STREET REPORT OF THE 25 MINISTREES OF THE 25 MINIST

DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | JANUARY, 2021

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 January 2021. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | JANUARY 2021



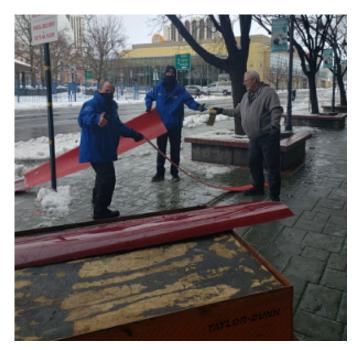
Neither snow, nor rain, nor heat, nor gloom of night keeps these Ambassadors from the swift completion of their appointed duties. With the winter season comes heavier challenges, freezing temperatures and a still looming pandemic are just some of the obstacles they endure. Yet the Hospitality Ambassadors continue on with smiles and open hearts to help keep Downtown Reno Clean, Safe, and friendly.

Ambassador Success Stories

- January 4th, 2021 Ambassador Chris and Ambassador Amanda were along the Riverwalk when they came across a man named D, who was overdosing on heroin. They stayed calm and sprang into action with Ambassador Amanda administering NARCAN while Ambassador Chris was on the phone with emergency dispatch. He came out of the overdose as REMSA was fortunately getting to this hard-to-reach place. A life was saved this day.
- January 18th, 2021 A lady approached Ambassador
 Tye to return a wallet that was lost. With a few phone
 calls and a little social media investigation, we were
 able to return the wallet to its owner with all its contents
 including her bill money accounted for.
- January 29th, 2021 Ambassador Kris was walking by the 2nd Street bridge when he noticed a lady sitting atop the guard rail, and immediately realized this individual was in distress. He approached her and started a conversation. Using some of the training the Ambassadors received Kris was able contact 911, then learn the individuals name and ultimately get her to come down off the railing allowing for RPD to arrive and take over the situation.
- She said her name was M. and he made sure to use her name while talking to her and dialed 911. She finally came off the railing and Reno Police arrived to take over the situation.

Outreach Success Stories:

- During outreach to an encampment on 6th and Vine, our outreach made contact with an individual who was in need of his social security card, a phone, Nevada ID, and housing since he was ready to get off the streets. We were able to reconnect him with Project Restart who provided him with a case manager. After his first meeting he was able to get a phone, access mail, he has been placed on multiple housing lists, we got him to the DMV with support from Volunteers of America to get a new ID. He has since found a more stable place to stay and has begun applying to various jobs.
- In the month of January our outreach team has successfully enrolled 3 individuals into a Medicaid plan. This has become a major initiative of our outreach, Medicaid provides services and support to the population we serve. Insuring everyone we encounter has active insurance or Medicaid will not only save our community money, but it also opens a lot of doors to get the services they need when they are ready.



Ambassadors Serge and Kris assisting the National Bowling Stadium after a snow storm blew light covers off the roof.

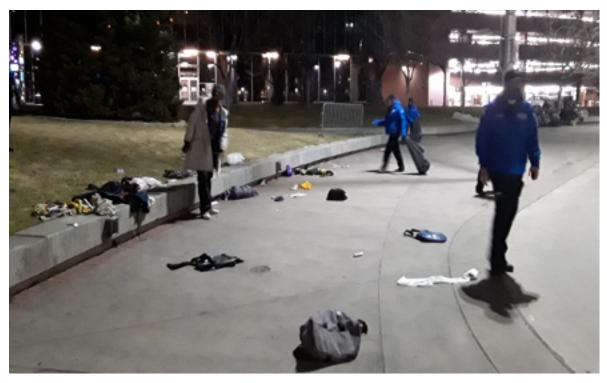
DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | JANUARY 2021







Before and after of a camp clean up.



Group of Ambassadors cleaning up Art Plaza.

DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | JANUARY 2021





Ambassador team cleaning up next to businesses along the railroad tracks.



Outreach Specialist Donald Griffin addressing someone camping and offering resources.



Social Outreach Landon Bissett helped a local fisherman land his catch.





DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR	
January	2,597
February	_
March	_
1st Quarter	2,597
SOCIAL SERVICE OUTREACH SPECIALIST	
January	514
February	_
March	_
1st Quarter	514
TEAM LEADER	
January	160
February	_
March	_
1st Quarter	160
OPERATIONS MANAGER	
January	160
February	_
March	_
1st Quarter	160
LICENSED OUTREACH	
January	336
February	_
March	_
1st Quarter	336
OPERATIONS SUPERVISOR	
January	170
February	_
March	
1st Quarter	170



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | JANUARY 2021

STATISTICS

311 REPORTS Bulky Items Encampment Reporting Graffiti Removal Gutter Repair Illegal Dumping Sidewalk Repair Streetlight Issue	JAN 3 7 56 1 3 2 0	FEB — — — — — — — — — — — — — — — — — — —	MARCH — — — — — — — — — — — — — — — — — — —
1st Quarter	72	_	_
CRIMES	JAN	FEB	MARCH
Aggravated Assault Assault	0 1	_	_
Battery	0		_
Threat	ő	_	_
Hate Crime	0	_	_
Stalking	0	_	_
Domestic Violence	0	_	_
Grand Theft	0	_	_
Harassment Burglary	1	_	_
Robbery	0	_	_
1st Quarter	1		
WASTE - REPORTED	JAN	EED	MARCH
Feces	23	-	WARCH _
Syringe	57	_	_
Urine	6	_	_
1st Quarter	86	_	_
DIRECTIONS	JAN	FEB	MARCH
All	559	_	_
1st Quarter	559	_	_
STAKEHOLDER CHECK-IN	JAN	FEB	MARCH
Business	8,638	_	_
Property Owner	129 86	_	_
Residential Property			
1st Quarter	8,853	_	_
ANIMAL	JAN 9	FEB	MARCH
Dead - disposed of Dead - reported to Animal Co	•	_	_
1st Quarter	10	_	_
PROPERTY	JAN	FEB	MARCH
Abandoned	10	_	_
Found	0	_	_
Shopping Carts - recovered	73		
1st Quarter	84	_	_
SAFE WALKS	JAN	FEB	MARCH
All	153		
1st Quarter	153		_

TICS			
INCOMING CALLS Nuisances Outreach Cleanliness Other	JAN 198 39 22 3	FEB —	MARCH — — —
1st Quarter	262	_	_
Incidents - Public Intoxication Incidents - Public Indecentcy Incidents - Public Urination Incidents - Trespassing Incidents - Disturbance Incidents - Noise Complaint Incidents - Open Container Incidents - Panhandling Passive Incidents - Panhandling - Aggres Incidents - Suspicious Person Incidents - Suspicious Vehicle	JAN 93 0 1 5 96 1 139 74 sive 17 0	FEB — — — — — — — — — — — — — — — — — — —	MARCH — — — — — — — — — — — — — — — — — — —
Conditions - Blocking Sidewalk Conditions - Benches Cleared Conditions - Encampment Conditions - Wellness Check	355 31 19 185	_ _ _ _	
1st Quarter	1,017	_	_
Referral - Clothing Referral - Food Referral - Medical Refferal - Shelter Refferal - Detox/Treatment Refferal - Housing Refferal - Insurance	JAN 18 41 44 102 19 24 26	FEB — — — — — — — — — — — — — — — — — — —	MARCH — — — — — — — —
1st Quarter	274	_	_
TRASH-REPORTED Litter Debris Bulky Items Illegal Dumping - Alley Illegal Dumping - Sidewalk	JAN 1,588 220 40 0	FEB — — — — — — — —	MARCH —
1st Quarter	1,848	_	_
HOT SPOTS Checks	JAN 4,660	FEB	MARCH
1st Quarter EVENT SUPPORT Service Hours Cleanup	4,660 JAN 19 0	FEB	MARCH
1st Quarter	19	_	_
MATERIALS DISTRIBUTION Collateral Material	JAN 41	FEB	MARCH —
1st Quarter	41	_	_