



# MONTHLY REPORT

## MARCH 2016



# Safety Highlights

## Field Observations

The number of panhandling contacts this month has spiked upward considerably since February. However, most of these contacts reflect multiple encounters with a few individuals in particular who kept returning after being moved, rather than a large number of new panhandlers entering the area. These few individuals are well-known to the District Ambassadors but because they live very close to the area, it is easy for them to return and resume panhandling until they are moved again. These individuals habitually occupy the same areas, however, making it easy for Ambassadors to watch these areas and move them when found.

Unruly customers refusing to leave businesses were an issue again this month, and while Ambassadors were called upon to deal with these individuals and helped do so, we must emphasize that Ambassadors have no legal powers to eject people inside a private business. The best approach in these situations is to call the Cleveland Police Non-emergency line at (216) 621-6000.

Local establishments were struck twice this month on consecutive days by a married couple who have been entering small eateries & cafes, looking for unguarded tip jars, then fleeing with the money.

After being provided with law enforcement information about the suspects, Ohio City Ambassadors and Ohio City Inc. provided neighborhood businesses that utilize tip jars with this information. In this way, local businesses are made aware of these happenings and can better protect themselves if they return.

## Accomplishments

This was a busy month for the District Ambassadors, who addressed a wide variety of safety issues that arose throughout March.

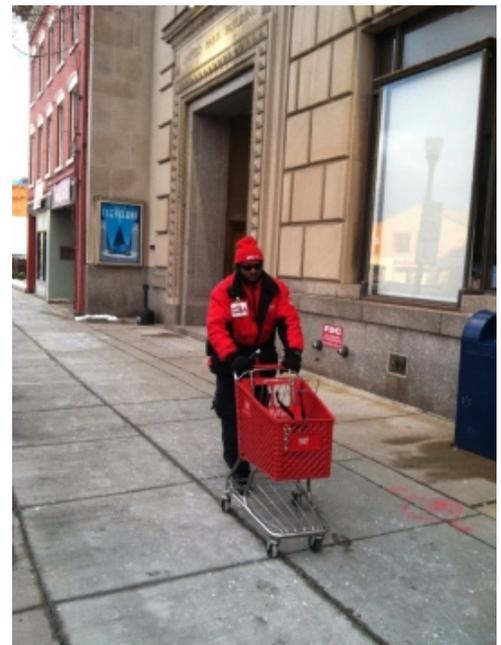
On Wednesday, March 2nd, our Dispatcher was contacted by Dave's Cosmic Subs, who reported a large male individual who came into their establishment and began engaging in strange behavior, and intimidating customers and staff. Although this was more properly a police matter, Ambassador #19 responded to the call and arrived at Dave's Cosmic Subs. The Ambassador's presence made an immediate difference, causing the man to leave the store, and Ambassador #19 continued to keep the man under observation to make sure he left the neighborhood, whereupon he made a follow-up business contact with Dave's management and staff.

The following day, on March 3rd, the Voodoo Monkey tattoo parlor called our Dispatcher to report that there were a large number of unruly juveniles in front of their establishment, disrupting business.

Both District Ambassadors, who were just arriving in the area, went directly to Voodoo Monkey. However, they found no juveniles in the area and made a follow-up contact with the manager of Voodoo Monkey, as well as making periodic checks of the area to make sure the juveniles did not return.



Ambassador #19 begins his pipe tour patrol with a check of the Cleveland Hostel parking lot...



...then finishes his patrol by returning a wayward shopping cart left unattended near his final checkpoint.

## QUICK VIEW

Mar 01, 2016 -- Mar 31, 2016

- 1** Panhandling - Aggressive
- 97** Panhandling - Passive

That same evening, Ambassador #19 was asked by the manager of Family Dollar to assist with a security check to make sure no one was in the store at closing time. Ambassador #19 performed this safety check with the manager on time, enabling her to continue with the process of closing the store for the night.

On the evening of Saturday, March 5th, Ambassador #19 noticed a mentally disturbed woman standing outside Family Dollar and swearing loudly at passerby. After the woman refused to move along, Ambassador #19 contacted our CPD officer for assistance, whereupon the woman decided to depart. However, she only went as far as the front of Nano Brew, where she began to swear at passerby again. Ambassador #19, who had continued to observe the woman, approached and informed her that a policeman was on his way, causing her to move completely away from the neighborhood.

On Wednesday afternoon, March 16th, the owner of the Blackbird Fly boutique called our Dispatcher to inform him that there was a female panhandler bothering customers outside her store. Ambassador #19 responded to the call and approached the panhandler, who departed the area before she could be addressed. Ambassador #19 observed her long enough to determine that she was indeed leaving the area, then returned to make a business contact with the Blackbird Fly owner, who was thankful for the assistance.

A few hours later on the same day, Team Leader Hughes was approached by the manager and one of the business partners of the Market Garden Brewery, reporting that they had an intoxicated woman who entered the business and began acting strangely and refused to leave. Team Leader Hughes entered the restaurant in order to be able to provide a description of the woman, then requested our Dispatcher to call for a zone car to respond to the situation. Before police arrived however, the woman departed the restaurant and began moving Northward, entering every other bar in her path and being asked to leave shortly thereafter. Both district Ambassadors followed her closely in order to be able to point her out to police once they arrived. Our CPD officer arrived while the woman was occupying a seat in the Orale Kitchen, and gave her the option of leaving on her own or leaving in the back of a zone car. The woman chose the first option and left the neighborhood immediately.

On the evening of Thursday, March 24th, Ambassador #19 arrived at the corner of W.25th Street & Carroll Avenue to perform an escort service for the Family Dollar staff, and noticed that the driver's side door on a nearby car had been left wide open. Noting that he was early for his escort, Ambassador #19 took it upon himself to canvass the surrounding businesses to try to find the owner of the car, and located him at Mitchell's Ice Cream. The owner was pleasantly surprised and thankful to have been located, and quickly returned to his car to secure the open door.

On Friday, March 25th, the same woman who had entered various bars on March 16th and refused to leave came back into the neighborhood and occupied a seat at the Orale Kitchen, and again refused to leave when asked to do so by management. The management staff found Ambassador #19 nearby and asked him for help. The woman still refused to leave, however, but the arrival of a 2nd Ambassador caused her to change her mind, and she left the

neighborhood as our CPD officer, who had been monitoring our radio transmissions, arrived. Team Leader Hughes reminded the staff that the best solution in these situations is to call Cleveland Police since Ambassadors are not legally empowered to eject unruly patrons. The Cleveland Police contact number at (216) 621-6000 was also provided to staff.

# Safety Statistics

## Mar 1, 2016 through Mar 10, 2016

	01	02	03	04	05	06	07	08	09	10	TOTAL
Panhandling - Aggressive	0	0	0	0	1	0	0	0	0	0	1
Panhandling - Passive	0	2	1	2	1	0	1	0	1	0	8
Safety Escorts	0	0	2	2	0	0	0	0	0	2	6

## Mar 11, 2016 through Mar 20, 2016

	11	12	13	14	15	16	17	18	19	20	TOTAL
Panhandling - Aggressive	0	0	0	0	0	0	0	0	0	0	0
Panhandling - Passive	9	8	0	2	0	1	9	6	8	0	43
Safety Escorts	2	2	0	0	0	0	2	2	3	0	11

## Mar 21, 2016 through Mar 31, 2016

	21	22	23	24	25	26	27	28	29	30	31	TOTAL
Panhandling - Aggressive	0	0	0	0	0	0	0	0	0	0	0	0
Panhandling - Passive	1	0	12	4	7	9	0	1	0	4	8	46
Safety Escorts	0	0	0	2	2	3	0	0	0	0	2	9

## January 2016 through March 2016

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Panhandling - Aggressive	'16	1	2	1	--	--	--	--	--	--	--	--	--	4
Panhandling - Passive	'16	83	63	97	--	--	--	--	--	--	--	--	--	243
Safety Escorts	'16	27	24	26	--	--	--	--	--	--	--	--	--	77

# Cleaning Highlights

## Field Observations

Because of the windy, blustery weather we've gotten this month, the main cleaning concern we've had has been getting rid of unsightly clumps of large litter. These areas of litter get blown into small, concentrated areas, usually along the W.25th Street strip and can quickly become eyesores. Safety Ambassadors as well as Clean Ambassadors have spent time working to clean these areas in order to help maintain the look of the neighborhood.

## Accomplishments

Thursday, March 24th was an especially windy day, and Ambassadors found that a large amount of litter and construction debris had been blown onto the sidewalk and treelawn next to Dave's Supermarket at 2700 Carroll Avenue. This litter extended all the way to W.28th Street, (see sidebar pictures) but Ambassadors took care to clean up the area before resuming their patrols.

## Initiatives

Now that Spring is here, we're making plans to remove the large graffiti tags placed behind Daniels Furniture store located at 1882 W.25th Street. The weather is not yet warm enough to deploy our power washing equipment for this task, but we will have it scheduled once weather permits.



The large amount of debris blown alongside Dave's Supermarket on March 24th created a large eyesore...



...but after a visit from District Ambassadors, the area is left looking presentable once more.

## QUICK VIEW

Mar 01, 2016 -- Mar 31, 2016

**4550** Trash (lbs)

**5** Graffiti - Forwarded for Action



# Cleaning Statistics

## Mar 1, 2016 through Mar 10, 2016

	01	02	03	04	05	06	07	08	09	10	TOTAL
Graffiti - Forwarded for Action	0	0	1	0	0	0	0	0	0	0	1
Graffiti - Removed	0	0	0	1	4	0	0	0	0	1	6
Trash (lbs)	0	50	50	350	350	0	350	0	25	50	1225

## Mar 11, 2016 through Mar 20, 2016

	11	12	13	14	15	16	17	18	19	20	TOTAL
Graffiti - Forwarded for Action	0	0	0	0	0	0	0	1	0	0	1
Graffiti - Removed	2	4	0	1	0	0	0	8	1	0	16
Trash (lbs)	400	425	0	350	0	50	50	400	250	0	1925

## Mar 21, 2016 through Mar 31, 2016

	21	22	23	24	25	26	27	28	29	30	31	TOTAL
Graffiti - Forwarded for Action	0	0	1	0	0	0	0	0	0	2	0	3
Graffiti - Removed	2	0	0	3	5	1	0	3	0	12	0	26
Trash (lbs)	250	0	50	50	350	350	0	250	0	50	50	1400

## January 2016 through March 2016

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Graffiti - Forwarded for Action	'16	16	11	5	--	--	--	--	--	--	--	--	--	32
Graffiti - Removed	'16	71	39	48	--	--	--	--	--	--	--	--	--	158
Trash (lbs)	'16	4150	4450	4550	--	--	--	--	--	--	--	--	--	13150

# Hospitality Highlights

## Field Observations

Beginning this month, we'll be combining Pedestrian and Hospitality Assists into the same category, counting both types of service as Hospitality Assistances overall.

St. Patrick's day was a busy one for our District Ambassadors, who undertook a number of different tasks for visitors and celebrants such as supplying parking information, making restaurant recommendations, directing visitors to neighborhood stores, and even finding a motorist who had left his headlights on so that he could turn them back off. Some local revelers took a moment to pose for a picture in their St. Patrick's Day apparel. (See top sidebar picture and front cover pic)

McNulty's Bier Markt/Speakeasy/Bar Cento put up a new lighted sign in front of their establishment this month, and we wanted to help show it off by including it in one of the cover pictures for this month's report. Manager Dmitri Ragousis was also kind enough to take a moment of time to appear in the picture as well.

## Accomplishments

On Wednesday, March 2nd, Team Leader Hughes found a dropped cell phone at the intersection of W.25th Street & Lorain, and after logging the find with our Dispatcher, brought the cell phone to the Ambassador base behind the Market Square Plaza for eventual transfer to our Lost and Found area. Before the phone could be transferred, however, the owner called the phone and Team Leader Hughes answered it, explaining what had happened to the phone in the meanwhile. The phone's owner happened to be on the other side of the Market Square Plaza, which made it possible for Mr. Hughes to return the phone to its thankful owner quickly and easily.

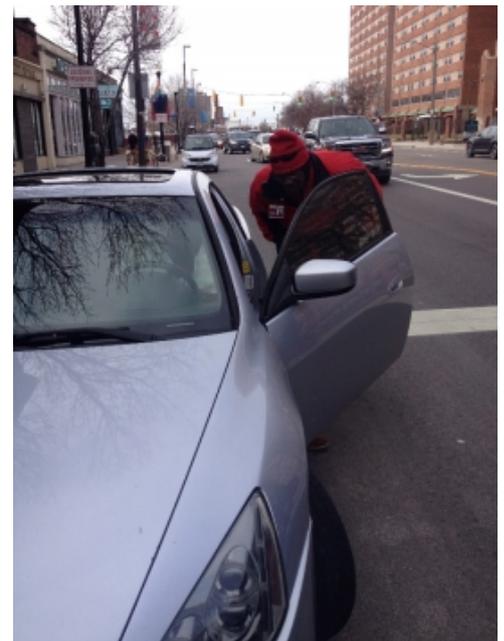
On Friday, March 11th, Ambassador #19 encountered a motorist in need on the corner of W.25th Street and Bridge Avenue. The motorist's transmission belt had snapped, so no direct repair could be done by the Ambassadors. However, they were able to help the motorist call a tow truck for his car (See middle sidebar picture at right)

The following evening on March 12th, while on vehicle patrol behind the West Side Market, both District Ambassadors were asked for help by a motorist who had locked her keys in her car. With the assistance of a nearby Downtown Team Leader, the Ambassadors were able to open the woman's car door, enabling her to get home again. (See lower sidebar picture at right)

On Tuesday, March 29th, our Dispatcher was contacted by a motorist in the ABM parking lot at W.26th Street & Market Avenue, who had also locked her keys in her car. Team Leader Hughes responded to the call, arriving shortly afterward and getting her car door open. Another lockout service completed!



Ohio City draws a large number of people out to celebrate St. Patrick's Day, and several were more than happy to show off their Irish spirit.



Ambassador #19 provides tow truck information to a motorist stranded at W.25th & Bridge.



District Ambassadors sometimes happen to encounter motorists who need lockout assistance while on foot or vehicle patrol, and can help them out right then and there.

## QUICK VIEW

*Mar 01, 2016 -- Mar 31, 2016*

**407** Business Contact

**73** Hospitality Assistance

**2** Motorist Assist

# Hospitality Statistics

## Mar 1, 2016 through Mar 10, 2016

	01	02	03	04	05	06	07	08	09	10	TOTAL
<b>Business Contact</b>	0	17	13	28	26	0	10	0	4	19	<b>117</b>
<b>Hospitality Assistance</b>	0	4	3	2	4	0	2	0	1	2	<b>18</b>
<b>Motorist Assist</b>	0	0	0	0	0	0	0	0	0	0	<b>0</b>

## Mar 11, 2016 through Mar 20, 2016

	11	12	13	14	15	16	17	18	19	20	TOTAL
<b>Business Contact</b>	26	27	0	9	0	15	15	25	27	0	<b>144</b>
<b>Hospitality Assistance</b>	4	4	0	2	0	2	4	5	6	0	<b>27</b>
<b>Motorist Assist</b>	0	1	0	0	0	0	0	0	0	0	<b>1</b>

## Mar 21, 2016 through Mar 31, 2016

	21	22	23	24	25	26	27	28	29	30	31	TOTAL
<b>Business Contact</b>	12	0	33	14	18	27	0	12	1	15	14	<b>146</b>
<b>Hospitality Assistance</b>	3	0	4	2	3	8	0	3	0	3	2	<b>28</b>
<b>Motorist Assist</b>	0	0	0	0	0	0	0	0	1	0	0	<b>1</b>

## January 2016 through March 2016

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>Business Contact</b>	'16	375	380	407	--	--	--	--	--	--	--	--	--	<b>1162</b>
<b>Hospitality Assistance</b>	'16	43	41	73	--	--	--	--	--	--	--	--	--	<b>157</b>
<b>Motorist Assist</b>	'16	1	1	2	--	--	--	--	--	--	--	--	--	<b>4</b>