# MONTHLY REPORT

MUNICIPAL SERVICES DISTRICT



## OCTOBER 2026

Wilmington Downtown, Inc.




## Overview

The Wilmington MSD Ambassador Program continued providing cleaning, hospitality, business support, and outreach services throughout downtown during October. The team balanced routine district maintenance with targeted cleanups, business concerns, emergency assistance, and coordinated responses to encampment-related conditions.

Ambassadors recorded **746 hospitality contacts, 220 business contacts**, and **24 hospitality escorts.** Cleaning activities included collecting 203 buckets of litter, completing **30 biohazard cleanups, removing 40 instances of graffiti, and taking down 28 handbills.**

### Cleaning, Beautification, and Maintenance

Daily cleaning remained a central priority, with Ambassadors addressing litter, graffiti, stickers, sanitation concerns, and debris throughout the district. Graffiti removal included work on walls, doors, fences, utility boxes, poles, signs, planters, and trash receptacles.

Targeted projects included cleaning behind First Bank on Princess Street, around Thalian Hall, and behind Gourmet Market. The Gourmet Market cleanup produced three bags of trash. Additional work included alley cleaning, weed and litter removal along North Front Street, pressure washing trash cans and surrounding areas, and clearing debris from a drain near The Husk. All four weekly summaries recorded Wash Down Wednesday as completed.

## Overview Continuted

Beautification efforts included planting flowers and plants in a downtown planter and watering the mums at 706 North Fourth Street. Team Lead Chris Brown and Ambassador Nathan Foley removed tree suckers near Thalian Hall, the public library on North Second Street, and Third and Chestnut streets.

The team also addressed an illegally dumped mattress and box spring at 715 North Fourth Street. Ambassadors moved the items to an accessible collection point, and Operations Manager James Slay coordinated with RTS for removal.

### Coordinated Encampment Response

Conditions around vacant property near the Skyline Center required repeated attention during the month. Early efforts addressed accumulated litter, debris, and biohazards in a vacant lot east of the building and along the nearby tree line.

Later in the month, the team coordinated with WPD to address an encampment on the vacant, city-owned lot north of the Skyline Center at 1021 North Front Street. Following a call from a WPD Officer, James redeployed the team to address accumulated trash. Outreach Coordinator Jack Morris identified individuals with whom he had established relationships, located them, and communicated the need to vacate the property. The weekly summary reported that the individuals had cleared the area by October 19.

These responses required adjustments to planned deployment and coordination among operations, outreach, and law enforcement. Recurring debris and dense vegetation remained concerns requiring continued monitoring and City coordination.

### Hospitality and Business Support

Ambassadors maintained regular contact with downtown businesses and assisted visitors throughout the reporting periods. Business support included responding to concerns about panhandling, sleeping near entrances, sanitation, and disruptive behavior.

At Modern Legend, Ambassador Rob Swanson received concerns about activity outside the business. Jack followed up and connected staff with a WPD Officer for guidance regarding trespassing concerns. In another incident, Chris provided an Ambassador presence after employees expressed concern about a customer's behavior. The individual left shortly after his arrival.

**Overview Continuted**

Chris also investigated a report of a mailbox being removed near 10 North Front Street. He recovered the mailbox and coordinated with a neighboring business representative who offered to return it.

Additional interactions included responding to concerns outside Bryan Gallery and addressing a cigarette smoke complaint at the Visitor Information and Restrooms location. Staff provided information, maintained a courteous approach, and referred matters to WPD when further intervention was needed.

**Outreach and Emergency Assistance**

MSD Street Outreach Coordinator continued coordinating with WPD, WDI, businesses, and service providers in response to concerns involving individuals experiencing homelessness or distress. His work included offering resources, supporting de-escalation, and sharing observations with police for follow-up.

In response to a WPD referral concerning a young individual's well-being, Jack confirmed that the individual was already connected with Coastal Horizons and its TLP program.

On October 15, Ambassadors encountered a woman near the Riverwalk information center who appeared intoxicated and was minimally responsive. The team checked on her and contacted emergency services. Fire and EMS responded.

Some outreach interactions were limited by individuals' apparent impairment, behavior, or unwillingness to accept assistance. Staff continued communicating with businesses and coordinating with law enforcement when voluntary engagement did not resolve a concern.

**Ongoing Challenges and Priorities**

Maintaining consistent district coverage while responding to emerging cleanup needs remained a challenge during reduced staffing. Encampment-related debris, biohazards, and graffiti required concentrated attention alongside routine cleaning and hospitality assignments.

Public trash cans along North Water Street and the Riverwalk were documented as full and referred for City follow-up. A locked gate prevented access to litter in a vacant lot on North Front Street. A business also reported dirt and residue associated with City pressure washing near its entrance, reinforcing the need for follow-up checks around adjacent storefronts.

City-assigned landscaping requests at Innis Park and Thalian Hall remained in progress at the end of the reporting period. Continued priorities include monitoring recurring cleanup locations, addressing vegetation concerns, supporting businesses, and strengthening staffing coverage.

# MSD AMBASSADORS



**James Slay**
Operations Manager



**Christopher Brown**
Team Lead



**Rob Swanson**
Ambassador



**Charles Faison**
Ambassador



**Christian Shiebert**
Ambassador

## CORE TEAM
## OCTOBER 2026

# October 2026 OPERATIONS

**113**

## MAINTENANCE REQUESTS

95 Maintenance requests were submitted and completed in October or reported to the proper outside agencies.

## EQUIPMENT

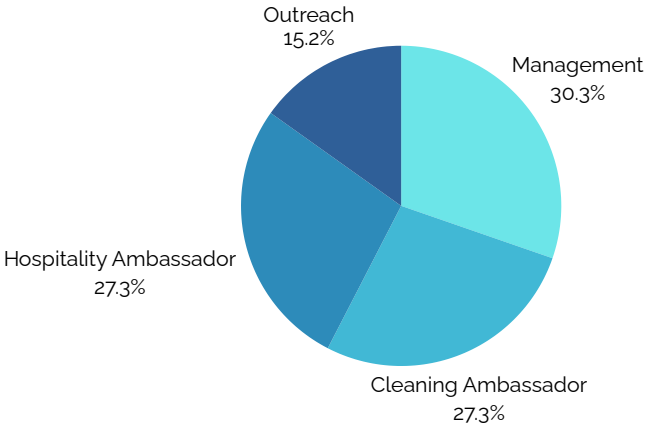
- Power Washer: Operational
- Truck: Operational
- Phones: Operational
- Radios: Operational

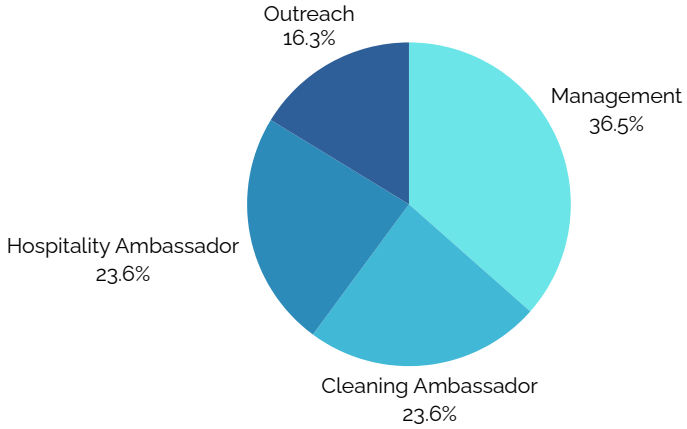
## UPCOMING WORK PLAN

- Meadowlark Lemon Bridge (NCDOT corridor) clean-up
- ADA mat assessment
- Side street tree maintenance
- Riverplace Alley clean-up
- New hire training

AUTHORIZED HOURS: **1,056**

HOURS PERFORMED: **1031.75**




**-24.25**

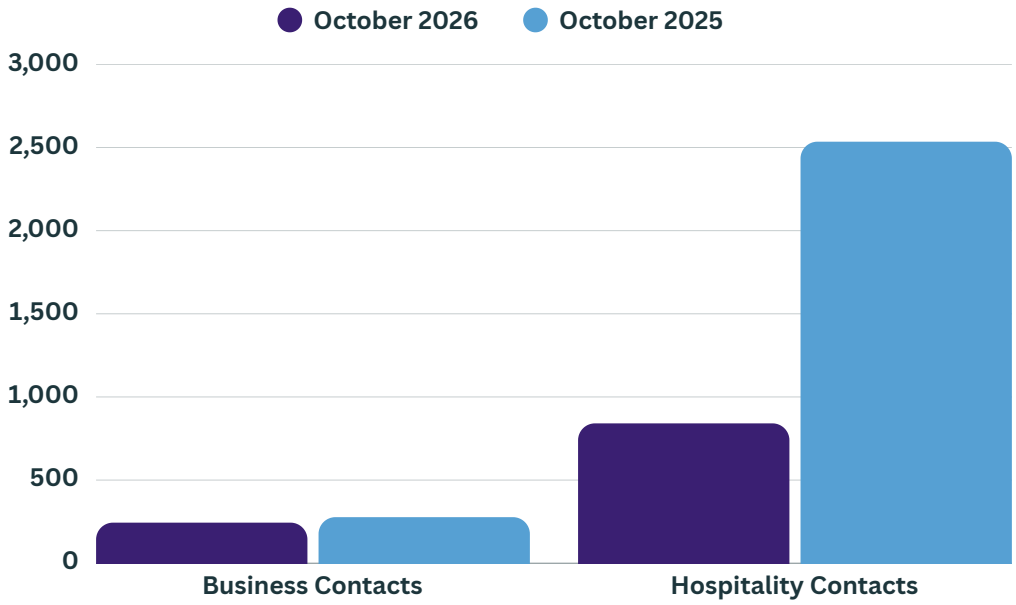
## HOURS ALLOCATION AND USAGE

- The MSD management had an increase of hours due to the pay period cycle.
- Ambassadors saw a decrease of hours due to an open position.
- Outreach saw an increase of hours due to overtime.

# STATISTICS

## REPORTING:OCTOBER 2025 VS. OCTOBER 2026

Year-over-year business contacts were down by 12% and hospitality contacts were down by 66%.



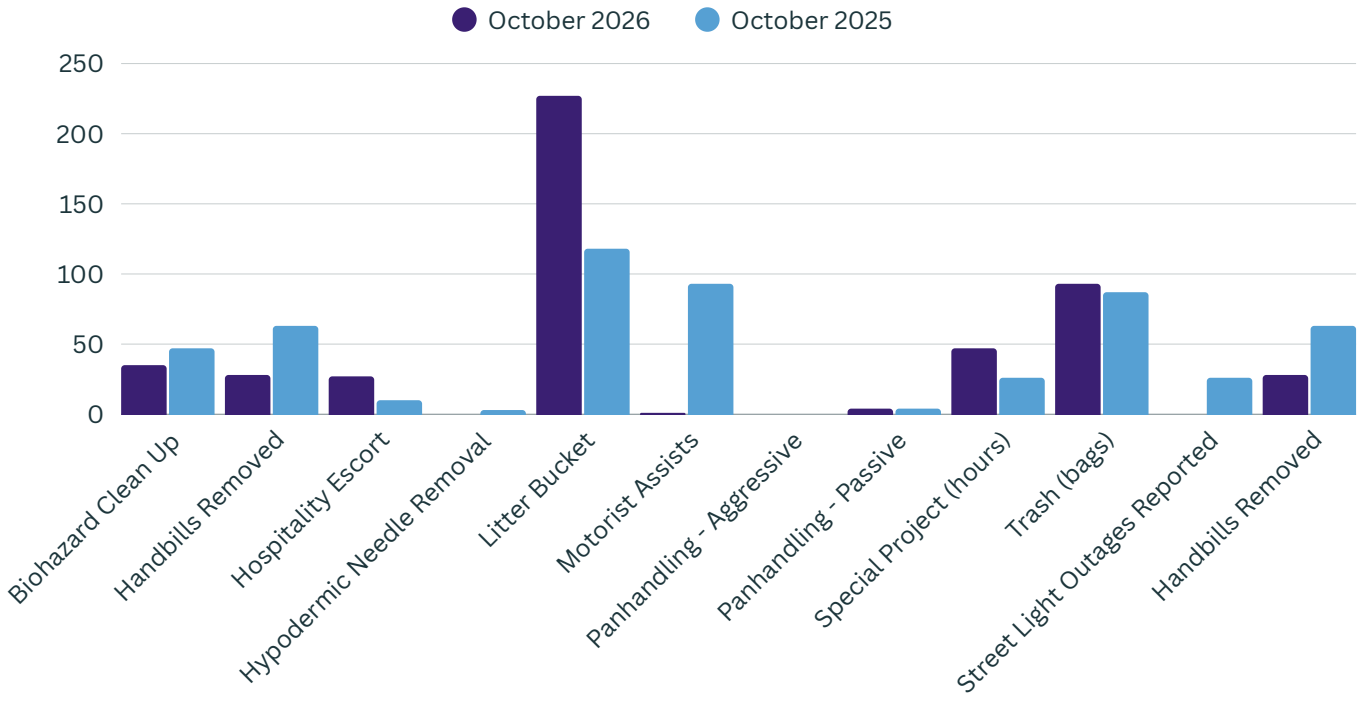

**41**
Graffiti Removal

**47**
Special Project Hours

**12,610**
Pressure Washing (Linear Feet)

## REPORTING: OCTOBER 2025 VS. OCTOBER 2026

Ambassador Operations Overview



# STREET OUTREACH
## Overview

**Success**

During October, MSD Outreach Coordinator Jack Morris supported an individual who has experienced intermittent homelessness in downtown Wilmington for several years. The individual approached Jack and disclosed recent experiences of trauma and hardship. Jack offered support and guidance as they considered next steps.

Initially, the individual turned to substance use to cope with the trauma. During that time, the individual reconnected with people who offered encouragement and helped with assistance in reentering a treatment program with a renewed commitment to sobriety.

Jack is pleased to report that the individual is making progress, attending job interviews and taking a comprehensive approach to recovery, and addressing the underlying causes of struggles to work toward greater stability.

**Struggles**

A recent situation highlighted the gaps in services available to individuals experiencing both severe mental health symptoms and homelessness. Jack worked with an individual who, according to those familiar with him, is capable of working and functioning well when his symptoms are managed. When he is unmedicated and his symptoms worsen, however, his ability to communicate, make decisions, and engage with services becomes significantly limited.

During these periods, productive engagement is difficult, and crisis intervention may become necessary. Even after an immediate crisis is addressed, gaps in ongoing treatment and follow-up can leave the individual without the support needed to maintain stability.

This case reflects a recurring challenge in Jack's outreach work: the symptoms that create an urgent need for assistance can also prevent someone from requesting or accepting help. Those same symptoms can make it difficult to complete appointments, paperwork, and other requirements for outpatient mental health services.

# STREET OUTREACH
## Continued

Jack continues looking for opportunities to engage when the individual is more receptive to assistance. However, the stress and instability of living on the street can contribute to further deterioration before that opportunity arises. The situation underscores the need for accessible mental health treatment and stronger continuity of care following crisis intervention.

**Incident Report**

Throughout October, Jack and the Ambassador team received an increasing number of concerns from downtown businesses regarding individuals experiencing homelessness. Ambassadors helped identify and relay concerns, while Jack provided outreach follow-up and coordinated with community partners.

One notable call involved a business concerned about an individual who appeared new to downtown and particularly vulnerable. Jack's follow-up confirmed that the individual had recently left foster care and needed substantial support.

Working with the Wilmington Police Department, its social workers, and Coastal Horizons, Jack helped identify the individual's immediate needs, confirm his existing service connections, and develop a plan for continued assistance.

The individual remains unsheltered, and achieving stability will require continued coordination. Jack's ongoing role is to build trust, maintain contact, and help him navigate available services. This coordinated effort provides a foundation for addressing immediate concerns while working toward a lasting improvement in his circumstances.

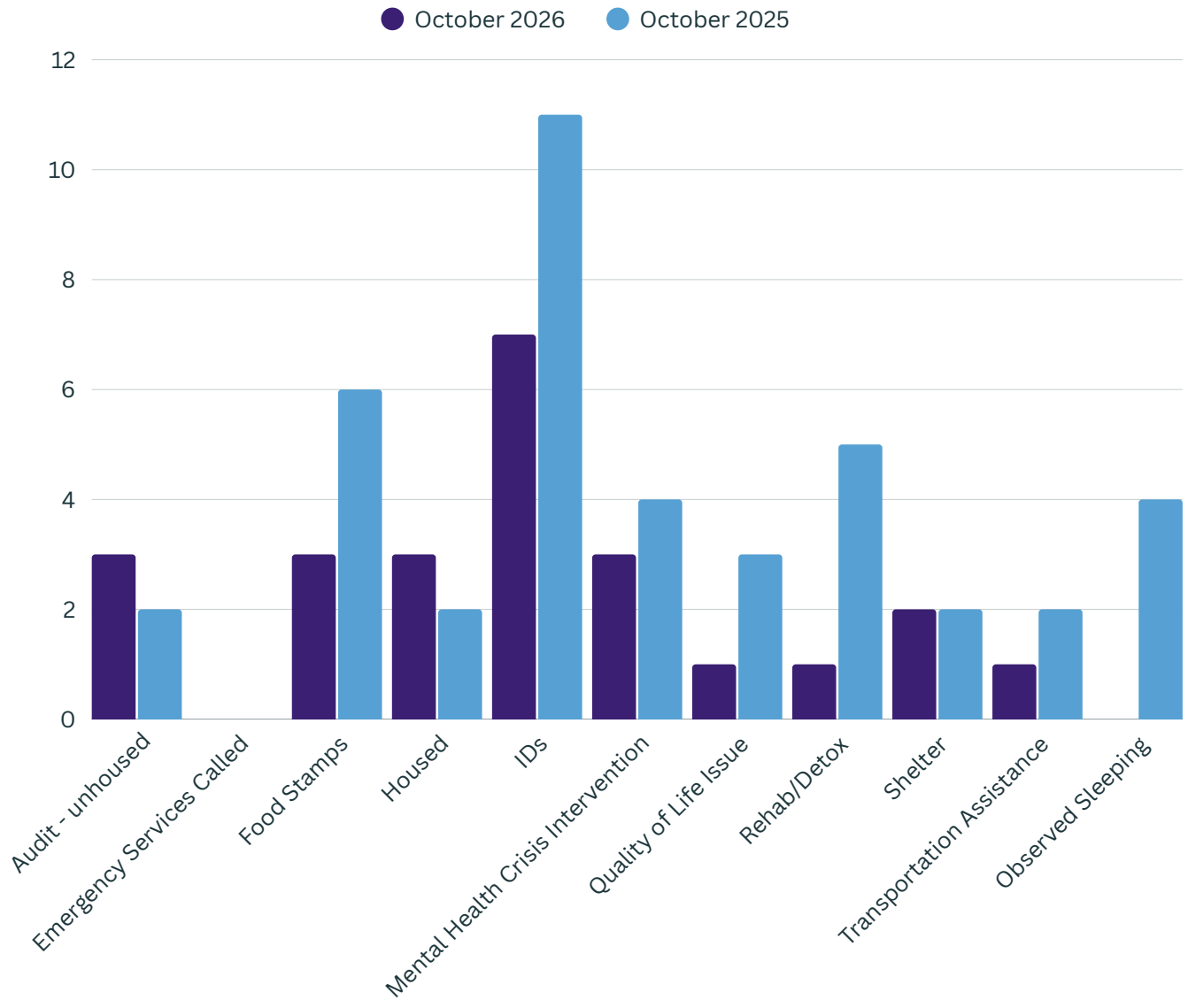
# STREET OUTREACH
## Statistics

**REPORTING: OCTOBER 2025 VS. OCTOBER2026**

Street Outreach Statistics Overview

**OUTREACH CONTACTS TOTAL** 154

**TOTAL SOCIAL SERVICES REFERRALS** 34





UNHOUSED ENCAMPMENT CLEAN-UP



UNHOUSED ENCAMPMENT CLEAN-UP



BIOHAZARD REMOVAL



TREE MAINTENANCE



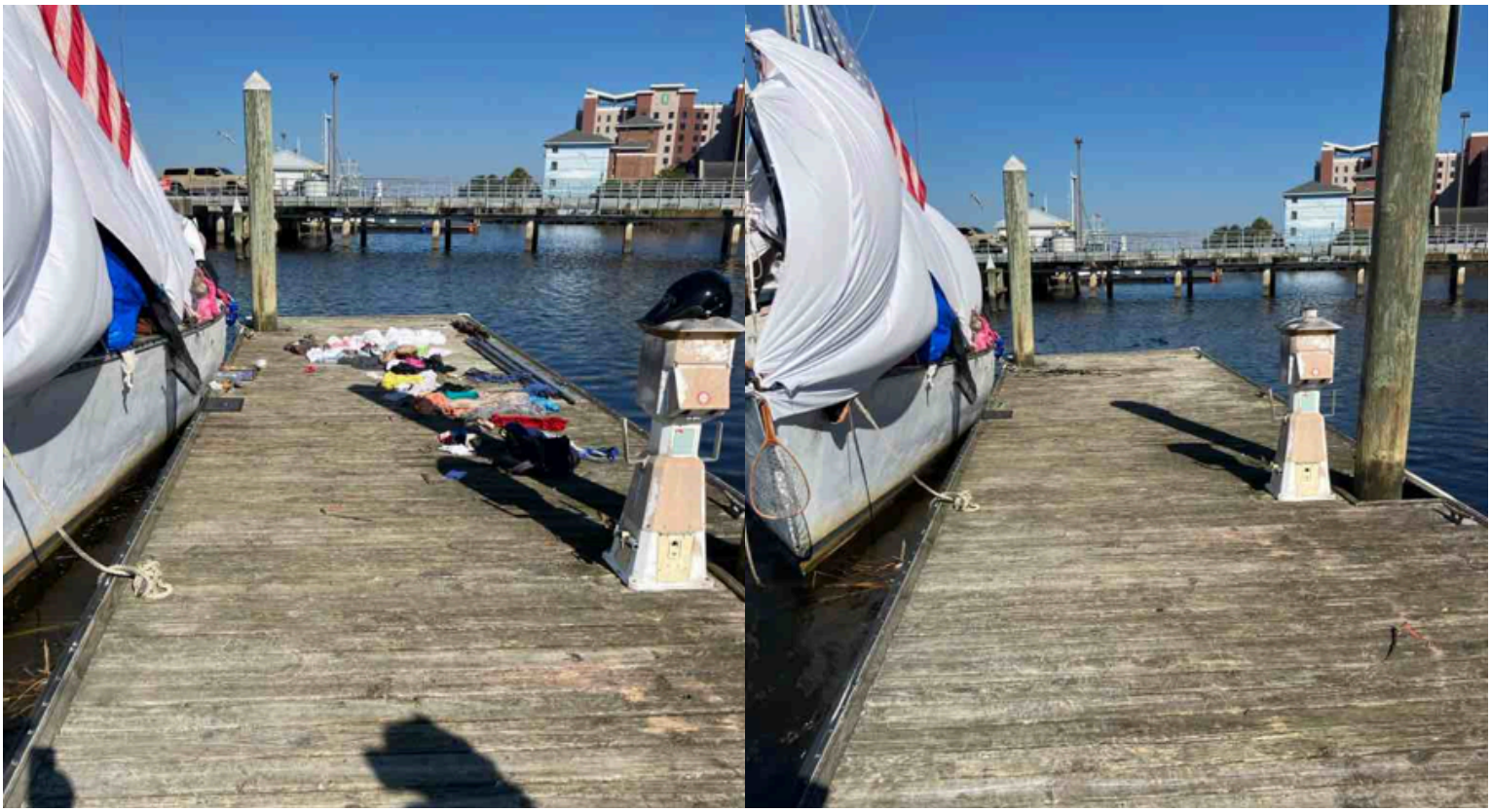

GRAFFITI REMOVAL



GRAFFITI REMOVAL



BIOHAZARD REMOVAL



UNHOUSED ENCAMPMENT CLEAN-UP

# REPORTING PERIOD: OCTOBER 2026



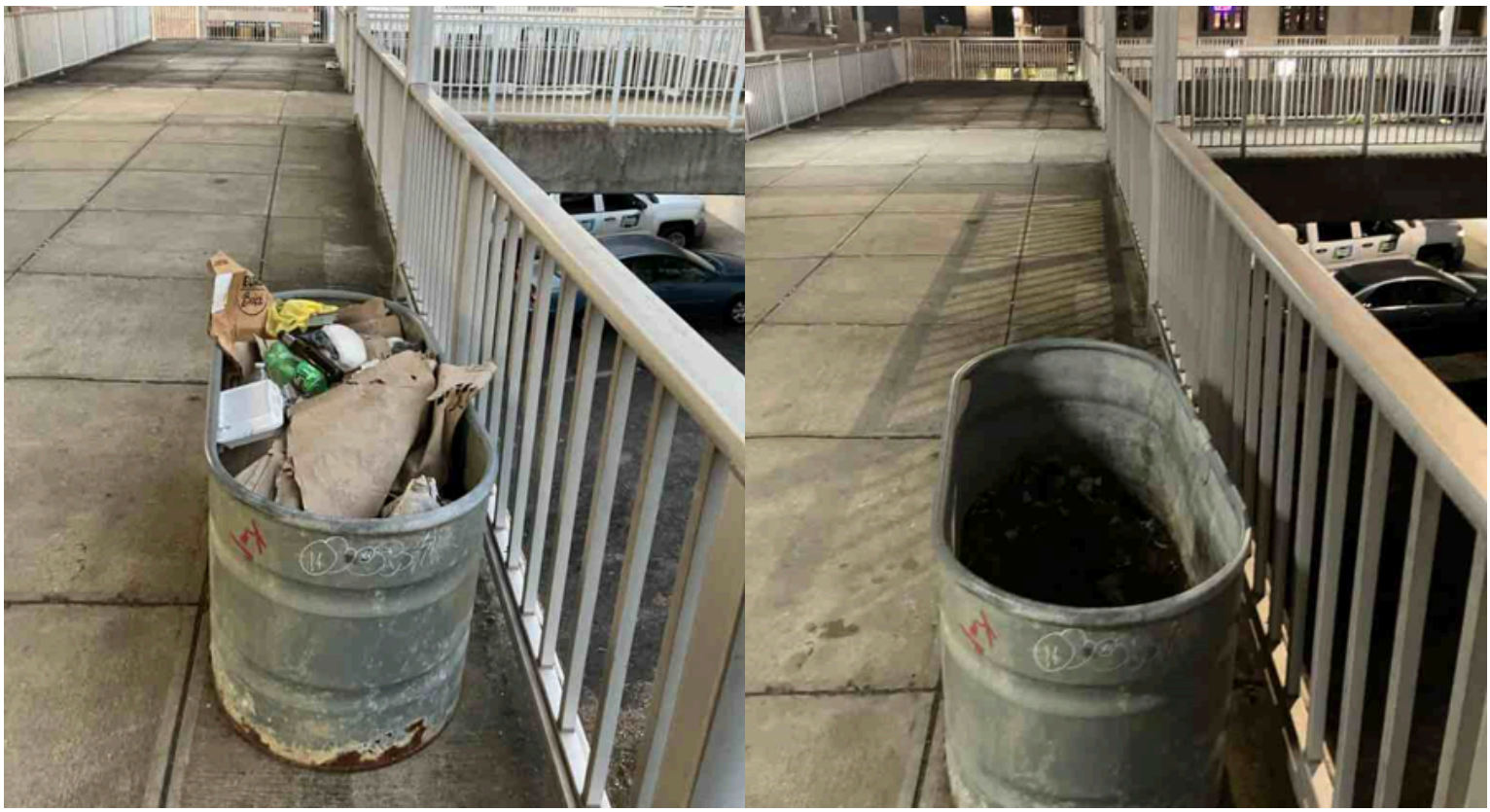

ABANDONED BELONGINGS REMOVAL



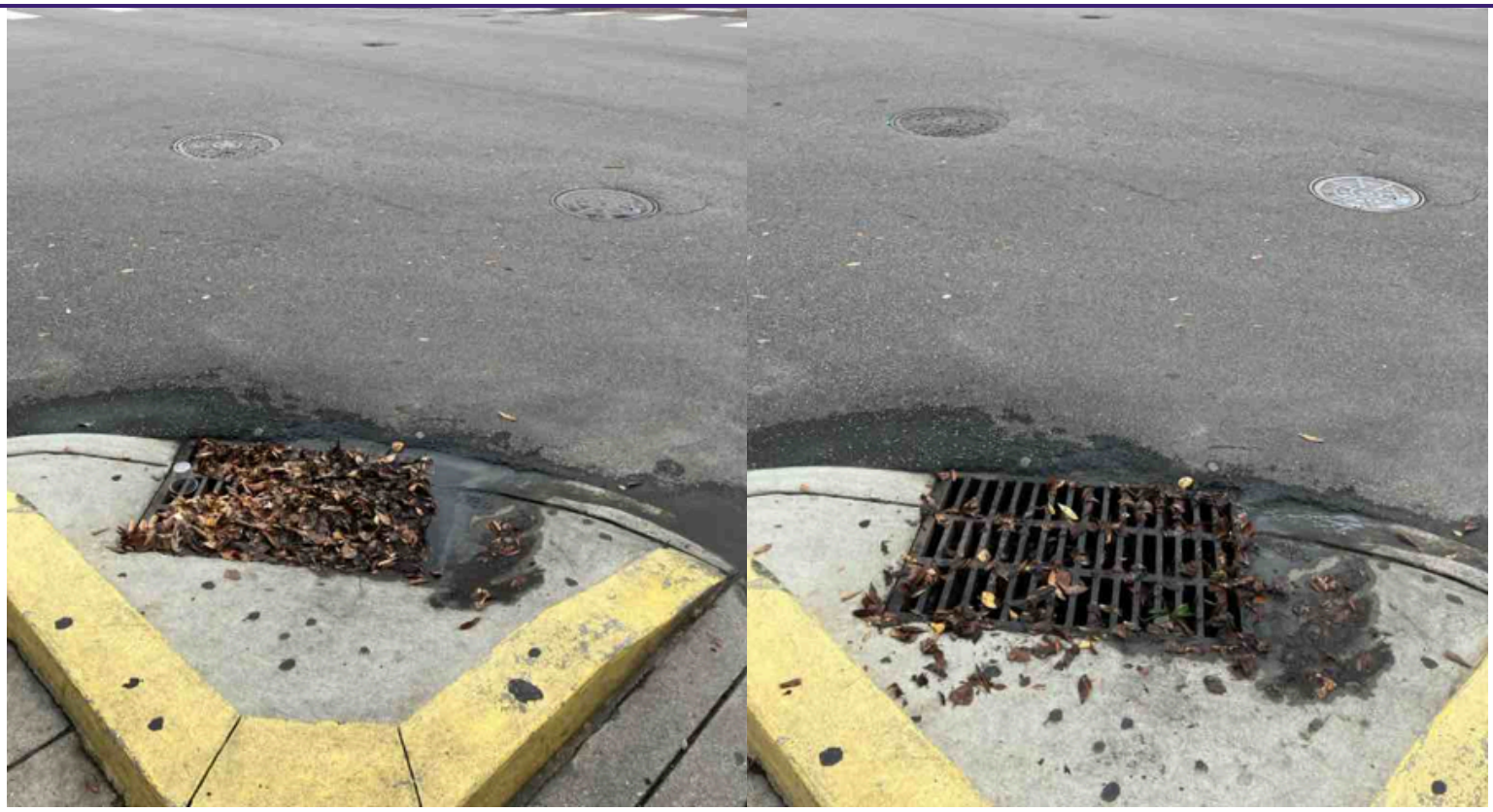
PRESSUREWASHING



UNHOUSED ENCAMPMENT CLEAN-UP



LITTER REMOVAL



STORM DRAIN MAINTENANCE



WEED REMOVAL