



Prepared by: **Roberto Portes**
Group: Delray Beach Ambassadors
Date: Week of 02/20 - 02/26/17

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	Issue Resolution Date
Pilot program coverage area (Atlantic Avenue)	Issue: Minor infrastructure issues, i.e. trip hazard that was observed (pictures attached w/ location & date); broken gate by 640 E. Atlantic Ave. that leaves area susceptible to vagrants being able to sleep inside of gate area. Possible Solution: The above-mentioned vulnerabilities were reported promptly to Laura Simon via e-mail with pictures attached. Therefore, Ambassadors will continue to observe and report to Ms. Simon, and a solution can be discussed between DDA and City of Delray Beach? May consider having PSC report similar issues directly to City in the future.	N/A

Weekly Status Report

"The Bridge"	Issue: Graffiti under main bridge on Atlantic Ave. was discovered twice during first week of service (dates of 2/8 and 2/10); second week of service (on 2/15); and now, third week of service, on 2/21. Laura Simon was properly notified, who in turn notified proper authorities. Picture is attached. Possible Solution: Increase randomized patrol around these areas.	N/A
Oldschool Square	Issue: On 2/21, white female (homeless, by the name of "Evette") complaining of being in pain/blacking out on. Was seen by fire rescue/paramedics, but refused to be transported to hospital. See attached report. Possible Solution: N/A	N/A
The "Blue Anchor" (E. Atlantic)	Issue: On 2/26, intoxicated male, laying on the ground, stating he was in pain. The individual was requesting paramedics, and was transported to a nearby hospital. Reference the attached report. Possible Solution: N/A	N/A
Atlantic Ave.	Issue: On 2/24, it was observed that a van (Volkswagen) had been parked in the same space on Atlantic Ave. for a week. It was also observed that the van/owners of the van were utilizing a power outlet. See attached pictures. Possible Solution: N/A; was reported to Laura Simon via e-mail on 2/24.	N/A

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.	
" "	Police Interaction - During the first week, cell phone numbers were exchanged between Ambassadors and members of PD. It has been noted that police have been <i>extremely</i> responsive and helpful; their efforts to assist Ambassadors when called upon are second to none. Constantly 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.	

Weekly Status Report

" "	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).	

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 infrastructure - 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.	

2/25/17

Broken gate
① @ 40 E Atlantic
(Picture 2 of 2)



2/25/17

Broken gate
@ 640 E Atlantic
(Picture 1 of 2)

640

2

CLOSED



2/21/17,
Graffiti



NEVER GET SOFT
FROM A HARD BLOW

Trip hazard





Incident Report

Incident Identification

C.A.S.E. ID	17-2481
Security ID	1402
Insurance ID	

Property name and address

Old School Square

Incident Details:

Security ID:

Incident Category: Sick Person	Incident Date: 2/21/17
Incident Sub Category:	Incident Time: 1618
Level:	
Injuries: None	Incident Submitted Date: 2/22/17 Incident Submitted By: J. JN Louis

Security Arrival to Scene:

Officer Name: B. Pizzuti / J. Jn Louis	Nearest Tenant:
Arrival Date and Time: 1618	
Reported By: J. Jn Louis 145	
Date and Time: 2/21/17 @ 1527	

Security Officer Narrative:

While on routine bicycle patrol, PSS Pizzuti and I noticed a homeless W/F by the name of Evette laying on a bench at Old School Square. When we approached her she complained of being in severe pain and blacking out since around 1330.

We Then decided to call Fire rescue to come evaluate her. When Delray Beach Fire Rescue arrived, they checked her vitals and asked her if she wanted to go to the hospital in which she refused and signed the refusal.

END OF SECURITY'S OFFICER NARRATIVE



**Professional
Security
Consultants**

People Involved:

General Information:

Person Type: Subject	Gender: Female		
First Name: Evette	☐ Minor:	Guardian Name:	
Last Name:	Driver Licence:	State:	
Social Security Number	D.O.B:	Appx Age: 47	

Contact Information:

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

Physical Description :

Height:	Weight:	Eyes	Hair:
Race:			
Distinctive Features:			
☐ Glasses	☐ Carrying a Cane:		
☐ Beard:	☐ Carrying Packages:		
☐ Using a walker:	☐ Other:		

Medical Information :

☐ Injured	Nature Of Injury: Sick		
☒ Needed Medical Attention	☐ Refused Medical Attention:		
Treated By: Delray Beach Fire Department			
Medical Attention Rendered:			
☐ Hospital:	Hospital Name:		
Transported By: Not transported		From:	

Person's Narrative:

Person's Requests:
Person's Attitude:

Narrative:

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



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Police Report Number:

<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: Called Delray Beach Fire Rescue

<i>Action Date/Time:</i> 2/21/17 @ 1618
<i>Action Description:</i> Called Delray Beach Fire Rescue
<i>Action Details:</i>
<i>Action Date/Time:</i> 2/21/17 @ 1623
<i>Action Description:</i> Delray Beach Fire Rescue Arrived
<i>Action Details:</i>
<i>Action Date/Time:</i> 2/21/17 @ 1638
<i>Action Description:</i> Delray Beach Fire Rescue Left Area
<i>Action Details:</i>
<i>Action Date/Time:</i>
<i>Action Description:</i>
<i>Action Details:</i>
<i>Action Date/Time:</i>
<i>Action Description:</i>
<i>Action Details:</i>



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Incident Report

Incident Identification

C.A.S.E. ID	17002688
Security ID	1402
Delray	
Insurance ID	

Property name and address

Across of the blue Anchor on
E Atlantic ave and Palm
Beach
Square.

Incident Details:

Security ID:

Incident Category: In pain / Intoxicated	Incident Date: 02/26/2017
Incident Sub Category:	Incident Time: 9:35AM
Level:	
Injuries: Left ribs cage	Incident Submitted Date: 02/26/2017 Incident Submitted By: J. Edouard

Security Arrival to Scene:

Officer Name: J. Edouard & J. Oliveira	Nearest Tenant:
Arrival Date and Time: 02/26/2017, 9:37AM	
Reported By: PSS117 / J. Edouard	
Date and Time: 02/26/2017, 9:35AM	

Security Officer Narrative:

On Sunday, 2/26/17 at 9:35am- I, PSS 117 (J. Edouard) got a call from PSO 160, (J. Oliveira) saying that he found an individual on the ground by Blue Anchor in pain. When I arrived I asked the man what was wrong? He said his ribs had been hurting, at the same time it was obvious that the man was intoxicated the man requested paramedic. So I called the paramedics on his behalf. When they arrived they examined him and decided that it was best if they took him to the hospital for further testing, which he agreed to.

END OF SECURITY'S OFFICER NARRATIVE



**Professional
Security
Consultants**

People Involved:

General Information:

Person Type: Individual	Gender: MALE
First Name: [REDACTED]	☐ Minor: Guardian Name:
Last Name: [REDACTED]	Driver License: [REDACTED] State: FL
Social Security Number	D.O.B: [REDACTED] Appx Age:

Contact Information:

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

Physical Description :

Height: 5'11	Weight:	Eyes	Hair: Black
Race: white			
Distinctive Features:			
☐ Glasses	☐ Carrying a Cane:		
☐ Beard:	☐ Carrying Packages:		
☐ Using a walker:	☐ Other:		

Medical Information :

☒ Injured	Nature Of Injury: Left rib cage
☒ Needed Medical Attention	☐ Refused Medical Attention:
Treated By: Cafone	
Medical Attention Rendered: They check his blood pressure	
☒ Hospital:	Hospital Name: Paramedic didn't want to this close the
Transported By: Delray Fire Rescue #112 name.	From:

Person's Narrative:

Person's Requests: Paramedics
Person's Attitude: Weak, In pain and couldn't stand.

Narrative:



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



**Professional
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Consultants**

Police Report Number:

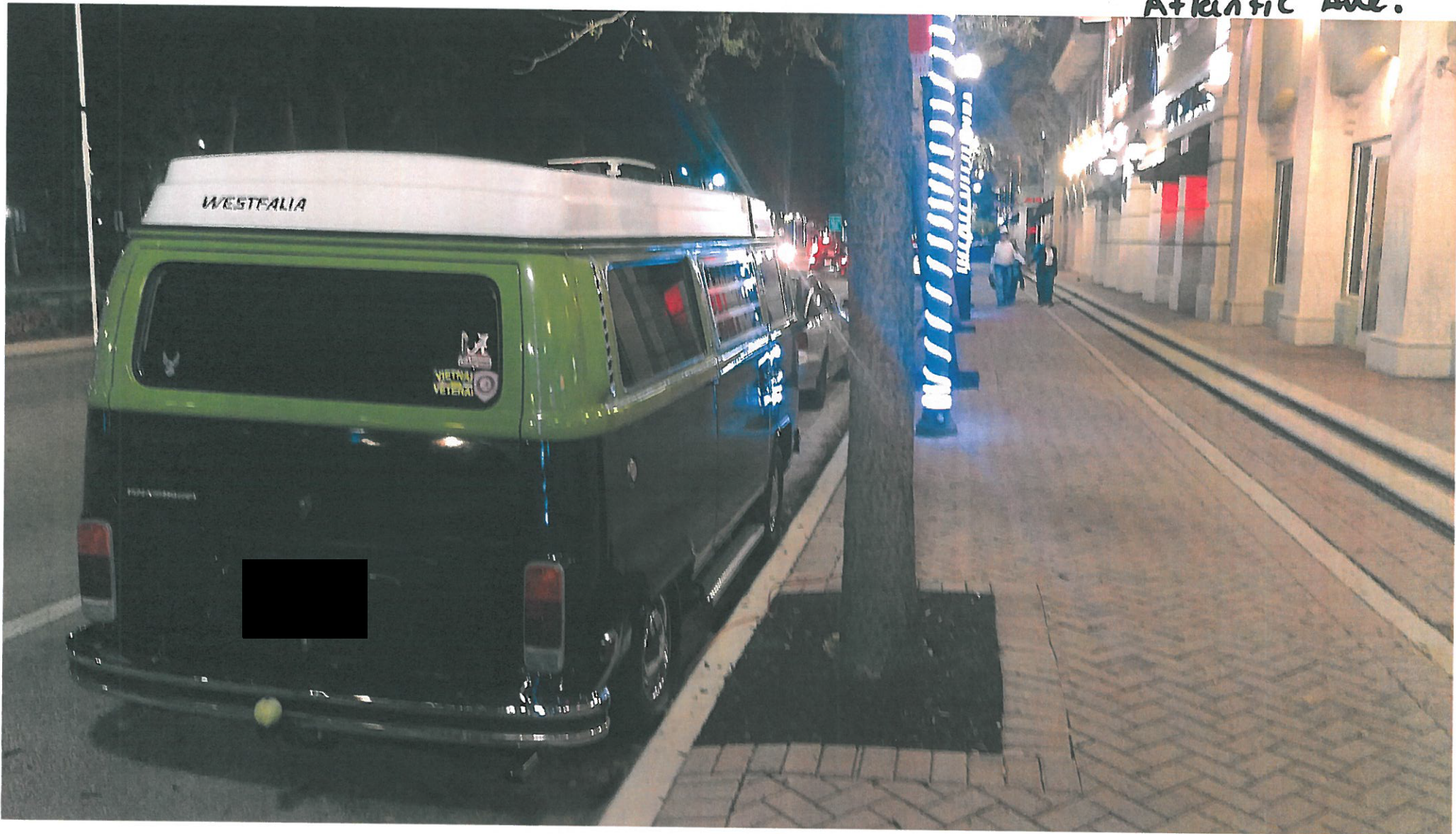
<i>Date Reported</i>	<i>Time Reported</i>
<i>Police arrive to Scene Date:</i>	<i>Police arrive to scene time:</i>
<i>Police officer Name:</i>	<i>Badge Number:</i>
<i>Name of Police Dept:</i>	

Notes:

Action Taken: Called Delray Fire Rescue

<i>Action Date/Time:</i> 02/26/2017, 9:37AM
<i>Action Description:</i> Called Delray Fire Rescue
<i>Action Details:</i>
<i>Action Date/Time:</i> 02/26/2017, 9:45AM
<i>Action Description:</i> Delray Fire Rescue Arrived
<i>Action Details:</i>
<i>Action Date/Time:</i> 02/26/2017, 9:51AM
<i>Action Description:</i> Delray Fire Rescue Left
<i>Action Details:</i>
<i>Action Date/Time:</i>
<i>Action Description:</i>
<i>Action Details:</i>
<i>Action Date/Time:</i>
<i>Action Description:</i>
<i>Action Details:</i>

Reported 2/24/17
Van parked for
1 week on
Atlantic Ave.



(Reported
2/24)

Power outlet being
used by van on
Atlantic Ave.

