

STREET REPORT



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



Special thank you to Washoe County for donating our new van and to REMSA Health for maintaining it. This van will play an important role with our outreach as we serve those in need. It will also provide us with the means to transport people to the hospital for non-medical emergencies.

STREET REPORT



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

With Summer events in full swing in “The Biggest Little City”, things are as busy as ever for the Downtown Reno Ambassadors. The Outreach team has been actively advocating, assisting, referring to resources, and accessing appropriate agencies to positively benefit the downtown population in ways both major & minor. This last month has shown, that COVID, extreme heat, and fires will not stop our team from making our amazing downtown community a better place to be for all.

SUCCESS STORIES:

7/08/21 Outreach was contacted by Hospitality and informed that a mother and her 11-year-old daughter are stranded in Reno from the Bronx, NY. It was determined that she and her daughter came to assist her brother who assured them he would pay for their fare home, which he did not. Outreach took the two to Our Place where they were housed for a few days while her family in NY pulled together the funds to get them on a plane home.

07-13-21 Hospitality Ambassador Jason along with Licensed Outreach Yvonne was able to help a young man named Jonathan make phone calls to his parents as well as a referral to the EDDY House, a safe place for homeless youth.

07-14-21 Social Outreach Joy along with Licensed Outreach Maria was able to assist a client named David with getting his dog vaccinated and into a safe place to stay at the Shelter. They were also able to assist him with replacing his Social Security card and birth certificate so he could obtain employment.

07-21-21 Hospitality Ambassador Eric was able to assist a couple to repair their RV that was broken down for three months. They were happy and on their way home to California.

07-24-21 Hospitality Ambassador Brian was able to establish a relationship with Glenn, who after living in a tent for over a year decided to move into the Cares Campus shelter.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee Of The Month: Tye Pauly- An excellent Ambassador who has remained a team lead, setting a good example for new employees, consistently having a clean zone and high numbers.

Caught Doing Something Right: Brian Thorsen- One of our new hospitality team members who is already being recognized via emails for his thorough work with the public.

STREET REPORT



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



Ambassador Jose helping a disabled Veteran out of a vehicle



Ambassadors Eric and Brian clearing



Donald with outreach assisting a blind woman get to services

STREET REPORT



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

DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

July	1,931.25
August	—
September	—
<hr/>	
3rd Quarter	1,931.25

SOCIAL SERVICE OUTREACH SPECIALIST

July	579.5
August	—
September	—
<hr/>	
3rd Quarter	579.5

TEAM LEADER

July	120
August	—
September	—
<hr/>	
3rd Quarter	120

OPERATIONS MANAGER

July	196
August	—
September	—
<hr/>	
3rd Quarter	196

LICENSED OUTREACH

July	365.5
August	—
September	—
<hr/>	
3rd Quarter	365.5

OPERATIONS SUPERVISOR

July	195.5
August	—
September	—
<hr/>	
3rd Quarter	195.5

STREET REPORT



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

STATISTICS

311 REPORTS

	JULY	AUG	SEPT
Bulky Items	1	—	—
Encampment Reporting	1	—	—
Graffiti Removal	13	—	—
Gutter Repair	0	—	—
Illegal Dumping	0	—	—
Sidewalk Repair	2	—	—
Streetlight Issue	0	—	—
3rd Quarter	17	—	—

CRIMES

	JULY	AUG	SEPT
Aggravated Assault	0	—	—
Assault	1	—	—
Battery	0	—	—
Burglary	1	—	—
Domestic Violence	0	—	—
Grand Theft	0	—	—
Harassment	0	—	—
Theft	1	—	—
Robbery	0	—	—
Threat	0	—	—
3rd Quarter	2	—	—

WASTE - REPORTED

	JULY	AUG	SEPT
Feces	9	—	—
Syringe	5	—	—
Urine	0	—	—
3rd Quarter	14	—	—

DIRECTIONS

	JULY	AUG	SEPT
All	579	—	—
3rd Quarter	579	—	—

STAKEHOLDER CHECK-IN

	JULY	AUG	SEPT
Business	5,120	—	—
Property Owner	58	—	—
Residential Property	69	—	—
3rd Quarter	5,247	—	—

ANIMAL

	JULY	AUG	SEPT
Dead - disposed of	0	—	—
Dead - reported to Animal Control	0	—	—
3rd Quarter	0	—	—

PROPERTY

	JULY	AUG	SEPT
Abandoned	5	—	—
Found	0	—	—
Lost	0	—	—
Shopping Carts - recovered	27	—	—
3rd Quarter	32	—	—

SAFE WALKS

	JULY	AUG	SEPT
All	58	—	—
3rd Quarter	58	—	—

EVENT SUPPORT

	JULY	AUG	SEPT
Service Hours	8	—	—
Cleanup	11	—	—
3rd Quarter	19	—	—

INCOMING CALLS

	JULY	AUG	SEPT
Nuisances	201	—	—
Outreach	15	—	—
Cleanliness	6	—	—
Other	2	—	—
3rd Quarter	224	—	—

QUALITY OF LIFE

	JULY	AUG	SEPT
Incidents - Public Intoxication	41	—	—
Incidents - Public Indecency	2	—	—
Incidents - Public Urination	2	—	—
Incidents - Trespassing	2	—	—
Incidents - Disturbance	66	—	—
Incidents - Noise Complaint	1	—	—
Incidents - Open Container	70	—	—
Incidents - Panhandling Passive	9	—	—
Incidents - Panhandling - Aggressive	1	—	—
Incidents - Suspicious Person	1	—	—
Incidents - Suspicious Vehicle	0	—	—
Conditions - Blocking Sidewalk	472	—	—
Conditions - Benches Cleared	28	—	—
Conditions - Encampment	15	—	—
Conditions - Wellness Check	48	—	—
3rd Quarter	758	—	—

SOCIAL SERVICE

	JULY	AUG	SEPT
Referral - Clothing	21	—	—
Referral - Food	82	—	—
Referral - Medical	51	—	—
Referral - Shelter	108	—	—
Referral - Detox/Treatment	24	—	—
Referral - Housing	38	—	—
Referral - Insurance	36	—	—
Referral - Van Ride	15	—	—
Referral - Transportation	23	—	—
Referral - Employment	11	—	—
3rd Quarter	409	—	—

TRASH-REPORTED

	JULY	AUG	SEPT
Litter	449	—	—
Debris	116	—	—
Bulky Items	13	—	—
Illegal Dumping - Alley	7	—	—
Illegal Dumping - Sidewalk	10	—	—
3rd Quarter	595	—	—

HOT SPOTS

	JULY	AUG	SEPT
Checks	3,347	—	—
3rd Quarter	3,347	—	—

MATERIALS DISTRIBUTION

	JULY	AUG	SEPT
Collateral Material	18	—	—
3rd Quarter	18	—	—

HOSPITALITY

	JULY	AUG	SEPT
Engagement	2,786	—	—
3rd Quarter	2,786	—	—