

# RIVER MARKET



2017 – 2018 Annual Report | Kansas City, Missouri  
**RIVER MARKET COMMUNITY IMPROVEMENT DISTRICT**

## **The River Market Community Improvement District (RMCID) 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 take comfort in knowing that the River Market CID Ambassadors are on patrol. Throughout the River Market District and the City Market, the CID Ambassadors are there for YOU every day!

They've been on the job honing their skills for a decade, marking a critical step in the revitalization of the River Market and all of Downtown.

The RMCID is a private, nonprofit organization that is dedicated to maintaining a *Safe, Clean & Green Ride* through an economically solid River Market District daily. The mission of RMCID is accomplished by safety, maintenance, horticulture, and streetcar ambassadors who are dedicated to the River Market and its employers, workers, residents, visitors and passengers.





## SAFE SAFETY IS JOB #1

The River Market's Public Safety Ambassadors serve on the front lines of maintaining a strong and comforting presence in the River Market District week-in and week-out.

The RMCID "bumble bees" patrol the River Market District, including the City Market, 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 to greater Downtown Kansas City 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 contributes to maintaining low crime levels in the River Market.

### Safety Services Statistical Highlights: May 2017 – April 2018

- 655 Homeless Contacts & Referrals
- 419 Trespass, Drug Activity, Public Drinking Interventions
- 320 Citizen Assists, Directions & Special Events
- 245 Aggressive Panhandler Interventions
- 49 Citizen & Merchant Introductions
- 45 Police Arrests / Assistance & Medical Assists
- 21 Safety Escorts



## CLEAN KEEPING THE RIVER MARKET SHIP-SHAPE

The RMCID is equally committed to cleaning and maintaining the River Market area daily. Public Maintenance Ambassadors play a critical role in keeping the River Market (including its streets and parks) clean, friendly and inviting.

RMCID 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 RMCID also has a zero-tolerance policy for graffiti, including stickers and illegal posters throughout the River Market. Ambassadors routinely identify and report deteriorating and broken infrastructure to the City's 311 Action Center, thus allowing consistent service to district stakeholders.

### Maintenance Services Statistical Highlights: May 2017 – April 2018



## GREEN TENDING TO A HEALTHY URBAN CORE

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

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 2017-18:

- 200 sq. ft. of Sidewalk Pavers removed & installed
- 18 Pedestrian Light Poles repainted
- 12 Tree Wells repaired
- 12 Purchase and install new wrought iron tree enclosures
- 10 Fire Hydrants repainted
- 5 Removal of dead trees in the public right of way
- 5 Installation of new trees in the public right of way
- 5 Trash Receptacles purchased and painted

## RIDE ALL ABOARD THE KC STREETCAR

The KC Streetcar – complete with CID 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 has 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."





## TRAINING A COMPREHENSIVE APPROACH

The RMCID 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**

## LEADERSHIP PROVIDING EMERGENCY SERVICES & HEALTHY MEALS

CID Ambassadors play a central role in the Downtown Council's commitment to caring for the homeless and hungry populations of greater 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. CID 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: 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.

## 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 are 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.

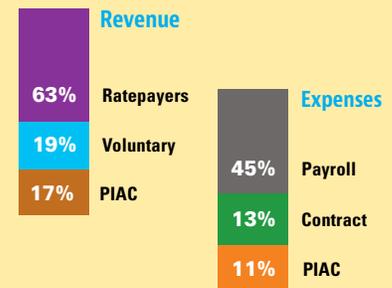
"A lot of people don't get the need for this," he said "I'm glad you get it. You're making sure people have food. People in need do strange things, sometimes bad things. To the extent you show they're cared for... God bless you, that's cool stuff."

## 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



## BUDGETS: RMCID 2017-2018



# RIVER MARKET



## RECOGNITION: AMBASSADOR MOON WINS 1ST HARVEY FRIED AWARD

Daniel Moon has been awarded the 2018 (and first) Harvey Fried Award in recognition of outstanding service by a CID Ambassador.

Moon, 38, has been a Safety Ambassador for 13 of his 14 years working for the Community Improvement Districts.

"Daniel is an ideal Ambassador," said Mark Rowlands, director of the CIDs. "He is naturally friendly, happy and has a heart for helping people. He's just built that way."



Born in Buford, Georgia, Moon moved to Kansas City when he was 10. He attended Southwest High School, and always had a passion for working Downtown. The Community Improvement District gave him that opportunity in 2004, as a Maintenance Ambassador. A year later, he was promoted to Safety Ambassador.

"While we have many Ambassadors who deserve this award, we are proud to give the first Harvey Fried Award to Daniel Moon," said Sean O'Byrne, executive director of the CIDs. "Even though Daniel is always friendly and smiling, it doesn't mean that he can't get tough when the situation calls for it."

The new, annual Harvey Fried Award is named for the venerable champion of Downtown Kansas City, who passed away on April 30. Harvey was a community leader and friend of the CIDs. Harvey was a founding board member of the Downtown CID since 2002, and served as board secretary this year.

"I was surprised and honored to win the 'Harvey,'" Moon said. "I like to keep a smile on my face. And, when you do that, I believe something great is going to happen."

## IN MEMORY: 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.

