

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | SEPTEMBER, 2020

The following data and information is provided to the Downtown Reno Business Improvement District for tracking purposes. The information contained in this report is for activities reported in September 2020. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



After a resident within the BID approached us about his stolen bike, our team was able to help him locate it and get it back to him

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With training being an essential part of our program, we were excited to have Keep Truckee Meadows Beautiful educate us on the Truckee River and how the Ambassador program can help do their part to keep it clean.

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Congratulations to Mark Kawa who was promoted to Team Lead.



Our Outreach Specialist Donald Griffen is a dedicated person to our community. Daily you will find him assisting the most vulnerable. This is one of the many he has helped get an emergency shower and to the hospital for treatment.

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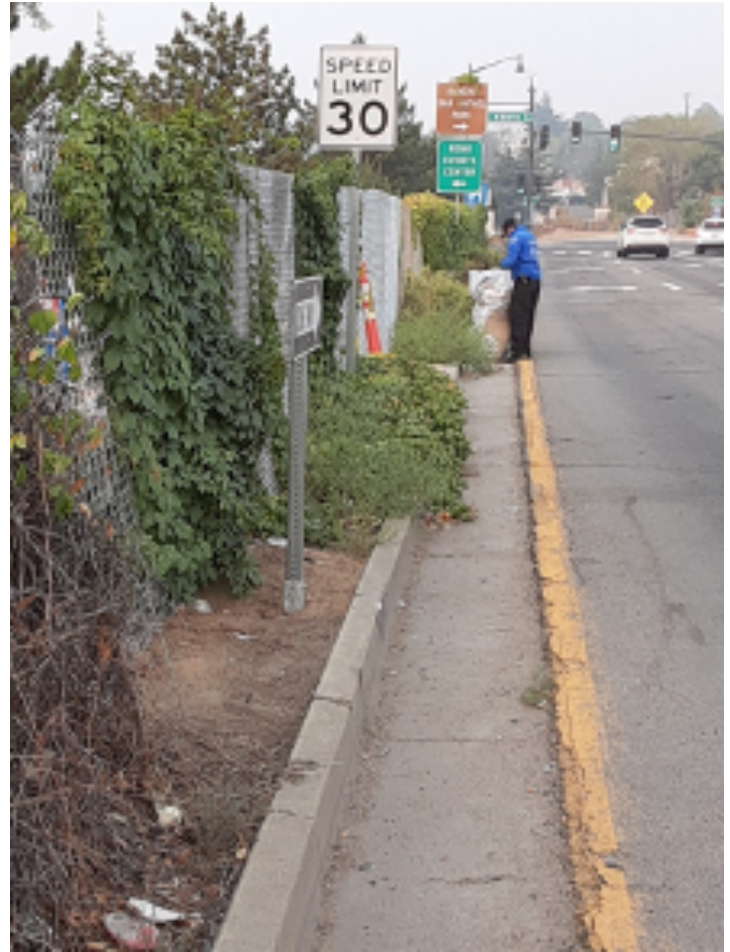
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Before



After



Our team cleaned the gutters by the off ramp leading into Downtown Reno.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

July	1,671.75
August	1,428.50
September	1,053.25
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3rd Quarter	4,153.50

SOCIAL SERVICE OUTREACH SPECIALIST

July	369
August	289.50
September	193
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3rd Quarter	851.50

SHIFT SUPERVISOR

July	379
August	436
September	431.50
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3rd Quarter	1,246.50

OPERATIONS MANAGER

July	184
August	160
September	176
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3rd Quarter	520

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STATISTICS

311 REPORTS

	JULY	AUG	SEPT
Bulky Items	2	2	13
Encampment Reporting	1	3	8
Graffiti Removal	20	18	38
Gutter Repair	1	0	2
Illegal Dumping	10	7	0
Sidewalk Repair	2	2	3
Streetlight Issue	0	1	2

3rd Quarter	36	33	66
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CRIMES

	JULY	AUG	SEPT
Aggravated Assault	0	0	0
Assault	1	1	3
Battery	0	1	1
Burglary	1	4	7
Domestic Violence	0	0	0
Grand Theft	0	0	0
Harassment	2	0	0
Theft	0	1	3
Robbery	0	0	0
Threat	0	0	0

3rd Quarter	4	7	14
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WASTE - REPORTED

	JULY	AUG	SEPT
Feces	22	20	15
Syringe	23	16	8
Urine	3	1	0

3rd Quarter	48	37	23
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DIRECTIONS

	JULY	AUG	SEPT
All	217	421	327

3rd Quarter	217	421	327
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STAKEHOLDER CHECK-IN

	JULY	AUG	SEPT
Business	4,002	3,826	5,059
Property Owner	28	20	102
Residential Property	46	58	160

3rd Quarter	4,076	3,904	5,321
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ANIMAL

	JULY	AUG	SEPT
Dead - disposed of	3	4	3
Dead - reported to Animal Control	0	0	0

3rd Quarter	3	4	3
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PROPERTY

	JULY	AUG	SEPT
Abandoned	5	2	6
Found	0	3	0
Lost	0	0	0
Shopping Carts - recovered	59	47	40

3rd Quarter	64	52	46
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SAFE WALKS

	JULY	AUG	SEPT
All	65	53	68

3rd Quarter	65	53	68
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INCOMING CALLS

	JULY	AUG	SEPT
Nuisances	382	351	201
Outreach	27	37	12
Cleanliness	2	8	34
Other	10	7	5

3rd Quarter	421	403	252
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QUALITY OF LIFE

	JULY	AUG	SEPT
Incidents - Public Intoxication	64	136	90
Incidents - Public Indecency	0	0	1
Incidents - Public Urination	1	2	3
Incidents - Trespassing	0	3	15
Incidents - Disturbance	28	22	18
Incidents - Noise Complaint	2	2	2
Incidents - Open Container	23	97	97
Incidents - Panhandling Passive	24	109	65
Incidents - Panhandling - Aggressive	5	8	2
Incidents - Suspicious Person	1	0	7
Incidents - Suspicious Vehicle	0	1	0
Conditions - Blocking Sidewalk	203	456	594
Conditions - Benches Cleared	54	50	64
Conditions - Encampment	18	18	18
Conditions - Wellness Check	273	185	244

3rd Quarter	696	1,089	1,220
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SOCIAL SERVICE

	JULY	AUG	SEPT
Referral - Clothing	5	2	10
Referral - Food	10	4	30
Referral - Medical	21	4	26
Referral - Shelter	8	9	56
Referral - Detox/Treatment	6	6	20
Referral - Housing	4	0	11
Referral - Insurance	0	0	3

3rd Quarter	54	25	156
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TRASH-REPORTED

	JULY	AUG	SEPT
Litter	421	367	307
Debris	154	151	188
Bulky Items	54	47	34
Illegal Dumping - Alley	13	9	30
Illegal Dumping - Sidewalk	66	43	6

3rd Quarter	708	617	565
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HOT SPOTS

	JULY	AUG	SEPT
Checks	2,325	1,832	2,285

3rd Quarter	2,325	1,832	2,285
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EVENT SUPPORT

	JULY	AUG	SEPT
Service Hours	29	5	8
Cleanup	0	0	4

3rd Quarter	29	5	12
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MATERIALS DISTRIBUTION

	JULY	AUG	SEPT
Collateral Material	70	50	45

3rd Quarter	70	50	45
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HOSPITALITY

	JULY	AUG	SEPT
Engagement	1,298	1,056	1,549

3rd Quarter	1,298	1,056	1,549
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