



General Government Committee
Update on Welcome Center/ Downtown
Ambassadors

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Title

Update on Welcome Center/ Downtown Ambassadors

Recommended Action

Committee Recommendation:

Not referred to a committee.

City Manager Recommendation:

Receive the update on the Welcome Center and Downtown Ambassadors. Briefing only; no action requested.

Report

Issue:

Whether to receive the update on the Downtown Welcome Center and the Ambassadors

Staff Contact:

Mark Rentfrow, Downtown Liaison, Community Planning and Development, 360.570.3798

Presenter(s):

Mark Rentfrow

Background and Analysis:

The Downtown Welcome Center and the Ambassadors serve a vital function as part of Olympia's vibrant Downtown economy.

The Welcome Center opened in April 2015 and is approaching its one year anniversary. It provides business and service information to visitors and residents of downtown Olympia and the greater Thurston County area.

As we move into the second year of operation of the Welcome Center, it would be good to clarify objectives and expectations around the center and clearly articulate performance measures to help to ensure that the Welcome Center is meeting those objectives.

Neighborhood/Community Interests (if known):

The Downtown Welcome Centers employs a Program Manager, two Downtown Ambassadors, three Clean Team members and over a dozen regular volunteers.

Options:

Consider the vital services provided by the Downtown Welcome Center and the Downtown Ambassadors.

Financial Impact:

The Downtown Ambassador Program is a program of Capitol Recovery Center who has entered into a financial contract with City of Olympia to provide a myriad of services to Downtown Olympia.