



Downtown Community Improvement District

2023 -2024 | ANNUAL REPORT KANSAS CITY, MISSOURI





DOWNTOWN COMMUNITY IMPROVEMENT DISTRICT

The Downtown Community Improvement District (DCID) welcomes another year of service in 2024 as a private, nonprofit organization dedicated to maintaining a clean, friendly and robust Central Business District in the heart of Downtown Kansas City. The DCID's mission is achieved by safety, concierge, and maintenance ambassadors every day. These men and women are dedicated to the district and the people and businesses who call it home.

DCID Safety Ambassadors: Looking Out For You

DCID Public Safety Ambassadors are dedicated to maintaining a strong and comforting presence in the Central Business District every day.

The Ambassadors (also known as "bumble bees") walk the district, as well as RideKC and KC Streetcar stops, the Central Library, public spaces - including Oppenstein Park, Case Park and Illus Davis Park - The Barking Lot Off Leash 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 public spaces clean, friendly, and welcoming.

DCID Maintenance Ambassadors sweep sidewalks 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 2023



12,698
Trash Bags Collected

1,453
Graffiti Tags Removed

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's 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 eight vehicles, 2.2 miles of route, and four Central Business District stops, the KC Streetcar has provided and the DCID Ambassadors have kept watch over **16 million** rides since the very beginning.



The KC Streetcar Main Street Extension is currently underway and will extend the streetcar 3.5 miles south on Main Street, adding eight more streetcars, 15 stops and connecting the River Market to UMKC. Opening to riders in 2025.





Striving for Greater Efficiency

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

Based in Downtown Kansas City, MO, Electronic Beacon (EB) Systems is an industry leader in mobile apps, Bluetooth technology, and proprietary Beacon Reader technology.

EB Systems now provides more than 80 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 real-time data analytics platform based on the sectors in the district.



Safety Summit

On January 29th, 2024, Board Members, along with staff and management of the DCID, hosted a Public Safety Summit. Discussion included the concerns of Downtown and River Market residents, property owners, and business representatives related to the areas of crime and safety.

Representatives from the city included Mayor Quinton Lucas and his Director of Public Safety, Melesa Johnson, 4th District At-Large Councilman Crispin Rea, Chief of Police Stacey Graves, Major Tim Hernandez, Board of Police Commissioner Tom Whittaker, and First Assistant to the City Prosecutor, Laura Dold.

The members of the public included a strong cross-section of neighborhood leaders, residents, business representatives, property owners, and the Director and Operations Manager of Midtown KC Now.



DCID staff presented a matrix of concerns built on four categories; Nuisance Businesses & Properties, Delivery of Human Services, Crimes

Against Property/Vehicles and Crimes Against People/Incidents with Guns. Key points of each category were presented to the attendees with examples of troublesome locations, activities, etc. and crime stats from KCPD reflecting numbers from 2022 to 2023.

Many short-term and long-term solutions were discussed and an Executive Summary was completed and delivered to policy makers. It is the goal of the DCID to work cooperatively with City, State and Federal Legislators to positively impact crime and quality of life in the Central Business District.

DCID Off-Duty Police Coverage

The DCID has turned an important corner on the long-standing challenge of 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.

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.

"Since we started our Off-Duty program in 2020, we have been able to focus attention on our Hot Spots Downtown," Ramirez said. "Our team's wait time for an officer is less than five minutes and this is a key benefit for us and our ratepayers."

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:

- Bloodborne Pathogen Handling Certification
- CPR & First Aid Certification
- Interviewing and Ambassador Coaching



- Introduce/Refresh DCID services to property owners & business managers
- Training Safety Ambassadors for their Class Certification
- WatchKC video monitoring training via the Kansas City Police Department
- Creating a positive work environment





Communications, Marketing & Outreach

- Alerts, events, news stories, traffic notices via the Downtown KC Connects e-newsletter and social media channels
- Annual Reports for the DCID
- 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 area events
- Resident Socials and Community Clean Up events

Missouri Department of Transportation (MoDOT) and DCID Partner to create a cleaner and safer approach into Downtown

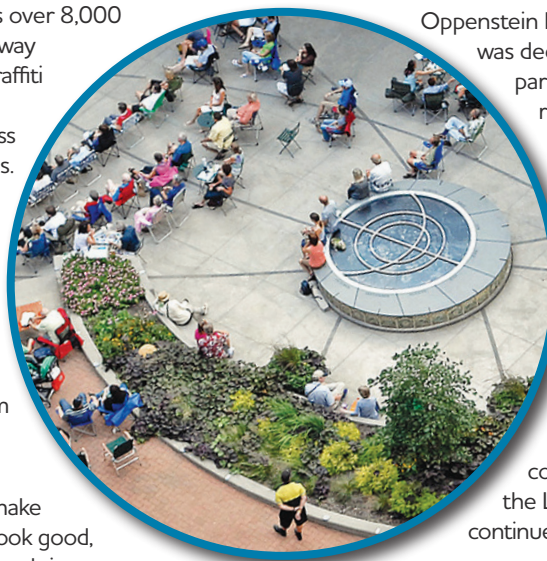
The DCID takes great pride in the safety and cleanliness of our Downtown. Comments from Downtown stakeholders and visitors about the excessive litter on the highways around Downtown showed that something needed to be done. MoDOT issued a request for proposals (RFP) in 2023 with the intent to help those who are unhoused and meet the basic maintenance needs on MoDOT Right of way within a mile of the Central Business District.



This initiative involves the removal of trash, debris and graffiti from all of the highways surrounding Downtown. More importantly, it addresses the needs of our unhoused citizens. Through the creation of the Beehive, the DCID was uniquely qualified to provide the services in the RFP. The combination of our trained Ambassadors and the services such as medical, dental, psychiatric, document and housing services, made for a solid solution to a complex problem.

Since April of 2023, our Road Warrior Ambassadors have completed over 12,000 units of service on MoDOT Right of Way surrounding Downtown. This includes over 8,000 units of highway debris and graffiti removal and 500 homeless outreach calls. Many of the individuals received basic services, lunch and housing referrals from our Beehive.

It is our goal to not only make Downtown look good, but the approach into Downtown look good as well.



Oppenstein Park

Oppenstein Brothers Memorial Park, at the northeast corner of 12th and Walnut Street, has long been a relaxing oasis for employees, residents and their pets Downtown.

The DCID partnered with Jackson County in early 2003 to manage and maintain the pocket park with the agreement extended through 2024. The current agreement includes funding of \$75,000 for infrastructure improvements, landscaping and park activation with performances and other community activities.

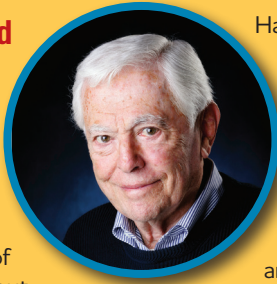
Recent improvements include installation of new synthetic lawn, tuck pointing and masonry repair and bollard lighting repair. Monthly daytime and evening performances, food trucks and yard games will run in May 2024 through September of 2024 on programmed days throughout the season.

Oppenstein Brothers Memorial Park was dedicated in 1981. The park underwent major renovations in 2008 under the leadership of the DCID. Over half a million dollars was invested in landscaping, new hardscape, the Celestial Flyways and the Stardisk installation by KC artist Laura DeAngelis which was commissioned by Art in the Loop and who the DCID continues to partner with today.

To reserve the park for your special events, please contact Mark Rowlands at mark@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 (DTC) 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."

2023 - 2024 Award Winner: FRANK JACKSON

Mr. Frank Jackson made the big jump from the Downtown hospitality industry to joining the safety team in the Central Public Library in 2008. Mr. Frank Jackson was promoted to supervisor of the library ambassadors two years later and then moved over to lead the district ambassadors in 2018.

Mr. Frank Jackson is a Kansas City native and graduated from West High School in Downtown's West Side.

He is the father of four sons and is engaged to get married later this fall. Mr. Frank Jackson's favorite part of his job is welcoming visitors, talking with residents and workers of Downtown and helping



make everyone's time in the KCMO the best experience possible.

Mr. Jackson is our 2023-24 Harvey Fried award winner for his daily actions and for having all the right traits of a true Ambassador for Kansas City.

Outreach Services for the Homeless

The 2023-24 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



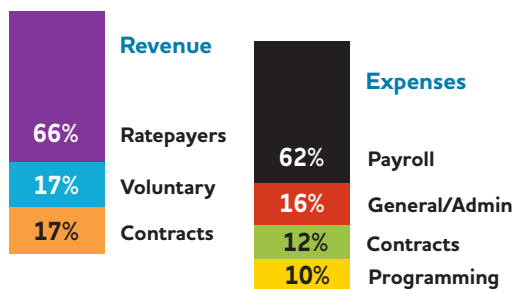
upgrades that were completed in our Community Kitchen by NourishKC, the Center added Care Beyond the Boulevard and The Greater Kansas City Coalition to End Homelessness.

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.

Budget: DCID 2023 / 2024



City & State Reporting Requirements

- The Downtown Community Improvement District adopted its annual budget on April 11, 2023 and April 9, 2024 respectively.
- The DCID annual budget was submitted to the City of Kansas City Missouri's City Clerk - January 30, 2024.
- The DCID annual report was submitted to the City of Kansas City Missouri and the State of Missouri - August 15th, 2023.
- During the 2023-2024 fiscal year, no resolutions were passed by the DCID board of directors.
- Current Assessment Levy - \$0.10 per square foot of the parcel footprint as well as \$0.07 per \$100 dollars of market value for residential properties and \$0.115 per \$100 dollars of market value for commercial properties



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

Leadership Team for the Downtown CID: *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.

