



January 2023



**DOWNTOWN
CHATTANOOGA
ALLIANCE**



Executive Director Report

Message From Executive Director

In the past January's have been quiet downtown and allowed the Downtown Chattanooga Alliance (DCA) to plan for the upcoming peak season. Typically, the Ambassador team wraps up leaf season and creates a pristine environment by detailing the curb lines. The DCA focuses on special project like painting lights poles, removing graffiti off buildings and power washing stains and smells.

January 2023 was much different than past Januarys. One of the more interesting parts of the job, you never know what each day will bring. Below are some stories from the street that will shed some light on what transpired downtown during the month of January

Story One:

On January 2, 2023 I received a text from a concerned downtown resident. She was concerned about an individual who had been sitting at the bus stop on Market and 8th through the extreme cold weather during the holidays. An Ambassador and I engaged the individual and asked if he needed any assistance. He was sitting at the bus stop with no shoes and some blankets pulled over his body. At first he declined services but when we told him we had a pair of boots he accepted the offer. We went back to our office grabbed the boots and some clean socks. We went back to the bus stop and asked if he was able to change his socks.

He said, "No"

"Can we change them for You."

"Yes"

As we pulled the sock off the first foot, we realized something was wrong and this gentleman needed medical attention. He initially declined EMS, but as we spoke with him we were able to convince him to let us call 911. Shortly after the call EMS arrived and transported him to the hospital. We hope the hospital was able to save his feet and we are thankful that we were notified by the concerned resident. It may have saved a life.

Story Two:

In early January while the Ambassador team was on patrol, they came across a clutch purse lying on the sidewalk. Not seeing anyone around who may have dropped it, the Ambassador picked up the purse and brought it back to the office and locked it in the office.

At the start of the next morning, the Ambassador team heard an alarm ringing from the clutch. They opened the bag and noticed a message on the I-phone, "If this phone is found, please call this number xxx-xxx-xxxx." Ambassadors called the number and were able to return the phone and contents of the clutch back to the owner. The



owner was extremely thankful and stated that, "all items were still in the bag and she would not have to replace anything."

Story Three:

A few years ago, the Hamilton County Sheriff's Office launched an initiative called FUSE (Frequent Users Systems Engagement). Modeled after more than 30 communities across the country who have implemented FUSE, this program is a combination of supportive housing and wrap around case management. The program is designed to focus on homeless who are mentally ill, going in and out of hospitals and incarceration.

While sitting in a meeting at Erlanger, I was introduced to the new director of the FUSE program. After an exchange of information we decided to meet and see how the two organizations can work together. It didn't take us long to discover the Ambassador team and I knew several of the individuals experiencing homelessness downtown were on the FUSE list. We set up a meeting with the FUSE team to come downtown and met with these individuals on the list.

True to the FUSE mission, all three individuals were immediately placed into the program. The individuals received housing that day and wrap around case management began that week. Two of the individuals were in the top 4 for repeat contact with law enforcement.

Story Four:

In October of 2022, City of Chattanooga outreach and the DCA started walking the district once a week to sign individuals experiencing homelessness up for housing and connect individuals with services. At the end of January 2023, two individuals have been housed, 17 have been signed up for housing and one has gone to a treatment/detox facility.

Story Five:

The story regarding the Tivoli and the vandalized windows was well covered in the media. It was truly a team effort that combined the efforts of the Tivoli, DCA, CPD, and neighboring property owners that ultimately led to the arrest of the suspected individuals who caused the damage.

The story goes as follows:

- The DCA Ambassadors noticed a lot of broken glass on the 7th Street sidewalk.
- The Ambassadors notified the DCA Executive Director who then notified CPD and Tivoli.
- The Tivoli filed a Police report.
- DCA reached out to neighboring property owners with security cameras and provided a time frame for the incident.
- One property owner responded stating they have suspects on camera and provided the recording to CPD.

- CPD zone commander pulled together the necessary resources and lead the investigation which ultimately led to the arrest of 4 suspects.

As I write these stories, it continues to affirm the importance of the DCA. We are downtown every day, protecting the investments residents, property and businesses owners have made. Also, working with our social service partners, we were able to help people find a home and the support they need to have stability in their lives.

Executive Summary: Clean Team Highlights, January 2023

Accomplishments

During the month of January, Downtown Chattanooga Alliance Ambassadors achieved the following special projects and cleaning accomplishments.

1. Power washed stains, smells and deep cleaned sidewalks for 5 hours a decrease of 86% when compared to January 2022.
2. Removed 123 graffiti tags and stickers observed around the district an increase of 13% when compared to January 2022.
3. Cleaned 62 biohazards and disinfected the immediate surrounding area, a decrease of 38% when compared to January 2022.
4. Collected 1,652 bags of trash an increase of 234% when compared to January 2022.
5. Performed weed abatement on 15 blocks an increase of 275% when compared to January 2022.
6. Cleaned 272 trash cans, a decrease of 24% when compared to January 2022.



Ambassador Tony removes a balloon on Pine St.

Executive Summary: Hospitality Team Highlights, January 2023

Accomplishments

During the month of January, Downtown Chattanooga Alliance Ambassador Hospitality Team did the following.

1. Provided 983 directions and recommendations, an increase of 22% when compared to January 2022.
2. Conducted 81 business checks, an increase of 80% when compared to January 2022.
3. Provided 9 motorists assists, an increase 350% when compared to January 2022.



Ambassador Kathy returns a lost clutch to visitor staying at the Read House.

Cleaning Statistics

August 2020 through January 2023

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Biohazard Clean Up	'20	--	--	--	--	--	--	--	77	62	38	32	22	231
	'21	31	21	18	49	76	64	98	81	61	118	109	116	842
	'22	100	64	109	102	118	67	115	100	83	69	70	40	1037
	'23	62	--	--	--	--	--	--	--	--	--	--	--	62
Graffiti/Stickers - Removed	'20	--	--	--	--	--	--	--	753	183	122	148	109	1315
	'21	42	36	99	47	117	49	98	149	171	189	73	178	1248
	'22	109	141	175	125	177	155	271	170	152	209	72	74	1830
	'23	123	--	--	--	--	--	--	--	--	--	--	--	123
Power Washing (hours)	'20	--	--	--	--	--	--	--	19	71	95	44	42	271
	'21	73	62	105	82	48	17	7	90	22	35	1	65	607
	'22	36	37	25	23	38	17	45	50	46	65	57	56	495
	'23	5	--	--	--	--	--	--	--	--	--	--	--	5
Special Project (hours)	'20	--	--	--	--	--	--	--	366	300	280	233	171	1350
	'21	172	157	169	198	203	161	244	252	241	186	367	245	2595
	'22	139	116	123	244	272	216	263	205	284	183	154	71	2270
	'23	61	--	--	--	--	--	--	--	--	--	--	--	61
Trash (bags)	'20	--	--	--	--	--	--	--	154	236	310	284	301	1285
	'21	124	284	383	300	363	430	553	489	403	608	1258	644	5839
	'22	495	1122	2126	1700	1908	1425	2003	1495	1672	1831	1345	1257	18379
	'23	1652	--	--	--	--	--	--	--	--	--	--	--	1652
Trash Cans Cleaned	'21	--	--	171	533	401	166	289	696	475	847	381	346	4305
	'22	360	313	244	393	553	292	525	535	455	253	265	249	4437
	'23	272	--	--	--	--	--	--	--	--	--	--	--	272
Weed Abatement (block faces)	'20	--	--	--	--	--	--	--	25	209	45	23	13	315
	'21	4	15	26	58	23	32	67	26	43	98	14	20	426
	'22	15	38	42	85	43	25	71	103	117	51	32	29	651

Stas are based on Block by Blocks SMART tracking app.

Hospitality Statistics

August 2020 through January 2023

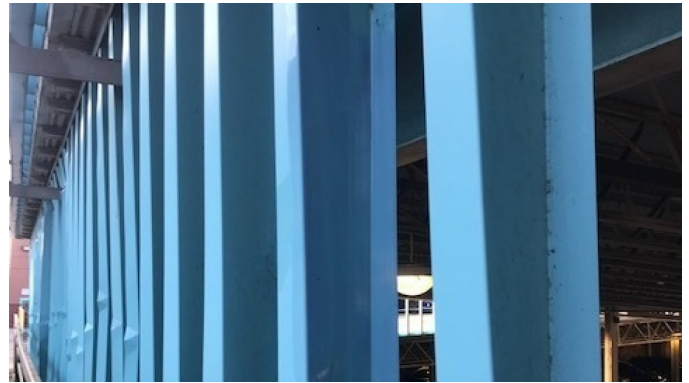
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Business Contact	'20	--	--	--	--	--	--	--	57	42	62	93	91	345
	'21	45	112	66	120	187	26	35	46	50	17	45	40	789
	'22	45	71	62	50	116	49	143	134	147	75	90	123	1105
	'23	81	--	--	--	--	--	--	--	--	--	--	--	81
Hospitality Assistance	'20	--	--	--	--	--	--	--	1370	2691	1364	1125	711	7261
	'21	466	762	2133	3468	2879	3076	2457	2561	2776	7014	9374	4684	41650
	'22	803	1310	5470	3104	3294	2193	3694	2747	3358	3301	1558	1297	32129
	'23	983	--	--	--	--	--	--	--	--	--	--	--	983
Motorist Assist	'20	--	--	--	--	--	--	--	42	31	10	3	1	87
	'21	3	6	6	5	11	9	11	9	10	9	6	2	87
	'22	2	15	16	13	23	8	11	11	3	2	4	8	116
	'23	9	--	--	--	--	--	--	--	--	--	--	--	9

Stats are based on Block by Block's SMART tracking app.

Before and After



Graffiti on Broad St parking garage.



Graffiti removed from Broad St parking garage.



Planter knocked over on Georgia Avenue.



Planter stood upright on Georgia Avenue.



Graffiti on electrical box at MLK & Pine St.



Graffiti removed off electrical box at MLK & Pine St.



Graffiti on trash can lid.



Graffiti removed off trash can lid.

Ambassador Team in Action



Ambassador Hardy removes graffiti off a light pole.



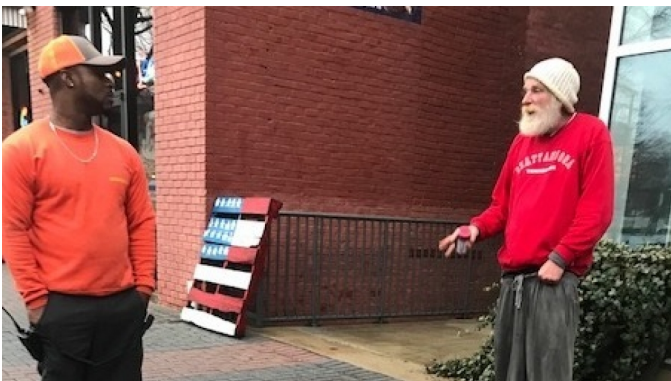
Ops Manager Randi removes a bag out of a tree.



Team Leader Jake jump starts a car on 8th St.



Ambassador Kathy sweeps up leaves on Market St.



Ambassador Tony connects an individual to social services.



Ambassador Hardy throws a rodent away on Broad St.



Ambassador Kathy paints a pole on Georgia Ave.



Team Leader Jake applies graffiti remover to garage on 3rd St.