registration links to circulated via email.



Q&A

Please submit your questions through Q & A function



THANK YOU