

STREET REPORT



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



Ambassador team staging for the Veterans Day Parade

STREET REPORT



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

In November, the Downtown Reno Partnership Ambassadors celebrated our Veterans in the Reno Veterans Day Parade. This parade marks three years of providing excellent customer service and outreach to our beautiful downtown. Over the years the team has doubled and increased our outreach capabilities. With that, countless individuals' lives have been impacted in a positive way by what the Ambassadors accomplish. As the month came to an end, people all across the country sit and give thanks. Including our Ambassadors who are thankful and grateful to be part of this amazing program.

SUCCESS STORIES:

- **11-06-2021** Hospitality Ambassador Sadie was able to safe walk a young lady to Wellcare for detox.
- **11-12-2021** Hospitality Ambassador Jose helped a guy get his ID and Social Security card by translating for him at both locations.
- **11-19-2021** Hospitality Ambassador Shawna was able to reunite a dog with its owner after chasing the dog for over a mile.
- **11-28-2021** Hospitality Ambassador Angel relocated a Hawk to a safer place after it ate too big of a meal and couldn't fly off a heavily trafficked path.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the Month: Erik Compton- Erik has a perfect attendance and always steps up as lead Ambassador.
Caught Doing Something Right: Angel Villarreal- Angel relocated a Hawk after several stakeholder calls.
Customer Service Award : Amanda Hogan- Amanda has stepped up as the new Park Ambassador, making sure the job gets done right.



Outreach Joy cleaning up graffiti Downtown

STREET REPORT



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



Ambassadors in the Veterans Day Parade



Ambassador Wade cleaning up a downtown business entrance way

STREET REPORT



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

DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

October	1,567.75
November	1,729.25
December	—
<hr/>	
4th Quarter	3,297.00

SOCIAL SERVICE OUTREACH SPECIALIST

October	512.50
November	421.00
December	—
<hr/>	
4th Quarter	933.50

TEAM LEADER

October	160
November	128
December	—
<hr/>	
4th Quarter	288

OPERATIONS MANAGER

October	168
November	168
December	—
<hr/>	
4th Quarter	336

LICENSED SOCIAL WORKER

October	336.25
November	268.50
December	—
<hr/>	
4th Quarter	604.75

OPERATIONS SUPERVISOR

October	182
November	202
December	—
<hr/>	
4th Quarter	384

STREET REPORT



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

STATISTICS

311 REPORTS	OCT	NOV	DEC	INCOMING CALLS	OCT	NOV	DEC
Bulky Items	4	3	—	Nuisances	207	212	—
Encampment Reporting	2	3	—	Outreach	10	10	—
Graffiti Removal	10	56	—	Cleanliness	4	13	—
Gutter Repair	0	0	—	Other	1	3	—
Illegal Dumping	4	5	—				
Sidewalk Repair	0	0	—	4th Quarter	222	238	—
Streetlight Issue	0	2	—	QUALITY OF LIFE	OCT	NOV	DEC
4th Quarter	20	69	—	Incidents - Public Intoxication	163	73	—
CRIMES	OCT	NOV	DEC	Incidents - Public Indecency	1	0	—
Aggravated Assault	0	0	—	Incidents - Public Urination	4	0	—
Assault	0	0	—	Incidents - Trespassing	7	3	—
Battery	0	0	—	Incidents - Disturbance	64	48	—
Burglary	1	0	—	Incidents - Noise Complaint	0	0	—
Domestic Violence	0	2	—	Incidents - Open Container	149	68	—
Grand Theft	0	0	—	Incidents - Panhandling Passive	25	11	—
Harassment	0	1	—	Incidents - Panhandling - Aggressive	5	0	—
Theft	0	0	—	Incidents - Suspicious Person	2	0	—
Robbery	1	0	—	Incidents - Suspicious Vehicle	2	1	—
Threat	0	0	—	Conditions - Blocking Sidewalk	603	668	—
4th Quarter	2	3	—	Conditions - Benches Cleared	13	9	—
WASTE - REPORTED	OCT	NOV	DEC	Conditions - Encampment	34	32	—
Feces	60	39	—	Conditions - Wellness Check	94	31	—
Syringe	38	46	—	4th Quarter	1166	944	—
Urine	0	0	—	SOCIAL SERVICE	OCT	NOV	DEC
4th Quarter	98	85	—	Referral - Clothing	51	26	—
DIRECTIONS	OCT	NOV	DEC	Referral - Food	55	46	—
All	353	261	—	Referral - Medical	45	29	—
4th Quarter	353	161	—	Referral - Shelter	83	50	—
STAKEHOLDER CHECK-IN	OCT	NOV	DEC	Referral - Detox/Treatment	13	9	—
Business	3,156	3,018	—	Referral - Housing	37	10	—
Property Owner	24	21	—	Referral - Insurance	18	6	—
Residential Property	60	63	—	Referral - Van Ride	45	33	—
4th Quarter	3,240	3,102	—	Referral - Transportation	37	17	—
ANIMAL	OCT	NOV	DEC	Referral - Employment	17	19	—
Dead - disposed of	2	1	—	Referral - Other	64	40	—
Dead - reported to Animal Control	1	0	—	4th Quarter	465	285	—
4th Quarter	3	1	—	TRASH-REPORTED	OCT	NOV	DEC
PROPERTY	OCT	NOV	DEC	Litter	946	1573	—
Abandoned	5	2	—	Debris	133	83	—
Found	0	1	—	Bulky Items	21	24	—
Lost	0	0	—	Illegal Dumping - Alley	26	21	—
Shopping Carts - recovered	36	37	—	Illegal Dumping - Sidewalk	19	7	—
4th Quarter	41	40	—	3rd Quarter	1,145	1,708	—
SAFE WALKS	OCT	NOV	DEC	HOT SPOTS	OCT	NOV	DEC
All	109	68	—	Checks	2,393	2,698	—
4th Quarter	109	68	—	4th Quarter	2,393	2,698	—
MATERIALS DISTRIBUTION	OCT	NOV	DEC	EVENT SUPPORT	OCT	NOV	DEC
Marketing	4	2	—	Service Hours	6	6	—
Trash Bags	8	4	—	Cleanup	7	0	—
4th Quarter	12	6	—	4th Quarter	13	6	—
				HOSPITALITY	OCT	NOV	DEC
				Engagement	1,934	2,292	—
				4th Quarter	1,934	2,292	—