



Kalamazoo Downtown
PARTNERSHIP

AMBASSADOR PROGRAM

Program launching in May 2021

The Kalamazoo Downtown Partnership is thrilled to announce the arrival of a new Ambassador Program to Downtown Kalamazoo! Programs like this one are foundational to serving the community's needs and creating a downtown that is clean, safe, vibrant and welcoming.



WHY AMBASSADORS?

CLEAN

Ambassadors clean the downtown district, improving its appearance and safety

SAFE

Ambassadors are an extra set of eyes on the district, identifying maintenance + infrastructure issues and clearing snow from traveled paths

VIBRANT

Ambassadors provide extra support for events, programming, and public spaces

WELCOMING

Ambassadors connect with the community, from businesses to visitors

Amid continuing concerns for the community's safety amid the COVID-19 pandemic, Ambassadors serve as a resource to mitigate concerns by cleaning and sanitizing public spaces and surfaces, distributing personal protective equipment to those in need, and educating on COVID safety protocols.



OVERVIEW

LAUNCH TIMELINE

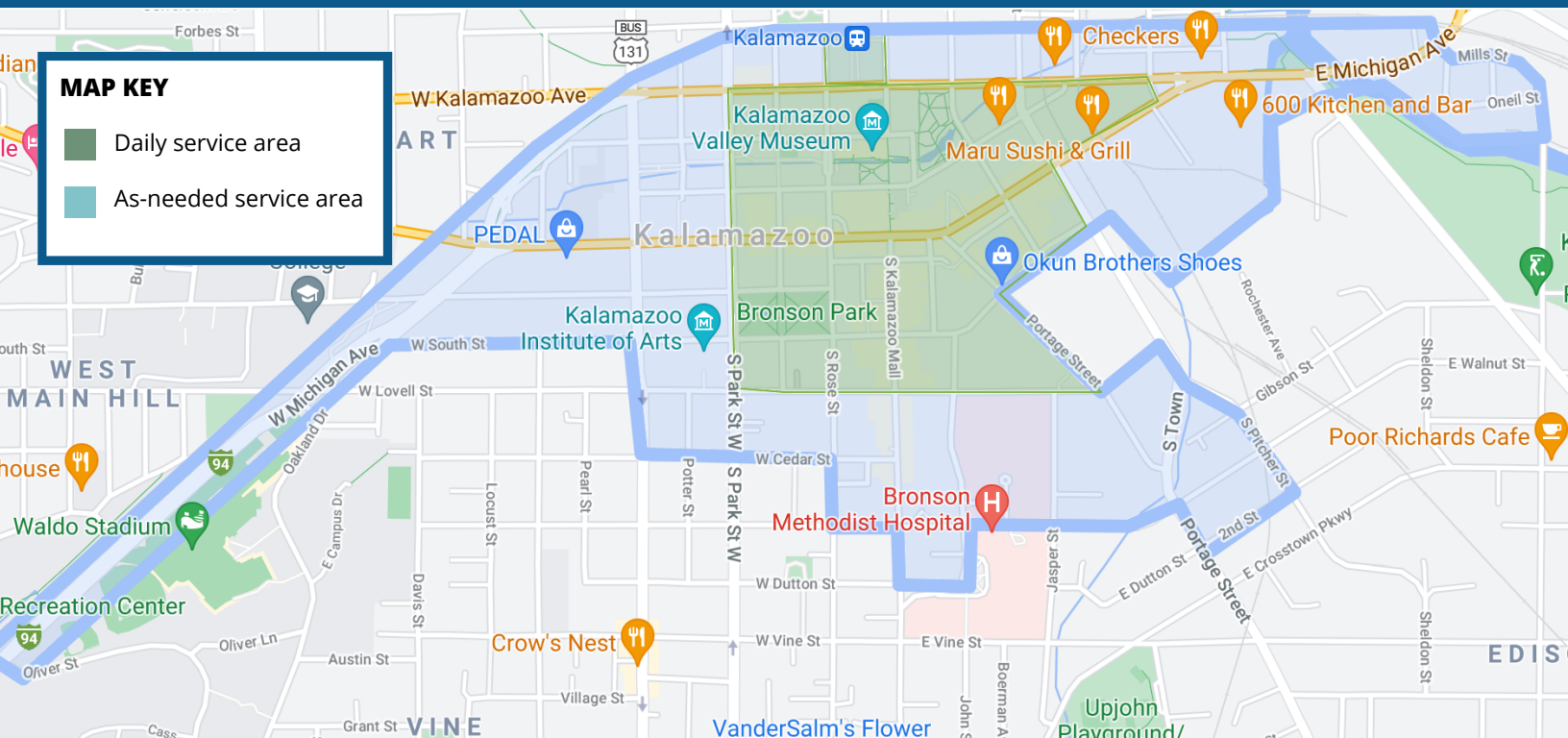
The Ambassador Program launches in on May 17 with a cleaning blitz across the covered area in downtown Kalamazoo. Regular service schedule will begin on May 31.

HOURS OF OPERATION

Sunday + Monday 7am-3:30pm | Tuesday - Thursday 7am-7:30pm | Friday + Saturday 7am - 11pm

*Hours may vary by season

MAP



CONTACT

To request a service or report an issue, please contact the Downtown Ambassadors at (269) 568-5402 or Ambassadors@downtownkalamazoo.org



SERVICES

PUBLIC SPACE MAINTENANCE

- ▶ Power washing walkways
- ▶ Emptying trash
- ▶ Sweeping sidewalks
- ▶ Weeding
- ▶ Maintaining tree pits, beds, planters
- ▶ Cleaning + stocking the Kzoo Loo
- ▶ Graffiti removal
- ▶ Track + report maintenance issues
- ▶ Seasonal leaf + snow removal
- ▶ Track and report infrastructure issues such as lighting and sidewalk condition

HOSPITALITY + OUTREACH

VISITORS

- ▶ Greeting visitors
- ▶ Providing directions
- ▶ Answering questions

BUSINESSES

- ▶ Regular check-ins with local businesses
- ▶ Respond to requests for assistance + services

STREET POPULATION

- ▶ All ambassadors will receive social services training to engage and build relationships with the street populations in Downtown Kalamazoo and connect them to services

EVENT + PROGRAMMING SUPPORT

- ▶ Assist with set-up and tear-down of events + programs
- ▶ Manage clean-up before and after events + programs
- ▶ Support set-up and take-down of seasonal decorations



FAQ

HOW MANY AMBASSADORS WILL THE PROGRAM EMPLOY?

During the launch year, the program will employ five full-time ambassadors.

WHAT WILL THE HOURS OF OPERATION BE FOR AMBASSADORS?

Sunday + Monday 7am-3:30pm | Tuesday - Thursday 7am-7:30pm | Friday + Saturday 7am - 11pm

ARE AMBASSADORS PAID?

Yes, ambassador roles are paid positions with full benefits, insurance, and opportunities for advancement

HOW DO I REQUEST ASSISTANCE OR SERVICES?

To request a service or report an issue, please contact the Downtown Ambassadors at (269) 568-5402 or ambassadors@downtownkalamazoo.org

THANK YOU!

This effort took a village! We would not have been able to pilot this program in Downtown Kalamazoo without the significant support of so many community institutions and leaders. Thank you to all of the following organizations for their financial support of Downtown Kalamazoo's ambassador program:

