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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.





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.

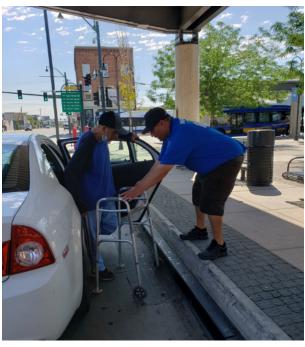
### **EMPLOYEE AWARD RECOMMENDATIONS:**

**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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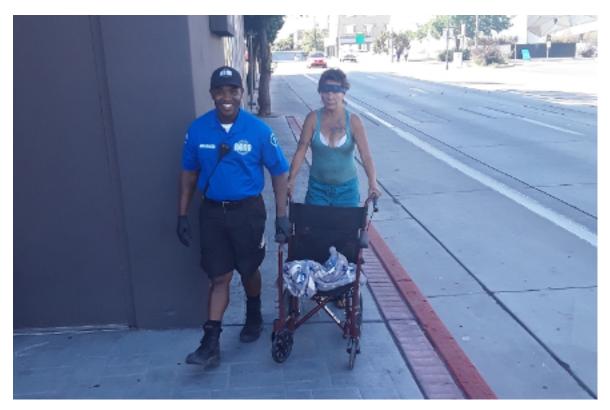




Ambassador Jose helping a disabled Veteran out of a vehicle



Ambassador's Eric and Brian clearing



Donald with outreach assisting a blind women get to services





## **DEPLOYED LABOR HOURS**

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



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## **STATISTICS**

311 REPORTS Bulky Items Encampment Reporting Graffiti Removal Gutter Repair Illegal Dumping Sidewalk Repair	JULY 1 1 13 0 0 2	AUG	SEPT
Streetlight Issue  3rd Quarter  CRIMES	17 <b>JULY</b>	AUG	SEPT
Aggravated Assault Assault Battery Burglary Domestic Violence	0 1 0 1 0		
Grand Theft Harassment Theft Robbery	0 0 1 0		
Threat  3rd Quarter	0		
WASTE - REPORTED Feces	JULY 9	AUG	SEPT
Syringe Urine	5 0		
3rd Quarter DIRECTIONS All	14 <b>JULY</b> 579	AUG	SEPT
3rd Quarter	579	_	
STAKEHOLDER CHECK-IN Business Property Owner Residential Property	JULY 5,120 58 69	AUG — —	SEPT —
3rd Quarter	5,247	_	
ANIMAL Dead - disposed of Dead - reported to Animal Cont	JULY 0 rol 0	AUG	SEPT —
3rd Quarter	0	_	
PROPERTY Abandoned Found	<b>JULY</b> 5 0	AUG	SEPT
Lost Shopping Carts - recovered	0 27	_	
3rd Quarter	32	_	_
SAFE WALKS All	JULY 58	AUG	SEPT
3rd Quarter	58	_	_
EVENT SUPPORT Service Hours	JULY 8	AUG	SEPT
Cleanup	11	_	_
3rd Quarter	19	_	_

TICS			
INCOMING CALLS Nuisances	<b>JULY</b> 201	AUG	SEPT
Outreach	15	_	_
Cleanliness Other	6	_	_
3rd Quarter	224		
	JULY	AUG	CERT
QUALITY OF LIFE Incidents - Public Intoxication	41	AUG	SEPT —
Incidents - Public Indecentcy	2	_	_
Incidents - Public Urination	2	_	_
Incidents - Trespassing Incidents - Disturbance	2 66	_	_
Incidents - Noice Complaint	1	_	_
Incidents - Open Container	70	_	_
Incidents - Panhandling Passive	9	_	_
Incidents - Panhandling - Aggress		_	_
Incidents - Suspicious Person Incidents - Suspicious Vehicle	1 0	_	_
Conditions - Blocking Sidewalk	472	_	_
Conditions - Benches Cleared	28	_	_
Conditions - Encampment	15	_	_
Conditions - Wellness Check	48		
3rd Quarter	758	_	_
SOCIAL SERVICE	JULY 21	AUG	SEPT
Referral - Clothing Referral - Food	82		
Referral - Medical	51	_	_
Referral - Shelter	108	_	_
Referral - Detox/Treatment	24	_	_
Referral - Housing Referral - Insurance	38 36	_	
Referral - Van Ride	15	_	_
Referral - Transportation	23	_	_
Referral - Employment	11		
3rd Quarter	409	_	_
TRASH-REPORTED	JULY	AUG	SEPT
Litter	449 116	_	_
Debris Bulky Items	110		_
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	_	_