



2017 – 2018 Annual Report | Kansas City, Missouri
DOWNTOWN COMMUNITY IMPROVEMENT DISTRICT

The Downtown Community Improvement District (DCID) and its team of Ambassadors have your back every day.

Property owners, tenants, visitors, residents, drivers, walkers, Ride KC passengers and KC Streetcar riders can all take comfort in knowing that the DCID Ambassadors are on patrol. Around Downtown KC, the CID Ambassadors are there for YOU!

They've been on the job honing their skills since 2003, marking the first pivotal step in Downtown's revitalization.

And, today, they are in the final stages of renewing the DCID for another 15 years, effective Oct. 1, 2018. *(See the interior two-page spread about the DCID renewal, accomplishments to-date and plans for the next 15 years.)*

The DCID is a private, nonprofit organization that is dedicated to maintaining a Safe, Clean & Green Ride through an economically solid Central Business District (CBD) every day. The mission of DCID is accomplished by safety, maintenance, horticulture, and streetcar ambassadors who are dedicated to Downtown and its employers, workers, residents, visitors and passengers.





SAFE
SAFETY IS JOB #1

Downtown’s Public Safety Ambassadors serve on the front lines of maintaining a strong and comforting presence in the CBD week-in and week-out.

The DCID “bumble bees” patrol the Central Library, RideKC and KC Streetcar stops, key intersections, streets, parking lots and special events, welcoming more than 90,000 workers, 25,000 residents and 25 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 Police Department (KCPD) and other law enforcement agencies contribute to maintaining low crime levels in Downtown.

Safety Services
Statistical Highlights: May 2017 – April 2018

- 4,144** Citizen Assists, Directions & Special Events
- 2,869** Trespass, Drug Activity, Public Drinking Interventions
- 1,337** Homeless Contacts & Referrals
- 486** Safety Escorts
- 397** Aggressive Panhandler Interventions
- 227** Citizen & Merchant Introductions
- 224** Police Arrests / Assistance & Medical Assists



CLEAN
KEEPING DOWNTOWN SHIP-SHAPE

The DCID is equally committed to cleaning and maintaining the CBD daily. Public Maintenance Ambassadors play a critical role in keeping Downtown, including its streets and parks, clean, friendly and inviting.

DCID Ambassadors sweep sidewalks at least twice daily; pick up trash of all shapes and sizes; and maintain a close watch over the RideKC bus and KC Streetcar stops.

The DCID also has a zero-tolerance policy for graffiti, including stickers and illegal posters throughout the CBD. Ambassadors routinely identify and report deteriorating and broken infrastructure to the City’s 311 Action Center, thus allowing consistent service to Downtown stakeholders.

Maintenance Services
Statistical Highlights:
May 2017 – April 2018



GREEN
GROWING & SHAPING A HEALTHY URBAN CORE

Green takes shape in large and small pockets of KC’s urban corridors through the green thumbs of DCID Landscape Ambassadors. Their work is trained on flowers, trees, streetscapes and more in order to accentuate nature’s magic in the urban core.

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 2017-18:

- 700** sq. ft. of Sidewalk Pavers removed & installed
- 475** sq. ft. of Landscape upgrades in the CBD
- 30** Removal of dead trees in the public right of way
- 30** Installation of new trees in the public right of way
- 30** Pedestrian Light Poles repainted
- 30** Fire Hydrants repainted
- 30** Trash Receptacles painted
- 8** Flags purchased & installed at 7th & Main St.

RIDE
ALL ABOARD THE KC STREETCAR

The KC Streetcar – complete with DCID Ambassadors on board - celebrated its second birthday in early May.

Two years earlier, the Downtown KC Streetcar service opened to much fanfare after five years of planning, designing and construction. With four vehicles and 2.2 miles of route, the KC Streetcar provided 4,037,499 rides since opening day in 2016.

“In two short years, Downtown residents, employees, and visitors have embraced the KC Streetcar and have ridden at record numbers. The transformation of Downtown and the excitement it’s generated is nothing but remarkable,” said Tom Gerend, executive director of KC Streetcar Authority. “

During the first two years of service, the KC Streetcar traveled 257,840 miles and logged 32,550 vehicle hours. The KC Streetcar team (operations and maintenance) has 30 employees who keep the streetcar running 7 days a week, 365 days a year.

Thanks to an agreement between the KC Streetcar Authority and the Downtown and River Market CIDs, Ambassadors have played leadership roles in safety and way finding via the KC Streetcar ever since opening day. Beginning with the Streetcar grand opening on May 6, 2016, at least one CID Streetcar Ambassador is aboard one streetcar per shift – covering each day from 6 a.m. to 10:30 p.m.

“We are delighted to have the CID Ambassadors a part of the KC Streetcar system,” Gerend said. “They provide a welcoming presence, and provide a sense of security to our riders.”





IN MEMORY

HARVEY FRIED

Harvey Fried, 92, the venerable champion of Downtown Kansas City, passed away April 30. Harvey's death was the result of injuries sustained following a fall on the previous day. The DCID learned of his passing from his beloved wife of 65 years, SuEllen Fried.



Harvey was a community leader and friend of the highest order. He had not only served on the Downtown Council's Board of Directors since 1999, but also he was one of the inaugural recipients of the Downtown Council's Urban Hero Awards in 2005.

Harvey was a founding board member of the Downtown Community Improvement District since 2002, and served as board secretary this year. In addition, he was an active member of the DTC's Business Retention & Attraction Committee and the Open Space/Infrastructure Committee.

During a Celebration of Life ceremony to honor Harvey on May 27, Sean O'Byrne, executive director of the CID's, spoke on behalf of the Downtown Council and the CIDs. He announced that the CIDs will establish a Harvey Fried Award to honor outstanding service by CID Ambassadors and staff. The honor will be awarded at the annual meetings of the Downtown and River Market CIDs.

"Harvey had a special place in his heart for our Ambassadors, and I want them to know his legacy," O'Byrne told the gathering. "The awards will be presented in recognition of leadership, esprit de corps, compassion to others and above all else kindness.

"Harvey was a great man. We want to make sure that his memory lives on."

JEFF TUBBS

Jeff Tubbs, 55, passed away on April 23, following a lengthy illness. Jeff had a big heart and never knew a stranger – two qualities that he shared daily with the Downtown Council and CID staffs for more than 14 years.

Jeff was one of the original CID Ambassadors in 2003, and worked his way up from Maintenance Ambassador, Security Ambassador, Dispatch and eventually to a 10-year run as Operations Manager for both the Downtown and River Market CIDs.

"Jeff began his 14-year run with the CID's by pushing a barrel," O'Byrne said of his long-time friend and colleague. "He really did it all during his tenure with the CIDs. He was a one-in-a-million."

He was laid to rest in a Homecoming Celebration on May 5.

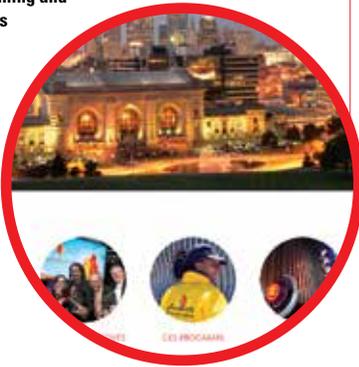
TRAINING A COMPREHENSIVE APPROACH

The DCID is committed to the development of its Ambassadors through year-round comprehensive training, including these programs and classes over the last year:

- Streetcar Track Access Training by KC Streetcar Authority
- Mobile meth awareness training by KCPD
- Suspicious activity reporting by DHS
- Commercial sexual exploitation prevention training
- CPR & first aid certification
- Harassment & workplace violence awareness certification
- Trauma Informed Care by Episcopal Community Services
- Bucket Truck Safety
- Interviewing and Ambassador coaching
- Blood borne pathogen handling certification

MARKETING & COMMUNICATIONS TO EMPLOYERS, WORKERS, RESIDENTS, VISITORS & PASSENGERS

- Resources on DowntownKC.org website
- Alerts and emails
- Blog posts on DowntownKC.org
- Transportation-related alerts to support KC Streetcar and KCATA
- Resources on Smart City kiosks along streetcar route and sites in Downtown
- Social media communications
- Retail directory of greater Downtown
- Parking, Dining and Retail Maps



LEADERSHIP PROVIDING EMERGENCY SERVICES & HEALTHY MEALS

DCID Ambassadors play a central role in the Downtown Council's commitment to caring for the homeless and hungry in Downtown.

Homeless outreach reached new heights over the last eight years, as reStart, NourishKC (formerly, Episcopal Community Services) and the Downtown Community Services Center (DCSC), opened and operated the Community Kitchen at 8th and The Paseo. DCID Public Safety Ambassadors provide on-site security and support at the Center. The CIDs set the bar nationally for urban leadership through:

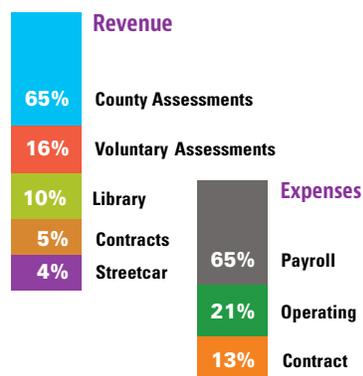
HOMELESS & FOOD SERVICES AT: Community Kitchen:

- **Serving hot, nutritious meals:** a total of 148,887 in 2017, and more than 1 million over the last eight years

Rapid Rehousing (reStart):

- **Providing Shelter** and supportive services to homeless men, women and youth – with the goal of ending homelessness in our community.
- **Serving** 2,914 households last year, including 470 people who were served through permanent housing and Rapid Rehousing programs.

BUDGETS: DCID 2017-2018





SPOTLIGHT

MILLIONTH MEAL IS SERVED TO HOMELESS AND HUNGRY

Courtesy of Kevin Collison, CityScene KC

Eight years after opening in new space at Eighth and The Paseo, NourishKC served its millionth meal to the homeless people of Downtown in late April.

Mayor Sly James recognized their charitable work at a celebration in early May, but also used the occasion to call out the broader issue of homelessness and growing economic disparity in the United States.

"I don't want to celebrate the one millionth meal, there's nothing to celebrate about serving a million meals to people who need food," he said. "I want to celebrate you're doing it.

"I think a better milestone will be when you serve your last meal. We've become too calloused in this country to those who are without. Those who are without are multiplying faster than those who have."

The kitchen and dining room on the lower level of the Downtown Community Services Center are owned and operated by the Downtown Council. The upstairs is occupied by reStart, an organization that provides housing services, healthcare and counseling to homeless people.

Sean O'Byrne, vice president of the Downtown Council, said providing social services is part of the broader mission of the organization of Downtown property owners. The organization raised \$1.3 million in 2008 to open the center.

"You can't talk about economic development or a resurgence of Downtown until you address the issue of homelessness in a dignified manner," O'Byrne said. "Our goal is, when you come for a meal you can come upstairs and talk to somebody about housing, see a doctor or talk to a counselor."

Before his formal remarks, James enjoyed a tour of the NourishKC kitchen where he joked with several of the staff and praised their work.

"A lot of people don't get the need for this," he said "I'm glad you get it. You're making sure people have food. People in need do strange things, sometimes bad things. To the extent you show they're cared for...God bless you, that's cool stuff."

