



# January 2023-March 2023

## Ambassador Stats



# Hospitality Highlights



## Photo Assist

Dolly Parton once again is the number #1 photo assist location followed by the fountains in Krutch Park. For Ambassadors it takes great observation skills to predict when a visitor wants assistance taking a photo.

## Hospitality Assistance

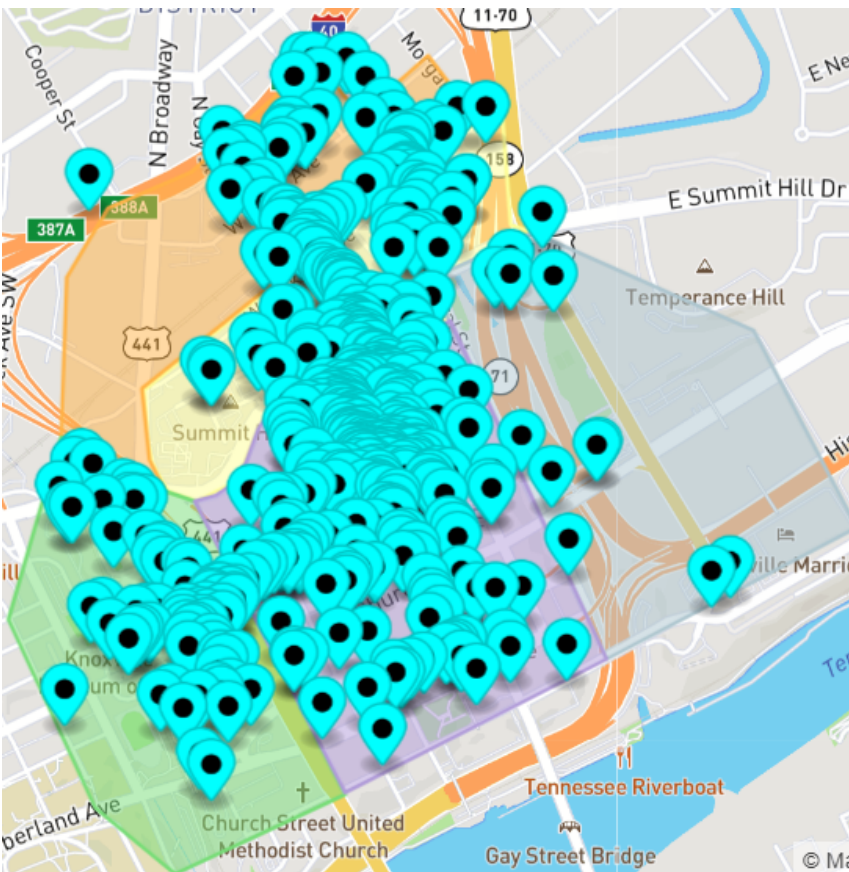
One of the Ambassadors favorite stats is to help a visitor get where they need to be. However, these tasks are generally completed most frequently during events.

This includes but is not limited to helping others use parking meters, suggesting places to eat or shop, and answering questions about events, etc. Assisted 1,586 people over the last quarter.

## QUICK VIEW

Jan 01, 2023 -- Mar 31, 2023

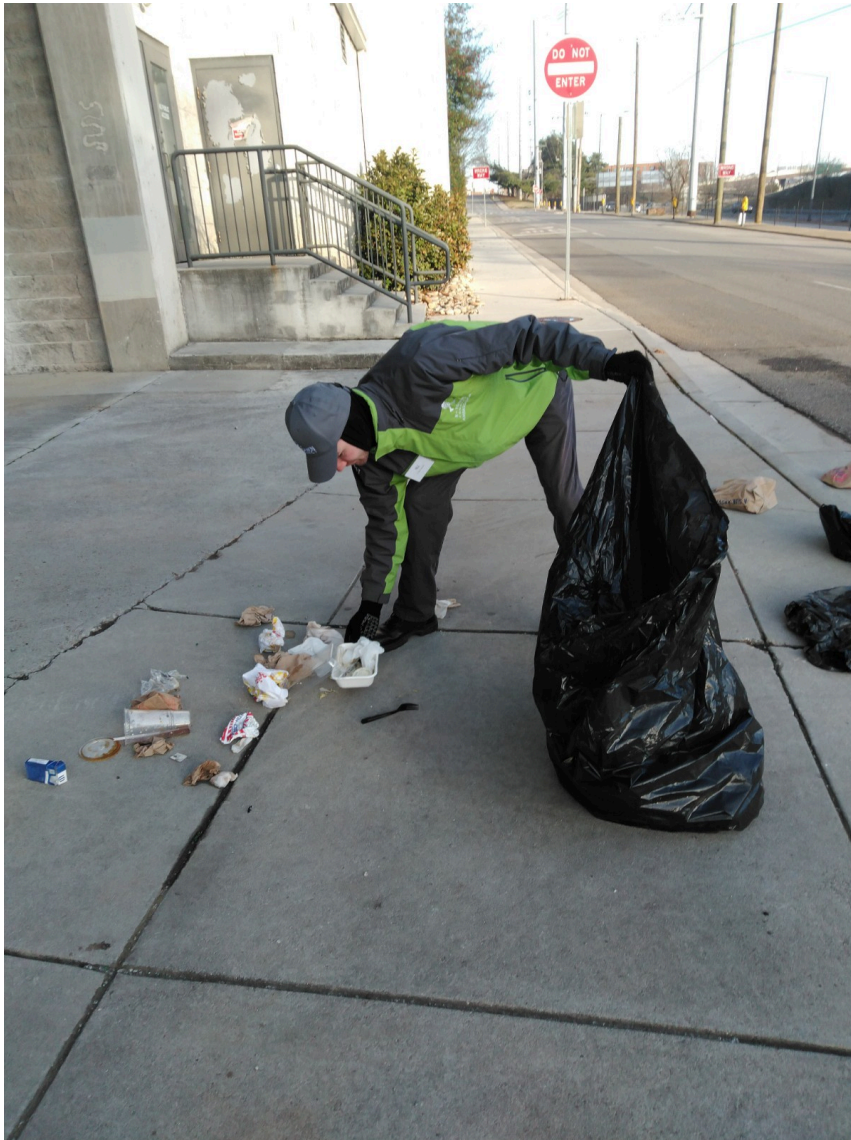
- 402 Business Contact
- 809 Directions Provided
- 100 Hospitality Escort
- 234 Photo Assist



Hospitality Assistance Map



# Cleaning Highlights



## Accomplishments

Seen a huge improvement in the amount of graffiti Ambassadors remove. At this time, Ambassadors remove more stickers than spray paint graffiti.

## Litter Collection

If nothing else, you can ensure Ambassadors are picking up litter to throw away. Majority of litter collected is in the outer district.

## Pie Graph

The pie graph depicts the percentage of Graffiti/Sticker/Bill Removal(s) each month.

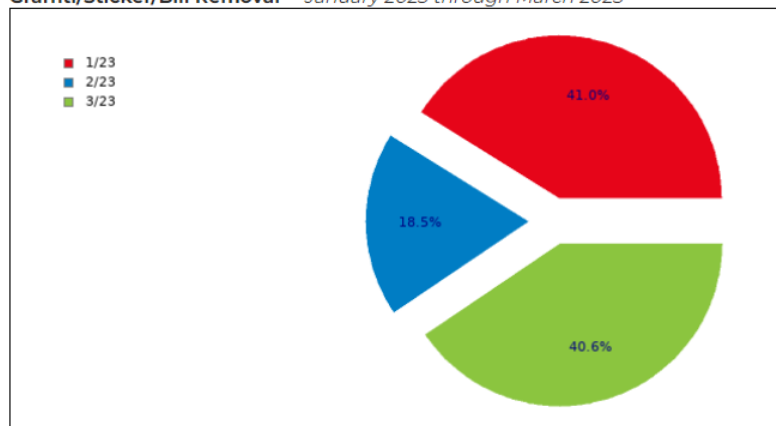
## QUICK VIEW

Jan 01, 2023 -- Mar 31, 2023

471 Graffiti/Sticker/Bill Removal

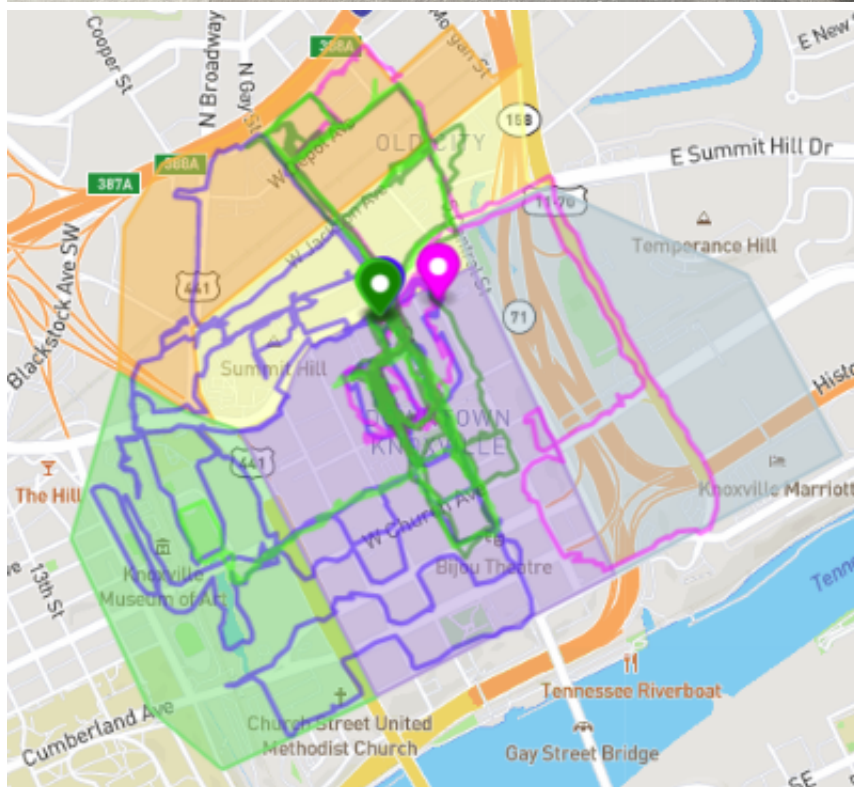
3366 Litter Collected (Pieces)

Graffiti/Sticker/Bill Removal -- January 2023 through March 2023



# Safety Highlights

Safety	Downtown Knoxville	East Side / Hall of Fame	Mission	Mission Sub	WF Parks
Drug Paraphernalia Found	82	4	290	517	400
Ordinance Violation	351		28	3	
Scooter Relocation	280	6	8	87	163
Welfare Check	367	16	233	93	105



First Day of Big Ears Walk Paths

## Welfare Checks

Situations when a person's well-being is uncertain, Ambassadors engage with those who may need assistance. This includes those under the influence of substances.

## Scooter Relocations

The day after downtown events it is certain that some scooters will be blocking sidewalks. Ambassadors have recently noticed the scooter and bike stations have decreased the number of scooter relocations.

## Calls for Service

Ambassadors are not always needed but we attempt to ensure our response times are low. We will always have a gentle approach when interacting with the public on behalf of a business.

## Walk Paths

An Ambassadors walk path does not just include checking out the scenery. Ambassadors are trained to identify safety concerns and look for other opportunities to serve the community.