

Service Team Pilot Scope

Scope of Services

Today, services are being performed by a variety of providers. The goal is to consolidate services into a proactive, consistent, downtown-focused Service Team.

Service Team – Key Responsibilities	
Service	Responsible Party Today
Sidewalk cleaning	Property/business owner
Landscape maintenance & watering*	Property/business owner/DDA contractor
Planted medians	DDA Contractor
Trash removal within paint & post bump outs	No one
Wiping surfaces (tables, benches, trash cans)	No one
Straighten temporary elements (i.e. newspaper boxes & construction signage)	No one
Remove illegally dumped items from sidewalk	No one
Tree grate modification & cleaning	DDA contractor
Furniture repair (e.g., benches, tables)	DDA contractor
Minor brick paver repair	DDA contractor
Graffiti and sticker removal	DDA contractor & Public Works, depending on surface area
Hospitality	No one
Streetlight banner install	DDA contractor or private contractor
Seasonal in-street bike corral deployment	DDA contractor
Bike & ped counter battery replacement	DDA contractor
Snow & de-icing (sidewalk ramps, bus stops, bike parking, hydrants, ADA amenity zone)	Adjacent property owner and/or no one
Event Barricade Management	Event organizer/AAPD
Service Team – Providing Support as Requested	
Service	Responsible Party Today
Bioswale maintenance	County Contractor
Street curb & gutter cleaning (incl. storm inlets)	City Public Works w/ street sweeper. Removal of remaining debris by hand is not addressed today.
Public trash overflow	No one
Annual alley power washing	No one

*May also be performed by the Area Association contractor when funding is available.

Must respond to hours of activity downtown, which is unique among city-wide services:

Annual downtown visitation: 21 million

- Peak daily population in the DDA District: 100,000
- Peak daily population in a downtown neighborhood, like State Street: 50,000
- Day of week activity peak: Thursday – Sunday
- Time of day activity peak: Noon – 8 pm

Daily Visits to the DDA District 2025

