



**AMBASSADOR PROGRAM UPDATE**  
**June 1 – June 30, 2017**

The City of Savannah launched the ambassador component of the Savannah Serves Pilot Program to provide the highest level of public safety and enhanced services for downtown users. The initiative promotes and supports crime prevention, public safety and security; provides information and hospitality services; and promotes a high-quality environment by identifying and reporting maintenance problems and needs. These activities supplement existing City services. Ambassadors focus on the commercial district and residential area north of Liberty Street.

**2017 YEAR TO DATE DATA SUMMARY**

Below is a snapshot of 2017 ambassador activities.

Summary of Ambassador Activities							
Task/Action	JAN	FEB	MAR	APR	MAY	JUN	Total
Conventions	10	10	8	20	8	13	<b>69</b>
Convention participants	1,105	4,906	1,805	6,460	17,180	8,880	<b>40,336</b>
Calls for service	61	112	106	90	103	67	<b>539</b>
Calls for service completed	29	93	88	76	89	56	<b>431</b>
Visitor Contact	4,680	6,418	9,141	8,970	6,714	7,001	<b>42,924</b>
Business Contact	1,408	1,041	1,341	1,049	931	1,056	<b>6,826</b>
Resident Contact	851	938	973	794	836	705	<b>5,097</b>
Inquiries received	4,016	4,805	6,579	6,222	4,617	5,164	<b>31,403</b>
Problems/Issues	187	257	374	249	283	349	<b>1,699</b>

\* Calls for service submitted to 311

\*\* Inquiries received by ambassadors such as information on festivals, directions, restaurants, parking bathrooms, escorts and other.

\*\*\* An occurrence of inappropriate nature that may or may not be in violation of City regulations.

## FESTIVALS AND SPECIAL EVENTS

Listed below is a list of festivals and special events the ambassadors supported during the month of June.

DATE	FESTIVAL/SPECIAL EVENT	LOCATION
6/3/17	First Friday Fireworks	Rousakis Plaza
6/4/17	Gardening Session	Charles H. Morris Center
6/4/17	Festival	Ellis Square
6/4-6/5/17	Festival – Arts on the River	Rousakis Plaza
6/5/17	Remembering Ben: A Memorial Tribute	Wright Square
6/8/17	Savannah Live	The Historic Savannah Theater
6/8/17	Lecture: From Savannah Baptist to Rastafari	Jepson Center
6/9-6/11/17	Vintage Market Days	International Trade Center
6/10/17	Savannah Live	The Historic Savannah Theater
6/10/17	Free Family Day: Juneteenth	Jepson Center for the Arts
6/10/17	Savannah Art Walk	Downtown Various
6/10/17	Community Event	Johnson Square
6/10/17	Wedding	Johnson Square
6/10/17	Wedding	Reynolds Square
6/11/17	DeSoto Grille Farewell Brunch	DeSoto Hilton
6/11/17	Jazz in the Garden	Davenport House
6/17/17	Film: The Mummy (1999)	Trustees Theater
6/17-6/18/17	Unity in the Community	Rousakis Plaza
6/17/17	Gardening Session	Charles H. Morris Center
6/21/17	Film: Sherlock Holmes	The Sentient Bean
6/22/17	Peter Pan	Lucas Theatre
6/23/17	NOAA Nancy Foster Open House	River Street
6/24-6/25/17	Savannah Slam Tournament	Savannah Civic Center
6/24/17	The Magnificent Seven	Trustees Theatre
6/25/17	Cinderella	Lucas Theatre for the Arts
6/29-6/30/17	Savannah Live	The Historic Savannah Theatre
6/30/17	Blues, Jazz and BBQ Festival	River Street
6/30/17	Red, White and Brews Independence Day Bar Crawl	Downtown Restaurants
6/30/17	Logan's Run	Trustees Theatre
6/30/17	United States Indoor Football	Savannah Civic Center

## CONVENTIONS

The ambassadors provided information to 8,880 participants from eight conventions during June.

DATE	GROUP	LOCATION	# OF PARTICIPANTS
6/3 – 6/10	National Association of State Procurement Officials	Andaz Savannah	70
6/4-6/8	Mitsubishi Hitachi Power Systems	Westin Savannah	60
6/9-6/16	Nuclear Energy Institute	Westin Savannah	250
6/10-6/17	University of Georgia – NETC Conference 2017	Hyatt Regency	150
6/17	Center for a Sustainable Coast	DeSoto Hilton	Not Available
6/17-6/21	Tennessee Gas Association	Westin Savannah	150
6/17-6/21	Georgia Association of School Nurses	Hyatt Regency	500
6/21-6/23	American Association of Airport Executives	DeSoto Hilton	30
6/22-6/27	Georgia Municipal Association	Historic District Hotels	2,450
6/23-6/27	University of Georgia – Livestock Insect Workers Conference 2017	DeSoto Hilton	100
6/27-7/03	YMCA of the USA	Historic District Hotels	5,000
6/27-7/2	YMA National Gymnastics Championship and Invitational	International Trade Center	Not Available
6/29-7/1	Kilo Company 159 <sup>th</sup> Aviation Regiment Reunion	Fairfield Inn	120

## COMMUNITY OUTREACH

The ambassadors assisted in educating the community about the Savannah Serves Program by attending these events.

DATE	COMMUNITY OUTREACH	AMBASSADOR
6/14/17	DBA Luncheon	Candi Williams/Brian Shaw

## TRAINING AND IN-SERVICE

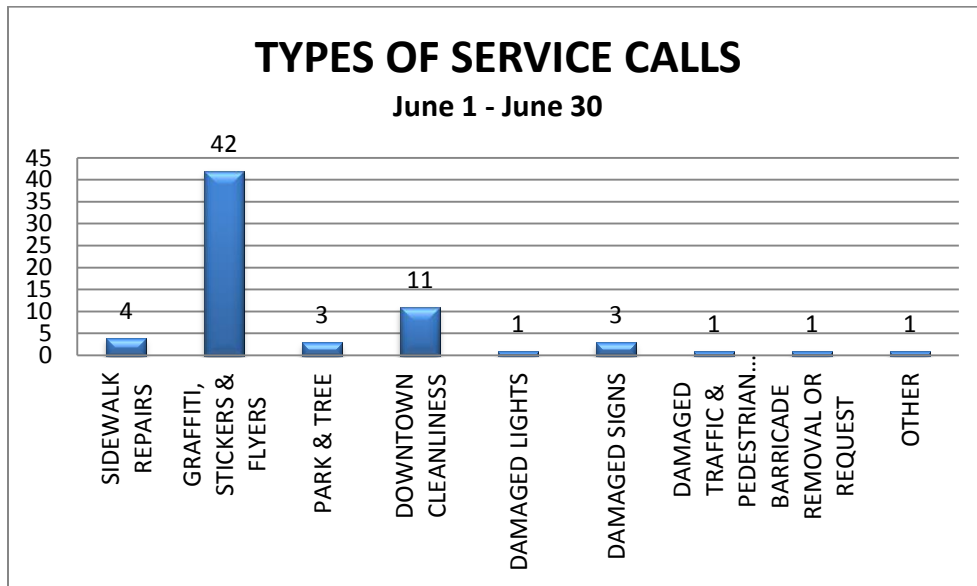
Representatives from different organizations met with the ambassadors to educate them about special events occurring within or adjacent to the service area. In-service training was also held with City departments to educate the ambassadors of programs and reporting techniques.

DATE	TOPIC	SPEAKER
6/8/17	Downtown Enforcement	Nicole Bush
6/15/17	Downtown Enforcement	Cynthia Pelote
6/17/17	Downtown Policing	TOP Unit
6/21/17	Introduction to Equine Health	Dr. Emily Mitchum DVM
6/22/17	Hydration	Sarah Hanson

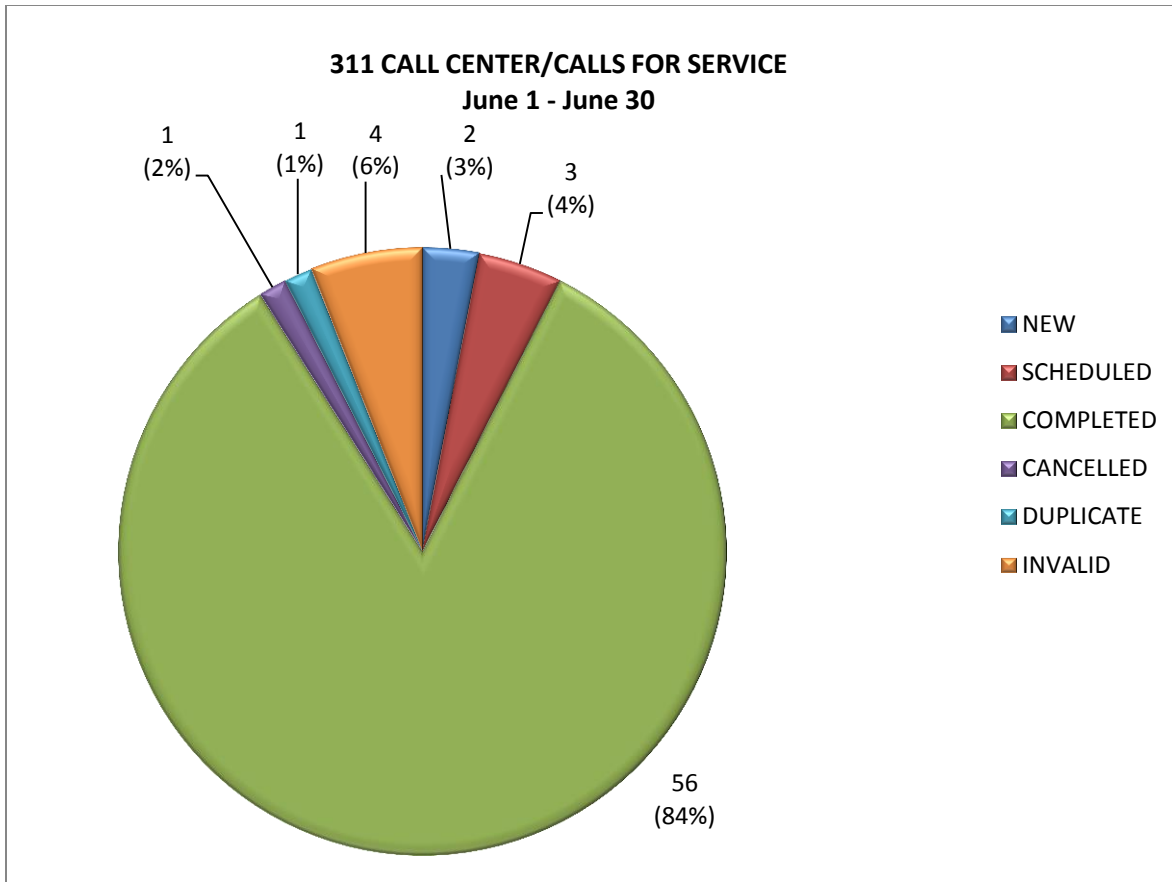
6/23/17	Downtown Parking and Parking App	Leonard Bostick
6/24/17	Downtown Policing	Officer Dunne, TOP Unit
6/28/17	Savannah Homeless Authority	Ms. Joyner
6/29/17	4 <sup>th</sup> of July Fireworks & Festival	Bridgette/Waterfront Assoc.

### **CALLS FOR SERVICE**

Approximately 67 calls for service were recorded by ambassadors from June 1 – June 30, 2017. The service area includes the commercial district and portions of the residential area north of Liberty Street. Of the 67 calls for service in June, 84% were completed. Please refer to the 311 Call Center/Calls for Service for a full update on the status of the items reported.



*\*Other includes: Need to replace water meter box and/or top.*



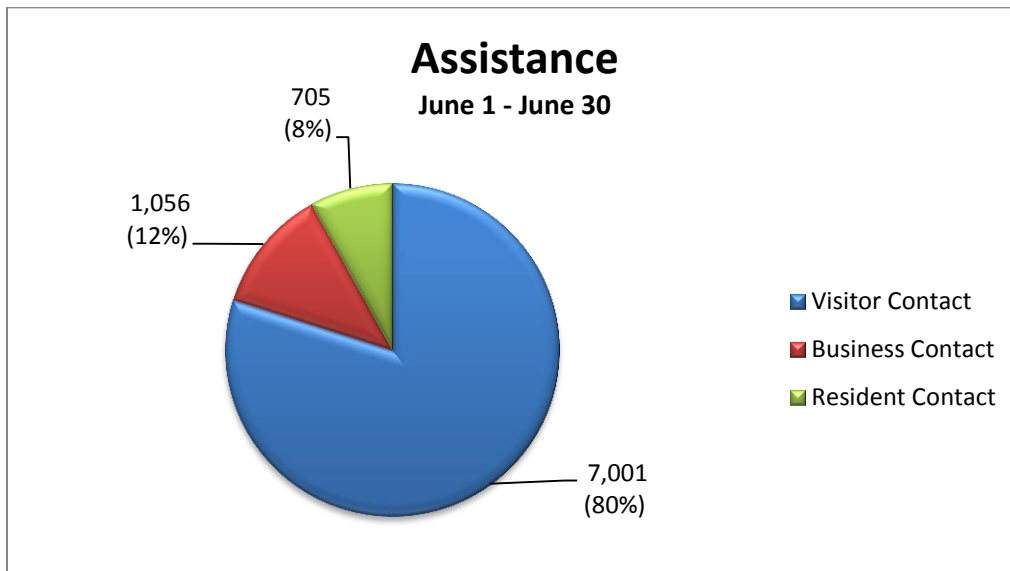
Below are 311 work order status definitions. Please note, follow-up is underway to ensure all items reported are being addressed.

311 Code	Description
Invalid	There was no problem, or the work is not covered by the City (problem on Owner's property, County service, etc.). Setting the Work Order Status field to INVALID automatically sets the closed date or the date can be adjusted to a different date, if needed. Service Request Status is affected in the same manner as Work Order Status COMPLETED.
New	The Work Order has not been modified by the department, not responded to yet.
Completed	The department did the work as requested. Automatically set when a Closed date is entered. If there is only one Work Order on the Service Request, it also sets the Service Request Status to COMPLETED. If there are multiple Work Orders, the last Work Order to be Completed triggers setting the Service Request Status.
Reassign	The Service Code assigned is wrong. A new Work Order is added with another Service Code. Setting the WO Status field to REASSIGNED automatically sets the Closed date or the date can be adjusted to a different date, if needed. It does NOT automatically close the Service Request, since a new Work Order is created to take its place. The Work Order created can be for the same department or a different one, depending on the Service Code selected.
Scheduled	The department has entered a Scheduled date. Automatically set when a Scheduled date is entered.
Duplicate	There is already a Work Order in the system for this address and service. Setting the WO Status field to DUPLICATE automatically sets the Closed date or the date can be adjusted

	to a different date, if needed. Service Request Status is affected in the same manner as WO Status COMPLETED.
Cancelled	The department could not do their work due to prior department not finishing their part of job. Setting the WO Status field to CANCELLED automatically sets the Closed date or the date can be adjusted to a different date, if needed. Service Request Status is affected in the same manner as Work Order Status COMPLETED.

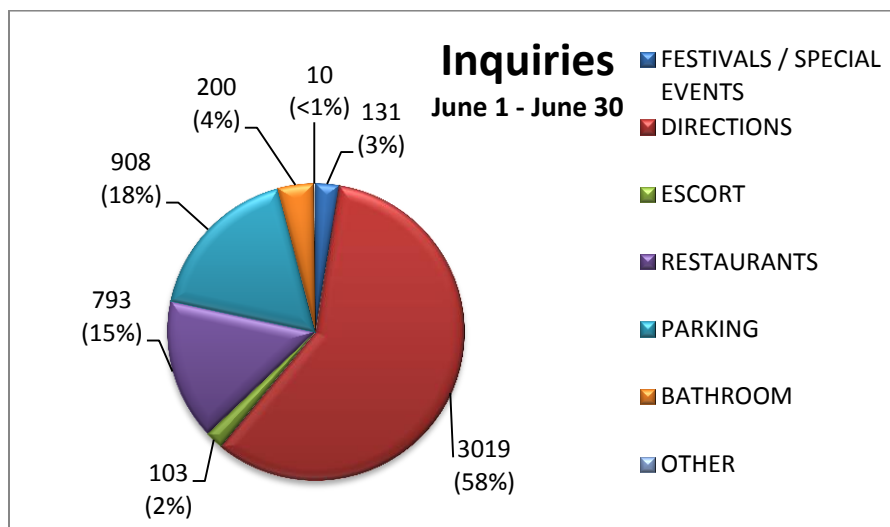
## ASSISTANCE

During the month of June, ambassadors interfaced with visitors, businesses and residents approximately 8,762 times. The following is a breakdown of the types of assistance given.



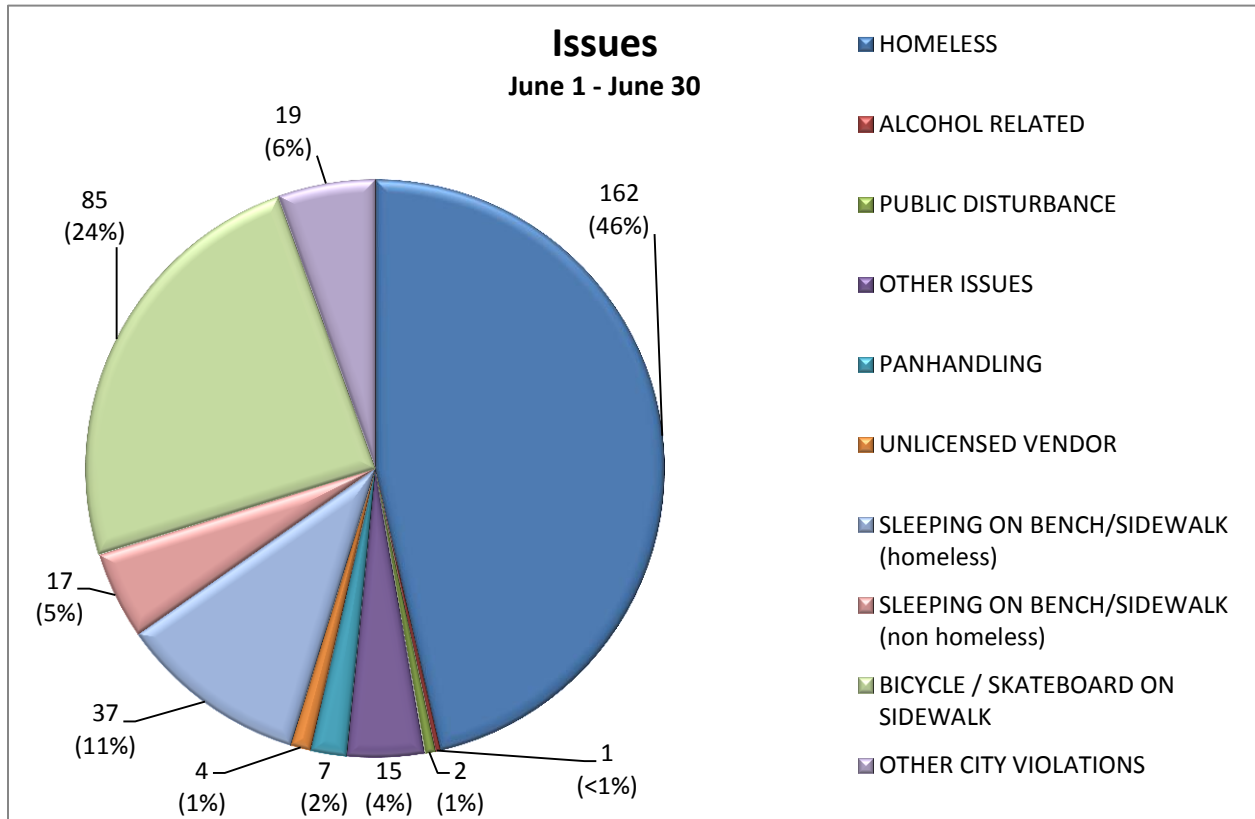
## INQUIRIES

The ambassadors received a total of 5,164 inquiries in the month of June. The following is a breakdown of the types of inquiries received.



## ISSUES/PROBLEMS

In June, the ambassadors encountered and assisted with several downtown issues and problems.



*\*Other includes: providing homeless with information for social services, asking children not to climb on tombs in Colonial Cemetery, helping police with a runaway 14 year old, returned lost purse/ID, reported walking tour in excess of 30 people and asking person not play amplified music in the cemetery.*

## COMMENTS FROM CITIZENS, VISITORS AND RESIDENTS

- "I am not sure if this is the appropriate channel to give a compliment to a staff member. However, I am going to send this email. I just wanted to say Ronnie was very nice and helpful. It was my first time to the city of Savannah and as a result of this I was looking for a particular street and Ronnie was nice enough to walk me to my destination. He was professional and gave me a mini history lesson about the city of Savannah. This service is definitely needed and it is nice to know it was available." Courtney Hodges