



## Streetplus ENA for Downtown Safety Ambassador Program

Community & Economic Development Department

City Council  
September 20, 2016

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### BACKGROUND

1. 2010: Development Committee recommended that staff initiate a Downtown Retail & Entertainment Strategy
2. 2012: Downtown Retail & Entertainment Strategy presented to Development Committee
3. 2014: City staff & Riverside Downtown Partnership started discussions of a clean & safe program due to increased downtown activity



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## BACKGROUND

4. 2015: City staff prepared an RFP/RFQ for a Downtown Safety Ambassador Program, which was reviewed by RDP & Chamber
5. 2016: Development Committee reviewed & directed staff to procure a service provider for the Downtown Safety Ambassador Program
6. August 18, 2016: Development Committee selected the Streetplus proposal for an Exclusive Negotiating Agreement



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## AMBASSADOR PROGRAM BASICS

1. Safety program for public spaces
  - a) Sidewalks & alleys
  - b) Pedestrian mall
  - c) Public parking areas



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## AMBASSADOR PROGRAM BASICS

2. Uniformed Ambassadors & an office assistant/dispatcher
  - a) Patrol in pairs on foot or bike
  - b) Not armed
  - c) Direct radio communication with police
  - d) Trained in basic laws related to difficult people, homeless, mental illness, vandalism, customer service & first aid



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## AMBASSADOR PROGRAM BASICS

3. Not a substitute for Police Department services
  - a) Constant presence (crime deterrent, first response, public assistance)
  - b) Eyes & ears for Police & City staff



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## AMBASSADOR PROGRAM BASICS

### 4. Concept patrol hours:

- a) Mon-Wed: 7PM – 3AM  
(2 ambassadors)
- b) Thurs-Sat: 3PM – 11PM  
(2 ambassadors)  
and 7PM – 3AM  
(4 ambassadors)



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## PROPOSED ENA

1. ENA with Streetplus will allow for:
  - a) Proper due diligence to include a thorough background check
  - b) Program geographical boundaries determination
  - c) Contract funding source identification
  - d) Refining of scope of work
2. ENA Term: Twelve (12) months, with an option to extend for another six (6) months (upon City approval)
3. At the termination of the ENA, the City & Streetplus may enter into a Contract Services Agreement



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## **RECOMMENDATION**

That the City Council:

1. Approve an Exclusive Negotiating Agreement with Streetplus Company, LLC for the Downtown Safety Ambassador Program; and
2. Authorize the City Manager, or his designee, to execute the Exclusive Negotiating Agreement, including making minor, non-substantive changes, and to sign all documents and instruments necessary to complete the transaction.



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