

Ambassador Programs

Cleveland, Ohio

Downtown Cleveland Alliance's Clean and Safe Ambassadors are hard at work seven days a week, nearly 24 hours a day, providing a wide range of supplemental services to our Downtown. From powerwashing and graffiti removal to assisting stranded motorists and helping visitors with directions, the Ambassadors are on the job! Look for the friendly faces in gold and blue or call 216-621-6000 for assistance.

Learn more

When you're in Downtown Cleveland, a clean and secure environment makes all the difference to living, working, shopping and visiting. That's why in 2006, the Downtown Cleveland Alliance launched the Downtown Ambassadors program, funded by the newly formed Special Improvement District.

Working from our central Operations Center with full communications capabilities, dozens of cross-trained team members work shifts spanning 18 hours a day to create a cleaner, safer, better environment for everyone downtown. You'll find them adding their services to downtown special events, too.

Our Clean and Safe ambassadors spend most of their time providing hospitality services. They're trained to help with information on hotels, restaurants, attractions, events, conventions, and parking locations and costs. They're also knowledgeable about local ordinances such as panhandling, loitering and solicitation and are in contact with Peace Officers if a situation requires action.

Clean and Safe

Clean Ambassadors. Our Clean Team Members log about 1900 hours a week to keep our streets clean, collecting an average of 3,200 pounds of trash per week. They patrol Downtown each day to remove litter, cigarette butts and gum to keep downtown sidewalks and public spaces neat and attractive. But that's just the start. They also straighten fixtures like news boxes and trash cans. And they're the Number One tool against graffiti -- removing graffiti, decals, flyers, paint, posters and stickers from public spaces. They even go to work damp wiping surfaces like trash cans and benches to remove dust and grime.

Safety Ambassadors. Our Safety Ambassadors - some walking and some on bikes -- patrol downtown as a positive influence for safety, acting as the eyes and ears for police. On duty 18 hours a day, they walk or bike about 1000 miles a week! Each Ambassador patrols specific districts, following a preset schedule and making regular stops by businesses on their route to gather and share security-related information and concerns.

Peace Officers. Ambassadors also carry two-way radios to reach one of our Peace Officers -- off-duty Cleveland Police officers who can provide supplementary security. The Peace Officer on

duty patrols in a marked Downtown Cleveland Alliance vehicle as a very visible presence to promote safety, and can issue citations or make arrests if necessary. They log about 2000 miles a month! The Peace Officer keeps in direct contact with the Cleveland Police Department at all times.

Help for the Homeless. Safety Ambassadors are trained to interact with the homeless. They can call on the on-staff Social Service Representative, a trained social work professional, who can work one-on-one with individuals in need. The service has helped scores of people in need to make connections to local outreach programs.

Ambassador Impact

Throughout the year, our Ambassadors help pedestrians and motorists with anything from directions to hotels and restaurants to information on construction and events. Read about our [most recent numbers from 2016](#).

No matter where you are Downtown, you are likely to see a smiling face in a blue and gold uniform. No matter your question or need, you can always feel comfortable going to an Ambassador for assistance.

We hire our Ambassadors based on their engaging and outgoing personalities, but at the end of the day, they do a lot of hard work to make downtown more welcoming. Here's a sampling of what our Ambassadors did to keep Downtown great in 2015:

- Assisted more than 57,700 pedestrians and more than 23,000 motorists
- Regularly met with hundreds of business owners and retail managers
- Patroled more than 9,000 miles on bicycles
- Removed more than 61,000lbs of trash from the sidewalks and plazas of Downtown
- Patroled for and quickly removed 7,700 instances of graffiti in the district
- Provided nearly 3,600 safety escorts

Grand Rapids, Michigan

Services Provided

The team of specially-trained Ambassadors, attired in distinct teal and blue uniforms, will serve to enrich the experience in downtown Grand Rapids by enhancing public safety efforts, supporting a high quality of life, and generally assisting residents, workers, and visitors.

They are trained as social service outreach professionals, capable of responding to concerns about public drunkenness, loitering, and homelessness in a swift and respectful manner.

The Ambassadors will provide directions, assistance, and information to downtown goers. They also are knowledgeable about local ordinances, prepared with radios, and will have a positive influence on downtown safety by serving as the “eyes and ears” for the Grand Rapids Police Department.

Heard on the Street in Grand Rapids

- *"Had the pleasure of being escorted from the Polish Festival to Founders by the very knowledgeable and sweet ambassador, Tika, on Friday night. What a great ambassador for GR! We were with friends from New Hampshire who couldn't say enough good things about what a great service this was. Thanks for all the information and positive attitude, Tika!"*

Cathleen F. - Visitor

Raleigh, North Carolina

Downtown Raleigh Ambassador Program



The Safety and Clean Ambassadors work together to make Downtown Raleigh an attractive place to live, work, or visit. In addition to the specialized services described below, they serve as additional eyes and ears for Downtown by discouraging aggressive panhandlers and reporting problems to be addressed by the proper authorities. Feel free to approach any of the Downtown Ambassadors for information, recommendations, and directions.

For more information on our Safety Ambassadors, click [here](#).

To request an escort, call (919) 368-7962.

Safety Hours of Operation

Monday-Wednesday

6 am-12 midnight

Thursday-Friday

6 am-2 am

Saturday

10 am until 2 am on Sunday

Sunday

6 pm-12 midnight

Other Communities

Olympia, Washington

Facebook site with Numerous Positive Comments

Huntington Beach, CA

In Test Mode, Pilot Program has significantly reduced crime.

(In 2013, 1,129 crimes downtown were reported, according to police records — an improvement over the 1,633 reported in 2012 and the 1,622 reported in 2011.)

Boston, MA

Each year, the BID receives hundreds of thank-you notes from customers who have received help from BID Ambassadors.

Dayton, Ohio

Sacramento, CA (Reno city council recently toured).

Basic Services

- *Direct and assist visitors*
- *Escort employees and patrons*
- *Serve as eyes and ears for local law enforcement*
- *Document and report graffiti*
- *Deter aggressive panhandling*
- *Deter drinking in public*

San Diego, CA

Riverside, CA

And Many More!