



Safe and Welcome | Clean and Comfortable

Greetings!

The big news of the month is that the **new uniforms have arrived**, and they look fantastic! The Clean Team has work shirts, pants, and even coveralls for painting. The Ambassadors are out in their khaki pants and bright red polo shirts. With the Cintas contract, they have a set of uniforms for each day, and they'll be laundered and pressed each week, so they'll be **looking sharp every day**.

In other news, the Green Machine sidewalk sweeper is out of mothballs and currently undergoing some TLC. We've identified a broken part connected to the water pump system that we have to fix before we can put it to use. We're looking forward to all the **time it'll save us** from manually picking up the litter that accumulates Downtown.

Finally, **nine more recycle containers have been added** to the initial six, and the Clean Team is setting one afternoon aside to collect and sort the materials. We're very glad to continue and expand this partnership with City of Olympia Solid Waste, to the benefit of our community and our world!

Thank you to everyone who helps us make Downtown Olympia a safe and welcome place to be!

- Rob Richards, Program Manager

Ambassador Report

July brought hot weather downtown—and with it the annual ritual of Capital Lakefair! Our Clean Team played an invaluable role in the festivities, removing litter from the surrounding streets to accommodate the swell of visitors. The team put in a 6-day workweek, starting in the wee hours, to get the job done. The results earned them kudos from organizers and attendees alike. **We look forward to partnering with more community organizations for special events downtown.**

The heat tests everyone's patience, and sadly downtown reached a boiling point mid-month. The fight in Sylvester Park was a stark reminder of how some crowds have become isolated from the greater Downtown community. Although the park is outside the Ambassadors' zone, we're inspired by those who responded by spending more time there. After witnessing the fight outside her business, **Lisa Cosmillo of Breathe Olympia began offering yoga classes in the park, in an effort to invite more diversity to the space.** After all, the commons belongs to everyone.

As Downtown Ambassadors, our response is to **continue building and strengthening relationships** with all who finds themselves here—including those publicly experiencing hardship. We attended training on Emotional CPR, and learned how to support someone in crisis by listening deeply, connecting authentically, and empowering the person to handle what comes up, with the resources available.

There's no such thing as an overnight fix to generational problems, but anyone who has experienced trauma (including homelessness, violence, or addictions) will tell you that a genuine connection with someone who cares can really make the difference. When crisis explodes in public, we Ambassadors are all the more driven to reach



Program Statistics

Clean Team

Trash Bags - 111
Needles - 69
Anti-Social Deposits - 24
Recycling (lbs.) - 540
Flyers/Stickers - 204
Graffiti - 42

Ambassadors

On-Street Contacts - 306
Business Check-ins - 219
Dispatch Calls - 31
Soc. Serv. Referrals - 29
Total Tasks - 585

out to anyone who could use a listening ear and some encouragement.

- Renata Rollins, Lead Ambassador