



# Annual Report

RIVER MARKET COMMUNITY IMPROVEMENT DISTRICT  
KANSAS CITY, MISSOURI 2014-2015



## SAFE. CLEAN. GREEN.

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

The RMCID is a private, nonprofit organization that – since 2006 – is dedicated to maintaining a clean, green, safe and economically competitive River Market. The mission of the RMCID is accomplished daily by a team of maintenance, horticulture and safety ambassadors dedicated to the River Market, and its employers, workers, residents and visitors.

The River Market CID celebrated a milestone in 2014-15 with the renewal of the CID for 10 years.

“The renewal was a great win for the River Market and the CID,” said Mark Rowlands, director of the Community Improvement Districts. “This was a tremendous vote of confidence in the services of the CID Ambassadors and to the healthy and vibrant future of the River Market.”

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

RMCID Public Safety Ambassadors provide a reassuring presence on Downtown and River Market streets seven days a week. The “yellow jackets” patrol the City Market, Metro stops, key intersections, streets, parking lots and special events, welcoming and assisting workers, residents and visitors to the area.

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:

- 3,552 CITIZENS ASSISTS, DIRECTIONS & SPECIAL EVENTS
- 2,202 TRESPASS, DRUG ACTIVITY, PUBLIC DRINKING INTERVENTIONS
- 891 HOMELESS CONTACTS & REFERRALS
- 369 AGGRESSIVE PANHANDLER INTERVENTIONS
- 121 CITIZEN & MERCHANT INTRODUCTIONS
- 81 SAFETY ESCORTS
- 32 POLICE ARRESTS/ASSISTANCE & MEDICAL ASSISTS



## CLEAN.

### An Inviting River Market Begins with Commitment to Clean

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

Ambassadors manually sweep sidewalks at least twice daily, and that’s just for starters. The RMCID also has a zero tolerance policy for graffiti, including stickers and illegal posters throughout the River Market.

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:

6,134  
Trash Bags Collected

632  
Graffiti Tags Removed

## 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 RMCID receives Public Improvements Advisory Committee (PIAC) funding to make improvements, including these in FY 2014 - 2015:

- 360 SQ. FT. OF NEW LANDSCAPING INSTALLED
- 90 SQ. FT. OF SUBSIDED SIDEWALK PAVERS REMOVED
- 90 SQ. FT. OF SIDEWALK PAVERS INSTALLED
- 24 LIGHT POLES PAINTED
- 12 DAMAGED TREE WELLS REPAIRED
- 12 FIRE HYDRANTS PAINTED
- 12 WROUGHT IRON TREE ENCLOSURES PURCHASED & INSTALLED
- 9 DEAD TREES REMOVED IN THE PUBLIC RIGHT AWAY
- 6 TRASH RECEPTACLES PURCHASED & INSTALLED

## River Market is Building an Off Leash Area

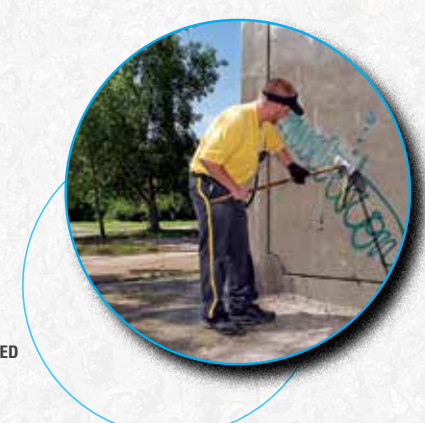
The River Market is going to the dogs ... in a good way.

The RMCID, in cooperation with the River Market Community Association (RMCA) has raised more than \$30,000 – including \$15,000 from the River Market Development Fund – to build a fenced, Off-Leash Area (OLA) for dogs.

Presently, residents of the River Market, Downtown and Columbus Park have few options when it comes to places to safely and respectfully exercise their dogs, according to Mark Rowlands, a spokesman for both nonprofit organizations. Rowlands is the executive director of the RMCID and current president of the RMCA.

The River Market OLA, to be located at 5th and Locust Streets, will provide a place where people and their well-behaved dogs can socialize and exercise in a clean, safe environment, without endangering or disturbing people, property or wildlife. In the meantime, some dog owners let their pups run off leash, despite City ordinances requiring dogs to be on a leash at all times ... unless in a fenced in enclosure or building.

The RMCID will manage and maintain the OLA which will be on property leased from (MoDOT). The creation of an OLA will foster an increased sense of community by encouraging social interaction among citizens within the area while reducing encounters with citizens who are apprehensive of off-leash dogs in other public parks.







### Partners with the Full Employment Council (FEC)

The RMCID continues to partner with the FEC in the Occupational Skill Training Program for intern candidates, which has provided the RMCID with additional Ambassadors at no cost to ratepayers. Last year, the RMCID 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 RMCID is committed to advancing the Ambassadors with additional skills and knowledge through year-round comprehensive training, including these programs and classes:

- 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
- INTERVIEWING AND AMBASSADOR COACHING
- BLOOD BORNE PATHOGEN HANDLING CERTIFICATION

### 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

### HOMELESS AND FOOD SERVICES AT:

- 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:

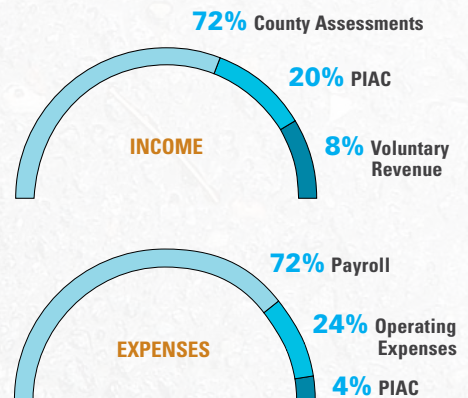
- Art in the Loop events
- The Backyard at Barney Allis Plaza (new 2015)
- Crossroads Academy K-8 Charter School
- Downtown Community Services Center
- Historic 18th & Vine Jazz District
- KC Central Library
- Numerous conventions, special events
- Oppenstein Park, 12th & Walnut

### 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

#### RMCID 2014 - 2015





**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 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**

**I just wanted to drop a brief note of my appreciation for what a good job the River Market CID Ambassadors do here at the City Market.**

They are always very friendly and hard working.

**GERRY, Winslow's BBQ**

**A couple of weeks ago, the Port Authority received an emergency call from someone stuck in the elevator at the Town of Kansas Bridge. Two of your Safety Ambassadors came after we requested their assistance and confirmed that the person stuck in the elevator as safe. They also stayed until the fire department arrived to rescue the person was out of the elevator.**

Their professionalism and presence was greatly appreciated. It is good to know that we have the CID to rely on in cases like this. Please give the Ambassadors our sincerest thanks.

**ZORAYA, Port Authority**

