Downtown Community Improvement District
Ambassadors have your back every day.

Property owners, tenants, visitors, residents, drivers, walkers and KC Streetcar riders take comfort in knowing the Downtown CID Ambassadors are on the job.

Founded in 2003, the Downtown CID (DCID) is a private, nonprofit organization dedicated to maintaining a clean, safe, green and economically healthy Central Business District every day.

The mission of DCID is accomplished by safety, maintenance, horticulture and streetcar ambassadors who are dedicated to the district and its employers, workers, residents, visitors and passengers.

SAFETY is Job #1
Public Safety Ambassadors maintain a strong and comforting presence in the Central Business District week-in and week-out.

The DCID “bumble bees” patrol the district, including the Quality Hill, the Library District, Government District, the Central Library, RideKC and KC Streetcar stops, key intersections, streets, parking lots and special events, welcoming workers, residents and visitors of all ages, shapes and sizes to Downtown every year.

Ambassadors are a first point of contact for emergency needs; help to maintain order; and deter crime through their neighborhood coverage and visibility. Maintaining valuable partnerships with the Kansas City Police Department (KCPD) and other law enforcement agencies contribute to maintaining low crime levels.

Statistical Highlights: May 2018 – April 2019, Safety Services

- 4,481 Citizen Assists, Directions & Special Events
- 3,626 Trespass, Drug Activity, Public Drinking Interventions
- 1,046 Homeless Contacts & Referrals
- 193 Citizen & Merchant Introductions
- 184 Aggressive Panhandler Interventions
- 129 Safety Escorts
- 65 Police Arrests/Assistance & Medical Assistance

CLEAN: Keeping the Central Business District Ship-Shape

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

DCID Ambassadors sweep sidewalks at least twice daily; pick up trash of all shapes and sizes; maintain a zero-tolerance policy on graffiti, including stickers and illegal posters; and maintain a close watch over the RideKC bus and KC Streetcar stops.

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

Statistical Highlights: May 2018 – April 2019, Maintenance Services

- 1,043 Graffiti Tags Removed
- 13,453 Trash Bags Collected

GREEN: Shaping a Healthy Urban Core

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

In addition to the daily green services in the Central Business District, the CIDs are continuing their partnership with the City of Kansas City Missouri with two agreements that enable Ambassadors to enhance and maintain the City’s public spaces.

A separate agreement with KCMO’s Neighborhood and Housing Services Department addresses weed abatement in the public right of way along sidewalks and curbs, tree pruning, tree grate and tree well maintenance and maintaining select landscape areas throughout the district.

A separate agreement with KCMO’s Parks & Recreation Department provides funding for streetscape amenities and larger and more complex landscape projects. Projects completed to date under this agreement include:

- Replaced 28 dead trees in the Central Business District
- Overhauled the 12th Street BMPs (Infiltration Planters) in partnership with Bridging the Gap
- Updated landscaping at Muse Island at 9th and Main Streets
- Purchased and installed 14 new trash receptacles for West Terrace/Case Park

RIDE: All Aboard the KC Streetcar

The KC Streetcar – complete with CID Ambassadors on board – will soon celebrate its third anniversary of exclusively serving Downtown and River Market neighborhoods.

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.

With four vehicles and 2.2 miles of route, the KC Streetcar has provided and the CID Ambassadors have kept watch on 6 million + rides since opening day.
Providing Emergency Services & Healthy Meals

CID 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 11 years, as reStart and the Kansas City Community Kitchen (KCCK) provided meals and services at the Downtown Community Services Center (DCSC) 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 over the last nine years, including:
- 156,000 meals in 2018
- 1.05 million meals over the past nine 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 nearly 3,000 households last year, including about 500 people who were served through permanent housing and Rapid Rehousing programs. Of those 500 people:
- 82% exited to permanent housing
- 98% stayed in permanent housing more than six months
- 73% increase in their income

Marketing & Communications
for Central Business District Property Owners, Employers, Workers, Residents & Visitors

- Alerts and emails
- Annual Reports for the CIDs and the Downtown Community Services Center
- Blog posts on DowntownKC.org
- CID resources on DowntownKC.org website
- Dine KC map + guide to restaurants / attractions in CBD and greater Downtown
- Downtown Directory of retail services in CBD and all Downtown neighborhoods
- Organizational support for events, including Downtown Dazzle, Eclipse, 816 Day
- Maps – maintain digital (and print) maps to Downtown dining, parking, retail
- Resources on Smart City kiosks along streetcar route and sites in Downtown
- Social media communications
- Specific marketing support of CBD and greater Downtown destinations and activities
- Transportation-related alerts to support KC Streetcar and RideKC

Budgets: DCID 2018-2019

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‘Millionth Meal is Served to Homeless and Hungry’

Courtesy of Kevin Collison, CityScene KC, April 2018

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

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.”
Leadership

As the Downtown CID begins its new fiscal year, the district is positioned for a strong and effective 2019 thanks to a new leadership team. Every member of the supervisory group has risen through the CID ranks to assume new positions of authority.

“Every member of the leadership team has earned his or her place through years of service and outstanding achievement,” said Sean O’Byrne, executive director of the CIDs.

To read bios of CID Leadership Team members, including Santos Ramirez, the new director of operations, go to www.downtownkc.org/cids