



General Government Committee

Update on Downtown Ambassador Program

Agenda Date: 9/10/2013
Agenda Item Number: 4.A
File Number: 13-0708

Type: discussion **Version:** 1 **Status:** Filed

Update on Downtown Ambassador Program

Issue:

Capital Recovery Center and City staff will discuss current status of the Downtown Ambassador Program in addition to future goals of the program

Committee Recommendation:

N/A

City Manager's Recommendation:

N/A

Staff Contact:

Brian Wilson, Downtown Liaison, Community Planning & Development, 360.570.3798

Presenter(s):

Brian Wilson, Downtown Liaison, Community Planning & Development
Heather Moore, Executive Director, Capital Recovery Center
Rob Richards, Program Manager, Capital Recovery Center

Background and Analysis:

In June, 2012, the Downtown Ambassador Program was established as a partnership between the City and Capital Recovery Center, a non-profit organization specializing in mental health services. City Council originally allocated \$50,000 for the program which funded a 6-month pilot project. Council decided to continue funding the program for 2013 to the amount of \$110,000. The Parking and Business Improvement Area board allocated an additional \$36,500 toward the program.

The Downtown Ambassador program consists of two main elements: The Ambassadors and the Clean Team. Ambassadors act as good-will ambassadors assisting downtown users with directions and information. Ambassadors are also trained to provide social service referrals.

The Clean Team focuses on keeping Downtown Olympia clean. Their primary duties include: sweeping sidewalks, graffiti abatement, pressure washing, overflowing trash cans, and emptying/sorting the contents of pedestrian recycle cans.

In March, 2013, Capital Recovery Center (CRC) staff briefed the General Government committee on the current status of the program. The committee asked for the program directors to return in Summer, 2013 to

discuss 2014 goals.

In addition, Program Manager Rob Richards, will report on recent partnerships the program has established, new equipment/uniforms, recent programmatic changes, and Operation Deep Clean (See Attachment 1).

Neighborhood/Community Interests (if known):

The Downtown Ambassador Program provides an on-the-street presence needed to help accomplish the City Council's goal of creating a safe and welcome environment for all users of downtown. In addition, the Clean Team is able to provide routine cleaning as well as respond to health & safety related issues in the core of downtown.

Options:

N/A

Financial Impact:

N/A