



CITY AND COUNTY OF DENVER

PRIVILEGED AND CONFIDENTIAL WORK PRODUCT

MICHAEL B. HANCOCK
Mayor

To: Mayor Michael B. Hancock
From: Romaine Pacheco, Director
Date: December 14, 2022

BOARD: BID- Cherry Creek North Board of Directors

POC: Jeanne St. Onge

BACKGROUND:

Members - 12
Terms – 3 Years
Confirmation – Yes

The District is responsible for the creation of a quality and supportive environment that enhances the ability of the District retailers, property owners and tenants to prosper.

RECOMMENDATIONS:

Dean Griffin, Aurora (M)(C) to serve as a representative of a property owner in the district for a term expiring December 31, 2025, reappointed;

Liza McInroy, Lakewood (F)(C) serve as a representative of a tenant in the district for a term expiring December 31, 2025, reappointed.

ACTION NEEDED:



Reappoint Griffin and McInroy

Please provide additional candidates to consider.



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BAC-8393

Contact Information

| | | | |
|------------------------|-------------------------|--|---------------------------|
| Contact Name | Lisa McInroy | Home Address | 7237 West Adriatic Circle |
| Preferred Phone | 720-234-2725 | Home City | Lakewood |
| Preferred Email | lmcinroy@westdevgrp.com | Home State | CO |
| Other Phone | 303-321-5700 | Home Zip | 80227 |
| Other Email | | County | Jefferson |
| DOB | [REDACTED] | Hispanic or Latino origin or Descent? | No |
| SSN | [REDACTED] | Race/Ethnicity | Caucasian |
| Gender | Female | Other Ethnicity | |
| Other Gender | | Salutation | |

Board Information

| | | | |
|------------------------|--|---|--|
| Board Name | Cherry Creek North Business Improvement District - | Other boards or commissions served | Business Improvement District - Cherry Creek North |
| Status | New | Resigned | |
| Term Start Date | | | |
| Term End Date | | | |

Work Information

| | | | |
|-------------------------|-------------------------------------|---------------------|--------------------------------|
| Employer | Western Development Group | Work Address | 200 Fillmore Street, Suite 400 |
| Position | Vice President, Property Management | Work City | Denver |
| Business Phone # | 303-321-5700 | Work State | CO |
| Work Email | | Work Zip | 80206 |

Additional Information

| | | | |
|--|-----------|----------------------------------|----|
| Are you a registered voter? | Yes | Objection to appointment? | No |
| If so, what county? | Jefferson | Special Information | |
| Denver City Council District No | 10 | | |

Education and General Qualifications

| | | | |
|--|--|--|--|
| Name of High School | | Name of Graduate School | |
| Location of High School | | Location of Graduate School | |
| # of Years Attended High school | | # of Years Attended Graduate School | |
| Did you Graduate | | Did you Graduate | |

High School

Graduate Major

Name of College

Location of College

of Years Attended College

Did you Graduate College

Undergrad Major

Reference Details

Reference Name #1

Reference Email #1

Reference Phone #1

Reference Address #1

Reference Name #2

Reference Email #2

Reference Phone #2

Reference Address #2

Reference Name #3

Reference Email #3

Reference Phone #3

Reference Address #3

Agree to a background check



Owner Romaine Pacheco

Created By Denver Integration, 10/10/2022 6:34 PM

Last Modified By Denver Integration, 10/10/2022 6:34 PM

Notes & Attachments

C - 07.30.19 - Lisa McInroy 2020 BOD Applicant.pdf

Type Attachment

Last Modified Denver Integration

Description

[View file](#)

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Subject: BID Application
Date: Tuesday, July 30, 2019 at 4:30:01 PM Mountain Daylight Time
From: Lisa McInroy
To: Cherry Creek North
Attachments: image001.jpg, DOC000.pdf, Bio.docx

Please accept my submission – under the wire!!

Lisa A. McInroy
Vice President, Property Management
200 Fillmore Street, Suite 400
Denver, Colorado 80206
<https://westernassetservices.com/>
303-321-5700 (main)
303-321-5702 (direct)
720-234-2725 (cell)



**WESTERN
ASSET
SERVICES, LLC**
A Division of Western Development Group

Lisa A. McInroy
Vice President, Property Management
Western Development Group/Western Asset Services



I have been with Western since February of 2007 but my career in the management of commercial real estate spans over 25 years. My current role is to manage and grow Western's property management platform in the Denver Metro area.

I have a great deal of experience dealing with office users, small and national retailers, property acquisition and disposition, and understand the complexities and interaction between all users in the neighborhood. Property management is above all a customer service job and in the BID, we are surrounded by customers – landowners, business owners, employees, visitors and shoppers. 20 years of my career have been in Cherry Creek North and I'm familiar with all of the players. My ability to keep the overall goal in mind while leading the customer experience ensures that everyone

involved experiences the best possible outcome.

Prior to joining Western Development Group, I was with such notable groups as Newmark Knight Frank (under its predecessor, The Frederick Ross Company), and Prime West Real Estate Services.

I'm currently working toward her Colorado Real Estate Brokers license and am a candidate in the Institute of Real Estate Management's Certified Property Manager (CPM) program. This year I will complete my 2nd, 3-year term on the Board of Directors for the Cherry Creek Chamber of Commerce and I'm an active member of the Building Owners and Managers Association (BOMA.) In my spare time I volunteer for Golden Retriever Rescue of The Rockies, and Blues & BBQ for Better Housing – an annual fundraiser for Habitat for Humanity.



RECEIVED
7-30-19



Cherry Creek North BID BOARD OF DIRECTORS APPLICATION

Please complete the following information in full.

Attach a cover letter, resume/biography and return to address below.

Type or print in blue or black ink.

Board or commission you are applying for:

Cherry Creek North Business Improvement District Board of Directors

Last Name McInroy First Name Lisa

Occupation / Employer Real Estate - Western Development Group

Work Address 200 Fillmore Street #400 City Denver Zip Code: 80206

Home Address 7237 W. Adriatic Creek City Lakewood Zip Code: 80227

Work Phone 303.321.5700 Mobile 720.234.2725 Home N/A

Registered Voter Yes No Denver City Council District N/A

Please designate whether you are

| | YES | NO |
|--------------------------------|-------------------------------------|--------------------------|
| A citizen of the United States | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Eighteen years or older | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| A resident of Colorado | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

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7-30-19



CCN BOARD OF DIRECTORS APPLICATION

Those eligible to serve must be one of the following. Please designate which:

| | Check one |
|--|-------------------------------------|
| Make your primary dwelling place in the district | <input type="checkbox"/> |
| Own taxable real or personal property (In your personal name, not a corporation or other entity name) within the boundaries of the district | <input type="checkbox"/> |
| Be the holder of a leasehold interest in taxable real or personal property (In your personal name, not a corporation name or other entity name) within the boundaries of the district | <input type="checkbox"/> |
| Be the natural person designated by an owner or lessee of taxable real or personal property in the district who is not a natural person to vote for such owner or lessee. Only one such person may be designated by an owner or lessee | <input checked="" type="checkbox"/> |

Background Information

Highest Level of Education or Degree Earned Some college Year of Completion: _____

Memberships/Organizations Include Term of Service (years) Years of Service (include past or present)

Cherry Creek Chamber of Commerce - 2013-2019 - 6 yrs
- Board Secretary - 2013-2015; 2018
Golden Mountain Rescue of the Rockies - 2011 - present
Cherry Creek North Pub
- Parking Task Force
- Safety Committee



CCN BOARD OF DIRECTORS APPLICATION

References (List three persons, not related to you, whom you have known for at least one year)

Proy Kline - Western Development Group - 303.331.5700
Tony Wagoner - Commercial Management - 303.263.0211
David Chavacci - James Henderson - 303.334.3145

Please write a short paragraph about any special interests you have in the Cherry Creek North Business Improvement District.

I have been a designated owners representative in CCN for nearly 20 years, and have watched the neighborhood change dramatically!! My interest is helping to preserve the charm of the neighborhood while accommodating growth; to support individual businesses while fostering a sense of community & encouraging all constituents to work together; to foster new ideas and creativity while holding the state accountable for performance. The dynamic is changing in CCN - its a critical time in our evolution and the BID deserves a board that can govern effectively, manage personalities & keep the best interests of the entire neighborhood at the top of the agenda.

Signature

7/31/19

Date

This form should be returned by July 31, 2019 to:

Cherry Creek North
2401 E. 2nd Avenue #150
Denver, CO 80206

Phone: 303.394.2904
Fax: 3036067338@rcfax.com
info@cherrycreeknorth.com



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BAC-8398

Contact Information

| | | | |
|------------------------|------------------------|--|------------------------|
| Contact Name | Dean Griffin | Home Address | 18191 E. Oakwood Place |
| Preferred Phone | 602-430-4611 | Home City | Aurora |
| Preferred Email | deanigriffin@gmail.com | Home State | CO |
| Other Phone | | Home Zip | 80016 |
| Other Email | | County | Arapahoe |
| DOB | [REDACTED] | Hispanic or Latino origin or Descent? | No |
| SSN | [REDACTED] | Race/Ethnicity | Caucasian |
| Gender | Male | Other Ethnicity | |
| Other Gender | | Salutation | |

Board Information

| | | | |
|------------------------|--|---|--|
| Board Name | Cherry Creek North Business Improvement District - | Other boards or commissions served | Business Improvement District - Cherry Creek North |
| Status | New | Resigned | |
| Term Start Date | | | |
| Term End Date | | | |

Work Information

| | | | |
|-------------------------|-----------------|---------------------|------------------|
| Employer | Hotel Clío | Work Address | 150 Clayton Lane |
| Position | General Manager | Work City | Denver |
| Business Phone # | 303-316-2700 | Work State | CO |
| Work Email | | Work Zip | 80206 |

Additional Information

| | | | |
|--|----------|----------------------------------|----|
| Are you a registered voter? | Yes | Objection to appointment? | No |
| If so, what county? | Arapahoe | Special Information | |
| Denver City Council District No | 10 | | |

Education and General Qualifications

| | | | |
|--|--|--|--|
| Name of High School | | Name of Graduate School | |
| Location of High School | | Location of Graduate School | |
| # of Years Attended High school | | # of Years Attended Graduate School | |
| Did you Graduate | | Did you Graduate | |

High School

Graduate Major

Name of College

Location of College

of Years Attended College

Did you Graduate College

Undergrad Major

Reference Details

Reference Name #1

Reference Email #1

Reference Phone #1

Reference Address #1

Reference Name #2

Reference Email #2

Reference Phone #2

Reference Address #2

Reference Name #3

Reference Email #3

Reference Phone #3

Reference Address #3

Agree to a background check

Owner Romalne Pacheco

Created By Denver Integration, 10/11/2022 2:06 PM

Last Modified By Denver Integration, 10/11/2022 2:06 PM

Notes & Attachments

C - 07.31.19 - Dean Griffin 2020 BOD Applicant.pdf

Type Attachment

Last Modified Denver Integration

Description

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Subject: Cherry Creek North BID Board Application
Date: Wednesday, July 31, 2019 at 10:21:55 AM Mountain Daylight Time
From: Dean Griffin
To: Cherry Creek North
CC: Jenny Starkey
Attachments: image001.png, image002.png, image003.png, image004.png, image005.png, image006.png, image007.png, Cherry Creek North BID Board Application.pdf

Good Morning Cherry Creek North BID,

Today is the deadline for the board member applications for the current three open seats. Please find attached application, along with my cover letter and resume for your review and consideration. I look forward to speaking with you real soon.

Dean



DEAN GRIFFIN
GENERAL MANAGER | JW MARRIOTT DENVER CHERRY CREEK
150 Clayton Lane | Denver, CO 80206
Dean.Griffin@jwmarriottdenver.com | Tel 303.316.2700 | Direct 303.253.3002

 jwmarriottdenver.com



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DEAN GRIFFIN

18191 E. Oakwood Pl., Aurora, Co. 80018
(602) 430-4811 • deantgriffin@gmail.com

LUXURY RESORT AND HOTEL LEADER

July 31, 2019

Board of Directors
Cherry Creek North BID
2401 E. 2nd Avenue, Ste. 150
Denver, CO 80206
(303) 394-2904

Dear Cherry Creek North BID Board of Directors,

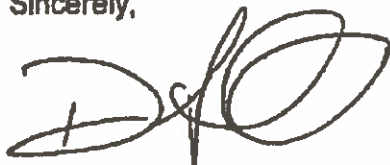
I am a highly accomplished, results-orientated hotel and resorts leader. I have been in the hospitality industry for over 20 years with my first position ever in a hotel in 1998 as a housekeeper. I am now the General Manager for the iconic JW Marriott Denver Cherry Creek.

My career has allowed me to work Hawaii, Arizona, California and now Colorado. I have had the privilege of working for such companies as The Ritz-Carlton where they are known for their training and luxury hospitality expertise. I have worked in city hotels and resorts and have truly fallen in love with hospitality and the business around it.

Over my career I have made it a point to get as involved as possible in the local community as well through much charity work and hospitality associations. I am most proud of the work I try to do in helping my community. As an example, while I was in Coronado, I founded the "Play on the Bay" event now in its fourth year has raised \$175K for local schools through Donorschoose.org. I have also remained very active in the hospitality associations most recently being the Treasurer and Board Member for the San Diego Hotel Motel Association.

I would love the opportunity to be a part of the Cherry Creek North BID with my background in knowing how to drive tourism in the western region along my level of energy and willingness to get involved would make me a great partner on this board. I look forward to hearing from you in September and thank you for taking the time to read my resume and consideration.

Sincerely,



Dean Griffin
General Manager
JW Marriott Denver Cherry Creek



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DEAN GRIFFIN

18191 E. Oakwood Pl., Aurora, Co. 80016
(802) 430-4611 • deantgriffin@gmail.com

LUXURY RESORT AND HOTEL LEADER

Highly accomplished, results-oriented resort operations professional. Strategic thinker with strong analytical skills with the keen ability to identify problems and implement actionable resolutions. Excellent communication skills with the capacity to easily interface with guests, owners and corporate management.

COMMUNITY SERVICE

Raised \$175K for DonorsChoose.org with Annual Play on the Bay Event in three years • Silver Strand State Beach Clean-up • San Diego Mission Center Volunteer • Habitat for Humanity (4 Home Projects) • Various projects for Gene Upshaw Memorial Cancer Center • Town of Truckee Day, Coastal Cleanup • The Boys and Girls Club of Tahoe • Chairman of the Arizona Biltmore Charities Committee

MEMBERSHIPS

Board of Directors for San Diego Hotel Motel Association, Treasurer • Member of Southwestern College Hospitality Advisory Board Association • Member of the of the Scottsdale Convention and Business Bureau • Board of Directors Member for Youth Evaluation Treatment Center (Youth ETC)

PROFESSIONAL EXPERIENCE

JW MARRIOTT DENVER CHERRY CREEK, Denver, Colorado • April 2019-Present
(199 Rooms)

General Manager • (2015-Present): Leading day to day hotel operations. 28 leaders and 170 associates

LOEWS CORONADO BAY RESORT, Coronado, California • August 2016-March 2019
(440 Rooms + 81 Boat Slip Marina)

Hotel Manager: Managed the operations of Food and Beverage, Rooms, Spa, Security, Marina, Engineering, Catering and Conference Services Divisions

- Successful ratification of Collective Bargaining Agreement
- Improved Guest Satisfaction Scores 15%
- Revenue increase \$3.2M 2016 with Improved EBTIDA \$2.2M over budget. 2017 \$2.1M up to budget with \$1.2M EBITDA over budget. 2018 \$2M up to budget and \$1.3M in EBITDA.
- Led Façade Renovation with minimal guest disruption, total of \$16M in capital projects which included three restaurants and pools.
- Team Member Satisfaction improved 11% in three years finishing at 89.3%.
- Lead company in Hotel Brand Audits
- Interim General Manager Loews Regency San Francisco

THE RITZ-CARLTON, LAKE TAHOE, Truckee, California • August 2011-August 2015
(170 Rooms + 23 Residences + 11 Destination Club Units)

Director of Operations: Managed the operations of the Food and Beverage, Rooms, Spa and Ski Divisions

- AAA Five Diamond and Forbes Four Star Awards
- New Certified Greenbook problem resolution and analysis (6 step)
- increased Guest Engagement scores by 13%
- Interim Hotel Manager at The Ritz-Carlton Amelia Island
- Led several T3/KIP Projects Improving Food and Beverage outlet scores and profitability along with Front Desk and Housekeeping
- Implemented new Café concept and coffee programming
- Oversaw implementation of new BBQ restaurant concept
- Implemented Housekeeping Inspection Program
- Pilot/launch Ritz Kids program
- Property Champion for Breakthrough Leadership
- Led International Student Recruiting



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INTERCONTINENTAL MONTELUCCIA RESORT & SPA, Paradise Valley, Arizona • February 2008-June 2011 (293 Rooms + 34 Villas)

Director of Rooms: Managed the operations of the Front Office, Valet, Concierge, Instant Services (PBX), Residential Villas services, Housekeeping, Laundry, Planet Trekkers (Kids Club), Pools and Resort Activities.

- Opened first resort in North America for Intercontinental Hotels Group (November 4th 2008)
- Executive Team Member and Opening Team
- Ranked in top 13 hotels in North America by Travel & Leisure Magazine
- Ranked as one of the top hotels in North America for Intercontinental Hotels Groups internal guest experience survey
- Opening responsibilities included ordering of all operating supplies and equipment, hiring of all team members and implementation of Standard Operating Procedures for the Rooms Division.
- Created all opening Process and Procedures throughout division
- Member of Revenue Management Maximization Team
- Lead President and Vice President Resort Visits

THE ARIZONA BILTMORE RESORT & SPA, Phoenix, Arizona • November 2004- January 2008 (739 Rooms)

Director of Housekeeping: Managed the day-to-day operations of housekeeping and laundry.

- Created capital budget/plan for housekeeping, laundry and front desk operations
- Reduced overtime by \$90K over previous year (Payroll budget of \$3.2 million)
- Ensure cost controls and profitability (Expense budget of \$1.5 million)
- Reduced turnover by 32% over previous year
- Increased overall associate satisfaction in Housekeeping from 46% to 77%
- Implemented Elite Room Attendant program (Room Attendant self-inspection)
- Processed over 4 million pounds of laundry along with uniforms for 1000 uniformed employees
- Manager of the Year

Director of Front Office: Managed the day-to-day operations of the Front Desk, Concierge, Guest Recognition and Managers on Duty.

- Created Front Office Training Manual
- Decreased turnover from 133% to 44% year over year
- Increased revenues through up-sell program by 67% from \$120K to \$180K

THE RITZ-CARLTON, Phoenix, Arizona • January 2001- November 2004 (281 Rooms)

Front Office Manager: Managed the day-to-day operations of the Front Desk, Communications (PBX) and Guest Recognition departments

EDUCATION

Bachelor of Science in Hotel and Restaurant Management
Northern Arizona University
Flagstaff, Arizona

CERTIFICATIONS-TRAINING-AWARDS

Four Disciplines of Execution – Breakthrough Leadership (Covey) • 7 Habits of Highly Effective People (Covey)
• 4 Disciplines of Execution (Covey) • 4 Roles of Leadership (Covey) • Greenbook Problem Resolution (Ritz-Carlton) • CPR • AED • TIPS • ServeSafe Manager

AREAS OF EXPERTISE

Resort and Hotel Operations Management • Process Improvements • Project Planning / Management
Problem Identification / Resolution • Guest and Employee Relations • Productivity Optimization • Staff Training
/ Development • Cost Analysis • Budget Preparation





Cherry Creek North BID BOARD OF DIRECTORS APPLICATION

Please complete the following information in full.

Attach a cover letter, resume/biography and return to address below.

Type or print in blue or black ink.

Board or commission you are applying for:

Cherry Creek North Business Improvement District Board of Directors

Last Name GRIFFIN First Name DEAN

Occupation / Employer GENERAL MANAGER / JW MARRIOTT DENVER CHERRY CREEK

Work Address 150 CLAYTON LN City DENVER Zip Code: 80206

Home Address 18191 E OAKWOOD PL City ARLORA Zip Code: 80016

Work Phone 303-253-3002 Mobile 602-430-4811 Home _____

Registered Voter Yes No _____ Denver City Council District _____

Please designate whether you are

| | YES | NO |
|--------------------------------|-----|----|
| A citizen of the United States | X | |
| Eighteen years or older | X | |
| A resident of Colorado | X | |





CCN BOARD OF DIRECTORS APPLICATION

Those eligible to serve must be one of the following. Please designate which:

| | Check one |
|--|-------------------------------------|
| Make your primary dwelling place in the district | <input type="checkbox"/> |
| Own taxable real or personal property (in your personal name, not a corporation or other entity name) within the boundaries of the district | <input type="checkbox"/> |
| Be the holder of a leasehold interest in taxable real or personal property (in your personal name, not a corporation name or other entity name) within the boundaries of the district | <input type="checkbox"/> |
| Be the natural person designated by an owner or lessee of taxable real or personal property in the district who is not a natural person to vote for such owner or lessee. Only one such person may be designated by an owner or lessee | <input checked="" type="checkbox"/> |

Background Information

Highest Level of Education or Degree Earned BACHELORS DEGREE Year of Completion: 2001

Memberships/Organizations Include Term of Service (years) Years of Service (include past or present)

- BOARD MEMBER/TREASURER FOR SAN DIEGO HOTEL MOTEL ASSOC. 3 YEARS
- SOUTHWESTERN COLLEGE HOSPITALITY ADVISORY BOARD ASSOC. 1 YEAR
- MEMBER OF THE SCOTTSDALE CONVENTION AND BUSINESS BUREAU 5 YEARS
- BOARD MEMBER FOR YOUTH EVALUATED TREATMENT CENTER 3 YEARS



CCN BOARD OF DIRECTORS APPLICATION

References (List three persons, not related to you, whom you have known for at least one year)

JOSEPH MATTOLI, MANAGING DIRECTOR ST. REGIS DC 202-390-9837
JOHN ARNETT, SENIOR VP SAGE HOSPITALITY 650-343-3400
TOM DONOVAN, MANAGING DIRECTOR PELICAN HILL RESORT 800-200-1809

Please write a short paragraph about any special interests you have in the Cherry Creek North Business Improvement District.

My interest in being a part of the BID is simple; it's to help the overall growth of Cherry Creek. For past several years I have been involved in brand's account, arrival, hospitality and supporting these business sectors. My background in hotels for the last 20+ years along with my career brings me to how different states help provide a strong base in supporting tourism in the western region which is a opportunity in the Denver market with hotel supply. I am eager and have ensured to involve myself in as much aspects of this community as possible.

[Handwritten signature]

Signature

7-31-19

Date

This form should be returned by July 31, 2019 to:

Cherry Creek North Phone: 303.394.2904
2401 E. 2nd Avenue #150 Fax: 3036067338@rcfax.com
Denver, CO 80206 info@cherrycreeknorth.com