

STREET REPORT



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.



Social Outreach Donald assisting two ladies to get home safely.

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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 Right: 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.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

April	2384.75
May	2026.79
June	2196.50

2nd Quarter	6,608.04
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SOCIAL SERVICE OUTREACH SPECIALIST

April	542.25
May	435.50
June	487.50

2nd Quarter	1,465.25
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TEAM LEADER

April	135.75
May	160.00
June	126.50

2nd Quarter	422.25
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OPERATIONS MANAGER

April	176
May	168
June	172

2nd Quarter	516
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LICENSED OUTREACH

April	344
May	288
June	321

2nd Quarter	953
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OPERATIONS SUPERVISOR

April	176
May	179.50
June	185.50

2nd Quarter	541.00
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STATISTICS

311 REPORTS	APRIL	MAY	JUNE	INCOMING CALLS	APRIL	MAY	JUNE
Bulky Items	1	0	0	Nuisances	168	208	232
Encampment Reporting	7	3	0	Outreach	36	55	10
Graffiti Removal	10	14	1	Cleanliness	11	12	15
Gutter Repair	0	0	0	Other	6	4	2
Illegal Dumping	2	1	0	2nd Quarter	211	279	259
Sidewalk Repair	3	0	2	QUALITY OF LIFE	APRIL	MAY	JUNE
Streetlight Issue	0	0	0	Incidents - Public Intoxication	210	139	82
2nd Quarter	23	18	3	Incidents - Public Indecency	4	0	1
CRIMES	APRIL	MAY	JUNE	Incidents - Public Urination	1	1	2
Aggravated Assault	0	0	0	Incidents - Trespassing	14	5	8
Assault	0	2	1	Incidents - Disturbance	105	76	63
Battery	0	0	0	Incidents - Noise Complaint	1	1	0
Threat	2	0	2	Incidents - Open Container	174	114	98
Hate Crime	0	0	0	Incidents - Panhandling Passive	31	23	15
Stalking	0	0	0	Incidents - Panhandling - Aggressive	31	8	5
Domestic Violence	2	0	1	Incidents - Suspicious Person	9	5	1
Harassment	0	0	0	Incidents - Suspicious Vehicle	2	0	0
Burglary	1	0	0	Conditions - Blocking Sidewalk	0	492	555
Robbery	0	0	1	Conditions - Benches Cleared	466	34	42
2nd Quarter	5	2	5	Conditions - Encampment	36	48	31
WASTE - REPORTED	APRIL	MAY	JUNE	Conditions - Wellness Check	70	216	100
Feces	22	7	7	2nd Quarter	197	1162	1003
Syringe	13	16	2	SOCIAL SERVICE	APRIL	MAY	JUNE
Urine	4	0	1	Referral - Clothing	7	21	16
2nd Quarter	39	23	10	Referral - Food	47	54	75
DIRECTIONS	APRIL	MAY	JUNE	Referral - Medical	47	39	57
All	346	412	532	Referral - Shelter	104	97	105
2nd Quarter	346	412	532	Referral - Detox/Treatment	10	7	15
STAKEHOLDER CHECK-IN	APRIL	MAY	JUNE	Referral - Housing	38	37	51
Business	7,349	6,707	7,378	Referral - Insurance	24	22	30
Property Owner	35	25	31	2nd Quarter	277	277	349
Residential Property	210	148	148	TRASH-REPORTED	APRIL	MAY	JUNE
2nd Quarter	7,594	6,880	7,557	Litter	742	456	395
ANIMAL	APRIL	MAY	JUNE	Debris	179	164	178
Dead - disposed of	2	3	5	Bulky Items	22	15	25
Dead - reported to Animal Control	1	0	0	Illegal Dumping - Alley	18	15	14
2nd Quarter	3	3	5	Illegal Dumping - Sidewalk	14	6	6
PROPERTY	APRIL	MAY	JUNE	2nd Quarter	975	656	618
Abandoned	11	5	11	HOT SPOTS	APRIL	MAY	JUNE
Found	0	0	2	Checks	5,046	3,414	3,725
Lost	1	0	0	2nd Quarter	5,046	3,414	3,725
Shopping Carts - recovered	83	71	50	EVENT SUPPORT	APRIL	MAY	JUNE
2nd Quarter	95	76	63	Service Hours	3	3	1
SAFE WALKS	JAN	FEB	MARCH	Cleanup	0	0	1
All	133	153	117	2nd Quarter	3	3	—
2nd Quarter	133	153	117	MATERIALS DISTRIBUTION	APRIL	MAY	JUNE
				Collateral Material	39	300	0
				2nd Quarter	39	300	0