

• Outstanding Community Service by a Business Organization •

Block by Block, Cleveland, Ohio Downtown Ambassadors Program

 Downtown Cleveland Alliance™



Block by Block is an SMS Holdings Company that provides safety, cleaning, hospitality, and outreach solutions for downtown improvement districts throughout the U.S. by deploying their “Ambassadors” to work in the assigned area. These teams of “people persons” are selected and trained to meet the specific needs of each city they serve, and they continually work to find new and better concepts to improve the service they deliver to their customers.

Over the past 15 years Block by Block has grown to serve over 30 programs in 20 states across the nation. The company is extremely proud of their great success with long-term customer relationships. Through them they are able to maintain a customer retention rate of nearly 95%. In turn this has led to serving more improvement districts than any other company in the nation.

Block by Block has seen nearly every possible issue facing an urban environment. It’s their passion for urban centers that allows them to create the protocol and training they use to address downtown

needs, as they surely have done in their tenure serving in Cleveland.

Since 2009, they have worked alongside Downtown Cleveland Alliance to cultivate a culture of ownership with one mission “To do whatever it takes to positively shape the downtown Cleveland experience through safety and appearance”. Their district boundaries go North and South from Lakeside to Carnegie and East and West from East 18th to West 10th, covering roughly 105 city blocks.

Block by Block employs 79 staff members including; 68 ambassadors, five full-time leaders, one outreach specialist, one training manager, one office administrator, 2 operations supervisors, and two operations manager.

In 2013, they were responsible for removing 509,056 pounds of trash, removed 5,950 graffiti sites, resolved 5,929 panhandler issues, safely escorted 3,419 people, and assisted people 50,421 times with directions, answering questions and being exemplary ambassadors for our city.