



Prepared by: Roberto Portes
Group: Delray Beach Ambassadors
Date: Week of 03/06 - 03/12/17

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
OSS/Veterans Park	Issue: In early morning (approx. 6 a.m.), homeless individuals found sleeping Possible Solution: Continue to enforce early AM "sweep"; monitor throughout day/evening. See attached pictures (taken on 3/7)	N/A
Federal, south of Atlantic Blvd.	Issue: On 3/7 at approximately 10:20 a.m., car accident witnessed. Assisted citizens while PD arrived. No reported injuries. See attached photos. Possible Solution: N/A	N/A

Weekly Status Report

Across from "The Office"/NE 2nd Ave & Atlantic	Issue: On 3/8 at approximately 8:40 a.m., Ambassador saw a white male in a wheel-chair fall face first onto concrete sidewalk. Man suffered severe head injury, and possibly started seizing. Paramedics were called, and Ambassador attempted to assist in the mean-time, keeping him alert/from falling asleep or choking on own blood. Transported to hospital See attached full report. Note that pictures of individual can be provided upon request, but they are graphic in nature, so will not be included in this report. Possible Solution: N/A	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.	2/6-2/12 2/13-2/19 2/20-2/26 2/27-3/5 3/6-3/12
" "	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.	2/6-2/12 2/13-2/19 2/20-2/26 2/27-3/5 3/6-3/12
" "	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
" "	Positive Feedback From Members of Public - on 3/7, on routine patrol of Old School Square, Ambassador Jean Edouard was stopped by a "local" (individual lives	3/7

	in Delray Beach) and stated that they were glad that the yellow-shirts were around. The individual stated that OSS and the "other park" (referring to Veterans Park) has significantly improved in appearance since they have started to work in Delray. Ambassador encouraged the individual to reach out to the DDA via e-mail with their praises. See attached pictures taken right after interaction with citizen, showing parks were clear of homeless individuals sprawled out with their belongings, debris/trash, etc.	
--	--	--

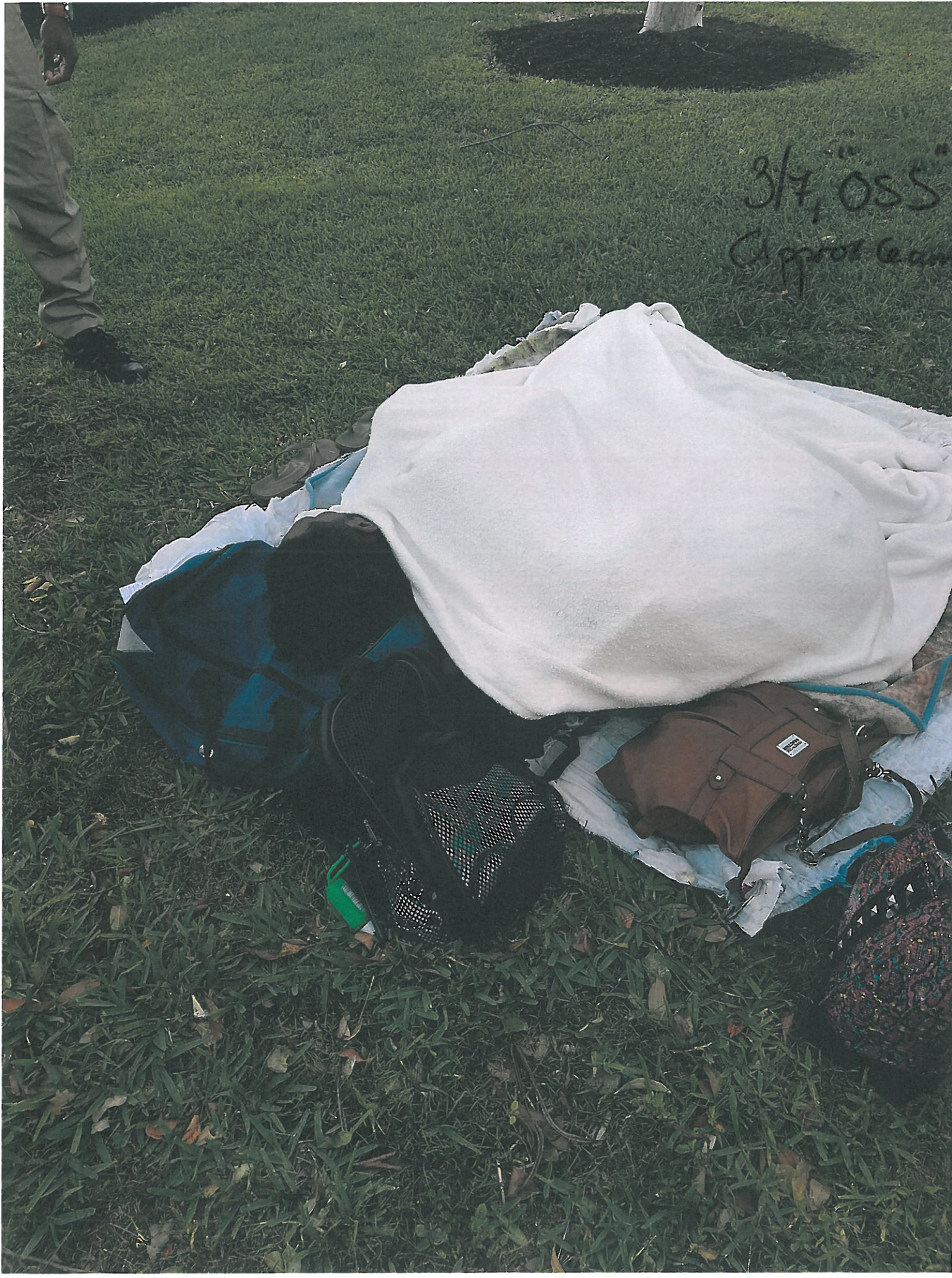
Next Week Priorities

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.	



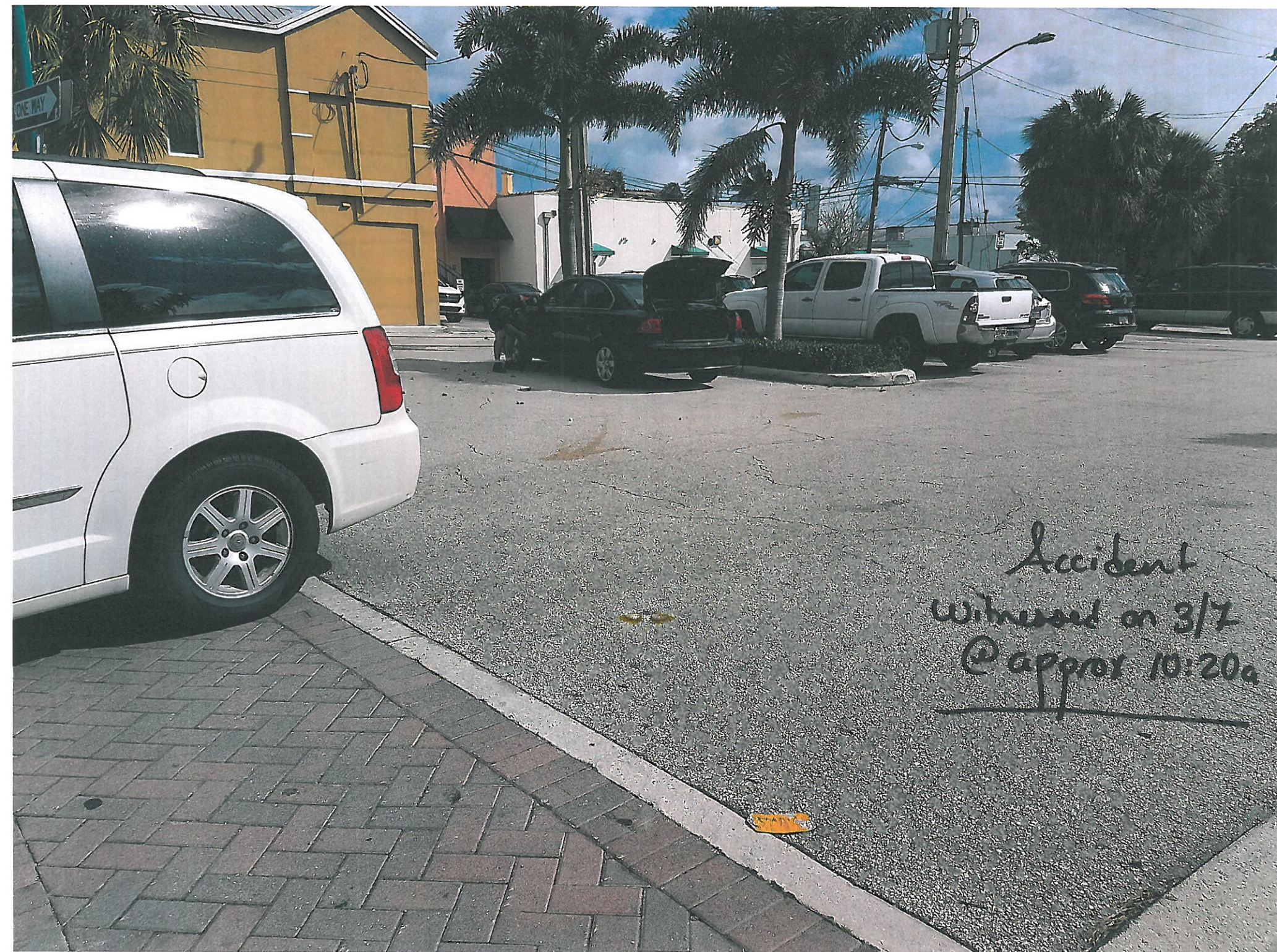
3/7 @ 6 a.m
C Veterans Park



3/7, 085
Ciprot (and)









Accident
witnessed on 3/7
@ approx. 10:20a



**Professional
Security
Consultants**

Incident Report

Incident Identification

C.A.S.E. ID	DB17003191
Security ID	1402
Delray	
Insurance ID	

Property name and address

Across the street from the office
bar right under the pineapple metal sign. NE 2nd Ave Atlantic

Incident Details:

Security ID:

Incident Category: Looks like he had a seizure	Incident Date: 03/08/2017
Incident Sub Category:	Incident Time: 8:40AM
Level:	
Injuries: Head laceration	Incident Submitted Date: 03/08/2017
	Incident Submitted By: J. Edouard

Security Arrival to Scene:

Officer Name: J. Edouard	Nearest Tenant:
Arrival Date and Time: 03/08/2017, 8:40AM	The Office Bar restaurant.
Reported By: J. Edouard	
Date and Time: 03/08/2017, 8:40AM	

Security Officer Narrative:

While patrolling around OSS Park I (#117-Jean Philippe Edouard) saw a man in a wheel chair around Atlantic Ave and NE 2nd Ave. As I continued on foot and glanced back over at the man just a few seconds after the first time I noticed him in his wheel chair- I saw that he had fallen out of his wheel chair face first onto the ground. I ran over to him where people had started to gather around, I put my gloves on and asked him if he was okay and if he needed help, and from the looks of things he was having a seizure. Someone in the crowd had already called the Paramedics while I was trying to keep him from shocking in his pool of blood kept him alert and talking. The Paramedics came within 6 mins and took him to the hospital for further treatment.

END OF SECURITY'S OFFICER NARRATIVE



**Professional
Security
Consultants**

People Involved:

General Information:

Person Type: Individual	Gender: Male	
First Name: [REDACTED]	☐ Minor:	Guardian Name: [REDACTED]
Last Name: [REDACTED]	Driver Licence: [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:	Weight:	Eyes	Hair:
Race: White			
Distinctive Features:			
☐ Glasses	☐ Carrying a Cane:		
☐ Beard:	☐ Carrying Packages:		
☐ Using a walker:	☒ Other:		

Medical Information :

☒ Injured	Nature Of Injury:	
☒ Needed Medical Attention	☐ Refused Medical Attention:	
Treated By: Paramedic's		
Medical Attention Rendered: Paramedic's		
☒ Hospital:	Hospital Name: None	
Transported By: Truck 112		From: NE 2nd Ave

Person's Narrative:

Person's Requests:
Person's Attitude: Weak

Narrative:



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



**Professional
Security
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: Someone had called Rescue
already

Action Date/Time:	03/08/2017, 8:41AM
Action Description:	Someone had called Rescue already, while i was assisting
Action Details:	the individual. Making sure he didn't shock from his pool of blood
Action Date/Time:	03/08/2017, 8:47AM
Action Description:	Delray Fire Rescue arrived
Action Details:	
Action Date/Time:	03/08/2017, 9:00AM
Action Description:	Delray Fire Rescue left
Action Details:	
Action Date/Time:	
Action Description:	
Action Details:	
Action Date/Time:	
Action Description:	
Action Details:	



* Picture taken
after compliment
was given on 3/7





3/7/12

* Picture taken
(Veterans Park)
after compliment
was given.