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| HOSPITALITY                        |          |                          |
|------------------------------------|----------|--------------------------|
| <b>Business Contacts</b>           |          | 392                      |
| Citizen Safety Escorts             |          | 13                       |
| General Patrol Hours               |          | 264                      |
| Visitors Assisted                  |          | 1,094                    |
| Publications Distributed           |          | 1,074                    |
| SAFETY (8 Safety Ambassadors)      |          |                          |
| General Patrol Hours               |          | 1,900                    |
| PORTABLE BATHROOM                  | & SHOWER | RS                       |
| Uses                               |          | 1,798                    |
| MAINTENANCE (12 Maintenance Techs) |          |                          |
| Graffiti Removals                  |          | 86                       |
| Service Calls                      |          | 46                       |
| Trash Removal (30 gal bags)        |          | 4,378                    |
| Sidewalks Pressure-washed (hours)  |          | 400                      |
| WEBSITE & SOCIAL MEDIA             |          |                          |
|                                    | Q1       | vs. Q1 2021              |
| Website - Page Views               | 25,522   | 18,701 (36.47% increase) |
| Website - New Users                | 15,216   | 10,669 (42.62% increase) |
| Facebook Followers                 | 6,625    | 6,484 (2.17% increase)   |
| Twitter Followers                  | 4,474    | 4,455 (0.43% increase)   |
| Instagram Followers                | 10,456   | 9,876 (5.87% increase)   |
| YouTube Views                      | 12.702   | 10 581 (20 04% increase) |

## **SPECIAL EVENTS & PROMOTIONS**

- Developed 3 new Doorways to Downtown episodes
- Developed 1 new vlog episode with a new influencer
- Created 1 new vlog reel
- Created 3 new business reels for Doorways to Downtown
- Created 3 new blogs
- Continued streaming Talk to Downtown series
- Created 3 Talk to Downtown reels with DSA ambassador
- Created new playlist and feature options for YouTube channel
- Finalized and updated Visitors Guide for Winter 2021/2022
- Updated Business Directory on website
- Added newsletter sign up option to website
- Announced opening ceremony for Diversity Plaza
- Created Safety Ambassador reel



