



# River Market Community Improvement District

**2024 - 2025 ANNUAL REPORT | KANSAS CITY, MISSOURI**







## RIVER MARKET COMMUNITY IMPROVEMENT DISTRICT

In 2025, the River Market Community Improvement District (RMCID) proudly enters its 19th year of service as a private, nonprofit organization committed to maintaining a **clean, welcoming, and economically vibrant River Market District** every day.

The RMCID fulfills its mission through the efforts of safety, maintenance and concierge ambassadors who are devoted to supporting the district and serving the residents, businesses, and visitors who make it their home.

### RMCID Safety Ambassadors: Looking Out For You

The RMCID Public Safety Ambassadors are committed to maintaining a visible and reassuring presence in the River Market every day.

Affectionately known as “bumble bees,” the Ambassadors patrol the district on foot, covering the **City Market, RideKC and KC Streetcar stops**, public spaces, streets, parking lots and events. While on duty, they engage with and welcome business owners, employees, residents, and visitors of all ages.

RMCID Safety Ambassadors play a vital role in fostering a friendly and safe environment. They serve as the **first point of contact for emergency needs**, help maintain order, and act as the **eyes and ears** for emergency services.

**Statistical Highlights:**  
**Safety Services Calendar Year 2024**

4,338 **Merchant Check**

945 **Public Nuisance**

943 **Citizen Assist**



### RMCID Maintenance Ambassadors: Keeping it Clean

The RMCID is equally dedicated to ensuring the River Market remains clean, welcoming, and well-maintained every day.

**Public Maintenance Ambassadors** work tirelessly to keep the district's streets and parks inviting for everyone. Their responsibilities include:

- **Sweeping sidewalks at least twice daily.**
- **Collecting trash of all shapes and sizes to maintain a pristine environment.**
- **Enforcing a zero-tolerance policy on graffiti, stickers, and illegal posters in public spaces.**
- **Monitoring RideKC bus stops and KC Streetcar stops for cleanliness and safety.**
- **Reporting deteriorating or broken infrastructure to the City's 311 Action Center to address issues promptly.**

Through their efforts, RMCID Maintenance Ambassadors

uphold the highest standards of service for district stakeholders and visitors alike.

**Statistical Highlights:**  
**Maintenance Services Calendar Year 2024**

**4,101**

Trash Bags Collected

**398**

Graffiti Tags Removed



### Community Engagement

Over the past year, the RMCID has continued to engage meaningfully with the residents of the River Market. From **social events** like **neighborhood mixers** and **community clean-ups**, RMCID recognizes the importance of fostering a healthy and welcoming community.

In collaboration with the **River Market Garden Club**, RMCID hosted multiple beautification projects in the neighborhood. This initiative brought together residents, RMCID staff, and volunteers to:

- **Plant new trees and shrubs.**
- **Prune and maintain existing landscape.**

Through these efforts, the River Market has become cleaner, greener, and more inviting.

Looking ahead, the RMCID is excited to continue partnering with residents and volunteers to make the River Market an even more beautiful place to **live, work, and play**.

### Striving for Greater Efficiency

The **River Market CID (RMCID)** collaborates closely with **EB Systems** to enhance the efficiency of Ambassador reporting duties and overall district operations.

Based in Kansas City, **Electronic Beacon (EB) Systems** is a recognized industry leader specializing in **mobile applications, Bluetooth technology**, and its proprietary **Beacon Reader technology**.

Through this partnership, **EB Systems** provides 70 cell phones equipped with customized tools that enable Ambassadors to:

- **Streamline reporting across the DCID, RMCID, and Port KC districts.**
- **Use a time clock feature on their device.**
- **Access a visual data analytics platform tailored to the district's specific sectors.**

This collaboration empowers Ambassadors to deliver more effective and data-driven services, ensuring the continued success of the RMCID mission.







## Comprehensive Training

The RMCID is dedicated to the ongoing professional development of its

Ambassadors through year-round, comprehensive training programs.

Over the past year, Ambassadors have participated in a variety of courses and certifications designed to enhance their skills and effectiveness, including:

- Visitor Influencer Program through VisitKC
- Bloodborne Pathogen Handling Certification
- CPR & First Aid Certification

- Interviewing and Ambassador Coaching
- Introducing/Refreshing RMCID Services to property owners and business managers
- Class A Certification Training for Safety Ambassadors
- WatchKC Video Monitoring Training in collaboration with the Kansas City Police Department



Through these programs, RMCID ensures its Ambassadors are well-equipped to serve the community with professionalism, safety, and expertise.

## Communications, Marketing & Outreach...

...for property owners, employers, workers, residents, riders, visitors & the public

- Alerts, events, news stories, traffic notices via the Downtown KC Connects e-newsletter and social media channels.
- Annual Reports for the RMCID and the Downtown Community Services Center.
- Bumblebee mobile kiosk provides homeless services information, along with retail and restaurant resources and directions.

- RMCID resources on [DowntownKC.org](http://DowntownKC.org).
- Dine KC map + guide to River Market restaurants / attractions.
- Digital directory of retail services in City Market and River Market area.
- Maps – digital (and print) maps to River Market dining, parking, retail, trails.
- Organizational support for River Market businesses and residents, 816 Day, KC Restaurant Week, KC Streetcar activities and other events upon request.
- Social media communications & promotion of River Market area events.
- Resident Socials, Outdoor Movie Nights and Community Clean Up events.

## Outreach Services for the Homeless

The 2024-25 fiscal year marked a period of significant success for the Beehive. In partnership with the Downtown Council's 501(c)3, Downtown Kansas City Civic Ventures, over \$500,000 was raised to fund much-needed services and physical upgrades.



Among these improvements, the Community Kitchen operated by NourishKC saw substantial upgrades, and two additional service providers—Care Beyond the Boulevard and The Greater Kansas City Coalition to End Homelessness—joined the Center.

These collaborations have led to the rebranding of the Downtown



Community Services Center as The Beehive: A Health and Housing Collaborative. This innovative approach integrates multiple services under one umbrella, providing:

- Nutritious meals
- Housing referrals and advocacy
- Counseling and document services
- Health, dental, and psychiatric clinics



By focusing on gaps in the continuum of care, The Beehive collaborates with nearby overnight service providers to ensure every need is met. These new services are designed to assist those in need within the district, helping individuals reconnect with family and secure stable housing.

To learn more about the homeless outreach efforts of the Community Improvement Districts, contact

Sean O'Byrne at [sean@downtownkc.org](mailto:sean@downtownkc.org).







## Mayor's City-Wide CID Roundtable

In November 2024, the Mayor's CID Roundtable, hosted by Mayor Lucas, brought together members of the city council, law enforcement officials, and representatives from CIDs across the city to discuss and address crime and safety issues throughout Kansas City.

The forum aimed to foster open dialogue, gather insights, and develop collaborative strategies to enhance public safety. The River Market and Downtown CIDs were well represented with multiple staff in the room.

Executive Director Sean O'Byrne informed the group about the River Market's overnight security initiative along with the CID's strong working relationship with the Kansas City Police Department's resurrected Downtown Foot Beat Unit.

The Mayor's CID Roundtable concluded with a commitment from the mayor and other officials to work together with community stakeholders to develop and implement comprehensive crime reduction strategies. The forum's recommendations served as a roadmap for future actions aimed at enhancing public safety and creating a more livable city for all residents.

## One Number to Know for Your River Market Security Solutions

The River Market Community Improvement District (RMCID) Safety and Security Sub-committee has rolled out a new program to increase the security presence in the River Market neighborhood during the overnight hours. Now, residents, business owners and property managers will have one phone number to call **(816) 421-5243**



for assistance with non-lethal incidents in the River Market at any time.

In partnership with nearly all the major property owners representing about 30 properties in the neighborhood, the RMCID contracted with **Signal Security** to provide a strong,

visible security force from 10 PM to 6 AM seven days a week beginning Thursday, January 16, 2025.

Three Security officers will be dedicated to the River Market neighborhood each night patrolling the streets and entering most of the multi-tenant residence buildings and garages as well as checking on parking lots. Two Security officers will be in RMCID marked vehicles and one officer will be on foot each shift.

Our analysis of reported crimes in the River Market over the last year has shown there has been a steady increase in auto-theft, theft from auto and burglary from neighborhood businesses with the majority of these crimes occurring during the "witching hours" between

10 PM to 6 AM. Signal Security's overnight presence will dovetail with the hard work the RMCID Ambassadors perform during the day to make the River Market a clean and safe neighborhood for all.

Anyone is encouraged to call **(816) 421-5243** day or night if they witness suspicious activity, are involved in a crime, have a noise complaint, get locked out of their apartment, need a safety escort from their building or car or

see disorderly conduct, loitering (inside and outside of buildings) or other nuisance behavior.

"We are very excited about this new security program for the River Market neighborhood", Mark Rowlands, CID director of contracts said. "And we are very grateful to the property owners, our partners in this security coalition, for helping to bring a new and improved approach to security for the whole community."

## Meeting with the New Jackson County Prosecutor

A new year brought a new county prosecutor to Jackson County. Melesa Johnson, former Director of Public Safety for KCMO Mayor Quinton Lucas, reached out to the Downtown and River Market CIDs with the desire to meet with a group of business and neighborhood leaders to hear their concerns about crime and safety in the neighborhood.

Over thirty attendees gathered in-person and online to share their experiences with Prosecutor Johnson and Assistant Prosecuting Attorney Ben Cox. The business leaders expressed their concerns about the recent increase in crime in the downtown area. The new prosecutor listened to the concerns of the business leaders and shared her plans for addressing crime. She emphasized the importance of collaboration between law enforcement, the community, and her office. Building off the success of the monthly CID Safety Task Force, Prosecutor Johnson pledged to keep the dialogue going with a new monthly CID Safety Committee where residents,

business owners, property managers and stakeholders can continue to communicate and engage on this important issue.







## Harvey Fried Award

**Harvey Fried** was a beloved community leader and an unwavering friend to Downtown Kansas City. A member of the **Downtown Council's Board of Directors** since 1999, Harvey was among the first recipients of the **Downtown Council's Urban Hero Award** in 2005, a testament to his remarkable contributions.

As a **founding board member** of the **Downtown Community Improvement District (CID)** in 2002, Harvey served as **board secretary** until his passing in 2018. His commitment extended to active participation in the **Business Retention & Attraction Committee** and the **Open Space/Infrastructure Committee**.

To honor his enduring legacy, the CIDs established the Harvey Fried Award in 2018. This award celebrates exceptional service by CID Ambassadors and staff, recognizing individuals who embody leadership, teamwork, compassion, and, above all, kindness.

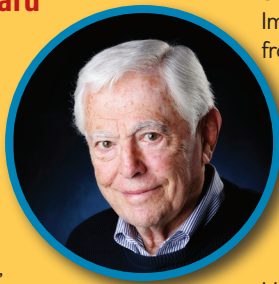
"Harvey had a special place in his heart for our Ambassadors, and I want them to know his legacy," said **Sean O'Byrne**, RMCID Executive Director. "The awards will be presented in recognition of leadership, esprit de corps, compassion to others, and above all else, kindness."

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

## 2024 - 2025 Award Winner

### Jerry Fikes

Kansas City is a city of growth, resilience, and boundless potential. Few embody that spirit more than Fikes, a dedicated Maintenance



Supervisor for the Community Improvement District (CID). His journey—from serving in the U.S. Army to becoming a key figure in maintaining and uplifting the heart of the city—reflects his deep commitment to both community and creativity.

Born and raised in the Kansas City metropolitan area, Fikes grew up around Hickman Mills and attended Hickman Mills High School. After serving ten years in the Army, he spent five years in Louisiana before returning home to Kansas City. In August 2021, he joined the CID as a Maintenance Ambassador, quickly proving his leadership and passion for the work. Within three years, he rose to the role of Maintenance Supervisor, where he now plays an essential part in keeping the city clean, safe, and welcoming.

A passionate creative, Fikes finds expression through poetry, creative writing, and performing at open mics and poetry slams. His artistic talents recently earned him a spot in the 2024 Art in the Loop performance series—an achievement that highlights his ability to inspire not just through words, but through action.

**"I love the positive energy of the CID, and I love what I do," Fikes shared. "I see the potential of the city, and I want to be a part of it."**

That passion fuels his daily work, ensuring that the spaces people walk, gather, and create remain vibrant and inviting.

Whether through his service in the Army, his dedication to maintaining the city, or his artistic contributions,

Fikes embodies the idea that a thriving community is built by those who believe in it and actively contribute to its growth.

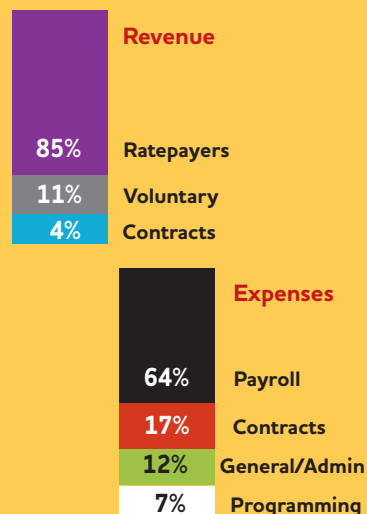


## City & State Reporting Requirements

- The River Market Community Improvement District adopted its annual budget on March 5, 2024 and March 4, 2025 respectively.
- The RMCID annual budget was submitted to the City of Kansas City Missouri City Clerk - January 31, 2024 and January 30, 2025.
- The RMCID annual report was submitted to the City of Kansas City Missouri and the State of Missouri - August 15, 2024.
- During the 2023-2024 fiscal year, no resolutions were passed by the RMCID board of directors.
- Current Assessment Levy - \$0.05741 per square foot of the parcel footprint and \$0.24 per \$100 dollars of assessed value for all properties.



## Budget: RMCID 2024 / 2025







**“CID Ambassadors are dedicated to elevating the River Market District and benefiting the businesses, residents, and visitors of this wonderful community.” - Sean O’Byrne, Executive Director, RMCID**

**Leadership Team for the Downtown and River Market CIDs: Left to right:** Tommy Wilson, director of business recruitment and research, Kaylea Mischlich, dispatcher, Jerry Fikes, supervisor, Frank Jackson, supervisor, Sean O’Byrne, executive director, Santos Ramirez, director of operations, Jared Campbell, resident engagement manager, Mark Rowlands, director of contracts, Wallace James, human services coordinator, Justin Tatum, supervisor, Corey Scullin, supervisor, Sheila Tatum, supervisor.

