

STREET REPORT



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



Ambassador Steven reuniting a missing person with her sister.

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As May comes to an end, we are starting to see the effects of COVID-19 die down. In return our beautiful city is starting to come alive. With events such as the Reno Aces ballgames and the Women's National Bowling Tournament, it is exciting to see the increase of visitors to the downtown area. Behind the scenes the Ambassadors have been working hard. We have been conducting training in communication, de-escalation, public threat, hypothermia, heat stroke, and dehydration awareness all while still out providing the highest level of hospitality and outreach.

SUCCESS STORIES:

May 5th - Ambassador Steven was conducting a wellness check on a lady when he recognized her from a missing person poster. After a conversation, he was able to confirm it was her. He walked with her back to base and was able to get her in touch with her sister in California. He got the lady food and water while she waited for her sister to arrive. It was a happy and much needed reunion.

May 17th - Ambassador Jose was patrolling the Riverwalk when he spotted a small dog. Off the information from the collar he was able to get in touch with the owners and reunite them.

May 26th - Ambassador Arthur was able to return a wallet to a lady after leaving a note at the address from her License.

EMPLOYEE AWARD RECOMMENDATIONS:

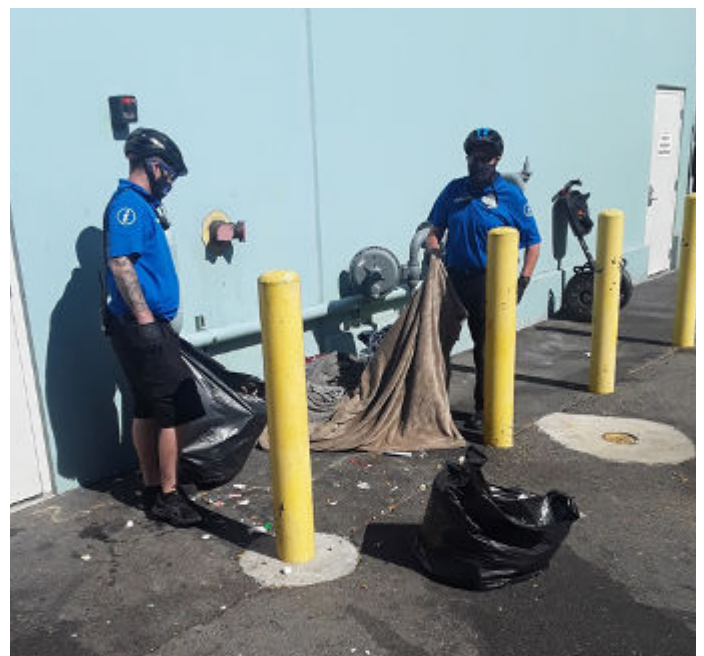
Employee of the month - Joy Klingenfuss, an excellent addition to the team whose work has been above average.

Caught doing something right - Donald Griffin, they say a person's character can be judged by what they do when nobody is watching.

Customer Service - Bryan Hunsaker, has shown excellent customer service skills.



Ambassadors Bryan and Rainy with Aces mascot Archie.



Ambassadors Eric and Bryan cleaning up a leftover encampment.

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Ambassador Hines working with a man to help get services. Social Outreach Donald safewalking a man.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

April	2384.75
May	2026.79
June	—
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2nd Quarter	4411.54

SOCIAL SERVICE OUTREACH SPECIALIST

April	542.25
May	435.50
June	—
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2nd Quarter	977.75

TEAM LEADER

April	135.75
May	160.00
June	—
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2nd Quarter	295.75

OPERATIONS MANAGER

April	176
May	168
June	—
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2nd Quarter	344

LICENSED OUTREACH

April	344
May	288
June	—
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2nd Quarter	632

OPERATIONS SUPERVISOR

April	176
May	179.50
June	—
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2nd Quarter	355.50

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STATISTICS

311 REPORTS	APRIL	MAY	JUNE	INCOMING CALLS	APRIL	MAY	JUNE
Bulky Items	1	0	—	Nuisances	168	208	—
Encampment Reporting	7	3	—	Outreach	36	55	—
Graffiti Removal	10	14	—	Cleanliness	11	12	—
Gutter Repair	0	0	—	Other	6	4	—
Illegal Dumping	2	1	—				
Sidewalk Repair	3	0	—	2nd Quarter	211	279	—
Streetlight Issue	0	0	—	QUALITY OF LIFE	APRIL	MAY	JUNE
2nd Quarter	23	18	—	Incidents - Public Intoxication	210	139	—
CRIMES	APRIL	MAY	JUNE	Incidents - Public Indecency	4	0	—
Aggravated Assault	0	0	—	Incidents - Public Urination	1	1	—
Assault	0	2	—	Incidents - Trespassing	14	5	—
Battery	0	0	—	Incidents - Disturbance	105	76	—
Threat	2	0	—	Incidents - Noise Complaint	1	1	—
Hate Crime	0	0	—	Incidents - Open Container	174	114	—
Stalking	0	0	—	Incidents - Panhandling Passive	31	23	—
Domestic Violence	2	0	—	Incidents - Panhandling - Aggressive	31	8	—
Harassment	0	0	—	Incidents - Suspicious Person	9	5	—
Burglary	1	0	—	Incidents - Suspicious Vehicle	2	0	—
Robbery	0	0	—	Conditions - Blocking Sidewalk	0	492	—
2nd Quarter	5	2	—	Conditions - Benches Cleared	466	34	—
WASTE - REPORTED	APRIL	MAY	JUNE	Conditions - Encampment	36	48	—
Feces	22	7	—	Conditions - Wellness Check	70	216	—
Syringe	13	16	—	2nd Quarter	197	1162	—
Urine	4	0	—	SOCIAL SERVICE	APRIL	MAY	JUNE
2nd Quarter	39	23	—	Referral - Clothing	7	21	—
DIRECTIONS	APRIL	MAY	JUNE	Referral - Food	47	54	—
All	346	412	—	Referral - Medical	47	39	—
2nd Quarter	346	412	—	Referral - Shelter	104	97	—
STAKEHOLDER CHECK-IN	APRIL	MAY	JUNE	Referral - Detox/Treatment	10	7	—
Business	7,349	6,707	—	Referral - Housing	38	37	—
Property Owner	35	25	—	Referral - Insurance	24	22	—
Residential Property	210	148	—	2nd Quarter	277	277	—
2nd Quarter	7,594	6,880	—	TRASH-REPORTED	APRIL	MAY	JUNE
ANIMAL	APRIL	MAY	JUNE	Litter	742	456	—
Dead - disposed of	2	3	—	Debris	179	164	—
Dead - reported to Animal Control	1	0	—	Bulky Items	22	15	—
2nd Quarter	3	3	—	Illegal Dumping - Alley	18	15	—
PROPERTY	APRIL	MAY	JUNE	Illegal Dumping - Sidewalk	14	6	—
Abandoned	11	5	—	2nd Quarter	975	656	—
Found	0	0	—	HOT SPOTS	APRIL	MAY	JUNE
Lost	1	0	—	Checks	5,046	3,414	—
Shopping Carts - recovered	83	71	—	2nd Quarter	5,046	3,414	—
2nd Quarter	95	76	—	EVENT SUPPORT	APRIL	MAY	JUNE
SAFE WALKS	JAN	FEB	MARCH	Service Hours	3	3	—
All	133	153	—	Cleanup	0	0	—
2nd Quarter	133	153	—	2nd Quarter	3	3	—
				MATERIALS DISTRIBUTION	APRIL	MAY	JUNE
				Collateral Material	39	300	—
				2nd Quarter	39	300	—