

MONTHLY REPORT

MUNICIPAL SERVICES DISTRICT



JANUARY 2025

Wilmington Downtown, Inc.



Overview

Despite the challenging winter weather, the MSD Ambassador Team and Street Outreach Coordinator remained steadfast in their commitment to maintaining a clean, welcoming, and safe downtown environment. Their dedication ensured that public spaces remained accessible: support was provided to vulnerable populations, and visitors and residents continued to receive high-quality hospitality services.

Street Cleaning and Maintenance

Throughout the month, the team maintained their regular cleaning schedules despite frigid temperatures. Special attention was given to high-traffic areas to prevent debris buildup and ensure accessibility. Key accomplishments include:

- **Graffiti Removal:** Successfully removed **45 instances of graffiti**, preserving the visual integrity of public and private spaces.
- **Handbill Removal:** Cleared **36 unauthorized handbills** from light poles, utility boxes, and other surfaces, preventing visual clutter.
- **Biohazard Disposal:** Safely removed **18 biohazards**, addressing potential health and safety concerns.
- **Litter Collection:** Over **106 buckets of litter** were collected and properly disposed of, contributing to a cleaner and more inviting district.

OPERATIONS REPORT CONTINUED

Hospitality and Outreach Services

- Ambassadors continued to provide assistance and information to visitors and residents, ensuring a positive experience for all. Their professionalism and friendly demeanor remained unwavering, even in adverse conditions. Additionally, the team increased their presence in key areas to reassure the public and maintain a sense of safety throughout the district.

Winter Storm Enzo Response

- The team played a crucial role in addressing the impact of Winter Storm Enzo. Their proactive efforts included:
 - **Business Outreach:** Engaging with local businesses to assess needs and provide assistance.
 - **Snow and Ice Removal:** Clearing public walkways to ensure safe passage for pedestrians and business operations.

New Team Member Training

- Helen Williams joined the team this month and began her field training under the guidance of Team Lead Chris. She has quickly adapted to her role and is actively contributing to daily operations. We look forward to her continued role during the 90-day onboarding period.

MSD AMBASSADORS



James Slay
Operations Manager



Christopher Brown
Team Lead



David Poppe
Clean Ambassador



Rob Swanson
Hospitality Ambassador

CORE TEAM
JANUARY 2025



January 2025 OPERATIONS

168

MAINTENANCE REQUESTS

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

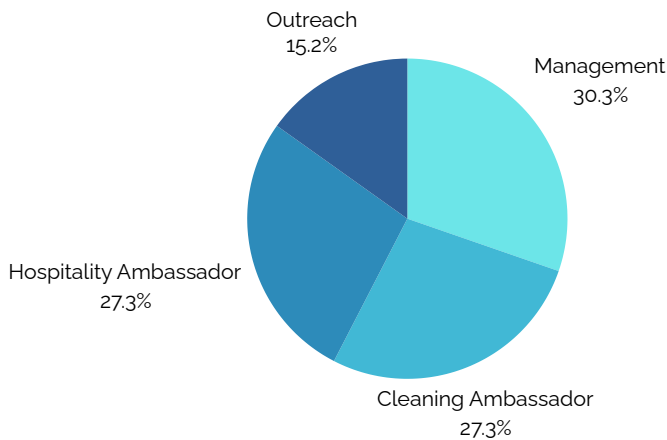
EQUIPMENT

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

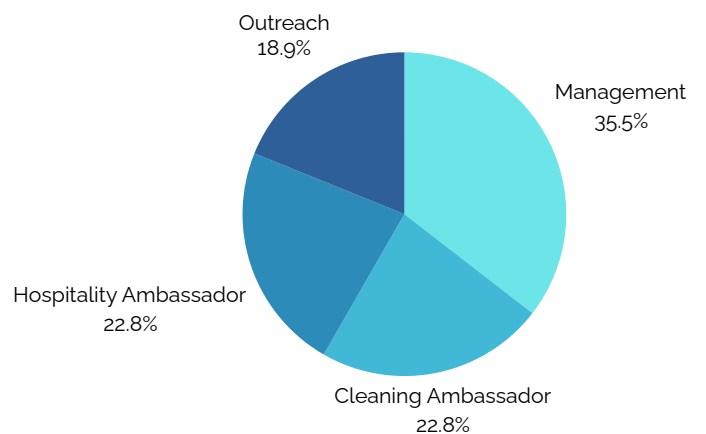
UPCOMING WORK PLAN

- Continue Graffiti Removal Quick Response
- Hospitality Habits training
- Street Light Outage Report

AUTHORIZED HOURS: **1,056**



HOURS PERFORMED: **966.74**



- 89.26

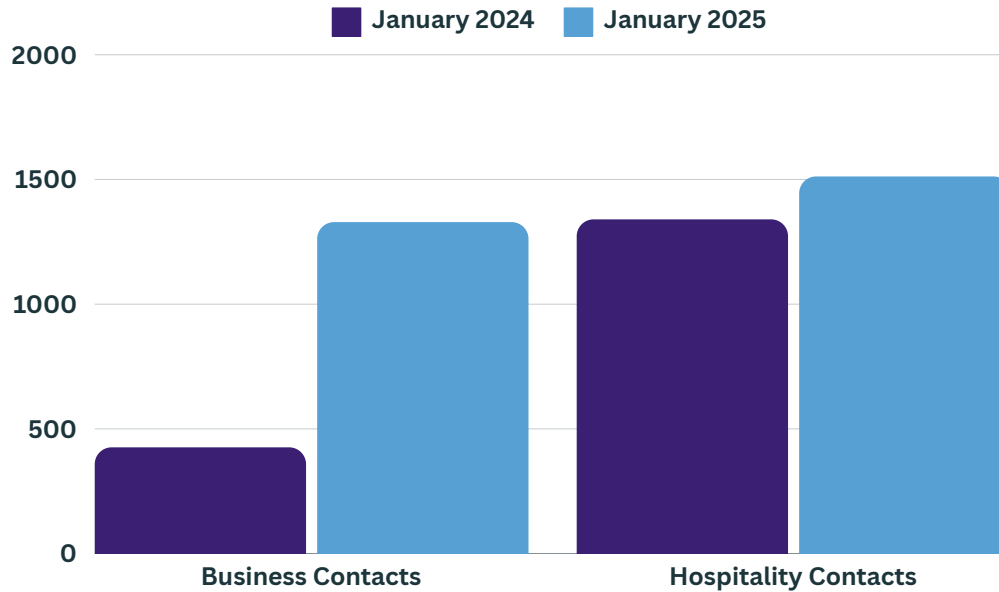
HOURS ALLOCATION AND USAGE

The MSD had a series of decreased hours due to turnover within the Ambassadors team. .

STATISTICS

REPORTING: JANUARY 2024 VS. JANUARY 2025

Year-over-year business contacts were up by 211% and hospitality contacts were up by 11%.



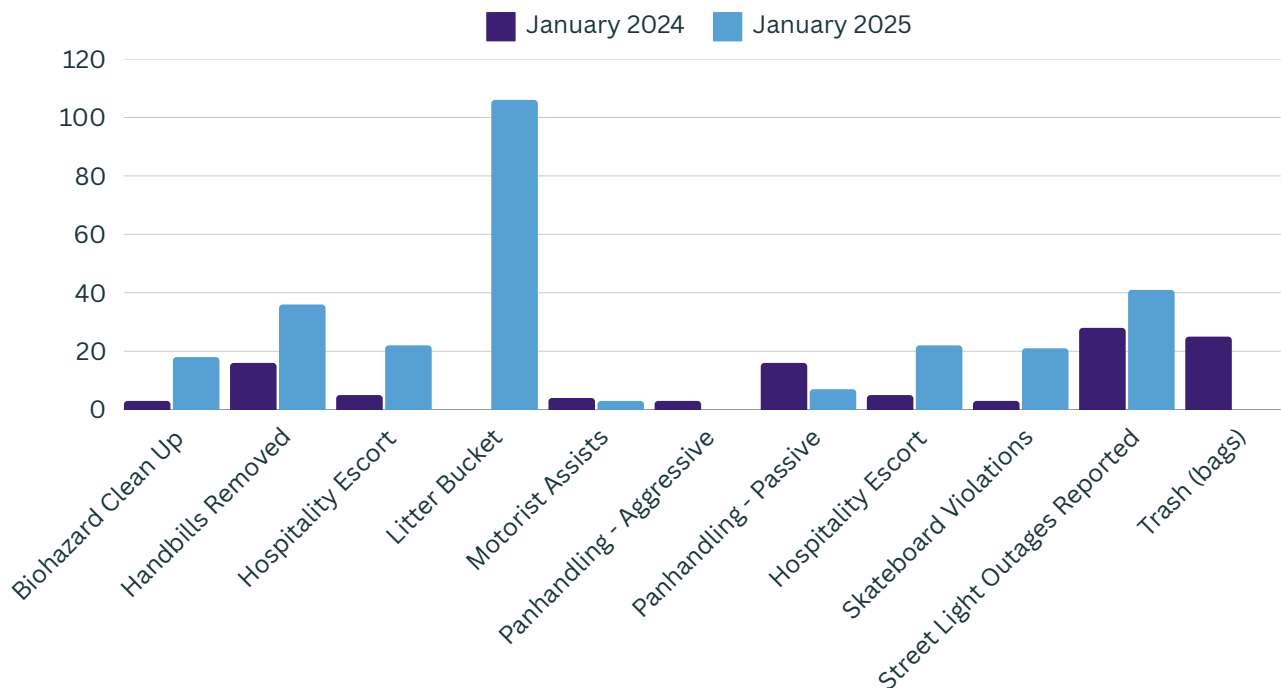
45
up by 50%
Graffiti Removal

99
Special Project
Hours

1050
Pressure
Washing
(Linear Feet)

REPORTING: JANUARY 2024 VS. JANUARY 2025

Ambassador Operations Overview



STREET OUTREACH

Overview

In January, the cold temperatures proved challenging for many living on the streets of the district. Thankfully, the WARMING Shelter had a series of days open facilitating a warm, welcoming environment for those seeking refuge in our district. The MSD Street Outreach Coordinator took part in many sheltering events, increasing his reputation in the community as a “rock” for those experiencing homelessness in our community. The following is a complete summary of his interactions and work in the month of January:

Successes & Incidents

- Warming Shelter Utilization: Over 200 unhoused individuals sought refuge at the cold weather shelter during a brutal cold snap, saving lives as temperatures dropped below freezing.

Crisis Intervention on the Riverwalk:

- A distressed individual attempted to take his life by going beyond the barricade on the Riverwalk, considering jumping into the Cape Fear River. Officer Oehl was first on the scene and made initial contact. Lt. Nichols reached out to the MSD for assistance. Through collaborative efforts, all were able to convince the individual to step back from the ledge and seek help.

Challenges & Struggles

- Severe Lack of Shelter Beds:
 - The Good Shepherd Center has an extensive waitlist due to the limited availability of transitional housing.
 - The Healing Place expands shelter capacity during extreme weather, but its primary mission is substance use rehabilitation, not emergency shelter.
 - Once the Warming Shelter closes, many individuals are forced back onto the streets with no long-term solutions in place. While community support for the Warming Shelter is commendable, it underscores the critical need for sustainable housing solutions.

Key Meetings & Collaborations

- Creative Solutions Initiative:
 - Attended a revival meeting focused on protecting vulnerable individuals—whether housed or not—who are exploited due to mental health struggles, substance use, or other factors. Still in early planning stages, but potential for significant impact.

Sexual Assault Response Team (SART) Meeting:

- Discovered this recurring meeting, which provides a coordinated community response to sexual assault cases.
- Strengthened collaboration and awareness about how different agencies can work together in crisis situations.

STREET OUTREACH

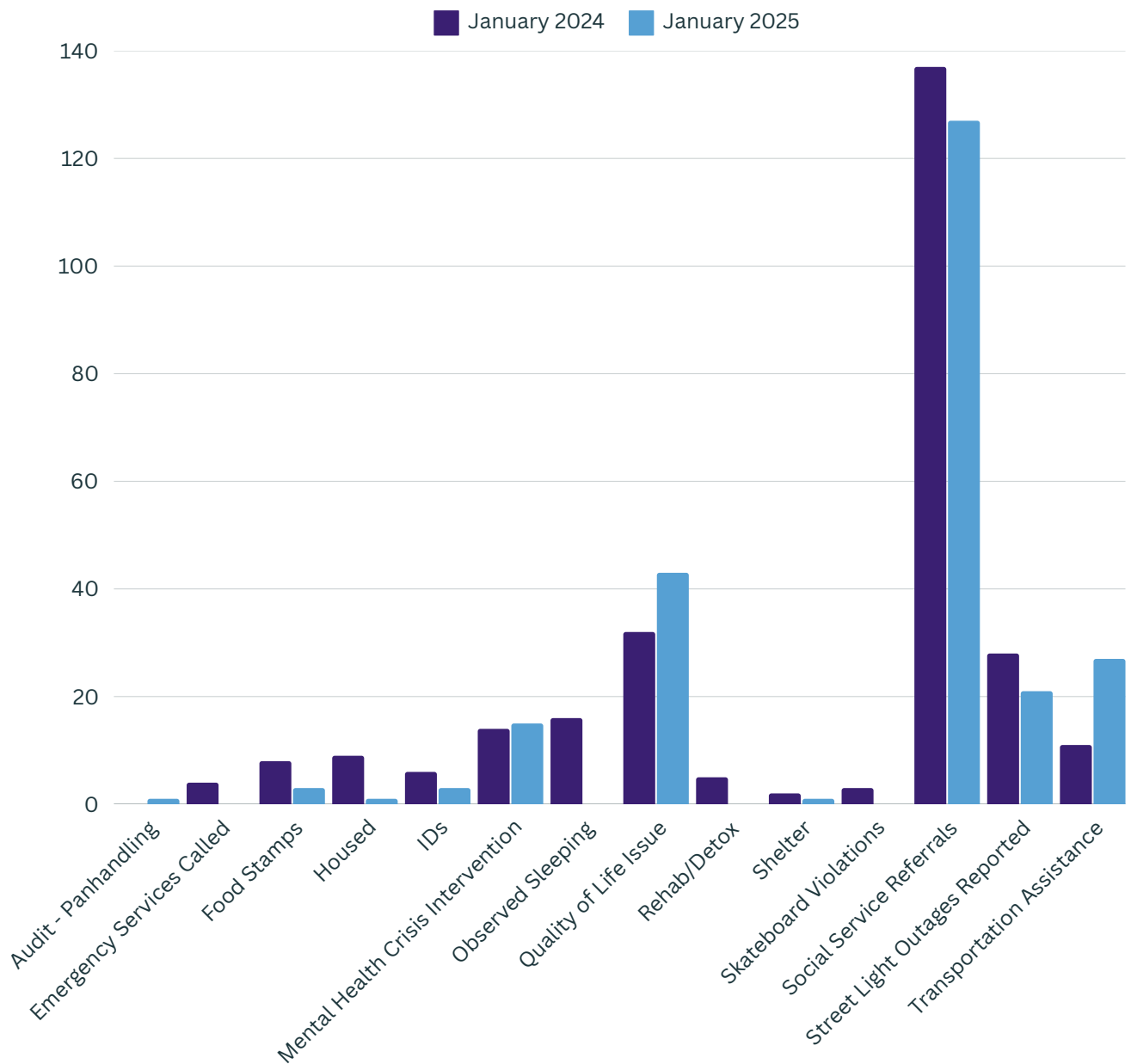
Statistics

REPORTING: JANUARY 2024 VS. JANUARY 2025

Street Outreach Statistics Overview

OUTREACH CONTACTS
TOTAL

566



REPORTING PERIOD: JANUARY 2025



SNOW & ICE REMOVAL – WALNUT STREET



SNOW & ICE REMOVAL – PRINCESS STREET

REPORTING PERIOD: JANUARY 2025



SNOW & ICE REMOVAL – DOCK STREET



SNOW & ICE REMOVAL – FRONT STREET

REPORTING PERIOD: JANUARY 2025



SNOW & ICE REMOVAL – MARKET STREET



SNOW & ICE REMOVAL – FRONT STREET

REPORTING PERIOD: JANUARY 2025



SNOW & ICE REMOVAL – PRINCESS STREET



GRAFFITI REMOVAL – WILKINSON ALLEY

REPORTING PERIOD: JANUARY 2025



GRAFFITI REMOVAL – MUTTERS ALLEY



GRAFFITI REMOVAL – WATER STREET

REPORTING PERIOD: JANUARY 2025



GRAFITTI REMOVAL – SOUTH WATER STREET



GRAFITTI REMOVAL – NORTH 4TH STREET