STREET REPORTED TO THE POST OF THE POST OF

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



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



Turn up the heat! With the Summer beginning, June was an eventful as ever. Between the triple digit highs and the thunder storms, downtown Reno managed to get a face lift. With the addition of the Pride Sidewalk under the Arch, and the week-long beautification project that transformed the 18,000 square foot ReTRAC plaza into an art space organizers call "Locomotion Plaza," Reno is beginning to shine more and more each day. Our Ambassador team has weathered this extreme heat and continues to provide outreach and hospitality to our community with the highest level of customer service.

SUCCESS STORIES:

06-08-21 Ambassador Rainey was able to help a woman bag up her belongings from an encampment, and move her to a hotel room that she is still currently living in.

06-17-21 Ambassador Jose was able to establish a relationship with a client named Dave, after multiple interactions Dave finally asked Jose to help him get into detox which we were able to admit him later that day.

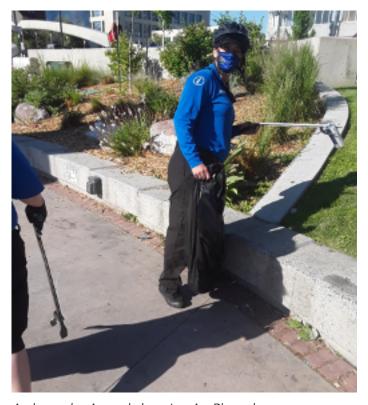
06-24-21 A team of Ambassadors including Ambassador Chris, Jose, and Rainey, were able to get two women who were stranded in the downtown area into a hotel room for the night then, using private funding were able to facilitate a bus ticket home for the two women the next day.

EMPLOYEE AWARD RECOMMENDATIONS:

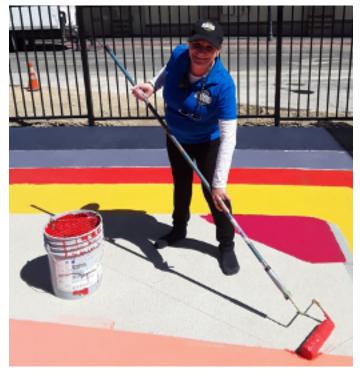
Employee of the month: **Rainey Hultsman**- An excellent Ambassador, who has stepped up as a leader, helping train new employees, and is always on time for her scheduled shift.

Caught Doing Something Righ: Jason Porter- who is always taking care of his zone keeping it clean and safe.

Customer Service: Erik Compton - His numbers are always at the top and he follows through with all customer service calls.



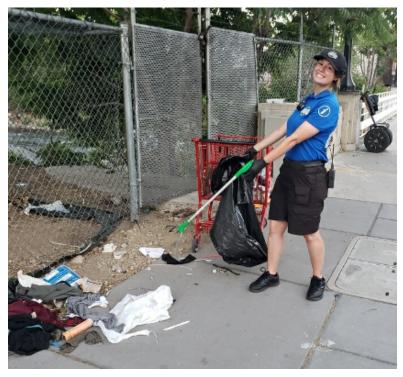
Ambassador Amanda keeping Art Plaza clean.



Social Outreach Maria helping paint Locomotion Plaza.

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Ambassador Rainey cleaning up an abandoned encampment.



Social Outreach Joy helping a man to get services.





DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR	
April	2384.75
May	2026.79
June	2196.50
2nd Quarter	6,608.04
SOCIAL SERVICE OUTREACH S	PECIALIST
April	542.25
May	435.50
June	487.50
2nd Quarter	1,465.25
TEAM LEADER	
April	135.75
May	160.00
June	126.50
2nd Quarter	422.25
OPERATIONS MANAGER	
April	176
May	168
June	172
2nd Quarter	516
LICENSED OUTREACH	
April	344
May	288
June	321
2nd Quarter	953
OPERATIONS SUPERVISOR	
April	176
May	179.50
June	185.50
2nd Quarter	541.00



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

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311 REPORTS	APRIL	MAY	JUNE
Bulky Items	1	0	0
Encampment Reporting	7	3	0
Graffiti Removal	10	14	1
Gutter Repair	0	0	0
Illegal Dumping	2	1	0
Sidewalk Repair	3	0	2
Streetlight Issue	0		
2nd Quarter	23	18	3
CRIMES	APRIL	MAY	JUNE
Aggravated Assault	0	0	0
Assault	0	2	1
Battery	0	0	0
Threat	2	0	2
Hate Crime Stalking	0	0	0
Domestic Violence	2	0	1
Harassment	0	0	Ö
Burglary	1	0	0
Robbery	0	0	1
2nd Quarter	5	2	5
WASTE - REPORTED	APRIL	MAY	JUNE
Feces	22	7	7
Syringe	13	16	2
Urine	4	0	1
2nd Quarter	39	23	10
DIRECTIONS	APRIL	MAY	JUNE
All	346	412	532
2nd Quarter	346	412	532
STAKEHOLDER CHECK-IN	APRIL	MAY	JUNE
Business	7,349	6,707	7,378
Property Owner	35	25	31
Residential Property	210	148	148
2nd Quarter	7,594	6,880	7,557
ANIMAL	APRIL	MAY	JUNE
Dead - disposed of	2	3	5
Dead - reported to Animal Cont	rol 1	0	0
2nd Quarter	3	3	5
PROPERTY	APRIL	MAY	JUNE
Abandoned	11	5	11
Found	0	0	2
Lost	1	0	0
Shopping Carts - recovered	83	71	50
2nd Quarter	95	76	63
SAFE WALKS	JAN	FEB	MARCH
All	133	153	117
2nd Quarter	133	153	117

TICS			
INCOMING CALLS Nuisances Outreach Cleanliness Other	168 36 11 6	208 55 12 4	232 10 15 2
2nd Quarter	211	279	259
Incidents - Public Intoxication Incidents - Public Indecentcy Incidents - Public Urination Incidents - Trespassing Incidents - Disturbance Incidents - Noise Complaint Incidents - Open Container Incidents - Panhandling Passive Incidents - Panhandling - Aggress Incidents - Suspicious Person Incidents - Suspicious Vehicle Conditions - Blocking Sidewalk Conditions - Benches Cleared Conditions - Encampment	210 4 1 14 105 1 174 31 sive 31 9 2 0 466 36	MAY 139 0 1 5 76 1 114 23 8 5 0 492 34	JUNE 82 1 2 8 63 0 98 15 5 1 0 555 42 31
Conditions - Wellness Check	70	216	100
2nd Quarter	197	1162	1003
Referral - Clothing Referral - Food Referral - Medical Refferal - Shelter Refferal - Detox/Treatment Refferal - Housing Refferal - Insurance	7 47 47 104 10 38 24	21 54 39 97 7 37 22	JUNE 16 75 57 105 15 51
2nd Quarter	277	277	349
TRASH-REPORTED Litter Debris Bulky Items Illegal Dumping - Alley Illegal Dumping - Sidewalk	742 179 22 18 14	MAY 456 164 15 15	395 178 25 14
2nd Quarter	975	656	618
HOT SPOTS Checks	APRIL 5,046	MAY 3,414	JUNE 3,725
2nd Quarter EVENT SUPPORT	5,046 APRIL	3,414 MAY	3,725 JUNE
Service Hours Cleanup	3 0	3 0	1
2nd Quarter	3	3	_
MATERIALS DISTRIBUTION Collateral Material	APRIL 39	MAY 300	JUNE 0
2nd Quarter	39	300	0