



AMBASSADOR PROGRAM UPDATE
December 1 - December 31, 2016

The City of Savannah launched the ambassador component of the Savannah Serves 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.

2016 YEAR TO DATE DATA SUMMARY

Below is a snapshot of 2016 ambassador activities.

2016 Ambassador Annual Data													
Task/Action	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total
Conventions	7	10	5	13	14	13	17	19	36	23	15	12	184
Convention participants	2,187	3,250	500	8,825	3,184	6,960	5,601	7,660	10,905	8,269	40,225	1,970	99,536
Calls for	183	47	29	72	51	84	60	71	63	48	54	60	822
Calls for service completed	114	35	16	57	43	70	47	57	36	34	35	44	588
Visitor Contact	1,388	1,955	2,872	6,948	8,032	9,131	6,603	5,998	8,485	7,794	8,165	7,087	74,458
Business	614	327	358	679	1,010	1,137	1,034	730	825	586	1,694	1,369	10,363
Resident	403	552	596	1,012	1,546	1,716	885	1,066	1,347	1,365	1,725	1,366	13,579
Inquiries received**	1,712	1,530	2,663	4,255	5,264	4,720	4,025	4,440	5,984	5,992	6,785	5,911	53,281
Problems & Issues***	36	25	45	42	21	27	82	109	196	91	104	91	869

* Calls for service submitted to 311

** Inquiries received by ambassadors such as information on festivals, directions, restaurants, parking

*** 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 December.

DATE	FESTIVAL/SPECIAL EVENT	LOCATION
12/1	Concert: Fantasia	Johnny Mercer Theater
12/1	One Hundred Years of Harmony: Paintings by Gari Melchers Lecture by Courtney McNeil	Jepson Center for the Arts
12/2	Christmas on the River	Rousakis Plaza
12/2	First Fireworks on the River	River Street
12/3	Bridge Run	Downtown
12/3	Christmas on the River	Rousakis Plaza
12/3	Dance: Nutcracker	Lucas Theater
12/3	Lighted Christmas Parade	River to Ellis Square
12/4	Christmas on the River	Rousakis Plaza
12/4	Concert: Celli Chamber Series	Lutheran Church of the Ascension
12/8	Literary Event - Lecture: Landscapes of Unrest: Visual Narratives of Environmentalism and Civil Rights in Photographic Stills	Jepson Center for the Arts
12/9	Wright Square Merchants' Holiday Open House	Wright Square
12/9-12/10	Junior League Thrift Sale	The Savannah Civic Center
12/9	Film: Scrooged	Lucas Theatre for the Arts
12/10	Wedding	Washington Square
12/10	Dog Show	Savannah International Trade & Convention Center
12/10	Holiday Tour of Homes	The Andrew Low House and the Green-Meldrim House
12/10	Free Family Day	Jepson Center for the Arts
12/10	Live Music, Concerts: Uncommon Collective	Unitarian Universalist Church of Savannah
12/10	Film: It's a Wonderful Life	Lucas Theatre for the Arts
12/10	Savannah Art Walk	Start at River Street Inn
12/10	Holidays on Broughton Musical Performances	Broughton Street
12/11	Dog Show	Savannah International Trade & Convention Center
12/11	Savannah Children's Choir: A Fest of Carols	Lucas Theatre for the Arts
12/14	Lecture: I/We	Juliette Gordon Low Birthplace
12/15	Concert: Home for the Holidays	24e
12/15-12/17	Concert: Rockin Around the Christmas Cabaret	Lucas Theater
12/16-1/1	Skatefest	Savannah Civic Center
12/17	Race: Reindeer Run	Hutchinson Island
12/17-12/18	Unity in the Community	Rousakis Plaza
12/17	Concert: Holiday Happenings	Trustees Theater

12/17	Event: Holidays on Broughton	Broughton Street
12/17	Wedding	Rousakis/Harborside
12/17	Concert: Savannah Philharmonic Holiday Pops Matinee	Johnny Mercer Theater
12/26-12/30	Holiday Evening Tours by Candlelight	Davenport House
12/29-12/31	The Ghosts of Christmas	Sorrel-Weed Mansion
12/29	Ballet: Moscow Ballet's Great Russian Nutcracker	Lucas Theater
12/30-12/31	New Year's Eve Weekend Celebration	Rousakis Plaza

CONVENTIONS

The ambassadors provided information to 1,970 participants from 12 conventions during December.

DATE	GROUP	LOCATION	# OF PARTICIPANTS
11/30 – 12/3	National Onion Association	DeSoto Hilton	225
12/1 – 12/3	American Association of Airport Executives	Hyatt	60
12/5 – 12/10	Federal Emergency Regulatory Commission	Hyatt	155
12/5 – 12/8	Fibre Channel Industry Association	DoubleTree	40
12/9 – 12/12	Savannah Kennel Club	Downtown Hotels	300
12/13 – 12/21	World Ventures, LLC	The Brice	40
12/14	GIMTCA	Downtown Hotels	150
12/16 – 12/17	Reindeer Run	Downtown Hotels	400
12/17	Winn Army Hospital Holiday Party	Downtown Hotels	550
12/28 – 12/29	Ozark National Life	Downtown Hotels	50

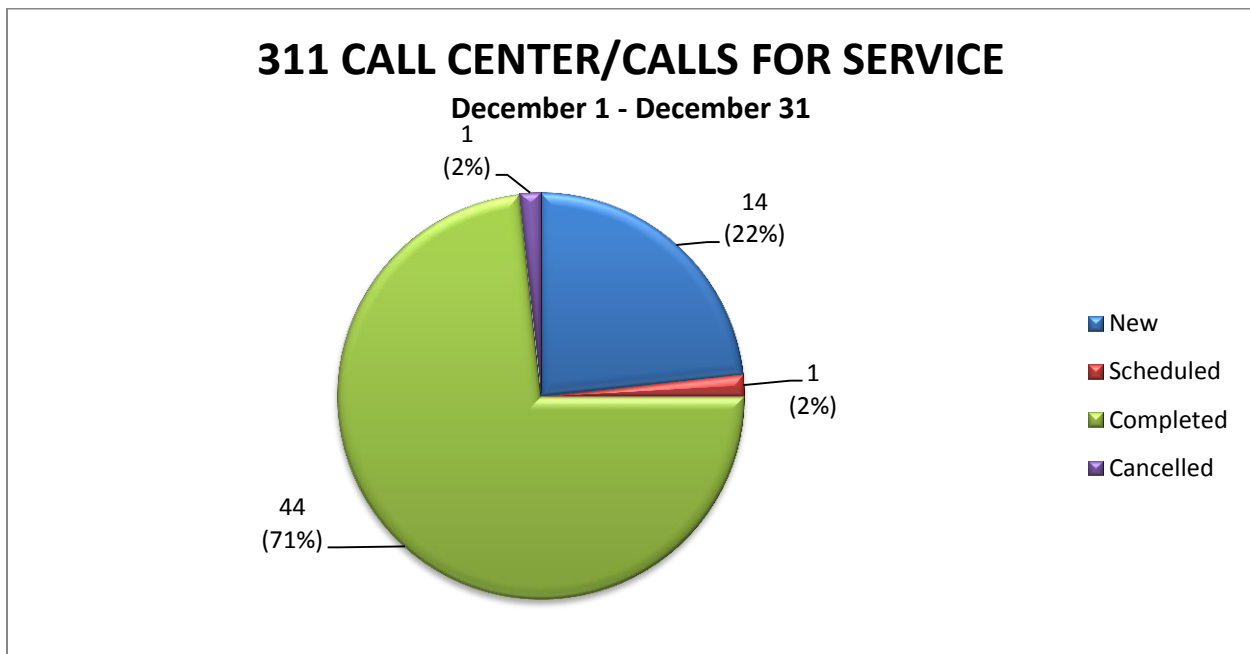
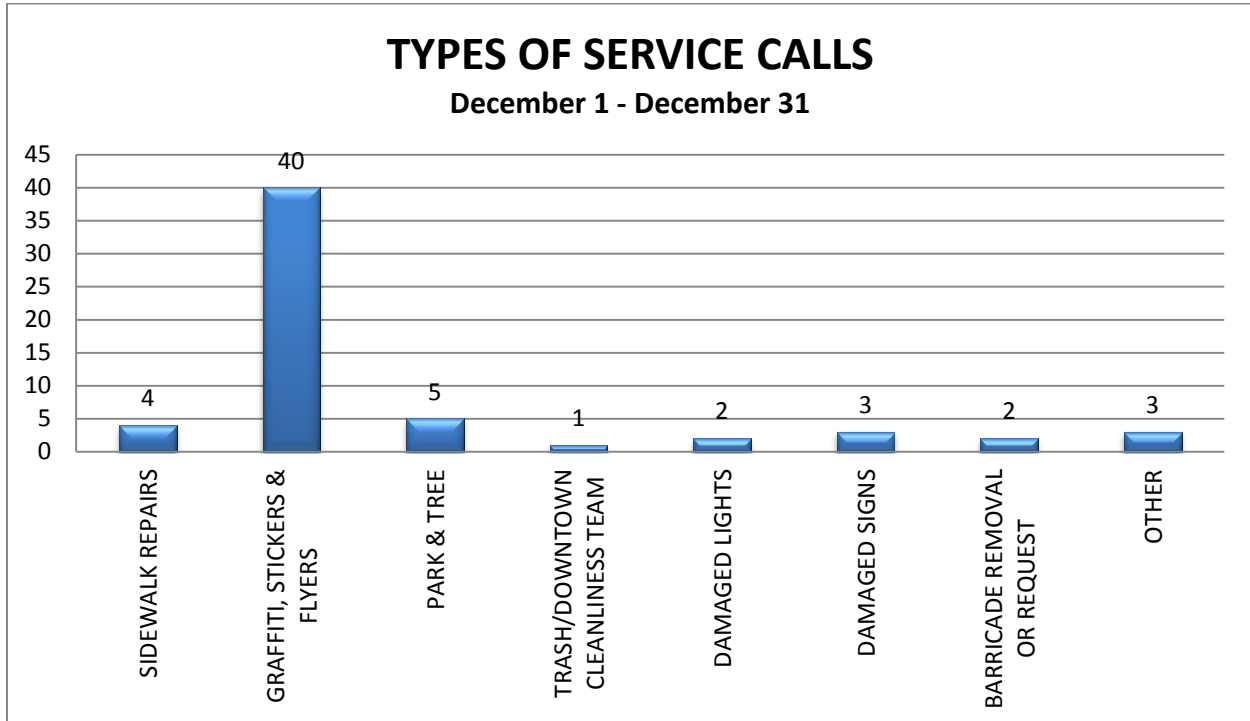
TRAINING AND IN-SERVICE

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
12/16	SCMPD TOP Unit	Officer Holtz
12/29	Savannah River Front Association New Year's	Victoria Smith

CALLS FOR SERVICE

Approximately 60 calls for service were recorded by ambassadors from December 1 – December 31, 2016. The service area includes the commercial district and portions of the residential area north of Liberty Street. Of the 60 calls for service in December, 71% were completed. Please refer to the 311 Call Center/Calls for Service for a full update on the status of the items reported.

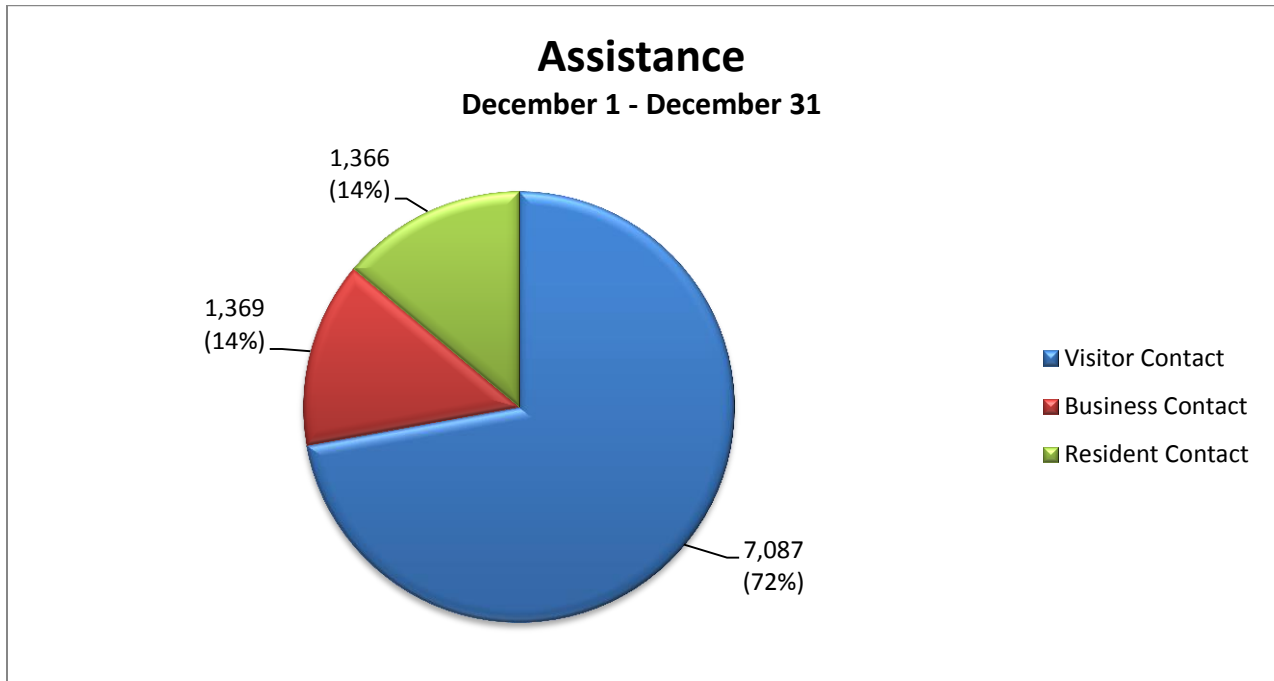


Below are 311 work order status definitions. Please note, follow-up is underway to ensure all items reported are being addressed.

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.

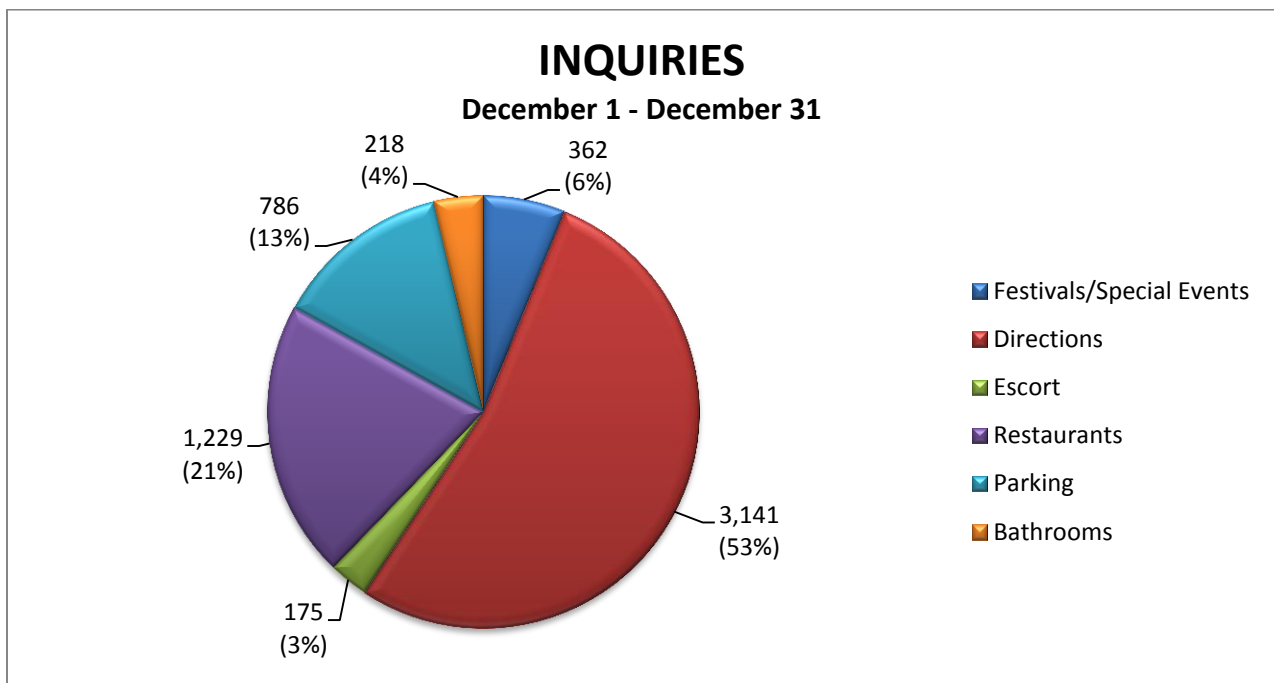
ASSISTANCE

During the month of December, ambassadors interfaced with visitors, businesses and residents approximately 9,822 times. The following is a breakdown of the types of assistance given.



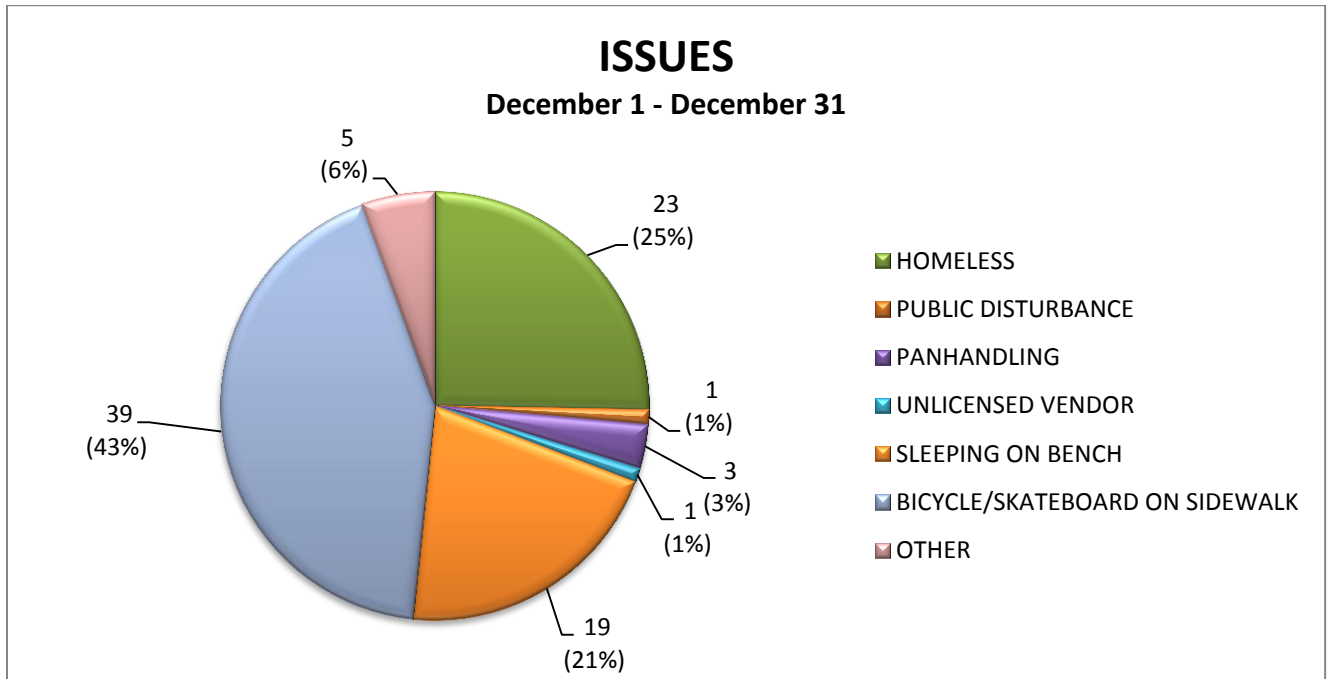
INQUIRIES

The ambassadors received a total of 5,911 inquiries in the month of December. The following is a breakdown of the types of inquiries received.



ISSUES/PROBLEMS

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



**Other includes: unattended luggage in bushes, assisted a broken down vehicle, unattended item left in square, dog not on leash.*

COMMENTS FROM CITIZENS, VISITORS AND RESIDENTS

- “Good Afternoon, we just wanted to send an email letting you know how much we appreciate the service we received from Ambassador Candi, Ronnie and Catherine last Saturday November 26. We had a shoplifter run from our store and these Ambassadors helped us get everything taken care of. They went above and beyond to make sure we caught the shoplifter and remained safe!” - Palm Avenue
- “I was very pleased with the great customer service Candi provided on 12/20/2016. Please inform her of the excellent service she provides.” – Naiya