



Annual Report

DOWNTOWN COMMUNITY IMPROVEMENT DISTRICT
KANSAS CITY, MISSOURI 2014-2015



SAFE. CLEAN. GREEN.

These three words are not only the mantra of the Downtown Community Improvement District (DCID) Ambassadors, they also describe the foundation of Downtown Kansas City.

The DCID is a private, nonprofit organization that – since 2003 – is dedicated to maintaining a clean, green, safe and economically competitive Central Business District (CBD). The mission of the DCID is accomplished daily by a team of maintenance, horticulture and safety ambassadors dedicated to Downtown, and its employers, workers, residents and visitors.

KC is ranked among the top 10 downtowns in the U.S., which points to a “walkable and livable downtown” – the kind of urban experience that simply wouldn’t be possible without the CIDs.





SAFE.

Safety First, Each and Every Day

DCID Public Safety Ambassadors provide a reassuring presence on Central Business District streets seven days a week. The “yellow jackets” patrol the Kansas City Central Library, Metro stops, key intersections, streets, parking lots and special events, welcoming and assisting more than 75,000 workers, 22,000 residents and 22 million visitors every year.

Ambassadors serve as a first point of contact for emergency needs; helping to maintain order, and deterring crime through their consistent coverage and visibility. Maintaining valuable partnerships with the Kansas City Missouri Police Department (KCPD) and other security agencies helps to sustain low crime levels in Downtown.

STATISTICAL HIGHLIGHTS: MAY 2014 – APRIL 2015

Safety Services:

7,731	CITIZENS ASSISTS, DIRECTIONS & SPECIAL EVENTS
5,687	TRESPASS, DRUG ACTIVITY, PUBLIC DRINKING INTERVENTIONS
1,924	HOMELESS CONTACTS & REFERRALS
1,204	SAFETY ESCORTS
584	AGGRESSIVE PANHANDLER INTERVENTIONS
220	POLICE ARRESTS / ASSISTANCE & MEDICAL ASSISTS
200	CITIZEN & MERCHANT INTRODUCTIONS

CLEAN.

An Inviting Downtown Begins With Commitment to Clean

Downtown KC simply would not be enjoying its current renaissance without the daily commitment to Safe, Clean and Green. The DCID Public Maintenance Ambassadors play a critical role by keeping streets and parks clean, friendly and inviting.

The DCID deploys 14 Public Maintenance Ambassadors who manually sweep sidewalks at least twice daily, and that’s just for starters. The DCID also has a zero tolerance policy on graffiti, including stickers and illegal posters throughout the CBD.

In addition, the Ambassadors routinely identify and report deteriorating and broken infrastructure to the City’s 311 Action Center, thus allowing consistent service to Downtown stakeholders.

STATISTICAL HIGHLIGHTS: MAY 2014 – APRIL 2015

Maintenance Services:



GREEN.

Growing and Shaping Healthy Neighborhoods

Improving the physical environment and the pedestrian experience are crucial to Downtown’s quality of life.

Through a partnership with the City of Kansas City, Missouri, the DCID receives Public Improvements Advisory Committee (PIAC) funding to make improvements, including these in FY 2014 - 2015:

750	SQ. FT. OF NEW LANDSCAPING INSTALLED
300	SQ. FT. OF SUBSIDED SIDEWALK PAVERS REMOVED
300	SQ. FT. OF SIDEWALK PAVERS INSTALLED
24	DEAD TREES REMOVED IN THE PUBLIC RIGHT AWAY
24	DAMAGED TREE WELLS REPAIRED
24	FIRE HYDRANTS PAINTED
20	LIGHT POLES PAINTED
10	TRASH RECEPTACLES PURCHASED & INSTALLED
8	NEW FLAGS PURCHASED & INSTALLED FOR MEDIAN AT 7TH & MAIN ST.

Partners With The Full Employment Council (FEC)

The DCID continues to partner with the FEC in the Occupational Skill Training Program for intern candidates, which has provided the DCID with additional Ambassadors at no cost to ratepayers. Last year, the DCID had 18 intern Ambassadors who provided more than 5,760 hours of services at a savings of \$126,970 to ratepayers.

Training The Ambassadors

The DCID is committed to advancing the Ambassadors with additional skills and knowledge through year-round comprehensive training, including these programs and classes over the last year:

- CRIME PREVENTION AND REPORTING
- MOBILE METH AWARENESS TRAINING
- SUSPICIOUS ACTIVITY REPORTING BY DHS
- COMMERCIAL SEXUAL EXPLOITATION PREVENTION TRAINING
- CPR & FIRST AID CERTIFICATION
- HARASSMENT & WORK PLACE VIOLENCE AWARENESS CERTIFICATION
- CERTIFIED TOURISM AMBASSADOR RECERTIFICATION
- BUCKET TRUCK SAFETY
- GRAFFITI REMOVAL EDUCATION
- INTERVIEWING AND AMBASSADOR COACHING TRAINING
- BLOOD BORNE PATHOGEN HANDLING CERTIFICATION





Providing Emergency Services and Healthy Meals

DCID Ambassadors play a central role in the Downtown Council's commitment to working with and caring for the homeless population of greater Downtown.

Homeless outreach reached new heights over the last five years, as reStart, Episcopal Community Services (ECS) and the DCID opened the DCSC and Community Kitchen at 8th and Paseo. DCID Public Safety Ambassadors provide on-site security and support at the Center.

DCID: Building a Stronger Downtown

The Downtown and River Market CIDs are committed to responding to new opportunities to make Downtown KC a better place to live, work, play and grow businesses.

The CIDs set the bar nationally for urban leadership through:

HOMELESS AND FOOD SERVICES AT:

Downtown Community Services Center / Kansas City Community Kitchen

- reStart, the DCSC's first tenant, provides shelter and supportive services to homeless men, women and youth – with the goal of ending homelessness in our community.
- reStart served 538 households last year, including 187 that were served through permanent housing programs.



538 HOUSEHOLDS
187 PERMANENT
served through
housing programs

- Community Kitchen has served 550,000 hot, nutritious meals at the DSCS over the last three years.



550,000
HOT MEALS



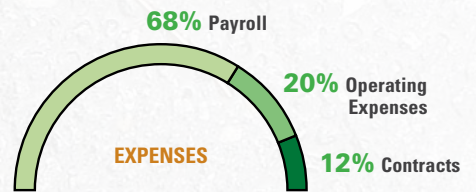
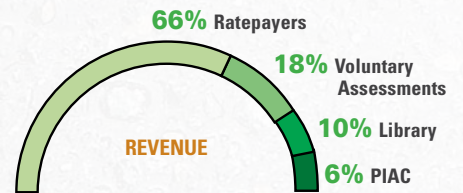
SAFETY, CONCIERGE AND ADDITIONAL SERVICES WITH:

- Art in the Loop events
- The Backyard at Barney Allis Plaza (new 2015)
- Crossroads Academy K-8 Charter School
- Downtown Community Services Center
- Historic 18th & Vine Jazz District
- KC Central Library
- Numerous conventions, special events
- Oppenstein Park, 12th & Walnut

MARKETING AND COMMUNICATIONS TO EMPLOYERS, WORKERS, RESIDENTS AND VISITORS:

- Resources on DowntownKC.org website
- Alerts and emails
- Blog posts on DowntownKC.org
- Social media communications
- Retail directory of greater Downtown
- Parking, Dining and Retail Maps

Budgets DCID 2014 - 2015



I just wanted to let you know how much we appreciate the job that DCID Ambassadors do in keeping downtown safe and clean.

I'm sure most of their work goes unnoticed or taken for granted by the general public, but as a business owner, I see the Ambassadors out there sweeping up the sidewalks in all types of weather. I also notice when they help a tourist with directions or assist a fellow citizen in need. Your program is vital to the success of downtown, and in my eyes, is one of the best programs in Kansas City.

STEPHEN, Downtown business owner

I wanted to send a note of thanks for everything that the Downtown CID has done to improve our downtown community.

I have worked in the downtown area since 1986. I can remember coming to work at an early hour and seeing homeless people sleeping on benches and trash strewn throughout the streets. Since your organization was created, this area has improved 100%. There's not a time that I feel unsafe and the cleanliness of the downtown area is amazing. There's not a time when I'm outside, that I don't see one of your ambassadors sweeping or picking up litter. They all are so friendly and have smiles on their faces. It brightens my day. Thank you.

LORI, Downtown employee

I just wanted to pass on my sincerest thanks regarding one of your Ambassadors. I live in an apartment Downtown, and tonight I was going out to walk a neighbor's dog. This dog slipped its collar and began running at top speed into traffic and up and down most of the side streets.

I was absolutely sure this was going to end badly. When I got near your office someone told me that one of your Ambassadors had been able to corral the dog into a corner at the top of the stairs. I couldn't have thanked him enough at the time, as I carried home a pretty heavy but exhausted dog. It took some quick thinking and quick action on Ambassador's part to capture this high energy creature. I think things would have ended in a real disaster if he hadn't intervened. Thanks again.

DENIS, Downtown resident

Tonight my two daughters and I were on our way out of Kansas City on our way back to Des Moines, when we got a flat tire. We were stopped at the Phillips 66 station, and two of your DCID Ambassadors were very helpful to us.

It was a very chilly night, and they stood outside with us and helped us figure out what to do. They got a car jack and worked on getting our rusty spare tire down for almost an hour out in the cold. They were very kind and gracious to us, and even offered for us to sit in their warm truck.

We honestly do not know what we would have done without their help, and we are so grateful for their service. We just wanted to let you know what a great job they did and how much we appreciated it.

WENDI, Des Moines visitor



downtownKC
COMMUNITY IMPROVEMENT DISTRICTS