



Downtown Grand Rapids Ambassador Report January 2018



Hospitality



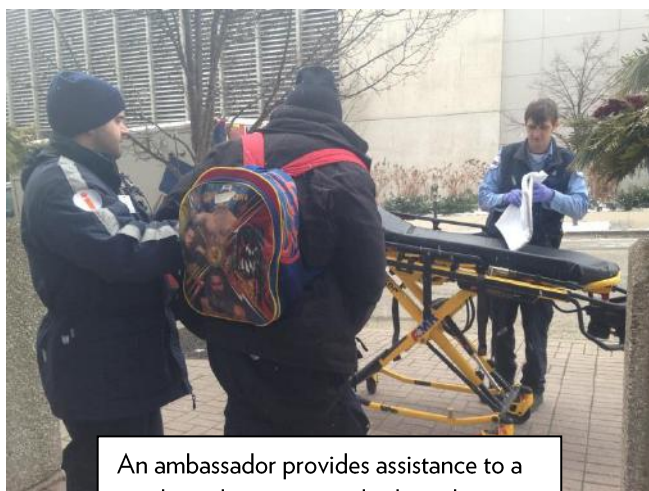
Talina, a Heartside resident, tables at the Neighbor Knowledge Exchange.

Partnering with the Community

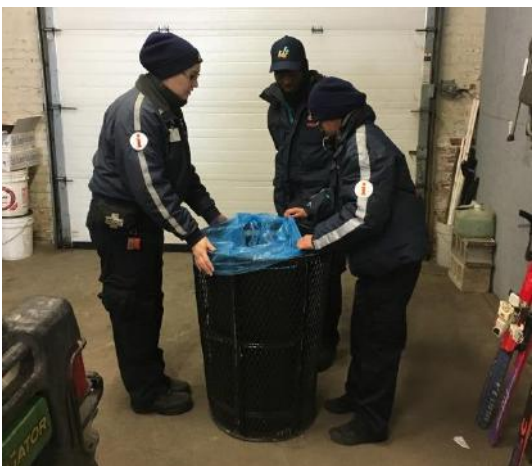
Dwelling Place requested our presence at a table in their Neighbor Knowledge Exchange where we were able to connect with residents of their properties.

Ferguson Apartments had our team give a short presentation for their monthly resident gathering.

Our team leader Jared participated in the PIT (Point in Time) Count.

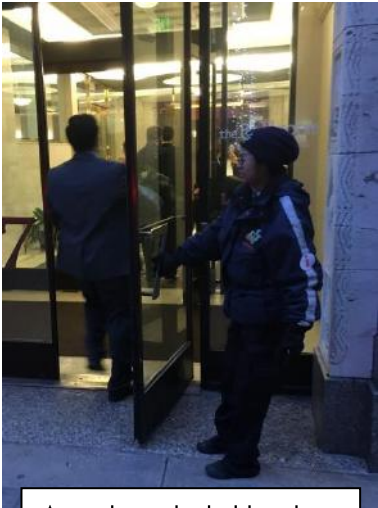


An ambassador provides assistance to a resident who was in medical need.



We hired 2 new hospitality ambassadors in January. Evangeline trains them on beautification needs including perfecting the art of trash bag tying.

	Activity	2017	2016	2015
Hospitality & Engagement	Business Contact	311	186	156
	Mobility Assist	32	175	68
	Observation - Fighting	0	41	8
	PA - Directions	271	868	971
	PA - Information	2,514	3,995	4,349
	PA - Other	11,558	37,615	10,247
	Panhandling - Aggressive	9	10	19
	Panhandling - Passive	81	64	30
	Request for Emergency Service	3	1	19
	Sidewalk Violation	69	173	34
	Social Services Assist	202	398	593
	Suspicious Package	0	1	2
	Suspicious Person	1	25	29
	Total Activity	15051	43552	16525

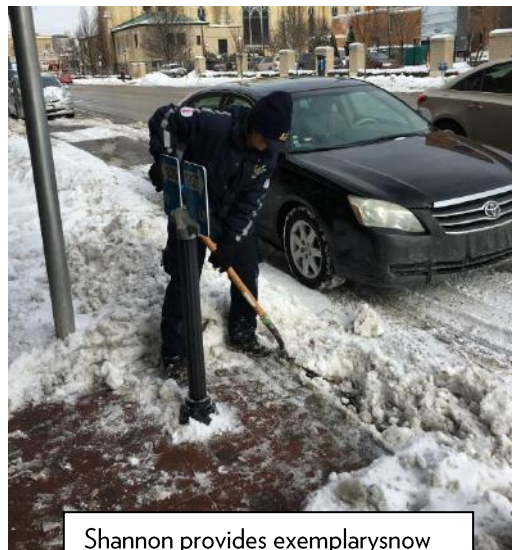


An ambassador holds a door for a wedding party.

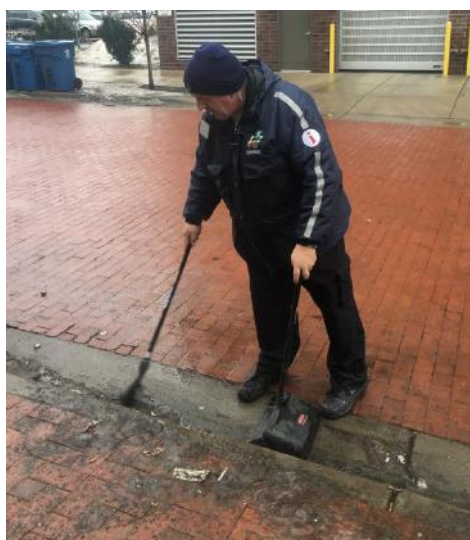
Beautification



A warm up in January melted the snow revealing dirt and other debris allowing for the team to focus efforts on deep



Shannon provides exemplary snow removal standards by clearing snow from the meters and the curb lines.



The January warmup also allowed our team to provide large scale graffiti removal.

	Activity	2017	2016	2015
Beautification	Biohazard Clean Up	256	358	NA
	Infrastructure Management	60	NA	NA
	Graffiti - Removed	135	424	51
	Planters Watered	0	0	0
	Power Washing (block faces)	0	0	0
	Snow Removal	3,047	2,916	3,370
	Special Projects - Other	882	NA	NA
	Trash (Bags collected)	925	794	1,222
	Weed Abatement	0	2	1
	Cigarette Butts Recycled	523,078	172,910	0
	Total Beautification Activity	5,305	4494	4644



Special Projects & Highlights

Melvin and Daniel pose with our Fishbowl which is used by the team to recognize their coworkers. This was recognized as a best practice by Block by Block and rolled out nationwide.



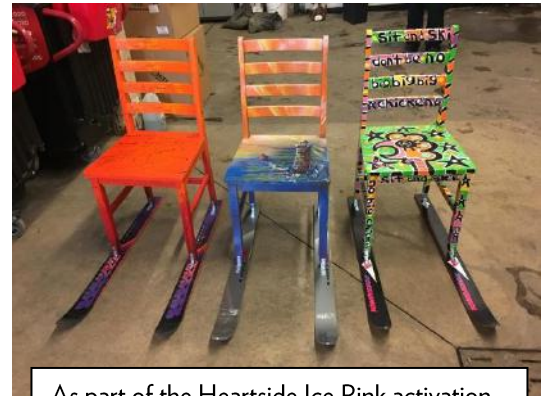
Joshua, one of our January new hires, inputs a maintenance request in the SMARTSystem.



Ellen acquires sand to weigh down the sides of the Heartside Ice Rink



Rick shovels crosswalks on Division



As part of the Heartside Ice Rink activation, our Special Projects team continue to expand their skillset by affixing skis to chairs.

Equipment Usage	Activity	2017	2016	2015
	ATLV Hours	0	0	0
	Bicycle (miles)	0	0	0
	Segway Hours	0	0	0
	Small Equipment (Hours)	24	4	0
	Total Equipment Usage	24	4	0

Statistics Overview

January Activity		2018	2017	2016	2018 YTD
Equipment Usage	ATLV Hours	0	0	0	0
	Bicycle (miles)	0	0	0	0
	Segway (Hours)	0	0	0	0
	Small Equipment (Hours)	24	4	0	24
	Total Equipment Usage	24	4	0	24
Beautification	Biohazard Clean Up	256	358	NA	256
	Infrastructure Management	60	NA	NA	60
	Graffiti - Removed	135	424	51	135
	Planters Watered	0	0	0	0
	Power Washing (block faces)	0	0	0	0
	Snow Removal	3,047	2,916	3,370	3,047
	Special Projects - Other	882	NA	NA	882
	Trash (Bags collected)	925	794	1,222	925
	Weed Abatement	0	2	1	0
	Cigarette Butts Recycled	0	0	0	0
	Total Beautification Activity	5,305	4,494	4,644	5,305
Hospitality & Engagement	Business Contact	311	186	156	311
	Mobility Assist	32	175	68	32
	Observation - Fighting	0	41	8	0
	PA - Directions	271	868	971	271
	PA - Information	2,514	3,995	4,349	2,514
	PA - Other	11,558	37,615	10,247	11,558
	Panhandling - Aggressive	9	10	19	9
	Panhandling - Passive	81	64	30	81
	Request for Emergency Services	3	1	19	3
	Sidewalk Violation	69	173	34	69
	Social Services Assist	202	398	593	202
	Suspicious Package	0	1	2	0
	Suspicious Person	1	25	29	1
	Total Hospitality & Engagement Activity	15,051	43,552	16,525	15,051
Total Ambassador Activity		20,356	48,046	21,169	20,356