



Downtown Community Improvement District

2022 - 2023 | ANNUAL REPORT KANSAS CITY, MISSOURI



20
downtownKC
COMMUNITY IMPROVEMENT DISTRICTS
CELEBRATING 20 YEARS



Downtown Community Improvement District: CELEBRATING 20 YEARS!

It is hard to imagine the downtown of 20 years ago. Many people called it a ghost town after 5pm. Main Street was full of haunted houses, wig shops, and half-empty buildings. As the community gathered to revitalize the heart of our city, it was clear that more needed to be done to improve the basic services for downtown.

20 years ago, the Downtown Community Improvement District was the spark that lit the fire for a transformed Central Business District (CBD). With a mission to maintain a clean, friendly, and economically healthy CBD every day, the Downtown CID has overseen a \$9.5 Billion metamorphosis of new residents, new businesses, and new energy.

DCID Safety Ambassadors: Looking Out For You

DCID Public Safety Ambassadors are dedicated to maintaining a strong and

Statistical Highlights: Safety Services - Calendar Year 2022



comforting presence in the Central Business District every day.

The Ambassadors (also known as “bumble bees”) walk the district, as well RideKC and KC Streetcar stops, the Central Library, public spaces - including Oppenstein Park, Illus Davis Park, The Barking Lot Off Lease Dog Park, streets, parking lots, and events, while meeting and welcoming business owners, employees, residents, and visitors of all ages.

DCID Safety Ambassadors are dedicated to ensuring a friendly environment and serve as a first point of contact for emergency needs, maintain order, and act as the eyes and ears for emergency services.

DCID Maintenance Ambassadors: Keeping it Clean

The DCID is equally committed to cleaning and maintaining the Central Business District every day. DCID Maintenance Ambassadors are dedicated to keeping streets and parks clean, friendly, and welcoming.

DCID Maintenance Ambassadors sweep sidewalks at least twice daily; pick up trash of all shapes and sizes; maintain a zero-tolerance policy on graffiti in the public right of way, including stickers and illegal posters; maintain a close watch over the



RideKC bus and KC Streetcar stops; and report deteriorating and broken infrastructure to the City’s 311 Action Center, thus striving for consistent service to district stakeholders.

Statistical Highlights: Maintenance Services - Calendar Year 2022



All Aboard the KC Streetcar

Thanks to an ongoing agreement between the KC Streetcar Authority and the Downtown and River Market CIDs, Ambassadors have provided a welcoming environment on the KC Streetcar since day one.

Beginning with the Streetcar grand opening on May 6, 2016, at least one DCID Streetcar Ambassador has been aboard one streetcar per shift seven days a week. Today, with

six vehicles, 2.2 miles of route, and four Central Business District stops, the KC Streetcar has provided and the DCID Ambassadors have kept watch overover **11 million** rides since the very beginning.





Striving for Greater Efficiency

The Downtown CID works in close collaboration with Electronic Beacon (EB) Systems to raise the bar on the efficiency of Ambassadors' reporting duties.

Based in Kansas City, EB Systems is an industry leader in mobile apps, Bluetooth technology, and proprietary Beacon Reader technology. EB Systems now provides 70 cell phones to enable the Ambassadors with customized reporting tools for the DCID/RMCID/Central Library districts; a time clock for payroll purposes; and a visual data analytics platform based on the sectors in the district.



DCID Off-Duty Police Coverage

The DCID has turned an important corner on the long-standing challenge of overnight safety and security services.

Thanks to a partnership with the Kansas City Police Department (KCPD) beginning in October 2020, the DCID contracts for off duty officers to patrol in the Central Business District late at night and early mornings ... outside of traditional Ambassador shifts.



According to Santos Ramirez, CID Director of Operations, not only do the off-duty officers reduce response times, but the agreement also leads to an increased presence of KCPD officers in the Central Business District.

"This is a win-win-win situation for Central Business District ratepayers, KCPD officers, and DCID Ambassadors," Ramirez said. "That adds up to a great solution for all."

Comprehensive TRAINING

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

- Bicycle Safety
- Bloodborne Pathogen Handling Certification
- CPR & First Aid Certification
- Interviewing and Ambassador Coaching
- Introduce/Refresh DCID services to property owners & business managers
- Streetcar Track Access Training by KC Streetcar Authority
- Training Safety Ambassadors for their Class A Certification
- WatchKC video monitoring training via the Kansas City Police Department



Communications, Marketing & Outreach

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

- Alerts, events, news stories, traffic notices via the Morning Scoop e-newsletter and social media channels
- Annual Reports for the DCID and the Downtown Community Services Center
- Bumblebee mobile kiosk provides homeless services information, along with retail and restaurant resources and directions
- DCID resources on DowntownKC.org
- Dine KC map + guide to Downtown restaurants/attractions
- Maps – digital (and print) maps to Downtown dining, parking, retail, trails
- Organizational support for Central Business District businesses and residents, 816 Day, KC Restaurant Week, KC Streetcar activities and other events upon request
- Social media communications & promotion of Central Business District events
- Resident Socials, Outdoor Movie Nights and Community Clean Up events

KANSAS CITY POWER & LIGHT

JOHNNY'S TAV

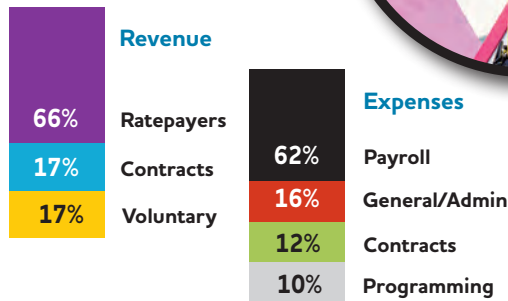
SERVING UP TRADITION
SINCE 1953



City & State Reporting Requirements

- The Downtown Community Improvement District adopted its annual budget on April 12, 2022 and April 11, 2023 respectively.
- The DCID annual budget was submitted to the City of Kansas City, Missouri's City Clerk - December 22, 2022.
- The DCID annual report was submitted to the City of Kansas City, Missouri and the State of Missouri - August 15th, 2022.
- During the 2022-2023 fiscal year, no resolutions were passed by the DCID Board of Directors.

Budget: DCID 2022 / 2023



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‘CID Ambassadors are dedicated to elevating the Central Business District and benefiting the businesses, residents, and visitors of our city center.’

- Sean O’Byrne, Executive Director, DCID

2022 Leadership Team for the Downtown and River Market CIDs:
left to right: Mark Rowlands, director of contracts, Justin Tatum, communications manager, Ronell Bailey, special projects coordinator, Corey Scullin, library safety supervisor, Sheila Tatum, maintenance supervisor, Santos Ramirez, director of operations, Sean O’Byrne, executive director, Frank Jackson, safety supervisor.



Outreach Services for the Homeless

The 2022-23 fiscal year was a year of great success for our Downtown Community Services Center. This year, in partnership with the Downtown Council's 501(c)3, Downtown

Kansas City Civic Ventures, over \$500,000 was raised to bring in much needed services and physical upgrades. In addition to



the upgrades that were completed in our community kitchen by NourishKC, the Center added Care Beyond the Boulevard and The Greater Kansas City Coalition to End Homelessness.

These three service providers have partnered together to rebrand the Downtown Community Services Center into The Beehive, a Health and Housing Collaborative. This new approach will provide nutritious meals, housing referrals, advocacy,



counseling services, document services, along with health, dental and psychiatric clinics.

It will concentrate on the gap in the continuum of care and partner with surrounding overnight providers so that every need is met. These new services will aid those in our District that are in need and help reconnect with family and much needed housing.

To learn more about the homeless outreach efforts of the Community Improvement Districts, contact Sean O'Byrne at sean@downtownkc.org.

Harvey Fried Award

Harvey Fried 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 until his passing in 2018. In addition, he was an active member of the DTC's Business Retention & Attraction Committee and the Open Space/Infrastructure Committee.



The CIDs established the Harvey Fried Award in 2018 to honor outstanding service by CID Ambassadors and staff.

"Harvey had a special place in his heart for our Ambassadors, and I want them to know his legacy," said Sean O'Byrne, DCID 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."

Belinda Ramirez-Leon

Ms. Ramirez-Leon started on March 11, 2019, with our Streetcar Ambassador team. Ms. Ramirez-Leon

is a proud mother and a great team leader for our other Ambassadors. Not only does she bring a positive attitude, she has an inviting personality and friendly smile for our Streetcar riders and our fellow Ambassadors. She has helped thousands of riders find their way around our City. **Ms. Ramirez-Leon is our 2022-23 Harvey Fried award winner for her daily actions and for having all the right traits of a true Ambassador for Kansas City.**



