

## Security Ambassador Survey

### Q12 If the ambassador program was to move beyond the pilot program, and become a permanent staple of our downtown - what changes would you like to see made prior to launch of the permanent program?

Answered: 118 Skipped: 96

#	Responses	Date
1	I would like to see it extended to the Ocean Ave. promenade	6/7/2017 5:44 PM
2	I didn't find them welcoming. I walk every morning and have never had one smile or greet me. They just reminded me of mall security.	5/27/2017 4:32 PM
3	businesses need more information about program - how to contact, hours, responsibilities, etc	5/26/2017 10:20 AM
4	Too new to know at this time	5/21/2017 2:11 PM
5	Vehicles for them	5/18/2017 11:47 PM
6	none	5/18/2017 9:26 PM
7	More in Pineapple Grove area	5/18/2017 8:37 PM
8	n/a	5/18/2017 8:36 PM
9	Better trained staff	5/18/2017 5:19 PM
10	n.a	5/18/2017 2:22 PM
11	More in Pineapple Grove	5/18/2017 2:21 PM
12	I think they will be more helpful to tourists and as eyes and ears for the police. Locals don't understand why they are here.	5/18/2017 1:01 PM
13	It is great the way it is set up.	5/18/2017 10:57 AM
14	Have more area covered, and give them more public notice. Not many businesses know about the program, and I think if each downtown business knew about it, and residents it would be well received	5/17/2017 10:22 PM
15	more education of the public on the programs role and importance of facing issues downtown	5/17/2017 7:27 PM
16	love this program	5/17/2017 7:18 PM
17	Training in civil rights, implicit bias, racial equity for the ambassadors. More referral services and programs for our transient community to increase their access and quality of life (i.e. housing, jobs, food, medical treatment, personal care and belonging, etc.)	5/16/2017 1:19 PM
18	New uniforms which highlight the purpose of the position.	5/16/2017 9:03 AM
19	I DO NOT SUPPORT THIS PROGRAM. I had a very negative experience with the Security Ambassador supervisor.	5/9/2017 2:47 PM
20	They should be more active, walk don't use the bicycle. I never saw them helping anyone they look lost riding around.	5/8/2017 10:15 PM
21	Public announcement of such via newspapers and online	5/8/2017 9:08 PM
22	None that I know of - extremely polite, friendly and present always	5/8/2017 10:34 AM
23	More patrol around residential houses	5/8/2017 9:59 AM
24	No changes, very happy! Should continue.	5/8/2017 9:56 AM
25	Them to stay later and assist with walking employees to cars	5/8/2017 9:53 AM
26	Be more visible and available late night when restaurant staff gets out of work	5/8/2017 9:51 AM
27	none	5/8/2017 9:49 AM
28	I'll get back to you.	5/8/2017 9:49 AM

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29	None. I appreciate their presence!	5/8/2017 9:46 AM
30	Keep a watch at the railroad tracks- people are always stopping on tracks. There should be a drinking limit- a lot of drunk people hassling us.	5/8/2017 9:43 AM
31	Get vehicles for the DDA	5/8/2017 9:41 AM
32	n/a	5/8/2017 9:39 AM
33	n/a	5/8/2017 9:38 AM
34	Nothing now, it's great	5/8/2017 9:37 AM
35	Security cameras in elevators and parking garages to prevent crime and attacks	5/8/2017 9:34 AM
36	None	5/8/2017 9:32 AM
37	None	5/8/2017 9:31 AM
38	N/A	5/8/2017 8:06 AM
39	Make sure to cover more area. Checkers & before checkers, def. Dunkin Donuts. So many drugs.	5/8/2017 8:04 AM
40	Safety for employees, customers, residents.	5/8/2017 8:01 AM
41	?	5/8/2017 8:00 AM
42	They're awesome!!! 100% support this program - provides much needed and much appreciated security!!! I feel their visual presence actually deters "would-be" potential incidents.	5/8/2017 7:58 AM
43	Keep alleys, parking lots safe. Help direct homeless to shelters. Monitor drug use in parks.	5/8/2017 7:55 AM
44	Great work, keep it up!	5/8/2017 7:49 AM
45	Run a community ad on TV so population knows your out and about	5/8/2017 7:47 AM
46	none	5/8/2017 7:42 AM
47	Keep doing their job well with qualified personnel	5/8/2017 7:40 AM
48	more officers, more blocks	5/7/2017 11:58 AM
49	contact info maybe signs - more awareness	5/7/2017 11:57 AM
50	zone the officers so they are always in the area	5/7/2017 11:53 AM
51	later night coverage, more officers	5/7/2017 11:52 AM
52	the expansion to the full downtown footprint with applicable addition of staff	5/7/2017 11:51 AM
53	marketing to ensure program is known	5/7/2017 11:49 AM
54	continue and enhance training	5/7/2017 11:45 AM
55	expand program area	5/7/2017 11:42 AM
56	expansion would be great	5/7/2017 11:41 AM
57	extend the hours later in the evening	5/7/2017 11:38 AM
58	longer hours of operation	5/7/2017 11:37 AM
59	more info to area so they know what is offered	5/7/2017 11:35 AM
60	i have only seen them on bike	5/7/2017 11:33 AM
61	need more authority in their role - don't do much	5/7/2017 10:20 AM
62	do more than just ride their bikes around	5/7/2017 10:18 AM
63	please continue and keep the same level of personel, they respond within 60 seconds	5/7/2017 10:16 AM
64	what is full time? don't know enough about the program	5/7/2017 10:12 AM
65	make presence known to businesses and more alert ambassadors	5/7/2017 10:10 AM
66	small charge to the stores based on size and could city and cra help fund	5/7/2017 10:06 AM
67	need more information about the program	5/7/2017 10:04 AM

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68	I am in Pineapple Grove outside of their area and do not know enough about the program	5/7/2017 9:59 AM
69	have them split up more to cover more area	5/7/2017 9:55 AM
70	more ambassadors	5/7/2017 9:53 AM
71	better communication to the businesses	5/7/2017 9:51 AM
72	patrol beachside too	5/7/2017 9:49 AM
73	Add more Ambassadors through out the boundaries	5/5/2017 12:57 PM
74	Include US1 down to SE 10th St	5/5/2017 11:51 AM
75	I am not that familiar with this program, but I like seeing these guys with the yellow shirts on foot and bikes in downtown. I feel more secure.	5/5/2017 11:26 AM
76	seems fine to me	5/5/2017 11:01 AM
77	I don't know enough about the program but do know that areas that as a woman I do not feel comfortable walking alone down swinton to sw 1st ave. I would also like to see a crackdown on drug dealing in this town. I love downtown Delray and all it has to offer so I think we need to protect what we have here and support this program.	5/4/2017 9:06 PM
78	More Visable employees	5/4/2017 6:50 PM
79	None	5/4/2017 5:56 PM
80	training and more customer service	5/4/2017 5:36 PM
81	I believe the pilot program has been successful and hope that it continues and expands. They certainly cleaned up Old School Square park that was turning into a homeless camp.	5/3/2017 12:11 PM
82	No changes here. I like it; I like it a lot	5/2/2017 2:00 PM
83	Give em tasers to shoot drunk people with	5/2/2017 2:00 PM
84	Add NW-SW 5th Ave	5/1/2017 2:47 PM
85	Extension of boundaries to the west.	4/29/2017 2:05 AM
86	As Director of Operations for the Cornell Art Museum, it's been a wonderful program and presence for us. Has deterred homelessness on Old School Square property. It can only improve by making the ambassadors a permanent fixture in Downtown Delray Beach. Visitors to our campus comment about their presence and feel safer knowing they are present. Thank you for this wonderful program!	4/28/2017 1:58 PM
87	Full funding from the DDA (shouldn't be City or CRA funds). Also, I answered no to Q7 (do they enhance feeling on safety) only because I don't feel unsafe downtown - but I accept that others may, and believe the security ambassadors may help.	4/28/2017 11:41 AM
88	Since I live downtown and walk around the Atlantic Ave area daily and have never seen an Ambassador - so far I can't see any advantage to the program!	4/26/2017 8:31 PM
89	Id like to see these ambassadors look more welcoming. Right now, they look like security patrol in their bright yellow shirts. I see them, and think private security, not a welcoming sign I'm in downtown. Maybe having the uniform not look the same as the private security that stands on the sidelines of major sporting matches. Also more patrols on foot. When they are on the bikes, it seems more like they are there to just patrol, not assist(locals or tourist).	4/26/2017 4:14 PM
90	Make it more visible. I didn't even know it existed	4/26/2017 4:01 PM
91	see them actually do something - so far it's just a cosmetic addition to make people think something is being done.	4/26/2017 7:19 AM
92	Make their presence known. Make them approachable. Let the general public know who the they are and what their purpose is.	4/26/2017 6:27 AM
93	I couldn't make an informed response to some questions without the results of the pilot? Did crime decrease? Were those needing support i.e. Drug addicts matched with support services not just removed? What is the cost? What did users of Ambassador services think? I've never used it/seen it in action though I only live a few miles from downtown. How are you marketing it's services?	4/26/2017 4:01 AM
94	Some signage or communication as to the program, and what they are there for/what they can do to help.	4/25/2017 5:21 PM
95	Perhaps have ambassadors engage with people more by way of conversation	4/25/2017 4:18 PM
96	None	4/25/2017 3:14 PM

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97	More PR. I spend a lot of time on Atlantic Avenue, but I wasn't aware of the ambassador program until they'd been around for a while, and then it was only because I asked one of the guys what it was about. I think it would be helpful if the shirts had "Ask me about the downtown ambassador program" or "The downtown ambassador program is here for you," or something like that printed really big on their backs.	4/25/2017 3:12 PM
98	Daily Visibility	4/25/2017 2:20 PM
99	Communication about them, their function, their uniform, their hours of availability, etc. to the general public both city residents and those working and visiting the area	4/25/2017 1:42 PM
100	Better communication with general public on the program and how they can use it	4/25/2017 1:40 PM
101	Their attire needs to indicate more clearly that they are city employees. Before I knew about the program, I thought they were security guards hired by private businesses.	4/25/2017 1:29 PM
102	Motorised vehicles for quicker response	4/25/2017 7:11 AM
103	I would like to see them have the authority to keep people on bicycles, skateboards, scooters etc. off the sidewalks. It's only a matter of time till someone gets seriously hurt. There is a large elderly population walking downtown. If they get knocked over it could kill them.	4/24/2017 8:11 PM
104	More night time presence, especially around Swinton/Atlantic. it's dark and there are tons of places for people to lurk - I always see homeless people sleeping on Old School Square grounds :/ AND flyers or posters with their number to call them if needed.	4/24/2017 3:29 PM
105	Additional information to residents about the program and marketing for guests. Also, regarding question #9 - that's hard to really answer. The Ambassador program seems to be a way of adding security without additional Police Officers (which seem to be hard to train and retain in Delray Beach). However, I'm sure there could be a case for additional Officers - especially during weekend evenings.	4/24/2017 1:13 PM
106	a larger area that reaches beyond the current area.	4/24/2017 11:30 AM
107	I haven't considered any changes. It appears to be performing well as is.	4/24/2017 11:20 AM
108	More info to area on who they are and what they provide.	4/24/2017 10:15 AM
109	This is a great program but how it improves the area I am not sure. They are not police officers so have no authority & as an ambassador we could get more volunteers to guide people throughout the city .	4/23/2017 10:35 AM
110	Cover larger area	4/23/2017 9:54 AM
111	better communication of program and its benefits, introduction of ambassadors to the community, education on services they provide, differences between police and ambassadors explained -- basically better pr needed so public understands benefits.	4/23/2017 9:34 AM
112	I have not seen any ambassadors on East Atlantic, East of bridge to beach! That is where they are needed the most! All the homeless and drug addicts hang in front of our store and by beach.	4/22/2017 11:12 AM
113	I think they are doing a great job! I am a resident and an employee of the downtown area and I have seen many improvements since this program started! I hope that it continues. I feel much safer walking my dog at night knowing they are around town.	4/22/2017 10:19 AM
114	Cover side streets	4/21/2017 8:44 PM
115	None	4/21/2017 6:38 PM
116	NEW NAME ON YELLOW SHIRTS I.E. DOWNTOWN SAFETY ABBASSADOR	4/21/2017 6:02 PM
117	Not familiar enough to offer suggestions...but keep up the great work!	4/21/2017 5:14 PM
118	I'd like to see them meet the business owners, get to know where and when we have the most concerns at our locations. If giving directions they need to know how to tell people where to go so I want them to be familiar with all the downtown businesses.	4/21/2017 5:05 PM