

# STREET REPORT



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



Ambassadors Godwin, Rainy, Erik and and Brian helping with the events during Hot August Nights.

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When some of the most amazing classic cars fill the streets of downtown Reno you know it is August. A weeklong celebration of some of the most gorgeous cars ever built, restored, and maintained visit these parts in the shadow of the Sierras. This year brought the usual vintage beauties giving the community a pause from the pandemic and the worst air quality ever recorded from surrounding nearby fires. While our weather and conditions outside are never predictable, our amazing team of Ambassadors are. You can always count on them to be out with their friendly faces keeping downtown cleaner, safer, and friendlier.

## HOSPITALITY SUCCESS STORIES:

- 08-09-2021 Hospitality Ambassador Erik was able to work with city workers to help clean up abandoned encampments along the train tracks in Downtown Reno.
- 08-17-2021 Hospitality Ambassador Rainey along with Outreach Joy assisted a lady with relocating to the woman's shelter.
- 08-27-2021 Hospitality Ambassador Tye assisted RPD with the location of a missing minor and was successful in reuniting her with her family.
- 08-30-2021 Hospitality Ambassador Alicia found a retired Sheriff's wallet and was able to locate and return it to him.

## OUTREACH SUCCESS STORIES:

- Provided resources to food, clothing, and shelter. Discussed inpatient and outpatient psychiatric service options. Client was provided a 1-way ticket to live with his mother on 7/27. He departed Reno early this month.
- Client was transported to Reno Behavioral Healthcare Hospital to receive inpatient care as she had discontinued her psychotropic medications six months ago and has since deteriorated. Client remains in the care of mental health and medical providers at RBH.
- Outreach helped a client get out of the shelter into a month to month hotel while waiting on affordable housing options

## EMPLOYEE AWARD RECOMMENDATIONS:

**Employee of the Month:** Brian Thornsen – Brian has shown himself to be an excellent Ambassador. He is consistently on time and present for his scheduled shift and his zone is always clean and well taken care of.

**Caught Doing Something Right:** Lee McDaniel – Lee follows through with all aspects of duties performed by a Hospitality Ambassador, including locating and returning a wallet to a retired Sheriff.

**Customer Service Award:** Wade Yonkers – Wade is one of our newest Ambassadors and has shown excellence by keeping the businesses in his zone clean and safe.

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*Ambassador Jose assisting a man into a wheelchair*



*Outreach Specialist Joy assisting a woman who was stranded downtown.*



*Team of Ambassadors cleaning up Art Plaza*

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

July	1,931.25
August	1,933.50
September	—

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3rd Quarter 3,864.75

### SOCIAL SERVICE OUTREACH SPECIALIST

July	579.50
August	568.25
September	—

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3rd Quarter 1,147.75

### TEAM LEADER

July	120
August	136
September	—

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3rd Quarter 256

### OPERATIONS MANAGER

July	196
August	176
September	—

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3rd Quarter 372

### LICENSED OUTREACH

July	365.50
August	352.00
September	—

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3rd Quarter 727.50

### OPERATIONS SUPERVISOR

July	195.50
August	177.00
September	—

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3rd Quarter 372.50

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## STATISTICS

<b>311 REPORTS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>INCOMING CALLS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
Bulky Items	1	2	—	Nuisances	201	222	—
Encampment Reporting	1	2	—	Outreach	15	14	—
Graffiti Removal	13	7	—	Cleanliness	6	6	—
Gutter Repair	0	0	—	Other	2	2	—
Illegal Dumping	0	1	—				
Sidewalk Repair	2	0	—	<b>3rd Quarter</b>	<b>224</b>	<b>244</b>	<b>—</b>
Streetlight Issue	0	0	—				
<b>3rd Quarter</b>	<b>17</b>	<b>12</b>	<b>—</b>	<b>QUALITY OF LIFE</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
<b>CRIMES</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Incidents - Public Intoxication	41	28	—
Aggravated Assault	0	0	—	Incidents - Public Indecency	2	1	—
Assault	1	0	—	Incidents - Public Urination	2	1	—
Battery	0	2	—	Incidents - Trespassing	2	2	—
Burglary	1	2	—	Incidents - Disturbance	66	29	—
Domestic Violence	0	0	—	Incidents - Noise Complaint	1	0	—
Grand Theft	0	0	—	Incidents - Open Container	70	36	—
Harassment	0	0	—	Incidents - Panhandling Passive	9	13	—
Theft	1	0	—	Incidents - Panhandling - Aggressive	1	4	—
Robbery	0	0	—	Incidents - Suspicious Person	1	2	—
Threat	0	0	—	Incidents - Suspicious Vehicle	0	0	—
<b>3rd Quarter</b>	<b>2</b>	<b>4</b>	<b>—</b>	Conditions - Blocking Sidewalk	472	341	—
<b>WASTE - REPORTED</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Conditions - Benches Cleared	28	18	—
Feces	9	7	—	Conditions - Encampment	15	10	—
Syringe	5	6	—	Conditions - Wellness Check	48	54	—
Urine	0	0	—				
<b>3rd Quarter</b>	<b>14</b>	<b>13</b>	<b>—</b>	<b>3rd Quarter</b>	<b>758</b>	<b>539</b>	<b>—</b>
<b>DIRECTIONS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>SOCIAL SERVICE</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
All	579	395	—	Referral - Clothing	21	17	—
<b>3rd Quarter</b>	<b>579</b>	<b>395</b>	<b>—</b>	Referral - Food	82	37	—
<b>STAKEHOLDER CHECK-IN</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Referral - Medical	51	29	—
Business	5,120	2,827	—	Referral - Shelter	108	24	—
Property Owner	58	15	—	Referral - Detox/Treatment	24	10	—
Residential Property	69	42	—	Referral - Housing	38	31	—
<b>3rd Quarter</b>	<b>5,247</b>	<b>2,884</b>	<b>—</b>	Referral - Insurance	36	8	—
<b>ANIMAL</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Referral - Van Ride	15	28	—
Dead - disposed of	0	5	—	Referral - Transportation	23	23	—
Dead - reported to Animal Control	0	4	—	Referral - Employment	11	12	—
<b>3rd Quarter</b>	<b>0</b>	<b>9</b>	<b>—</b>	<b>3rd Quarter</b>	<b>409</b>	<b>219</b>	<b>—</b>
<b>PROPERTY</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>TRASH-REPORTED</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
Abandoned	5	3	—	Litter	449	421	—
Found	0	9	—	Debris	116	78	—
Lost	0	0	—	Bulky Items	13	18	—
Shopping Carts - recovered	27	39	—	Illegal Dumping - Alley	7	12	—
<b>3rd Quarter</b>	<b>32</b>	<b>51</b>	<b>—</b>	Illegal Dumping - Sidewalk	10	9	—
<b>SAFE WALKS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>3rd Quarter</b>	<b>595</b>	<b>538</b>	<b>—</b>
All	58	82	—	<b>HOT SPOTS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
<b>3rd Quarter</b>	<b>58</b>	<b>82</b>	<b>—</b>	Checks	3,347	1,811	—
<b>EVENT SUPPORT</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>3rd Quarter</b>	<b>3,347</b>	<b>1,811</b>	<b>—</b>
Service Hours	8	7	—	<b>MATERIALS DISTRIBUTION</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
Cleanup	11	0	—	Collateral Material	18	27	—
<b>3rd Quarter</b>	<b>19</b>	<b>7</b>	<b>—</b>	<b>3rd Quarter</b>	<b>18</b>	<b>27</b>	<b>—</b>
				<b>HOSPITALITY</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
				Engagement	2,786	1,474	—
				<b>3rd Quarter</b>	<b>2,786</b>	<b>1,474</b>	<b>—</b>