

# STREET REPORT



## 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".
- 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.

## 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.



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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.

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

January	2,597
February	2,467.5
March	2,555.5

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1st Quarter	7,620
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### SOCIAL SERVICE OUTREACH SPECIALIST

January	514
February	340.4
March	519.5

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1st Quarter	1,373.9
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### TEAM LEADER

January	160
February	134.5
March	128

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1st Quarter	422.5
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### OPERATIONS MANAGER

January	160
February	160
March	184

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1st Quarter	504
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### LICENSED OUTREACH

January	336
February	320
March	368

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1st Quarter	1,024
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### OPERATIONS SUPERVISOR

January	170
February	169
March	184

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1st Quarter	523
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## STATISTICS

<b>311 REPORTS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>INCOMING CALLS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Bulky Items	3	2	7	Nuisances	198	153	144
Encampment Reporting	7	2	10	Outreach	39	18	48
Graffiti Removal	56	17	28	Cleanliness	22	45	10
Gutter Repair	1	0	1	Other	3	3	4
Illegal Dumping	3	0	1				
Sidewalk Repair	2	0	5	<b>1st Quarter</b>	<b>262</b>	<b>219</b>	<b>206</b>
Streetlight Issue	0	0	1	<b>QUALITY OF LIFE</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>1st Quarter</b>	<b>72</b>	<b>21</b>	<b>53</b>	Incidents - Public Intoxication	93	111	140
<b>CRIMES</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Incidents - Public Indecency	0	2	1
Aggravated Assault	0	0	0	Incidents - Public Urination	1	1	2
Assault	1	0	0	Incidents - Trespassing	5	7	14
Battery	0	0	0	Incidents - Disturbance	96	93	110
Threat	0	0	5	Incidents - Noise Complaint	1	1	2
Hate Crime	0	0	1	Incidents - Open Container	139	118	161
Stalking	0	0	0	Incidents - Panhandling Passive	74	59	52
Domestic Violence	0	0	0	Incidents - Panhandling - Aggressive	17	3	6
Harassment	0	0	0	Incidents - Suspicious Person	0	0	10
Burglary	1	1	0	Incidents - Suspicious Vehicle	1	0	4
Robbery	0	0	0	Conditions - Blocking Sidewalk	355	340	320
<b>1st Quarter</b>	<b>1</b>	<b>2</b>	<b>6</b>	Conditions - Benches Cleared	31	25	36
<b>WASTE - REPORTED</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Conditions - Encampment	19	35	51
Feces	23	19	33	Conditions - Wellness Check	185	123	138
Syringe	57	15	7	<b>1st Quarter</b>	<b>1,017</b>	<b>918</b>	<b>1,047</b>
Urine	6	0	4	<b>SOCIAL SERVICE</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>1st Quarter</b>	<b>86</b>	<b>34</b>	<b>44</b>	Referral - Clothing	18	14	23
<b>DIRECTIONS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Referral - Food	41	51	63
All	559	0	694	Referral - Medical	44	24	44
<b>1st Quarter</b>	<b>559</b>	<b>0</b>	<b>694</b>	Referral - Shelter	102	103	178
<b>STAKEHOLDER CHECK-IN</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Referral - Detox/Treatment	19	14	12
Business	8,638	8,016	8,225	Referral - Housing	24	13	39
Property Owner	129	99	71	Referral - Insurance	26	18	19
Residential Property	86	104	141	<b>1st Quarter</b>	<b>274</b>	<b>237</b>	<b>378</b>
<b>1st Quarter</b>	<b>8,853</b>	<b>8,219</b>	<b>8437</b>	<b>TRASH-REPORTED</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>ANIMAL</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Litter	1,588	920	1,022
Dead - disposed of	9	3	3	Debris	220	187	224
Dead - reported to Animal Control	1	1	0	Bulky Items	40	26	30
<b>1st Quarter</b>	<b>10</b>	<b>4</b>	<b>3</b>	Illegal Dumping - Alley	0	11	0
<b>PROPERTY</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Illegal Dumping - Sidewalk	0	9	0
Abandoned	10	6	8	<b>1st Quarter</b>	<b>1,848</b>	<b>1,153</b>	<b>1,276</b>
Found	0	1	2	<b>HOT SPOTS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Lost	0	1	0	Checks	4,660	4,047	4,030
Shopping Carts - recovered	73	69	65	<b>1st Quarter</b>	<b>4,660</b>	<b>4,047</b>	<b>4,030</b>
<b>1st Quarter</b>	<b>84</b>	<b>77</b>	<b>75</b>	<b>EVENT SUPPORT</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>SAFE WALKS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Service Hours	19	42	18
All	153	135	127	Cleanup	0	0	0
<b>1st Quarter</b>	<b>153</b>	<b>135</b>	<b>127</b>	<b>1st Quarter</b>	<b>19</b>	<b>42</b>	<b>18</b>
				<b>MATERIALS DISTRIBUTION</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
				Collateral Material	41	52	51
				<b>1st Quarter</b>	<b>41</b>	<b>52</b>	<b>51</b>