

# 2025 JANUARY GAINESVILLE REPORT

From the Hoggetowne Medieval Faire to the 41st Anniversary King Celebration 2025 and Alachua County's Discover 200, our Downtown Ambassadors brought energy and positivity, assisting visitors, offering directions, and ensuring each event was safe, welcoming, and enjoyable for all.

## DOWNTOWN AMBASSADOR GAINESVILLE

In January 2025, we performed **798** Business Contacts. Business Contacts are when Ambassadors engage businesses in our service area, receive feedback, and conduct safety checks. These business contacts are performed daily to foster strong relationships with local businesses and ensure a vibrant downtown.



# CLEANING STATISTICS

## DECEMBER 2024 - JANUARY 2025

Activity	12/2024	01/2025	Total
Biohazard Clean Up	26	105	131
Business Contact - Cleaning Ambassador	166	235	401
Graffiti Removed - Stickers	363	299	662
Graffiti Removed- Paint	73	45	118
Hospitality Assistance - Cleaning	0	47	47
Infrastructure Cleaned	0	7	7
Pan & Broom-Block Faces	3	18	21
Spill Clean Up - Non-Biohazard	32	36	68
Trash Bags Removed	72	47	119
Trash Cans Topped Off	35	53	88

In January 2025, Cleaning Ambassadors completed a total of **351.25** hours servicing the district.

### CLEANING HIGHLIGHTS

"Graffiti Removal"



### CLEANING HIGHLIGHTS

"Sticker Removal"



## SUMMARY

We performed **47** hospitality assists. In January, we focused significantly on Trash can Infrastructures.

- **47 Trash - Removed**
- **53 Trash - Topped Off**

Trash Cans Topped off refers to removing overflowing trash cans (roughly 25%) of the debris to keep the receptacles viable until solid waste service.

# SAFETY STATISTICS

DECEMBER 2024 - JANUARY 2025

Activity	12/2024	01/2025	Total
Automobile Assistance	65	37	102
Business Contact - Safety Ambassador	0	563	563
Camping/Sleeping	28	31	59
Directions - Safety Ambassadors	255	279	534
Hospitality Assistance - Safety	0	423	423
Request For Police/Fire/EMS	0	17	17
Safety Escort	95	88	183

In January 2025, Safety Ambassadors completed a total of **1193.5** hours servicing the district. Our Safety Team Leaders provided **344** hours of direct field supervision.

## SAFETY HIGHLIGHTS

"Putting out a fire"



## SAFETY HIGHLIGHTS

"Outreach Contact"



## SUMMARY

We reported a total of **46** incidents, showcasing their proactive efforts throughout the downtown district.

- **5 EMS responses**
- **12 GPD responses**
- **29 General incidents**

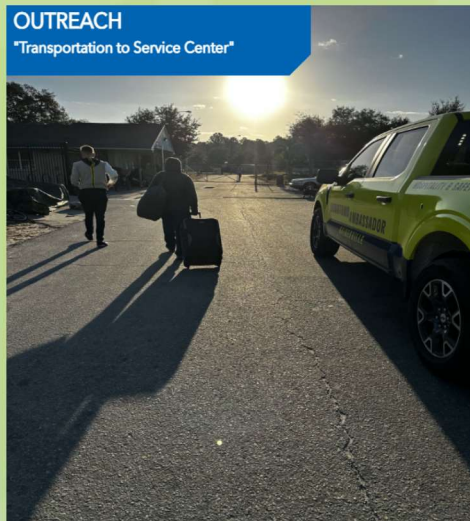
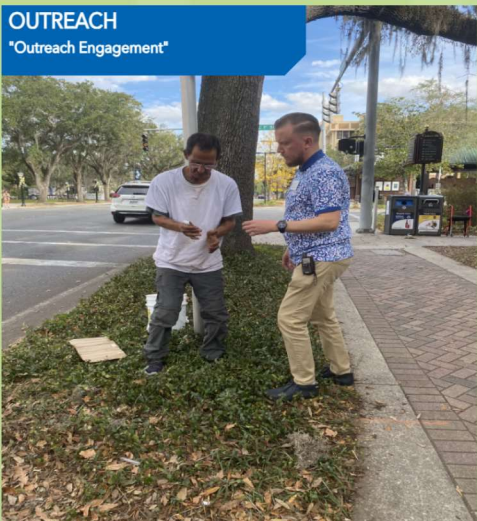
General Incidents ranged from welfare checks to addressing concerns related to vagrancy and aggressive behavior.

# OUTREACH STATISTICS

## DECEMBER 2024 - JANUARY 2025

Activity	12/2024	01/2025	Total
Bus Pass Provided	2	0	2
Calls For Service (Houseless)	23	129	152
Documentation Referral	57	49	106
ID Voucher	8	11	19
Outreach - Food/Water Provided	3	8	11
Street Level Services Provided - Clothing	3	2	5
Street Level Services Provided - Other	16	18	34
Transportation Voucher Issued	0	1	1

In January 2025, Outreach Ambassador completed a total of **187.75** hours servicing the district.



## SUMMARY

In January, our outreach team made **35** referrals to Veterans Affairs to connect veterans with housing, healthcare, and other essential support services. This reflects our focused effort to ensure that those who have served our country receive the necessary resources to achieve stability.

## OUTREACH

"Transport to Permanent Home"



## OUTREACH

"Permanent Housing"



## OUTREACH TESTIMONIALS

We meet our people where they are, in the streets, and use a strength-based approach when working with our unhoused neighbors.

- Meet Gary. (Above left) He is a combat veteran from Vietnam. He is almost 74 years old and has been chronically homeless for nearly a decade. His physical health had been in decline for years, and he could barely manage to be mobile, even with a walker. His mind was now going as well—it appears he has Alzheimer's. I was concerned we would lose this man who fought for our freedoms.

I talked with him often, and he asked me: *"Please get me off these streets; my mind is going."* I sat with him for an hour while we waited for his ride to his new home, an assisted living facility, where he will get all the care he needs. *"I just thank you so much,"* he told me with tears in his eyes as I walked him to the vehicle.

- Meet Jimil. (Above right) Jimil had been experiencing chronic homelessness, sleeping unsheltered and unhoused. Jimil is a father and would talk with me about the opportunity having a home would afford him. He would be able to have his two youngest children come for visits and celebrate their life's successes.

Jimil told us: *"Man, I really appreciate you guys and what you have done for me. I was ready to give up. I didn't think I was ever going to have a home again."*

- **Eric Davis** - Outreach Coordinator - Downtown Gainesville Ambassadors

## Highlights Connections

In just two months, we have made significant strides in connecting with those in need, engaging with **114** individuals, and successfully securing housing for **15** of them. That means **13%** of the people we've contacted are no longer experiencing homelessness—a remarkable achievement for such a short time frame. Considering the challenges of housing navigation, this level of success speaks volumes about the dedication and effectiveness of our team. We are just getting started, and our impact is already changing lives.

## OUTREACH

"Houseless Diversion"



## OUTREACH

"Permanent Housing"



## OUTREACH TESTIMONIALS

- Meet Shantell. (Above left) Shantell was working more than full-time and even had a second job. Shantell has three beautiful daughters who are very respectful, polite, and doing well in school. Shantell had moved to her brother's house here locally for a change in life, but life sometimes has its own terms. Shantell found herself sleeping in her vehicle with her three girls last night. We had been constantly communicating with them for a couple of weeks, scrambling to find a positive outcome. We confirmed that they had family in Ft. Lauderdale, and the last hurdle was food and gas to get them there. We went and bought the family some food and gave them a \$100 gas card to reconnect them with family. Later on, this evening, they will be sleeping in a home instead of entering into the homelessness system here locally. We believe in meeting everyone where they are and operating from our place in humanity.

- Meet Birdman. (Above right) Birdman had been experiencing chronic homelessness for a very long time. I asked Birdman when the last time he had a place of his own, he couldn't even remember. Birdman had suffered a Traumatic Brain Injury, and it really affected his day-to-day life. We found a private owner who would house him, and we gave him a ride to sign his lease and get his keys. Birdman will always greet you with a smile and has a great sense of humor.

Birdman would tell us: *"I'll never forget what you guys have done for me. I am going to go lay down in my bed and cry."*

- Eric Davis - Outreach Coordinator - Downtown Gainesville Ambassadors

## Outreach Transportation

- Social Security 33 mi. (5)
- Grace Marketplace 18.6 mi. (3)
- Meridian Detox 5.4 mi. (1)
- Meridian Bridgehouse 5.4 mi (1)
- Independent Living 6.0mi. (1)
- Shands Vista 14.2 mi. (1)
- E. Industrial Park 5.2 mi. (1)

As we continue to strengthen our outreach efforts, we remain committed to transporting the houseless population to the vital resources they need, whether it's connecting them with shelters, assisting with ID recovery, or ensuring they have access to medical care. By providing consistent support and reliable transportation, we are helping individuals take meaningful steps toward stability and permanent housing.

### AMBASSADOR HIGHLIGHTS

"Business Engagement"



### AMBASSADOR HIGHLIGHTS

"Sticker Removal"



## SUMMARY

In January 2025, the Downtown Ambassadors conducted formal training on:

- Creating a Harassment-Free Workplace
- Shattered Glass Safety
- How to Mediate Conflicts
- Body Cam Training
- Smart 2.0 Integration

### AMBASSADOR HIGHLIGHTS

"Hospitality Assistance"



### AMBASSADOR HIGHLIGHTS

"Community Engagement"



### AMBASSADOR HIGHLIGHTS

"Cleaning Infrastructures"

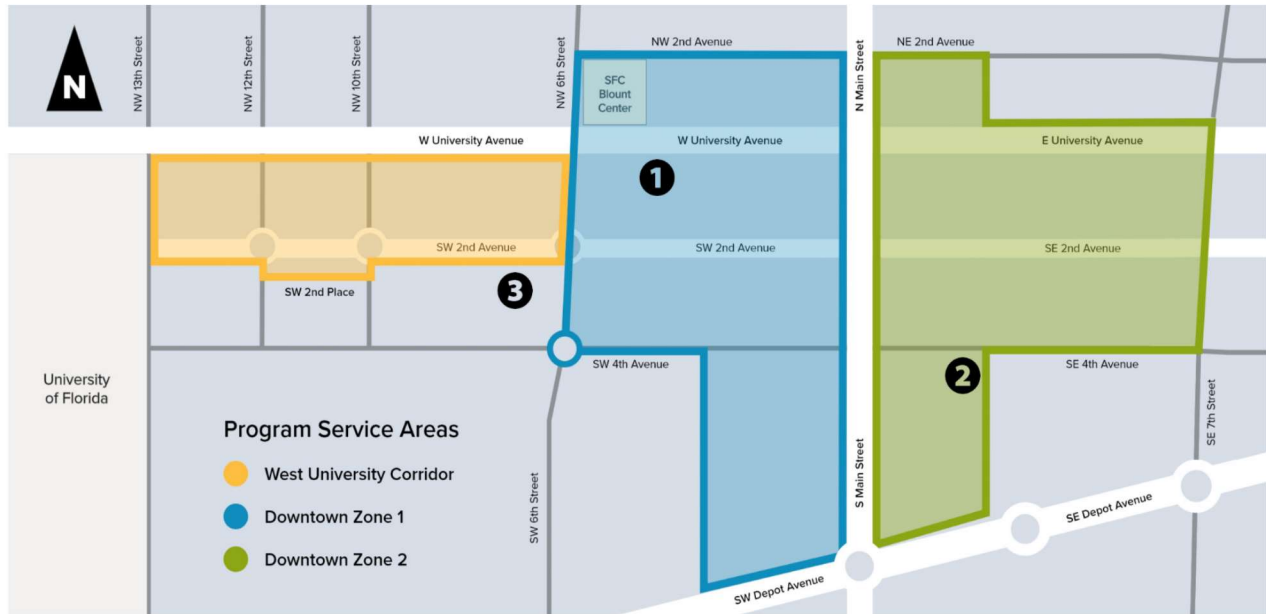


### AMBASSADOR HIGHLIGHTS

"Business Engagement"



# Downtown Ambassador Program Community Feedback - January 2025



## What Downtown Neighbors are saying about the program

**1** We are thankful for the ambassadors that are posted outside of The Continuum downtown Gainesville. We appreciate what they are doing

There are some kids that walk by weekdays and bam on the window for no reason. Since the ambassadors have been here, they have stopped.

Greg C.  
The Continuum Apartments  
Service Area: Downtown Zone 1

**2** We love this program!!! I can tell you Downtown GNV is a much safer place!

Depot Village  
Service Area: Downtown Zone 2

**3** I want to express my sincere gratitude for the exceptional work done by (Ambassador) Tina on SW 2nd Ave. She has made a remarkable improvement in front of our building, and it hasn't gone unnoticed.

Our director always emphasizes the importance of keeping our building "show ready," but when the surrounding area is cluttered with stickers on light poles, chalk markings on sidewalks, and old palm fronds on the road, it detracts from the overall appearance. Thanks to Tina's efforts, the area now looks clean and well-maintained, greatly enhancing the impression of our facility.

I truly appreciate the program you've initiated and am especially thankful for having such a dedicated worker as Tina on your team. Her diligence and hard work are both noticed and deeply appreciated.

Allen M.  
UF Innovate @ The Hub & Sid Martin BioTech  
Service Area: West University Corridor



# Downtown Ambassador Program Glossary

## Cleaning Statistics

### **Biohazard Clean-Up:**

Removal of biological hazardous waste (e.g., bodily fluids, animal waste, sharps, and needles).

### **Business Contact – Cleaning Ambassador:**

An ambassador's engagement with a business owner or employee for quality assurance.

### **Graffiti Removed – Stickers:**

Removal of stickers, ad postings, and unauthorized flyers.

### **Graffiti Removed – Paint:**

Removal of marker, chalk, and paint-based graffiti.

### **Hospitality Assistance – Cleaning:**

Answering questions about the city, downtown, and tourism.

### **Infrastructure Cleaned:**

Cleaning city structures (e.g., light poles, signs, and benches).

### **Pan & Broom – Block Faces:**

Sweeping sidewalks and curbs.

### **Power Washing – Block Faces:**

Deep-cleaning sidewalks with water pressure.

### **Spill Clean-Up – Non-Biohazard:**

Cleaning up safe liquid spills (e.g., coffee, soda).

### **Trash Bags Removed:**

Disposing of full trash bags from local loose litter collection.

### **Trash Cans Topped Off:**

Partially emptying overfilled trash cans.

## Safety Statistics

### **Automobile Assistance:**

Helping with minor car issues, such as jump-starts, flat tires, and moving immobile vehicles.

### **Business Contact – Safety Ambassador:**

An ambassador's engagement with a business owner or employee regarding safety concerns.

### **Camping/Sleeping:**

Reporting public sleeping and encampments to the outreach coordinator for services.

### **Directions – Safety Ambassadors:**

Providing navigation assistance.

### **Hospitality Assistance – Safety:**

Answering questions about the city, downtown, and tourism.

### **Request for Police/Fire/EMS:**

Contacting emergency services when needed.

### **Safety Escort:**

Walking individuals to their destination when safety is a concern.

## Outreach Statistics

### **Bus Pass Provided:**

Providing transit passes to outreach contacts.

### **Calls for Service (Houseless):**

Responding to requests involving houseless individuals (internal and external requests).

### **Documentation Referral:**

Assisting houseless individuals in obtaining essential documents.

### **Hygiene Kit Distributed:**

Providing basic hygiene supplies to outreach contacts.

**ID Voucher:** Helping individuals obtain identification.

### **Outreach – Food/Water Provided:**

Providing meals or water to outreach contacts.

### **Outreach – Transportation Other:**

Providing transportation to outreach contacts for locations not listed and other resources.

### **Referral to Housing Authority:**

Connecting individuals with housing resources.

**Wellness Check:** Checking on an individual's well-being.