



Prepared by: Roberto Portes
Group: Delray Beach Ambassadors
Date: Week of 5/01 - 5/07/17

Issues and Accomplishments

Red (Alerts to management/client)

Items below represent critical issues that may keep Ambassador Team from delivering services with ease.

These items need PSC and/or the Delray Beach DDA (client) help in resolving. Stated below issues may be time-sensitive in nature and, therefore, have a time frame in which they need to be resolved by. This will be the "Issue Resolution Date", if applicable.

Location	Issue / Possible Solution	Issue Resolution Date
N/A	Issue: N/A Possible Solution: N/A	N/A

Yellow (Issues)

Items below represent issues that management/client should simply be aware of, but do not require action by PSC/DDA.

Location	Issue / Possible Solution or Description	Issue Resolution Date
Atlantic Ave./SE 2nd Ave (near The Office)	Issue: Public Disturbance Description: On 5/6/17, between the hours of 7 a.m. - 12 p.m., a black male by the name of "Douglas" was causing a disturbance. Initially by Starbucks, making customers feel uncomfortable; then restaurant Local Cafe; then, the Green Market. Finally, he was arrested after forcefully entering the Big Red Bus (Red Cross). See attached report for full details of the scenario.	N/A

Weekly Status Report

Green (Key accomplishments, progress, acknowledgments)

Items below represent accomplishments or progress made on deliverables for the week.

Location	Accomplishments	Task Accomplishment Date
Pilot program coverage area (Atlantic Avenue)	Tenant Interaction - Ambassadors have received many thanks from tenants as they have continually "popped in" the store-fronts, introducing themselves on all shifts to tenants along Atlantic Avenue/the surrounding coverage area. We had provided all tenants with security dispatch (561-818-3667) and security cell phone (561-573-8915) numbers, & handed out PSC business information cards, the first week (2/6-2/12). Ambassadors continued to do so, as well as remind them of the courtesy escort service to car and/or downtown home.	2/6-2/12 2/13-2/19 2/20-2/26 2/27-3/5 3/6-3/12 3/13-3/19 3/20-3/26 3/27-4/2 4/3-4/9 4/10-4/16 4/17-4/23 4/24-4/30 5/01-5/07
" "	Police Interaction - During the first week, cell phone numbers were exchanged between Ambassadors and members of PD. Stayed in contact with members of Delray Beach PD when necessary with regard to pending incidents at Oldschool Square/Oldschool Square RR/Veterans Park, etc.	2/6-2/12 2/13-2/19 2/20-2/26 2/27-3/5 3/6-3/12 3/13-3/19 3/20-3/26 3/27-4/2 4/3-4/9 4/10-4/16 4/17-4/23 4/24-4/30 5/01-5/07
" "	Public Interaction - continued, constant interaction with public. Assisting with directions, questions about nearby venues. Provide the security phone numbers + inform them of escort service if staying nearby (hotel/residence).	2/6-2/12 2/13-2/19 2/20-2/26 2/27-3/5 3/6-3/12 3/13-3/19 3/20-3/26 3/27-4/2 4/3-4/9 4/10-4/16 4/17-4/23 4/24-4/30 5/01-5/07
" "	Introduced to Gulf Stream Middle students - Made contact with students and their teacher at Gulf Stream Middle. See attached picture.	5/04

Next Week Priorities

Items below represent items the Ambassador team will be working on next week. These items may include new and/or outstanding tasks.

Location	Task	Scheduled Date (If Applicable)
Pilot program coverage area (Atlantic Avenue)	Continue to observe + report infrastructure/hazards - Ambassadors will continue their efforts to observe the coverage area and report any infrastructure issues that need attention (street lamps/lights out; trip hazards; trash overflow; etc.)	
" "	Continue to Engage Tenants - Ambassadors will continue their efforts of introducing themselves/the Ambassador Program to the tenants, and providing them with phone #'s, information from Delray Beach DDA, etc.	
" "	Continue to Engage Public - Continue to approach visitors, provide information on Ambassador program (phone number, services, hours of service). Provide directions, and serve as a friendly, approachable entity.	
N/A	Program Extension - While the 3-month Ambassador Pilot Program technically adjourned on Saturday, May 6th, a temporary month-long extension was adopted by the Delray DDA beforehand. It's hoped that a full-fledged program will be in effect before June 6th. PSC Management is preparing for the potential expansion, i.e. updated deployment, attending meetings, etc.	

Gulfstream Middle school at OSS Park

From: "Philippe Edouard" <edouardads@gmail.com>

05/04/17 13:14

To: ksears@pscsite.com

Attachments: 20170504_125802(0)_1493917749035001.jpeg (457.8 kB);



Delray

From: "Philippe Edouard" <edouardads@gmail.com>

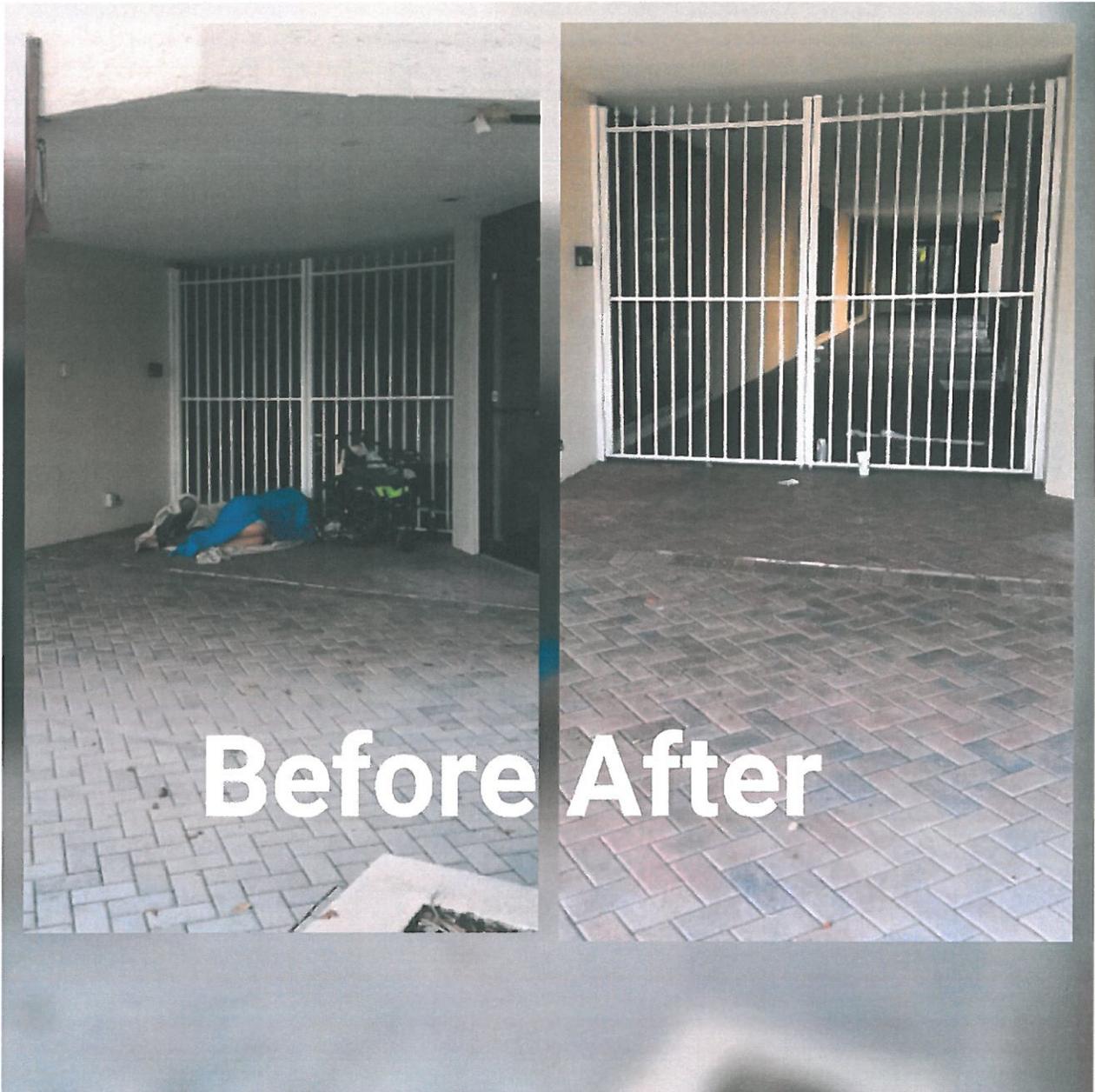
05/05/17 16:44

To: ksears@pscsite.com

Attachments: 2017-05-04_11.55.51.jpg (629.5 kB); 2017-05-04_11.55.05.jpg (523.7 kB);
2017-05-04_11.54.13.jpg (711.9 kB); 20170504_091414.jpg (8.1 MB);

1. While patrolling the restrooms of OSS Park I saw a individual with his bike smoking a cigarettes inside the men restroom told him that was unacceptable in a polite way and he had to leave the property he complied.
2. Caught two men sleeping in front of old Sonoma NE 7 Ave on Atlantic ave, woke them up told they couldn't sleep there anymore they complied.
3. Caught one homeless sleeping in Wesley park woke him up and told him he couldn't sleep there anymore he complied.
4. Caught one homeless sleeping in the park located NE 2nd Ave on Atlantic ave, I woke him up and told him he couldn't sleep there anymore he complied.











Incident Report

Incident Identification

C.A.S.E. ID	17-1763
Security ID	1402
Insurance ID	

Property name and address

Atlantic AVE and SE 2nd AVE (by the Office)

Incident Details:

Security ID:

Incident Category: Public disturbance	Incident Date: 5/06/17
Incident Sub Category:	Incident Time: 12:45 PM
Level:	
Injuries: None	Incident Submitted Date: 05/7/17
	Incident Submitted By: 12:35 PM

Security Arrival to Scene:

Officer Name: Narcisse Luckenson/ Johny Jn Louis	Nearest Tenant:
Arrival Date and Time: 05/06/17 @ 12:30 PM	
Reported By: Narcisse Luckenson/ Johny JN Louis	
Date and Time: 05/0617 @ 12:40 PM	

Security Officer Narrative:

Saturday 6th of May 2017 while patrolling on atlantic Ave at 7 Am, we observed a guy called Douglas talking very loudly next the Starbucks and making people feel uncomfortable. When we approached him, he continued and we couldn't get him to stop. We then called PD right away and as PD was on their way, he left. When PD arrived, he was already gone but came back while PD was there acting kindly until PD left. A little while after PD left, He continued with the same things that he was doing. we went to tell him to leave, He cursed us out and left the area. Around 10 AM, we received a call from Local Caffee that he was cursing them and provoking costumers. We went after him but didn't find him. At 12 PM, he took it to another level and went to the green market cursing and making people feel uncomfortable. he then forcefully went into the red bus that was collecting blood and started to give them a hard time. Police was called again and when PD came, the arrsted him.

END OF SECURITY'S OFFICER NARRATIVE



People Involved:

General Information:

Person Type: B/M	Gender: Male		
First Name: Douglas	<input type="checkbox"/> Minor:	Guardian Name:	
Last Name:	Driver Licence:	State:	
Social Security Number	D.O.B:	Appx Age:	

Contact Information:

Home Number:	Work Number:
Cell Number:	Email:
Address:	
Employer Name:	Employer Phone:

Physical Description :

Height:	Weight:	Eyes	Hair:
Race:			
Distinctive Features:			
<input type="checkbox"/> Glasses	<input type="checkbox"/> Carrying a Cane:		
<input type="checkbox"/> Beard:	<input type="checkbox"/> Carrying Packages:		
<input type="checkbox"/> Using a walker:	<input type="checkbox"/> Other:		

Medical Information :

<input type="checkbox"/> Injured	Nature Of Injury:		
<input type="checkbox"/> Needed Medical Attention	<input type="checkbox"/> Refused Medical Attention:		
Treated By:			
Medical Attention Rendered:			
<input type="checkbox"/> Hospital:	Hospital Name:		
Transported By:			From:

Person's Narrative:

Person's Requests:
Person's Attitude:

Narrative:

Pictures Taken: Yes/No, Please attach picture to the report.



Police Report Number: 17-7163

<i>Date Reported</i>		<i>Time Reported</i>	
<i>Police arrive to Scene Date:</i>		<i>Police arrive to scene time:</i>	
<i>Police officer Name:</i>		<i>Badge Number:</i>	
<i>Name of Police Dept:</i>			

Notes:

Action Taken: Arrested Douglas

Action Date/Time: 05/06/17 @ 12:30 PM
Action Description: Called PD
Action Details:
Action Date/Time: 05/06/17 @ 12:34 PM
Action Description: PD Arrived
Action Details:
Action Date/Time: 05/06/17 @ 12:40 PM
Action Description: PD Arrested Douglas
Action Details:
Action Date/Time: 05/06/17 @ 12:45
Action Description: PD Left
Action Details:
Action Date/Time:
Action Description:
Action Details: