

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | FEBRUARY, 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 February 2021. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



Our Ambassador team receiving their first round of the COVID vaccine.

STREET REPORT



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

With the end of winter coming the Hospitality Ambassadors are working in high gear. They have seen an increase in businesses opening, which means an increase in traffic to Downtown Reno.

HOSPITALITY SUCCESS STORIES:

- On February 7th, Ambassador Steven P. met a 95-year-old lady at Catholic Charities who was in need of a wheelchair. That following Monday with the help of our Outreach team one was found and brought to her residence.
- On February 16th, Ambassador Jose R. helped a man named James W. to activate his credit card and then assisted with getting him an Amtrak ticket back to his home in Denver, CO.
- On February 28th, Ambassador Steven L. assisted in saving a man's life who was overdosing on opiates in front of a liquor store. Ambassador Steven administered Narcan to the man while waiting for medical attention to arrive.

OUTREACH SUCCESS STORIES:

- On Saturday 2.20.21, Social Outreach Reid assisted a man, Kevin, who was stranded in Reno. He needed to be back in Napa. Amtrak was not available until Monday in that direction. Ambassador Juan assisted Kevin in scheduling a Greyhound online for the next day, Kevin was able to pay for the ticket with his money. We printed his ticket for him. We also called Travelodge and reserved him a room for one night and safe walked him there. The next day we safe walked him to the Greyhound and he successfully got on his way.
- We met Irene on 2/9/21, She had recently been displaced and was in need of shelter. After a search for temporary housing, she was able to get a hotel through Fran with Valley View Church. The next day we were able to get her over to meet Tracey at the Community Outreach Crisis Center. Irene qualified for their housing and was able to do an intake into the stepping stones program. We ran into Irene a week later and she is very happy with where she is and will be getting her old job back soon.
- 02.16.21, Ambassador Tabatha worked with a client to obtain a train ticket to Winnemucca to be with his sister Amanda. Just prior to train departure, the conductor would not allow the client to board due to extreme

intoxication. Our licensed outreach helped the next A.M. with Amtrak to check options for Client. Amtrak agent Ayisha credited client's train ticket as a voucher & confirmed he was rescheduled by agent Brian for next departure on Thur. 2.18.21, Outreach Specialist Donald G was made aware of the situation & information to convey to client due to probable encounter in DRP zone. On the following day 2/17/21, Social Outreach Griffin spoke with Frank D. about his train leaving for Winnemucca. Frank was intoxicated and did not feel comfortable holding on to his ticket, So Licensed Outreach Deslongchamp kept it. Ambassador Juan confirmed Client was picked up by sister Amanda from Winnemucca & is currently in Shasta/Redding Calif.

- On February 22, 2021 client Michael Pope arrived at D.R.P. office asking for assistance. We contacted the Ridge House and made an appointment for the following day. We went to the Ridge House and signed him up for out-patient that begins 03/11/2021 and in-patient on 04/11/2021. While waiting, he was given a voucher from Catholic Charities to obtain his Nevada I.D. and has stayed clean for 10 days. Client was advised by us to go to Nevada Behavioral Health and they conducted a U.A. on 02/25/2021 which was negative for substances. Brittney from H.P.N. has assisted us in coming up with ideas while the client awaits placement into the Ridge House. We also assisted the client in obtaining a free phone from Assurance Wireless. The client has been attending 12 Step meetings with signatures to prove attendance.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the month: Erik Compton, a very hard worker who has an excellent attendance record. Not only has he covered others shifts he has stepped up to the weekend lead role.

Caught doing something right: Steve Pacheco, who went above and beyond working closely with Outreach to help a 95-year-old lady get a wheelchair.

Customer Service: Ryan Miller, who consistently works in the heavy business zones goes above and beyond with stakeholder check-ins.

STREET REPORT

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



Ambassadors receiving de-escalation training.



Ambassador Steven L. recovering a shopping cart.



Ambassador Jose R. helping clean up an encampment.



Ambassadors assisting with a cleanup downtown.

STREET REPORT

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



DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

January	2,597
February	2,467.5
March	—
<hr/>	
1st Quarter	5,064.5

SOCIAL SERVICE OUTREACH SPECIALIST

January	514
February	340.4
March	—
<hr/>	
1st Quarter	854.5

TEAM LEADER

January	160
February	134.5
March	—
<hr/>	
1st Quarter	294.5

OPERATIONS MANAGER

January	160
February	160
March	—
<hr/>	
1st Quarter	320

LICENSED OUTREACH

January	336
February	320
March	—
<hr/>	
1st Quarter	656

OPERATIONS SUPERVISOR

January	170
February	169
March	—
<hr/>	
1st Quarter	339

STREET REPORT



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

STATISTICS

311 REPORTS

	JAN	FEB	MARCH
Bulky Items	3	2	—
Encampment Reporting	7	2	—
Graffiti Removal	56	17	—
Gutter Repair	1	0	—
Illegal Dumping	3	0	—
Sidewalk Repair	2	0	—
Streetlight Issue	0	0	—

1st Quarter 72 21 —

CRIMES

	JAN	FEB	MARCH
Aggravated Assault	0	0	—
Assault	1	0	—
Battery	0	0	—
Threat	0	0	—
Hate Crime	0	0	—
Stalking	0	0	—
Domestic Violence	0	0	—
Grand Theft	0	0	—
Harassment	0	0	—
Burglary	1	1	—
Robbery	0	0	—

1st Quarter 1 2 —

WASTE - REPORTED

	JAN	FEB	MARCH
Feces	23	19	—
Syringe	57	15	—
Urine	6	0	—

1st Quarter 86 34 —

DIRECTIONS

	JAN	FEB	MARCH
All	559	0	—

1st Quarter 559 0 —

STAKEHOLDER CHECK-IN

	JAN	FEB	MARCH
Business	8,638	8,016	—
Property Owner	129	99	—
Residential Property	86	104	—

1st Quarter 8,853 8,219 —

ANIMAL

	JAN	FEB	MARCH
Dead - disposed of	9	3	—
Dead - reported to Animal Control	1	1	—

1st Quarter 10 4 —

PROPERTY

	JAN	FEB	MARCH
Abandoned	10	6	—
Found	0	1	—
Lost	0	1	—
Shopping Carts - recovered	73	69	—

1st Quarter 84 77 —

SAFE WALKS

	JAN	FEB	MARCH
All	153	135	—

1st Quarter 153 135 —

INCOMING CALLS

	JAN	FEB	MARCH
Nuisances	198	153	—
Outreach	39	18	—
Cleanliness	22	45	—
Other	3	3	—

1st Quarter 262 219 —

QUALITY OF LIFE

	JAN	FEB	MARCH
Incidents - Public Intoxication	93	111	—
Incidents - Public Indecency	0	2	—
Incidents - Public Urination	1	1	—
Incidents - Trespassing	5	7	—
Incidents - Disturbance	96	93	—
Incidents - Noise Complaint	1	1	—
Incidents - Open Container	139	118	—
Incidents - Panhandling Passive	74	59	—
Incidents - Panhandling - Aggressive	17	3	—
Incidents - Suspicious Person	0	0	—
Incidents - Suspicious Vehicle	1	0	—
Conditions - Blocking Sidewalk	355	340	—
Conditions - Benches Cleared	31	25	—
Conditions - Encampment	19	35	—
Conditions - Wellness Check	185	123	—

1st Quarter 1,017 918 —

SOCIAL SERVICE

	JAN	FEB	MARCH
Referral - Clothing	18	14	—
Referral - Food	41	51	—
Referral - Medical	44	24	—
Referral - Shelter	102	103	—
Referral - Detox/Treatment	19	14	—
Referral - Housing	24	13	—
Referral - Insurance	26	18	—

1st Quarter 274 237 —

TRASH-REPORTED

	JAN	FEB	MARCH
Litter	1,588	920	—
Debris	220	187	—
Bulky Items	40	26	—
Illegal Dumping - Alley	0	11	—
Illegal Dumping - Sidewalk	0	9	—

1st Quarter 1,848 1,153 —

HOT SPOTS

	JAN	FEB	MARCH
Checks	4,660	4,047	—

1st Quarter 4,660 4,047 —

EVENT SUPPORT

	JAN	FEB	MARCH
Service Hours	19	42	—
Cleanup	0	0	—

1st Quarter 19 42 —

MATERIALS DISTRIBUTION

	JAN	FEB	MARCH
Collateral Material	41	52	—

1st Quarter 41 52 —