STREET CONTROLLAR THERSHIP

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



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Spring is in the air. As the warmer weather brings more activity to Downtown Reno, the Ambassadors will continue to help keep downtown Reno clean, safe, and friendly.

SUCCESS STORIES:

- On March 4th, Ambassador Kevin N. was flagged down in front of Saint Mary's by a paraplegic man named James.
 While James was waiting for his caregiver he fell from his wheelchair and was unable to get up. Ambassador Kevin helped the gentleman up and stayed with him until the caregiver returned.
- On March 12th, Ambassador Arthur F. saw a lady named Anna and her two kids hit a curb which flattened two of her tires. They were stranded on the side of a very busy road. Arthur managed to push her car onto a side street and out of harm's way, an act in which she was very grateful for.
- On March 21st, Ambassador Erik C. found a wallet on Virginia Street. After checking the identification, he recognized the lady Jessica about 3 blocks up. He stopped her and asked for her name which matched the ID. She was very grateful and even offered a reward, in which he responded, "Just doing my job ma'am".

OUTREACH:

On March 1st, we were able to give Elizabeth a
wheelchair that was donated to us earlier this month. She
was unable to get around, her last chair had broken and
with her disabilities it seemed impossible. We had met
Elizabeth days prior and became aware of her need for a
chair. Once we received the donated chair, we had known
the perfect home for it.

- On March 11th, Tug, an individual who has a substance abuse disorder, approached our outreach team. Tug asked for assistance getting into a dry out facility. We have known Tug for a while and this was the first time he had asked for any type of assistance. We safely walked Tug to WellCare and found out what type of insurance he had. He was eligible to go to Reno Behavioral Health, so we provided him a bus pass and he entered treatment that day.
- On March 17th, while walking around our zones we came into contact with Melinda. She was in great need of a new wheelchair. Melinda was willing to work with Care Chest and Darcy from Washoe County Social Services. She was able to get her new wheelchair courtesy of Care Chest and was extremely happy with it.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the month - Hines Von Hollen, who has been a consistent in his attendance. He also is a great Ambassador who steps up as needed.

Caught doing something right - Arthur Flintroy, who helped a lady and her kids out of harm's way by pushing their car out of the road.

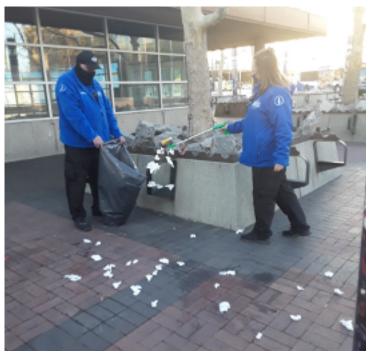
Customer Service - Rainey Hultsman, goes above and beyond picking up trash and following up with stakeholders on hotline calls.

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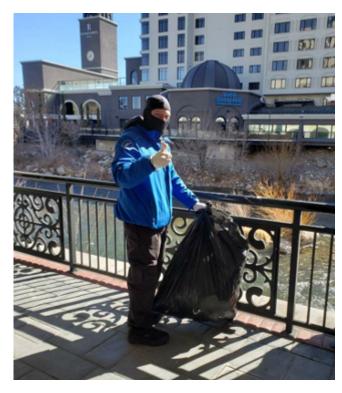




Ambassaor Juan referring sevices to a lady.



Ambassador Steve and Outreach Tabatha picking up litter at the plaza.



Ambassador Hines picking up trash on the Riverwalk.



Ambassadors Rainey and Steve addressing a very large tumbleweed that blew into our plaza.





DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR	
January	2,597
February	2,467.5
March	2,555.5
1st Quarter	7,620
SOCIAL SERVICE OUTREACH SPI	ECIALIST
January	514
February	340.4
March	519.5
1st Quarter	1,373.9
TEAM LEADER	
January	160
February	134.5
March	128
1st Quarter	422.5
OPERATIONS MANAGER	
January	160
February	160
March	184
1st Quarter	504
LICENSED OUTREACH	
January	336
February	320
March	368
1st Quarter	1,024
OPERATIONS SUPERVISOR	
January	170
February	169
March	184
1st Quarter	523



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STATISTICS

311 REPORTS	JAN	FEB	MARCH
Bulky Items	3	2	7
Encampment Reporting	7	2	10
Graffiti Removal	56	17	28
Gutter Repair	1	0	1
Illegal Dumping	3	0	1
Sidewalk Repair	2	0	5 1
Streetlight Issue			
1st Quarter	72	21	53
CRIMES	JAN	FEB	MARCH
Aggravated Assault	0	0	0
Assault	1	0	0
Battery	0	0	0
Threat	0	0	5
Hate Crime	0	0	1
Stalking	0	0	0
Domestic Violence	0	0	0
Harassment	1	1	0
Burglary	0	0	0
Robbery			
1st Quarter	1	2	6
WASTE - REPORTED	JAN	FEB	MARCH
Feces	23	19	33
Syringe	57	15	7
Urine	6	0	4
1st Quarter	86	34	44
DIRECTIONS	JAN	FEB	MARCH
All	559	0	694
1st Quarter	559	0	694
STAKEHOLDER CHECK-IN	JAN	FEB	MARCH
Business	8,638	8,016	8,225
Property Owner	129	99	71
Residential Property	86	104	141
1st Quarter	8,853	8,219	8437
ANIMAL	JAN	FEB	MARCH
Dead - disposed of	9	3	3
Dead - reported to Animal Con	trol 1	1	0
1st Quarter	10	4	3
PROPERTY	JAN	FEB	MARCH
Abandoned	10	6	8
Found	0	1	2
Lost	0	1	0
Shopping Carts - recovered	73	69	65
1st Quarter	84	77	75
SAFE WALKS	JAN	FEB	MARCH
All	153	135	127
1st Quarter	153	135	127

rics			
INCOMING CALLS Nuisances Outreach Cleanliness	JAN 198 39 22	153 18 45	MARCH 144 48 10
Other	3	3	4
1st Quarter	262	219	206
QUALITY OF LIFE	JAN	FEB	MARCH
Incidents - Public Intoxication Incidents - Public Indecentcy	93 0	111 2	140
Incidents - Public Urination	1	1	1
Incidents - Trespassing	5	7	14
Incidents - Disturbance	96	93	110
Incidents - Noise Complaint Incidents - Open Container	1 139	1 1 1 0	2 161
Incidents - Open Container Incidents - Panhandling Passive	74	118 59	52
Incidents - Panhandling - Aggres	sive 17	3	6
Incidents - Suspicious Person	0	0	10
Incidents - Suspicious Vehicle	1 355	0	4
Conditions - Blocking Sidewalk Conditions - Benches Cleared	31	340 25	320 36
Conditions - Encampment	19	35	51
Conditions - Wellness Check	185	123	138
1st Quarter	1,017	918	1,047
SOCIAL SERVICE	JAN	FEB	MARCH
Referral - Clothing	18	14	23
Referral - Food	41 44	51	63
Referral - Medical Refferal - Shelter	102	24 103	44 178
Refferal - Detox/Treatment	19	14	170
Refferal - Housing	24	13	39
Refferal - Insurance	26	18	19
1st Quarter	274	237	378
TRASH-REPORTED	JAN	FEB	MARCH
Litter	1,588	920	1,022
Debris Bulky Items	220 40	187 26	224 30
Illegal Dumping - Alley	0	11	0
Illegal Dumping - Sidewalk	0	9	Ö
1st Quarter	1,848	1,153	1,276
HOT SPOTS	JAN	FEB	MARCH
Checks	4,660	4,047	4,030
1st Quarter	4,660	4,047	4,030
EVENT SUPPORT Service Hours	JAN 19	FEB	MARCH
Cleanup	0	42 0	18 0
1st Quarter	19	42	18
MATERIALS DISTRIBUTION	JAN	FEB	MARCH
Collateral Material	41	52	51
1st Quarter	41	52	51