

Denver Ambassador Pilot Program

Wednesday, January 31, 2024

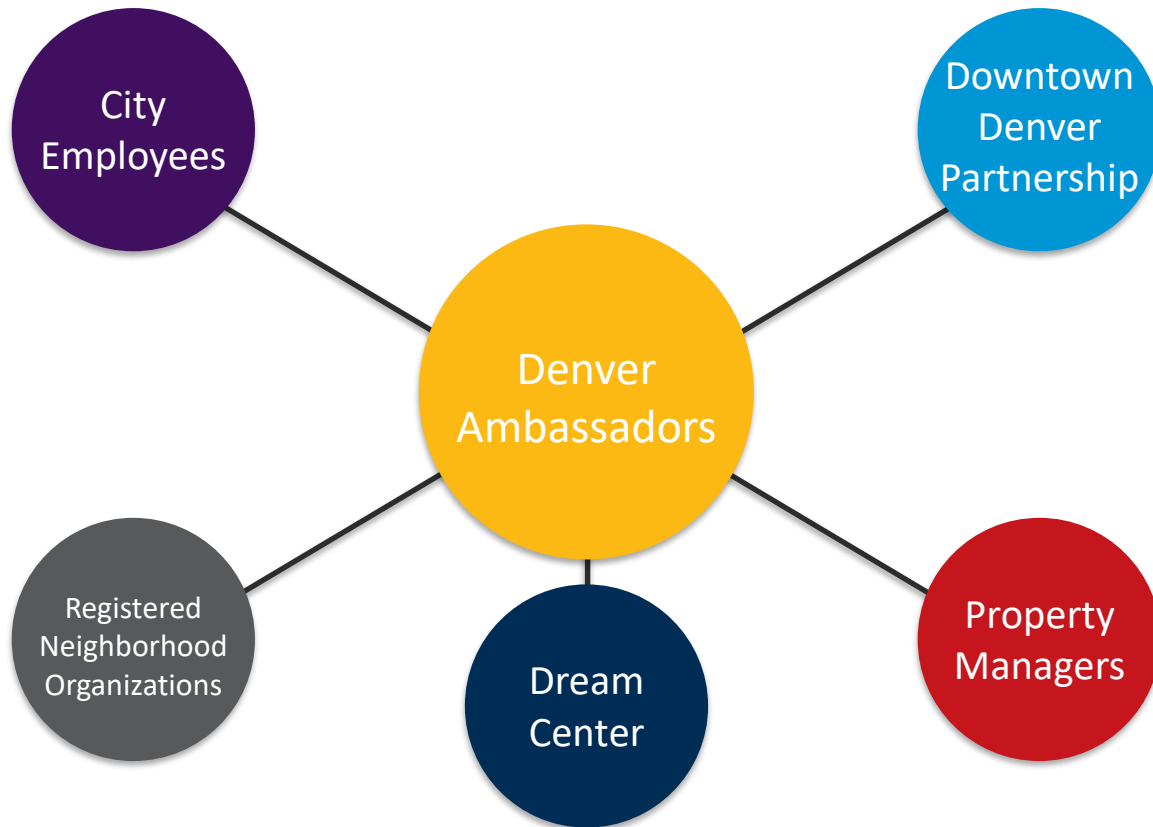
Denver Ambassador Pilot Program



This new **pilot program** creates a coordinated and unified effort between city employees, non-profit partners, downtown businesses, and the Downtown Denver Partnership.

This program is a component of the Clean and Safe Downtown Initiative, a collaborative and comprehensive plan to deliver a **vibrant downtown Denver**.

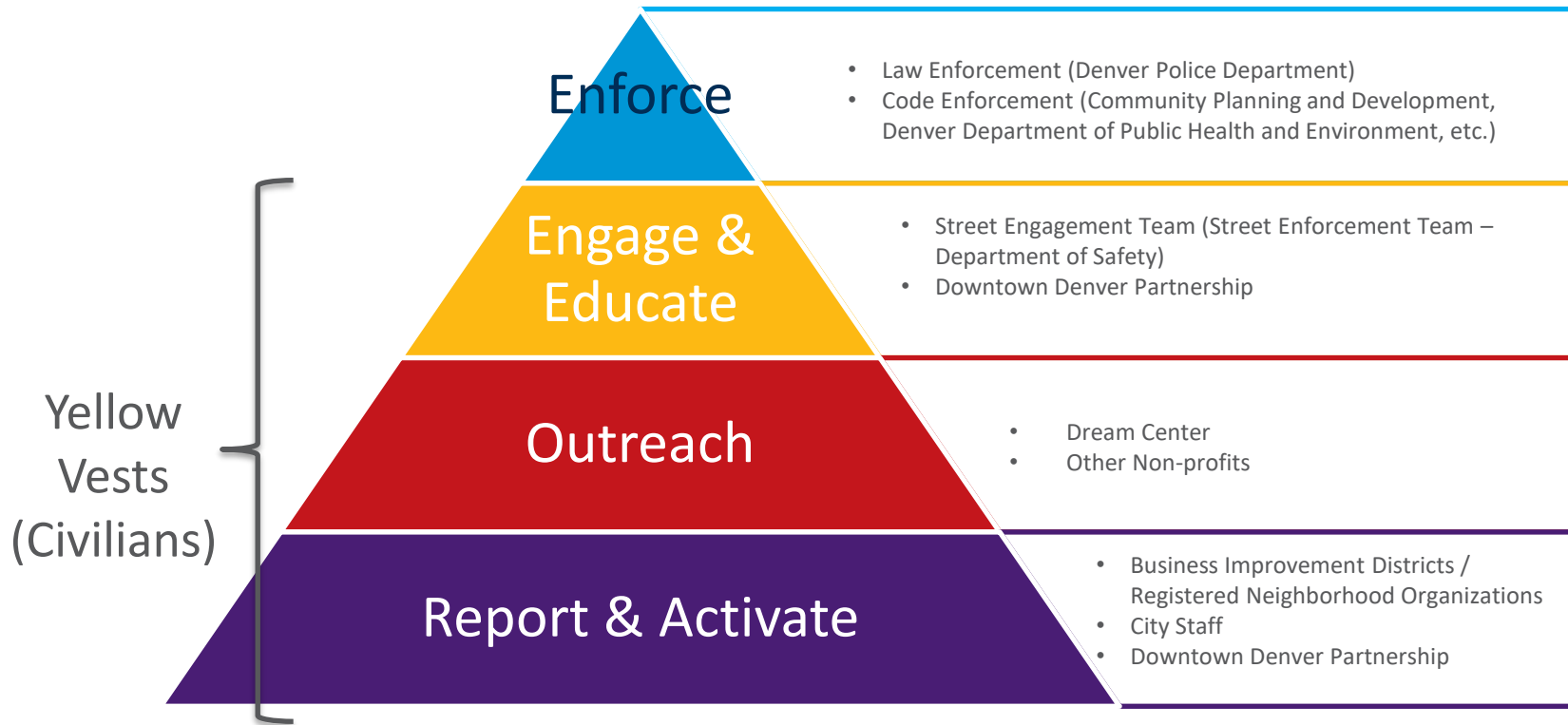
Denver Ambassadors
should be engaged for
**non-emergency
issues.**



Denver Ambassador Pilot Program

One of the core strengths of the **Denver Ambassador program** is **visibility**. All **Denver Ambassadors** will wear a yellow vest so when residents and visitors see someone wearing a yellow vest, they know that person can answer questions and provide support.

Reporting & Response Model



Phone App

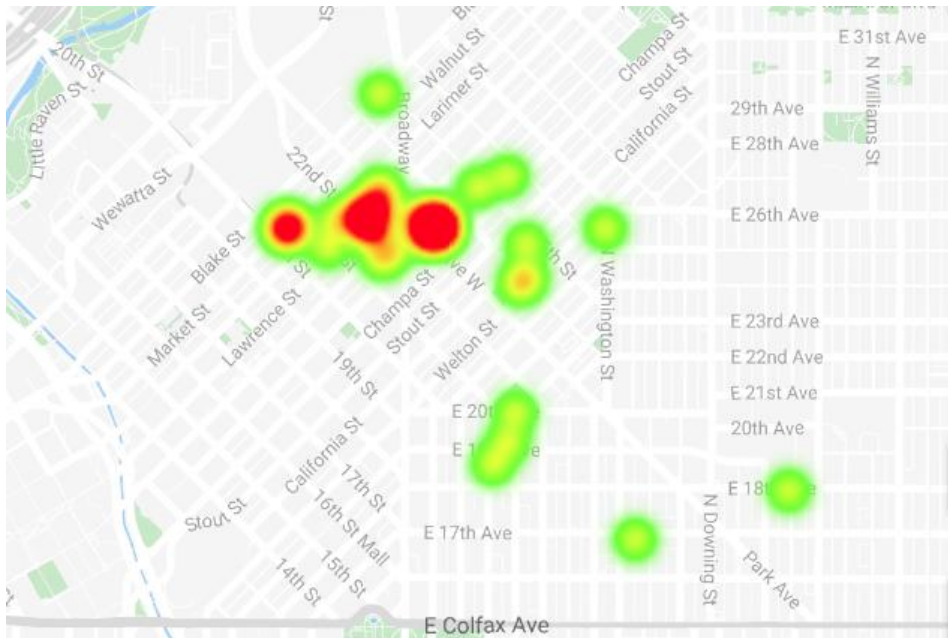
Resource to report problems downtown — illegal camping, trash or other things - **that do not warrant a 911 call**



Phone App - Triage

- Requests Received
- Vetted Responses
- Appropriate Dispatch
- Request Closeout

Heat Map & Statistics



Pilot stats 1/8-1/28	
App Reports	62
*Maintenance	26
*Safety	36
Camping	18
Drug use	12
311 tickets submitted	5

*Reports being actively tracked

Thank you