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

STREET

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.

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With Sumner 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.

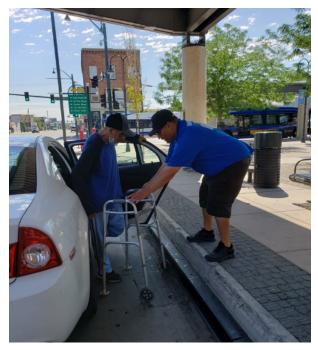
EMPLOYEE AWARD RECOMMENDATIONS:

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 Thornsen- One of our new hospitality team members who is already being recognized via emails for his thorough work with the public.

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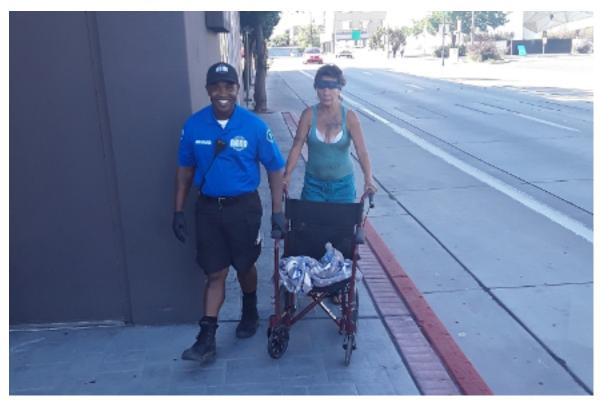






Ambassador Jose helping a disabled Veteran out of a vehicle

Ambassador's Eric and Brian clearing



Donald with outreach assisting a blind women get to services

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR July 1,931.25 August September **3rd Quarter** 1,931.25 **SOCIAL SERVICE OUTREACH SPECIALIST** July 579.5 August September ____ 3rd Quarter 579.5 **TEAM LEADER** July 120 August _ September 3rd Quarter 120 **OPERATIONS MANAGER** 196 July August September _ 3rd Quarter 196 LICENSED OUTREACH 365.5 July August September 3rd Quarter 365.5 **OPERATIONS SUPERVISOR** July 195.5 August September 3rd Quarter 195.5

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STATISTICS

			•
311 REPORTS	JULY	AUG	SEPT
Bulky Items	1	—	_
Encampment Reporting Graffiti Removal	1 13	_	_
Gutter Repair	0	_	
Illegal Dumping	Ő	_	_
Sidewalk Repair	2	—	_
Streetlight Issue	0		
3rd Quarter	17	_	_
CRIMES	JULY	AUG	SEPT
Aggravated Assault	0	—	—
Assault Battery	1 0	_	_
Burglary	1	_	_
Domestic Violence	Ö	_	_
Grand Theft	0	—	—
Harassment	0 1	—	_
Theft Robbery	0	_	_
Threat	ŏ	_	_
3rd Quarter	2		
			_
WASTE - REPORTED Feces	JULY 9	AUG	SEPT
Syringe	5	_	
Urine	Ō	_	_
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 Cont	rol 0		
3rd Quarter	0	—	—
PROPERTY	JULY	AUG	SEPT
Abandoned	5	—	_
Found Lost	0	_	_
Shopping Carts - recovered	27	_	_
3rd Quarter	32		
SAFE WALKS All	JULY 58	AUG	SEPT
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		
Srd Quarter	224	_	_
QUALITY OF LIFE	JULY	AUG	SEPT
Incidents - Public Intoxication	41	_	_
Incidents - Public Indecentcy	2	—	—
Incidents - Public Urination	2	—	_
Incidents - Trespassing	2	—	
Incidents - Disturbance	66	_	
Incidents - Noice Complaint	1	_	_
Incidents - Open Container	70	_	_
Incidents - Panhandling Passive	9 sive 1	_	_
Incidents - Panhandling - Aggres	sive i 1	_	
Incidents - Suspicious Person 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 Referral - Shelter	51 108	_	
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	AUG	
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	_	_