

February 29, 2024

VIA EMAIL ONLY (*Faviola.Martin@milwaukee.gov* and *Yadira.Melendez@milwaukee.gov*)

Honorable Members of the Licenses Committee
Milwaukee City Hall
200 East Wells Street
Milwaukee, Wisconsin 53202

Re: Family Dollar Stores of Wisconsin LLC - 930 North 27th Street, Milwaukee / Harry Spencer, Agent (the "Store")

Dear Committee Members:

This matter is before your committee again on March 5, 2024. On February 13, 2024, the matter was held to allow Family Dollar the opportunity to address the concerns presented at that meeting and come back to the Committee with a list of commitments for this Store. To be sure, Family Dollar is taking this very seriously and wants to serve not only constituents of this Store but all stores in the City of Milwaukee.

During the February 13 meeting the Committee heard testimony from Logan Rumbaugh (District Manager of Family Dollar), Felipe Chavez (Family Dollar Asset Protection), Ms. Alzora Davis (Neighbor), Officer Hudson (MPD District 3 Community Partnership Unit), Savannah Brooks, Sephanie Shepherd and Hassani Lucas (all from Near West Side Partners) and Alderman Bauman. The major concerns presented through testimony and photographic evidence centered around three categories: (1) security, (2) garbage and litter, and (3) facility appearance/structural issues. Since the February 13 meeting, Family Dollar has worked closely with the Near West Side Partners to address concerns in all three of these categories.

Security

Family Dollar addressed the items on the police report during the February 13 meeting. Family Dollar immediately terminated their security services contract following the incident on June 7, 2023, involving a shooting with one of their security guards. After a brief period of using a temporary security contractor, Family Dollar hired Phoenix Security to provide security services for all of their Milwaukee locations. A copy of Phoenix Security's certification of insurance and state license is attached to this letter.

Phoenix Security is classified as a national private detective and security agency that provides licensed and bonded armed security guards to this establishment. Each of their guards go through an extensive background investigation conducted through the FBI and are certified yearly with their duty responsibilities and weapon training. Family Dollar has one armed security guard at this location from

open to close seven days a week. Since switching to Phoenix Security, Family Dollar has not had any serious security incidents involving the security guards. However, in order to further address the security concerns presented at the February 13 meeting, Family Dollar has worked with Phoenix Security and Family Dollar's own internal security and asset protection units to commit to the following changes in operation:

- Ensure that all security guards are in visible uniform and have a presence in and around the Store;
- Security guards will walk the parking lot once every hour to prevent loitering and immediately address any security concerns outside of the Store;
- Phoenix Security supports the guards with a roaming guard supervisor, who frequents all Family Dollar locations in the city and is in constant and direct communication with on-site security guards and Family Dollar Management and Asset Protection;
- Continue bi-weekly meetings with Family Dollar Asset Protection Leadership and security contractor to address security concerns, if any;
- Family Dollar has registered their security cameras with MPD;
- Family Dollar will install a WREN blue and red security light and camera station in the parking lot;
- The Security Supervisor for Family Dollar has shared his direct phone number with NWSP leadership. Family Dollar's Regional Asset Protection Manager is Felipe Chavez at (630) 334-3116.
- Family Dollar has and will continue conducting background checks into all of its potential employees.

Garbage and Litter

Family Dollar and Dollar Tree have committed to implementing the Exterior Cleanliness Program at all of its locations in the City of Milwaukee. The Exterior Cleanliness Program has been implemented and proven to be successful in other major urban communities such as Chicago and Detroit. Please see the attached copy of the Exterior Cleanliness Program plan for your convenience.

The Exterior Cleanliness Program assigns cleaning and maintenance tasks within Family Dollar's company system for each store. These tasks include walking outside to ensure there is no trash, debris, or litter as well as removing weeds, maintaining landscaping, and ensuring dumpster lids are closed and locked. Employees then have to electronically verify that each individual task has been completed twice a day (before 9:00 a.m. and 4:00 p.m.). Failure to complete tasks before the deadline triggers a response from the District Manager and Regional Director who will follow up with the store to be sure the exterior is checked and any maintenance tasks are verified.

Since meeting with NWSP, Family Dollar has already implemented a new daily cleaning task to remove trash and litter around the Store, sidewalks, curbs, and alleys. Although many of these areas are

not on Family Dollar Property, Family Dollar is committed to being a leader in the neighborhood while working with NWSP to make the area a clean and safe place work, live and shop. Family Dollar contracts with Waste Management, a national provider for trash pick-up. Family Dollar also contracts with Dentco, a national provider for landscaping, snow and ice removal and other maintenance needs. Family Dollar will look into Dentco's snow and ice removal services to be sure they meet Store and city standards. If needed, Family Dollar will look into alternate snow and ice removal providers.

Facility and Structural Concerns

As was discussed at the February 13 meeting, Family Dollar does not own the building or property located at 930 North 27th Street, but instead leases the building from Realty Income Corporation. Family Dollar may be able to work with this landlord to address some of the larger maintenance and repair needs.

Several Work Orders are already in place for the following work to be completed:

- Addressing the graffiti that is on the roll down window cover, which may include replacing the shutters;
- Repairing/Replacing a light fixture on the property;
- Replacing the plexiglass window facing 27th Street.

Family Dollar is waiting on quotes for the following work:

- Parking lot re-striping;
- Placing bollards in front of the building, and in certain areas of the parking lot.
- Exterior landscaping improvements.

Family Dollar is evaluating possible solutions for the following items:

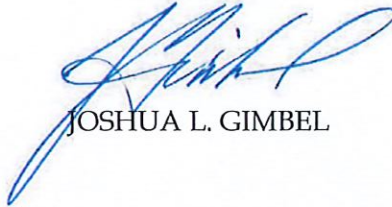
- Store flooring; Exterior painting and/or façade remodel;
- Roof and ceiling tile replacement;

During the meeting on February 13, 16 photographs were submitted as evidence before ultimately being withdrawn. Those photographs showing the store's condition were testified to, seen by the Committee and have now been added to the notice for the upcoming hearing. As discussed during the last meeting, a number of issues depicted in the photographs were already remedied and were addressed immediately. To the extent any issues still remained, Family Dollar has attached photographs of the store's condition taken on February 29, 2024.

As Family Dollar continues to address concerns and work with community partnership to create a model store and leader in the neighborhood, we will update the Committee with any additional commitments at the March 5th hearing. The following individuals will be attending the hearing and available to answer questions from the Committee members and Alderman Bauman: Logan Rumbaugh, District Manager; Ryan Bakke, Director/Property Management; Kendall Jackson, Regional Director; and Felipe Chavez, Asset Protection.

Family Dollar respectfully requests renewal of its Food Dealer license to allow them to continue working with the neighborhood to improve the area around the establishment and be an asset to the community.

Very truly yours,



JOSHUA L. GIMBEL

JLG/lkg
enclosures:

Phoenix Security Certificate of Insurance/License
Exterior Cleanliness Program
Store Photographs

cc: Alderman Bauman (via email only rjbauma@milwaukee.gov)



PHOEN-7

OP ID: AC

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 01/24/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER: Central Insurance Agency, Inc. 877-242-9600
CONTACT NAME: Christopher Daume
INSURER(S) AFFORDING COVERAGE: Summit Specialty Insurance Co., Milford Casualty Insurance Co.

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Table with columns: INSR LTR, TYPE OF INSURANCE, ADDL INSD, SUBR WVD, POLICY NUMBER, POLICY EFF, POLICY EXP, LIMITS. Includes Commercial General Liability, Automobile Liability, Umbrella Liability, and Workers Compensation.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
See attached notepad.

CERTIFICATE HOLDER: Single Source Security, LLC dba Protos Security
CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

NOTEPAD:

HOLDER CODE **SINGLE1**
INSURED'S NAME **Phoenix Protection Agency LLC**

PHOEN-7
OP ID: AC

PAGE 2
Date **01/24/2024**

Single Source Security, LLC dba Protos Security is included as an additional insured under the general liability with respect to the liability created by the negligent acts, errors and omissions of the named insured herein as required by written contract.

State of Wisconsin

DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES
COMMITTED TO EQUAL OPPORTUNITY IN EMPLOYMENT AND LICENSING

PRIVATE DETECTIVE/SECURITY AGENCY

NO. 17454 - 62

PHOENIX PROTECTION AGENCY LLC
2117 W GRAYS LN,
OAK CREEK, WISCONSIN 53154
UNITED STATES

Expires: 08/31/2025

The named person has complied with Wisconsin Statutes and holds the credential specified.
Signature:

Ch 440.11, Wis Statutes, requires you to notify the Department of a name or address change within 30 days. Please submit corrected information via the web at dps.wi.gov or by mail to DPS at PO Box 8935, Madison WI 53708-8935.

The person whose name appears on this document has complied with the provisions of the Wisconsin Statutes and holds the credential specified on the front of this card. To verify the current status of this credential, use "Lookup a License" at dps.wi.gov.



To address trash and litter issues at Milwaukee Dollar Tree and Family Dollar Stores, we are going to implement the Exterior Cleanliness Program that is being implemented for stores in other parts of the country. What this program does is ensure the stores have indeed completed any necessary cleanup and allow for electronic verification within our company system that the task is completed. It has been very successful program.

The program does take time to get set up so it will not be immediate, but we are working on this.

In the meantime:

- We will be working on having the stores clean 2x a day (opening and 4pm).
- There will be a District Manager verification.
- This will include walking the parking lot and review of the public way areas.
- This new requirement was communicated to our stores on Monday 2/12 during our weekly conference calls.

Also, for any issue that cannot be corrected right away, the issue will be reported to the District Manager, and a work order will be created. A vendor will be dispatched to address the issue as soon as practicable.

Thank you for your time and we look forward to working with you and providing the best possible service to the community.

Please feel free to reach out if any questions.



Daily Outdoor Cleanliness Check - Milwaukee Stores

Overview:

- To ensure the outside of your Store meets G.O.L.D. standards and meets regulatory requirements it is important to validate conditions daily.

Actions:

- Walk the outside of your Store twice per day to ensure there is no trash, debris, or public dumping that needs to be cleaned as well as weeds, maintained landscaping and dumpster lids closed and locked.
- The cleanliness should be validated each morning and each late afternoon/evening.
- If additional support is needed, please submit a ticket in OfficeTrax.

Contact:

- If you have additional questions, please submit a ticket in OfficeTrax and contact your District Manager.

Task Steps

- 1. **Morning Cleanliness Check:** Check the done box once you have ensured the outside of the store is clean (as stated above) by 9:00 a.m.

Done Checkbox

- 2. **Afternoon/Evening Cleanliness Check:** Check the done box once you have ensured the outside of the store is clean (as stated above) by 4:00 p.m.

Done Checkbox