



June 14, 2023

Alderman Robert J. Bauman
12th Aldermanic District
The City of Milwaukee
200 E Wells St
Milwaukee, WI 53202

Re: Response to License Committee recommendation for non-renewal of the Parking Lot
License - Interstate Parking Company LLC – located at 701 W. St. Paul Avenue

Dear Alderman Bauman,

On behalf of Tony Janowiec and myself, we thank you for your comments at the Licensing Committee hearing regarding the parking lot business license for 701 W St. Paul Avenue (Milwaukee Intermodal Station Parking Lot). As a result of your comments and actions at the licensing hearing, we have been able to communicate the gravity and importance of focusing on this issue with the WisDOT and Milwaukee Intermodal Partners, LLC (Master Tenant) and have made great progress since the hearing.

We believe a permanent, long-term security plan can be developed, approved and funded that will be acceptable to you and the licensing committee; however, the required approvals from WisDOT will require more time than allowable between now and the June 20th common council meeting.

As such, we are hereby proposing to implement an interim 24 hour on-site staffed security officer, effective immediately, in consideration of an extension until the July 18th Licensing Committee hearing in order to provide adequate time for us to work with WisDOT and MIS Partners to submit a revised and updated permanent enhanced security plan for your consideration at that hearing. This interim 24-hour security staffing plan, which will cost approximately \$25,000, will be jointly funded by Interstate Parking and WisDOT. As a sign of confidence and support for this issue, we were pleased WisDOT immediately approved a contribution of \$10,000 towards the cost to fund this interim security staffing plan.

As you know through our many conversations regarding this citywide issue, Interstate Parking has been and continues to be a proven partner to the City in proactively investing private capital to do our part in enhancing public safety and coordinating extensively with Milwaukee Police Department.

Our pro-active efforts and investments are above and beyond what is required in our parking lot business licenses and has been appreciated by our public stakeholders and was even noted in this recent report by the Milwaukee Business Journal from an article dated April 6, 2023 <https://www.bizjournals.com/milwaukee/news/2023/04/28/day-and-night-downtown-safety.html>.

An excerpt illustrating Interstate's pro-active measures and massive investment in mitigating this problem is nicely summarized below:

Janowiec and Interstate Parking stand out in adding new security improvements over the past year. For the first time, he's had to treat open-air parking structures the same as a private office or apartment building, and begin limiting access only to customers.

"Community safety and security is everybody's responsibility," Janowiec said. "Because this is a new and very significant problem that has occurred, we work with the police department and are solving the problem together."

Interstate Parking replaced its "observe and report" security service that was not intended to detain criminals. In late summer 2022, it brought in Cadillac Security, a Minneapolis company it had worked with to protect properties during the Twin Cities civil unrest in 2020 and 2021.

Cadillac has 15 security guards who provide 24-hour security to Interstate Parking's downtown Milwaukee properties. They wear bulletproof vests, are licensed to carry TASER self-defense equipment, and have K-9 units to provide an additional deterrent.

"They opened a branch here, and within 48 hours, we went from 30 to 40 car thefts, to two or three we've had reported in the past six months," Janowiec said in February. "This security will engage and interfere with the crime in progress. They will detain a criminal until police can arrive. They haven't really had to do that. Their presence alone is enough."

Interstate Parking by February had installed nearly 500 cameras citywide, and is integrating those into the Milwaukee Police Department's system. Another 500 cameras will be installed as fast as they can be procured, Janowiec said.

Interstate Parking will also add more protection to its parking structures, such as fencing on the lower levels and keycards at doorway entrances, for example.

"It's millions and millions of dollars a year just in the city of Milwaukee between the capital investment in upgrades and the increased payroll cost of employing the security officers," Janowiec said. "Between the impact of inflation and this dramatic increase in security cost, 2022 to 2023 absolutely represented the largest year-over-year increase in parking rates across the city, and it offset just a fraction of these increased security costs."

Interstate Parking – Security Operations

A more detailed summary of the extraordinary security measures and investments currently in place as well those in procurement are as follows:

Currently in Operation

- **Security Officers** - Employ 19 full time, armed security officers with coverage 24 hours a day for response
- **Security Cameras** - 500 Artificial Intelligent (A.I.) cameras placed with active alerts including loitering and gun shot detection
- **CPTED Reviews** – periodic review with the Milwaukee Police Department to review additional suggested improvements at each location
- **24 hour On Call Manager** – Interstate Parking provides customers, clients and the Milwaukee Police Department access to our 2 on-call managers, 24 hours per day



Additional Upgrades

- **32 High Speed Overhead Doors** – full view vision high speed overhead doors have been on order since Fall, 2022 for 8 of our parking garages throughout the city with installation dates starting in July, 2023.
- **Pedestrian Customer Access** – in addition to the overhead doors, parking garages will be outfitted with pedestrian door access readers that will tie into the parking technology and allow access to parking customers only.
- **500 Additional A.I. Cameras** - on order and scheduled for installation throughout 2023.



Our efforts have dramatically mitigated criminal incidents rates throughout our parking properties. At the peak in the summer of 2022, we were receiving reports of approximately 30 to 40 car thefts per day from our properties. Since last fall when implementing the security staffing coverages,

that rate fell dramatically where we had virtually no reports of incidences at the majority of the properties we operate. With the investment in physical security upgrades as described above, we expect to focus security officer staffing on less secured facilities such as open air parking lots and further mitigate the issues.

Milwaukee Intermodal Station Parking Security

As it relates to the Milwaukee Intermodal Station parking lot, Interstate Parking does not have direct responsibility for the cost of security within our underlying sublease with the master tenant. However, we continue to invest over \$35,000 per year in security staffing which still is not enough to mitigate the incident rate to acceptable standards.

As was presented at the hearing, the current security measures in place include the following:

- 6 basic security cameras which do not have the Artificial Intelligence capabilities of the Interstate system.
- Mobile security officer patrols 8-12 times per day

With our substantial advancements in security programs across the city, we will endeavor to assemble a plan that is approved and supported by WisDOT and the Master Tenant that we will present to you for feedback prior to the July 18th Licensing Committee hearing and are confident we can implement a program that will dramatically mitigate the issues at this particular property.

Thank you again for your consideration of this request and continued partnership in addressing this and other issues throughout our City.

Best Regards,

Erica Vaillancourt

Erica Vaillancourt - Agent
Vice President of Operations