

MONTHLY REPORT

MUNICIPAL SERVICES DISTRICT



DECEMBER 2024

Wilmington Downtown, Inc.



December brought significant challenges and notable achievements for the MSD Ambassador Team. Below is a summary of the month's key activities:

SMART 2.0 Launch: The launch of the SMART 2.0 system encountered significant technical challenges, including software bugs that disrupted essential daily operations. Despite these difficulties, the team demonstrated remarkable resilience and a commitment to maintaining operational efficiency through:

- **Issue Identification:** Systematic and detailed documentation of the problems encountered, enabling accurate reporting to stakeholders and expediting resolution efforts.
- **Collaboration:** Prompt escalation of issues to key figures, including RVP Anthony Boone, the Block by Block IT department, and myself. This ensured that the concerns were addressed with the urgency they required.
- **Interim Solutions:** Implementing manual recording processes to log daily statistics, ensuring the continuity of essential data and minimizing the impact on reporting and decision-making.
- This proactive and adaptable approach effectively mitigated disruptions and ensured a smoother transition to the new system.

OPERATIONS REPORT CONTINUED

- **Holiday Lights Assessment:** Ambassadors took on the critical task of assessing the holiday light installations downtown to:
 - Ensure Quality and Functionality: Thoroughly inspecting all holiday lighting to identify any defective or improperly installed elements.
 - Enhance the Festive Atmosphere: Supporting a vibrant and inviting holiday experience for both residents and visitors to enjoy.
 - Maintaining function: Ambassadors provided detailed feedback, facilitating prompt adjustments and improvements. This effort contributed to the creation of a memorable and visually appealing downtown holiday display.
- **Graffiti Removal:** Maintaining the downtown district's clean and welcoming environment remained a top priority, with focused efforts on graffiti removal:
 - Wilkinson Alley: This high-traffic area received special attention due to extensive graffiti. Ambassadors worked diligently to restore its clean and inviting appearance.
 - Core Zone: Additional key areas in the district were addressed, ensuring graffiti was removed promptly to maintain the district's aesthetic appeal.

MSD AMBASSADORS



James Slay
Operations Manager



Christopher Brown
Team Lead



David Poppe
Clean Ambassador



Rob Swanson
Hospitality Ambassador

**CORE TEAM
DECEMBER 2024**



December 2024 OPERATIONS

123

MAINTENANCE REQUESTS

Maintenance requests that were submitted and completed in December or reported to the proper outside agencies.

EQUIPMENT

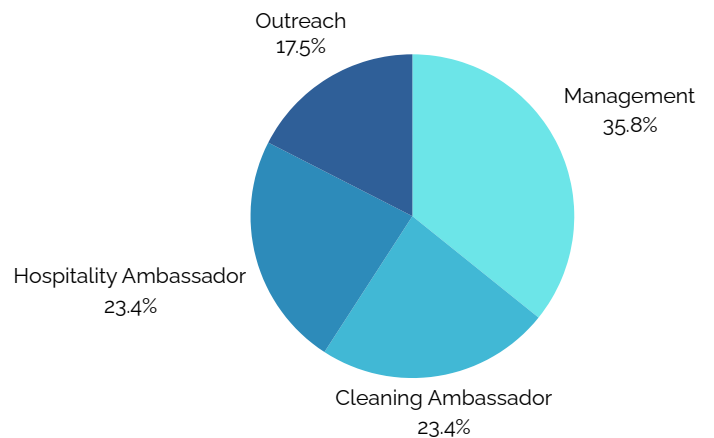
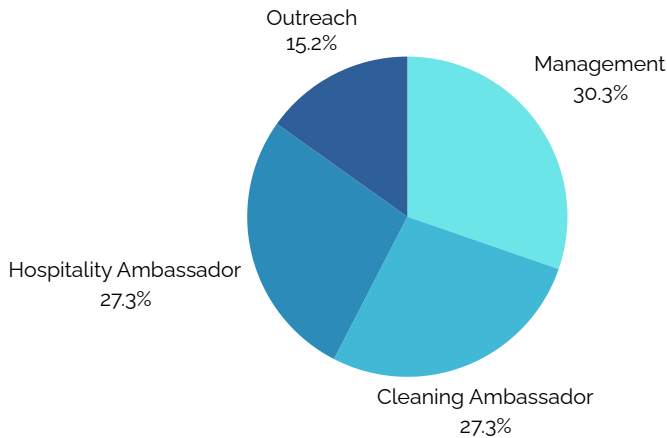
- Power Washer: Nonoperational
- Truck: Operational
- Phones: Operational
- Radios: Operational

UPCOMING WORK PLAN

- Pressure washer repair
- Recruitment and new hire training
- Equipment inventory and repairs

AUTHORIZED HOURS: **1,056**

HOURS PERFORMED: **900.75**



- 155.25

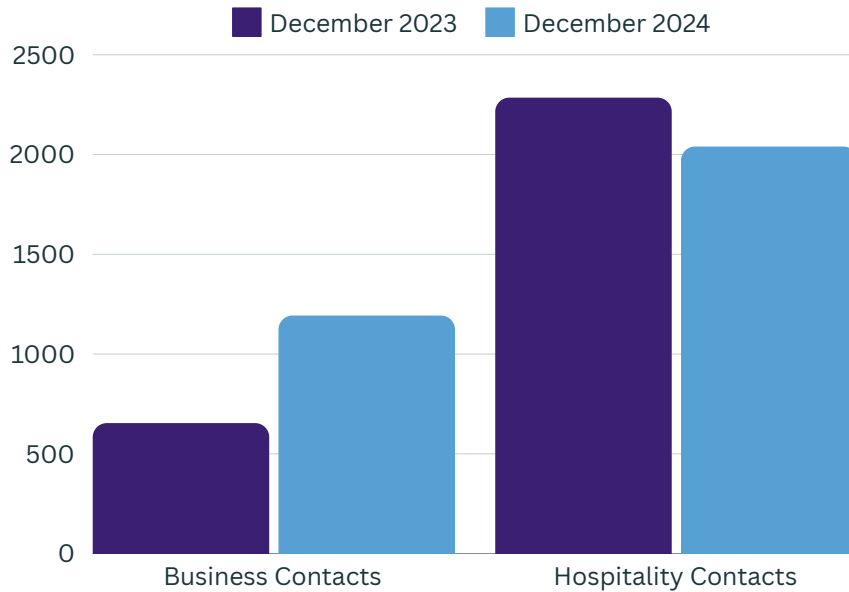
HOURS ALLOCATION AND USAGE

The MSD had a series of decreased hours due to turnover within the Ambassadors team in the month of December. Recruitment is still underway. Outreach had a decrease in hours due to vacation time.

STATISTICS

REPORTING: DECEMBER 2023 VS. DECEMBER 2024

Year-over-year business contacts were up by 82% and hospitality contacts were down by 10%. The team continues focusing on cleanliness in the MSD while short full time staff.



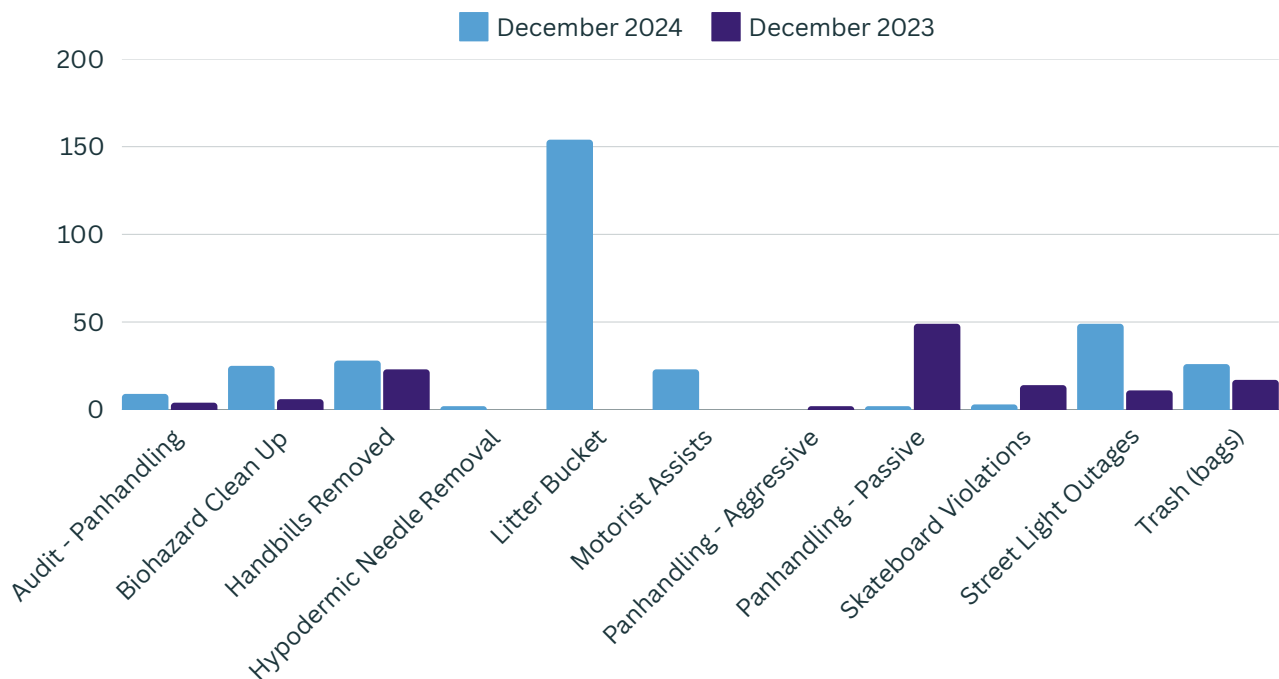
97
up by 72%
Graffiti Removal

46
Special Project Hours

26
Hospitality Escorts

REPORTING: DECEMBER 2023 VS. DECEMBER 2024

Ambassador Operations Overview



STREET OUTREACH

Overview

December highlighted the impact of collaboration while underscoring challenges like rising housing costs and the aging homeless population. Addressing these issues remains a priority as we continue to serve and advocate for those in need. The following is a summary of the MSD Street Outreach Coordinator's activities in the month of December.

- **Successes:** This month marked a significant achievement as a high-needs individual, a survivor of abuse and domestic violence, transitioned to stable housing at Eden Village. Through collaboration with Hope Recovery Church, Living Hope Day Center, and The Healing Place, we advocated for her placement and supported her application process. She has now moved into her new home and is thriving, showcasing the transformative power of community partnerships.
- **Challenges:** The rising median age of individuals experiencing homelessness remains a concern. Many rely on fixed incomes that fall short of covering increasing rent costs, creating significant barriers to stable housing. Addressing this requires systemic solutions, such as affordable housing initiatives and expanded income support programs.
- **Engagement with External Agencies:** The MSD Street Outreach Coordinator arranged a tour of the new Community Justice Center. This facility offers centralized resources for victims of violent crimes, providing valuable insights into potential services for the folks served by our street outreach program..
- **Day Center and Incident Report:** With the day center closed for two weeks during the holidays, MSD Street Outreach focused on supporting the Warming Shelter. Our presence provided assistance and comfort, fostering trust and a sense of community among clients hesitant to use the shelter.

STREET OUTREACH

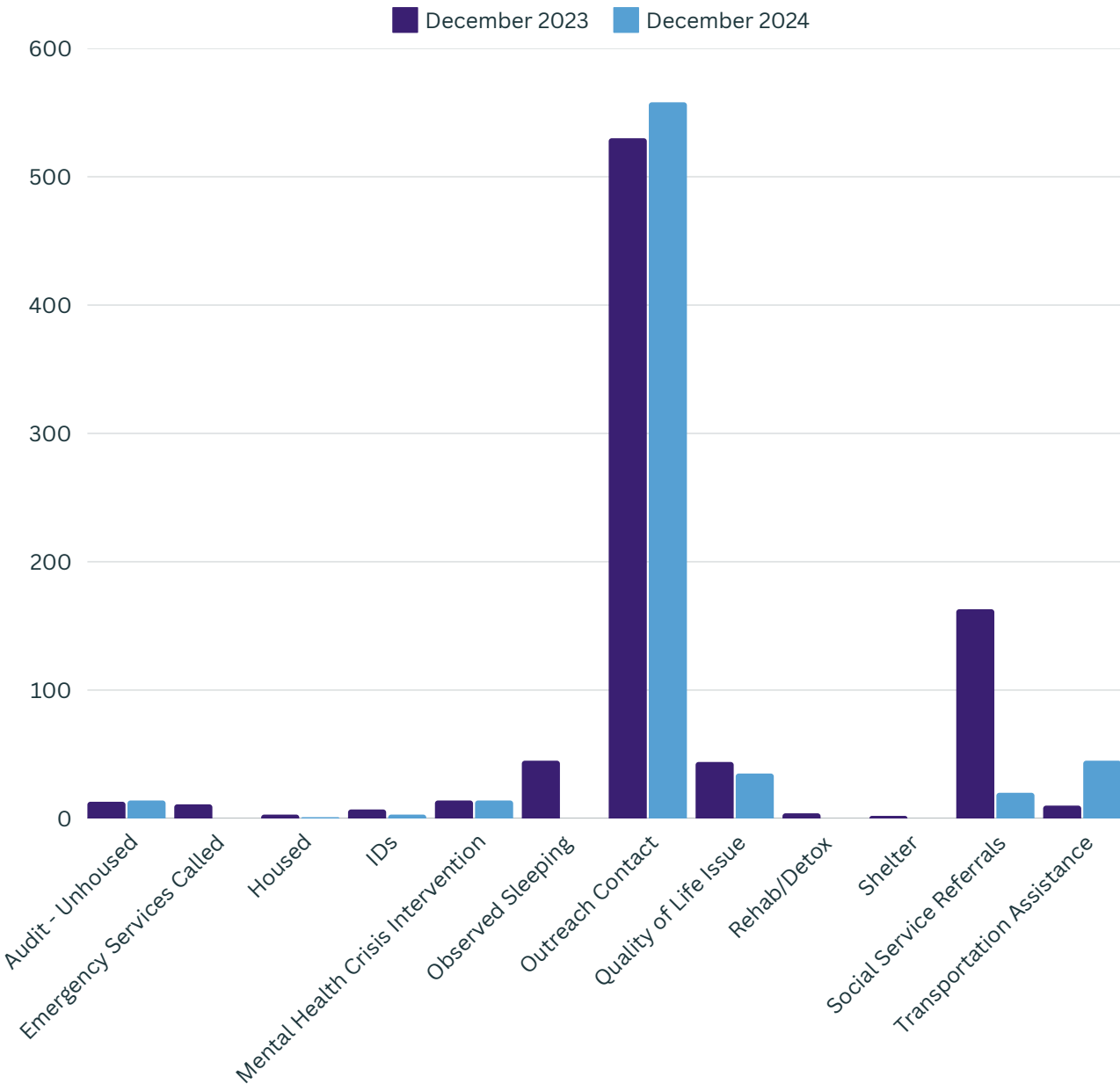
Statistics

REPORTING: DECEMBER 2023 VS. DECEMBER 2024

Street Outreach Statistics Overview

OUTREACH CONTACTS
TOTAL

558



REPORTING PERIOD: DECEMBER 2024



LEAF REMOVAL – RIVERWALK.



GRAFITTI REMOVAL – WILKINSON ALLEY

REPORTING PERIOD: DECEMBER 2024



BIOHAZARD REMOVAL – RIVERWALK



GRAFFITI REMOVAL – FRONT ST

REPORTING PERIOD: DECEMBER 2024



LEAF REMOVAL – PRINCESS ST



GRAFFITI REMOVAL – GRACE ST.

REPORTING PERIOD: DECEMBER 2024



ABANDONED BELONGINGS REMOVAL – THIRD ST



GRAFFITI REMOVAL – WILKINSON ALLEY

REPORTING PERIOD: DECEMBER 2024

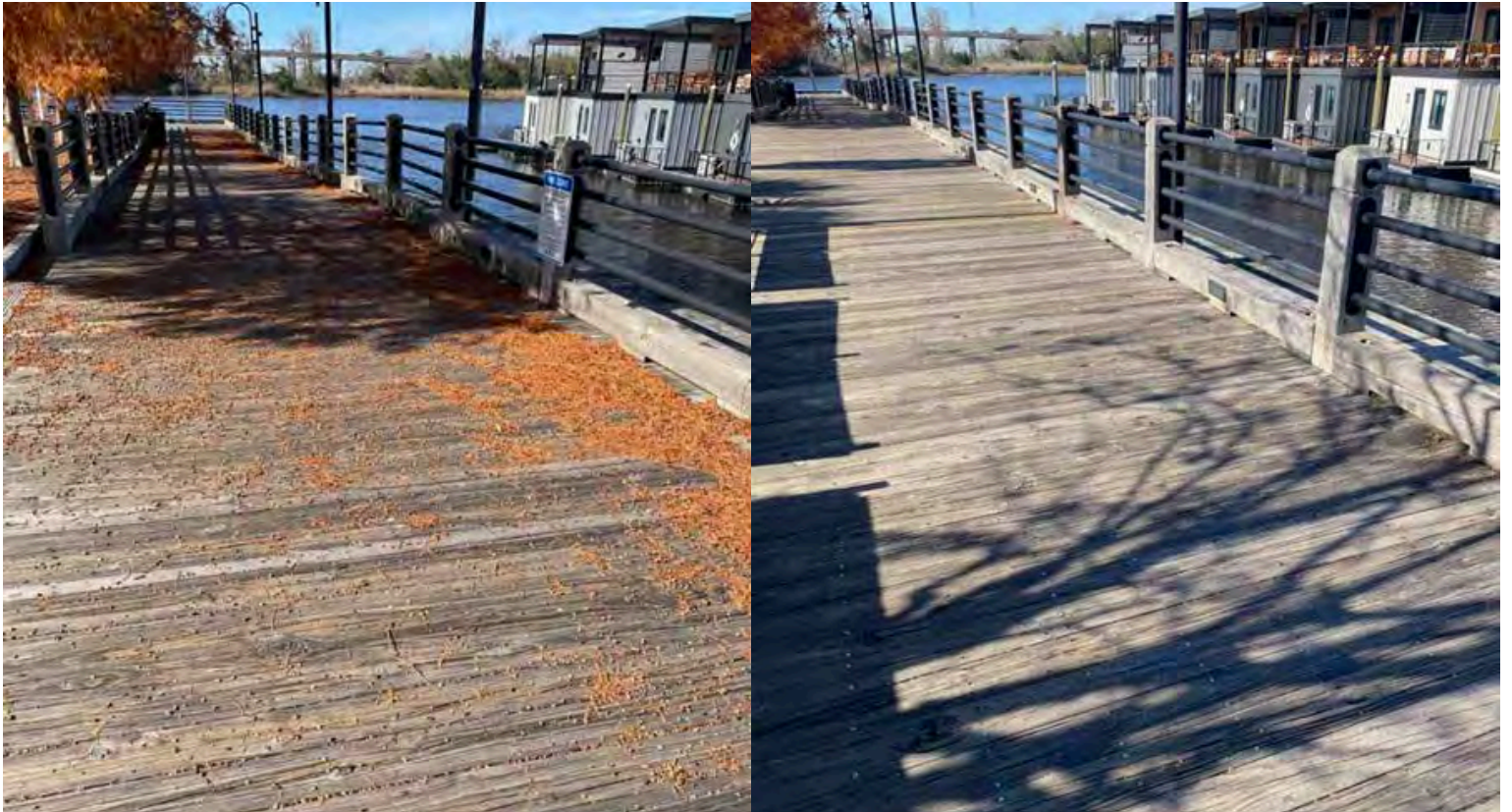


GRAFFITI REMOVAL - FRONT ST



GRAFFITI REMOVAL - MUTTERS ALLEY

REPORTING PERIOD: DECEMBER 2024



LEAF REMOVAL – RIVER WALK



GRAFFITI REMOVAL – VANCE ALLEY