

# STREET REPORT



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



*Ambassador team helping a stakeholder to clean his vacant lot.*



# STREET REPORT



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

## OCTOBER HIGHLIGHTS:

Happy Fall! What an interesting month it has been for our Ambassador team. As the season and needs of the community change, we continue to improvise and to ensure our commitment to Downtown Reno is consistent. The Downtown Reno Partnership Ambassador team stays the course, steadily keeping the area clean, safe and friendly for all who venture this way.

## HOSPITALITY SUCCESS STORIES:

- 10-06-2021 Hospitality Ambassador Amanda was able to locate a missing woman and reunite her with her family from California.
- 10-17-2021 Hospitality Ambassador Wade helped to clean an encampment of a couple who was moving into an apartment
- 10-20-2021 Hospitality Ambassador Darryn celebrated 3 years with the Reno Ambassadors.
- 10-26-2021 Hospitality Team assisted Rob, a stakeholder, with cleaning up his vacant lot.

## OUTREACH SUCCESS STORIES:

- Dec. of 2020 we were first introduced to a brother and sister experiencing homelessness for roughly 2-5 years. It took several months, lots of follow up and efforts of the whole team, not to mention some repeat work to obtain birth certificates, state IDs & Social Security cards. However, as we close out this colorful October month, we are proud to say they are finally moved into sustainable, affordable housing. It was through the dedicated work of Ambassadors especially our Hospitality Ambassador Jason for all of the continued support extended to these two clients over many months. There is also much to be said about all the community organizations that played a vital role in this success: Reno Housing Authority, Catholic Charities, The Good Shepard Closet, and many others.

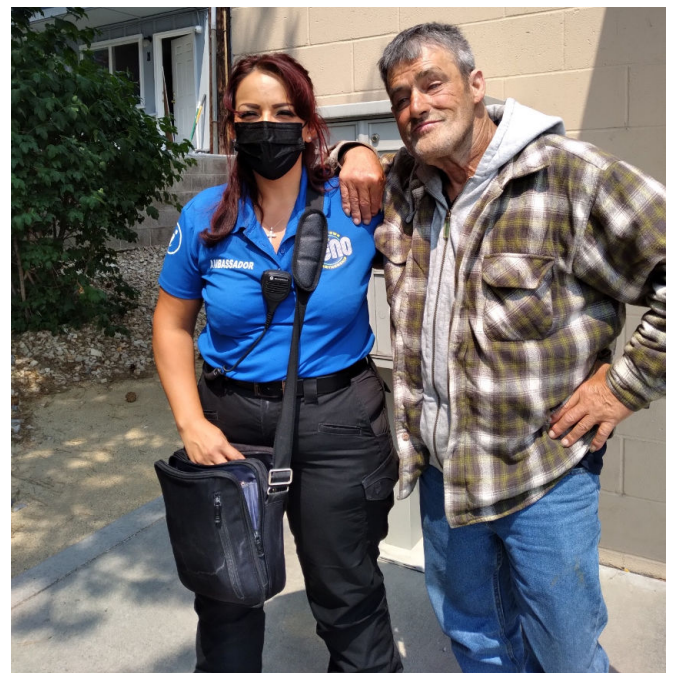
- A meeting was arranged by Antonio Gilmore of the City of Reno Clean & Safe team with the DMV. Thanks to Antonio, the DMV granted DRP Licensed Outreach permission to transport clients to DMV on Tuesday mornings to obtain Nevada ID's. This will be a huge impact for our vulnerable population needing ID's to improve their situations.

## EMPLOYEE AWARD RECOMMENDATIONS:

**Employee of the Month: Darryn Johnson** – is celebrating his 3 year anniversary as an Ambassador, has proven to be a consistent lead knowledgeable in all aspects of the job.

**Caught Doing Something Right: Jason Porter** – has been a reliable Ambassador who helped Licensed Outreach with assisting 2 people into permanent housing.

**Customer Service Award: Sadie Elias** – is always on time with a positive attitude, keeping her zone clean, safe and friendly.



*Outreach Ambassador Joy working with a client.*

# STREET REPORT



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



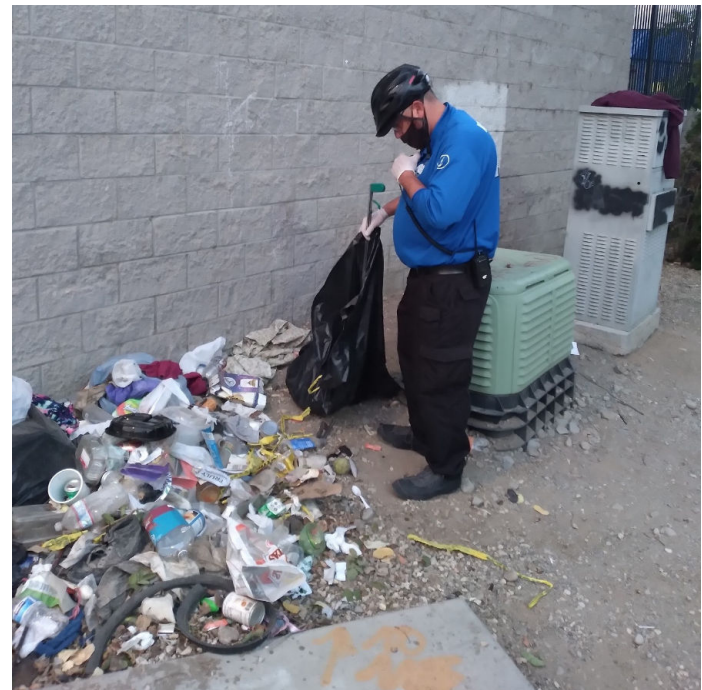
Ambassador Chris with players from the Wolfpack.



Licensed Outreach Yvonne after assisting clients get into permanent housing.



Ambassador Jason assisting clients.



Ambassador Steven picking up trash in an alley.



# STREET REPORT



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

## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

October	1,567.75
November	—
December	—

4th Quarter	1,567.75
-------------	----------

### SOCIAL SERVICE OUTREACH SPECIALIST

October	512.50
November	—
December	—

4th Quarter	512.50
-------------	--------

### TEAM LEADER

October	160
November	—
December	—

4th Quarter	160
-------------	-----

### OPERATIONS MANAGER

October	168
November	—
December	—

4th Quarter	168
-------------	-----

### LICENSED SOCIAL WORKER

October	336.25
November	—
December	—

4th Quarter	336.25
-------------	--------

### OPERATIONS SUPERVISOR

October	182
November	—
December	—

4th Quarter	182
-------------	-----

# STREET REPORT



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

## STATISTICS

### 311 REPORTS

	OCT	NOV	DEC
Bulky Items	4	—	—
Encampment Reporting	2	—	—
Graffiti Removal	10	—	—
Gutter Repair	0	—	—
Illegal Dumping	4	—	—
Sidewalk Repair	0	—	—
Streetlight Issue	0	—	—

4th Quarter 20 — —

### CRIMES

	OCT	NOV	DEC
Aggravated Assault	0	—	—
Assault	0	—	—
Battery	0	—	—
Burglary	1	—	—
Domestic Violence	0	—	—
Grand Theft	0	—	—
Harassment	0	—	—
Theft	0	—	—
Robbery	1	—	—
Threat	0	—	—

4th Quarter 2 — —

### WASTE - REPORTED

	OCT	NOV	DEC
Feces	60	—	—
Syringe	38	—	—
Urine	0	—	—

4th Quarter 98 — —

### DIRECTIONS

	OCT	NOV	DEC
All	353	—	—

4th Quarter 353 — —

### STAKEHOLDER CHECK-IN

	OCT	NOV	DEC
Business	3,156	—	—
Property Owner	24	—	—
Residential Property	60	—	—

4th Quarter 3,240 — —

### ANIMAL

	OCT	NOV	DEC
Dead - disposed of	2	—	—
Dead - reported to Animal Control	1	—	—

4th Quarter 3 — —

### PROPERTY

	OCT	NOV	DEC
Abandoned	5	—	—
Found	0	—	—
Lost	0	—	—
Shopping Carts - recovered	36	—	—

4th Quarter 41 — —

### SAFE WALKS

	OCT	NOV	DEC
All	109	—	—

4th Quarter 109 — —

### INCOMING CALLS

	OCT	NOV	DEC
Nuisances	207	—	—
Outreach	10	—	—

### QUALITY OF LIFE

	OCT	NOV	DEC
Incidents - Public Intoxication	163	—	—
Incidents - Public Indecency	1	—	—
Incidents - Public Urination	4	—	—
Incidents - Trespassing	7	—	—
Incidents - Disturbance	64	—	—
Incidents - Noise Complaint	0	—	—
Incidents - Open Container	149	—	—
Incidents - Panhandling Passive	25	—	—
Incidents - Panhandling - Aggressive	5	—	—
Incidents - Suspicious Person	2	—	—
Incidents - Suspicious Vehicle	2	—	—
Conditions - Blocking Sidewalk	603	—	—
Conditions - Benches Cleared	13	—	—
Conditions - Encampment	34	—	—
Conditions - Wellness Check	94	—	—

4th Quarter 1166 — —

### SOCIAL SERVICE

	OCT	NOV	DEC
Referral - Clothing	51	—	—
Referral - Food	55	—	—
Referral - Medical	45	—	—
Referral - Shelter	83	—	—
Referral - Detox/Treatment	13	—	—
Referral - Housing	37	—	—
Referral - Insurance	18	—	—
Referral - Van Ride	45	—	—
Referral - Transportation	37	—	—
Referral - Employment	17	—	—
Referral - Other	64	—	—

4th Quarter 465 — —

### TRASH-REPORTED

	OCT	NOV	DEC
Litter	946	—	—
Debris	133	—	—
Bulky Items	21	—	—
Illegal Dumping - Alley	26	—	—
Illegal Dumping - Sidewalk	19	—	—

3rd Quarter 1,145 — —

### HOT SPOTS

	OCT	NOV	DEC
Checks	2,393	—	—

4th Quarter 2,393 — —

### EVENT SUPPORT

	OCT	NOV	DEC
Service Hours	6	—	—
Cleanup	7	—	—

4th Quarter 13 — —

### MATERIALS DISTRIBUTION

	OCT	NOV	DEC
Collateral Material	20	—	—

4th Quarter 20 — —

### HOSPITALITY

	OCT	NOV	DEC
Engagement	1,934	—	—

4th Quarter 1,934 — —