

STREET REPORT



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



Operations Supervisor Chris conducting Segway training.

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As the summer season begins to mellow, Reno saw numerous people during the Great Reno Hot Air Balloon Races, Air Races, Street Vibrations, and an assortment of other exciting events. As the area welcomes Fall with cooling temperatures, the unsheltered folks are feeling the need for warmer accommodations and supportive services. The Ambassador team is always prepared to offer Outreach assistance with optimistic hope whenever a client might indicate a readiness for making positive changes to improve their situation. While our mission is constantly changing, one thing stays the same: our Ambassadors are here to make the streets cleaner, safer, and friendlier.

SUCCESS STORIES:

- 09-03-2021 Hospitality Ambassador Amanda helped reunite a 15-year-old runaway boy named Damien with his family in California.
- 09-11-2021 Hospitality Ambassador Wade helped replace someone's wheelchair after it was stolen.
- 09-20-2021 Hospitality Ambassador Steve helped relocate a couple to the family shelter.
- 09-27-2021 Ambassador Chris helped a man named Carl get a bus ticket home to San Francisco.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the Quarter: Joy Klingenfuss- Outreach Ambassador Joy has continued to show leadership skills, improving the outreach team and offering knowledge. She has also stepped up to help train new members of the team.

Employee of the Month: Wade Yonker- Hospitality Ambassador Wade has had a perfect attendance record, and has proven to be a great Ambassador in all aspects of the job.

Caught Doing Something Right: Amanda Hogan- Hospitality Amanda went above and beyond, taking the time to work with a runaway to reunite him with his family.

Customer Service Award: Steven Pacheco- Hospitality Ambassador Steven has stepped up helping out in ways that sets examples for others.

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Outreach Ambassador Rainey having a Hoot.



Outreach Ambassador Joy Offering services.



Licensed Outreach Ambassador Yvonne working with VOA to help get a client services.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

July	1,931.25
August	1,933.50
September	1,657.50

3rd Quarter 5,222.25

SOCIAL SERVICE OUTREACH SPECIALIST

July	579.50
August	568.25
September	379.68

3rd Quarter 1,527.43

TEAM LEADER

July	120
August	136
September	128

3rd Quarter 384

OPERATIONS MANAGER

July	196
August	176
September	176

3rd Quarter 548

LICENSED OUTREACH

July	365.50
August	352.00
September	364.00

3rd Quarter 1,071.50

OPERATIONS SUPERVISOR

July	195.50
August	177.00
September	183.50

3rd Quarter 566.00

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STATISTICS

311 REPORTS

	JULY	AUG	SEPT
Bulky Items	1	2	1
Encampment Reporting	1	2	1
Graffiti Removal	13	7	8
Gutter Repair	0	0	0
Illegal Dumping	0	1	1
Sidewalk Repair	2	0	0
Streetlight Issue	0	0	0

3rd Quarter 17 12 11

CRIMES

	JULY	AUG	SEPT
Aggravated Assault	0	0	0
Assault	1	0	0
Battery	0	2	0
Burglary	1	2	1
Domestic Violence	0	0	0
Grand Theft	0	0	0
Harassment	0	0	0
Theft	1	0	0
Robbery	0	0	0
Threat	0	0	0

3rd Quarter 2 4 1

WASTE - REPORTED

	JULY	AUG	SEPT
Feces	9	7	5
Syringe	5	6	17
Urine	0	0	2

3rd Quarter 14 13 24

DIRECTIONS

	JULY	AUG	SEPT
All	579	395	433

3rd Quarter 579 395 433

STAKEHOLDER CHECK-IN

	JULY	AUG	SEPT
Business	5,120	2,827	4,147
Property Owner	58	15	22
Residential Property	69	42	125

3rd Quarter 5,247 2,884 4,294

ANIMAL

	JULY	AUG	SEPT
Dead - disposed of	0	5	2
Dead - reported to Animal Control	0	4	0

3rd Quarter 0 9 2

PROPERTY

	JULY	AUG	SEPT
Abandoned	5	3	9
Found	0	9	0
Lost	0	0	0
Shopping Carts - recovered	27	39	40

3rd Quarter 32 51 49

SAFE WALKS

	JULY	AUG	SEPT
All	58	82	124

3rd Quarter 58 82 124

EVENT SUPPORT

	JULY	AUG	SEPT
Service Hours	8	7	1
Cleanup	11	0	0

3rd Quarter 19 7 1

INCOMING CALLS

	JULY	AUG	SEPT
Nuisances	201	222	231
Outreach	15	14	6
Cleanliness	6	6	6
Other	2	2	1

3rd Quarter 224 244 244

QUALITY OF LIFE

	JULY	AUG	SEPT
Incidents - Public Intoxication	41	28	75
Incidents - Public Indecency	2	1	1
Incidents - Public Urination	2	1	0
Incidents - Trespassing	2	2	1
Incidents - Disturbance	66	29	42
Incidents - Noise Complaint	1	0	0
Incidents - Open Container	70	36	77
Incidents - Panhandling Passive	9	13	21
Incidents - Panhandling - Aggressive	1	4	4
Incidents - Suspicious Person	1	2	0
Incidents - Suspicious Vehicle	0	0	0
Conditions - Blocking Sidewalk	472	341	888
Conditions - Benches Cleared	28	18	19
Conditions - Encampment	15	10	35
Conditions - Wellness Check	48	54	70

3rd Quarter 758 539 1,233

SOCIAL SERVICE

	JULY	AUG	SEPT
Referral - Clothing	21	17	42
Referral - Food	82	37	61
Referral - Medical	51	29	34
Referral - Shelter	108	24	62
Referral - Detox/Treatment	24	10	10
Referral - Housing	38	31	41
Referral - Insurance	36	8	13
Referral - Van Ride	15	28	45
Referral - Transportation	23	23	26
Referral - Employment	11	12	19

3rd Quarter 409 219 353

TRASH-REPORTED

	JULY	AUG	SEPT
Litter	449	421	509
Debris	116	78	73
Bulky Items	13	18	6
Illegal Dumping - Alley	7	12	7
Illegal Dumping - Sidewalk	10	9	10

3rd Quarter 595 538 605

HOT SPOTS

	JULY	AUG	SEPT
Checks	3,347	1,811	2,357

3rd Quarter 3,347 1,811 2,357

MATERIALS DISTRIBUTION

	JULY	AUG	SEPT
Collateral Material	18	27	14

3rd Quarter 18 27 14

HOSPITALITY

	JULY	AUG	SEPT
Engagement	2,786	1,474	2,388

3rd Quarter 2,786 1,474 2,388