

# STREET REPORT



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

FROM OUR FAMILY TO YOURS

# HAPPY HOLIDAYS

Downtown Reno Partnership



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In 2021, the pandemic has dominated everyone in our community. We've all had to adapt, especially our amazing Ambassador team. Like every previous month, our team must keep learning and continuously overcome new obstacles. With December setting records for snowfall in Northern Nevada, our team continued to hit the streets serving all within the downtown area. As our team grows, we have proven that our program is needed. Collaboration has been key through the year and as 2021 came to an end, one thing is certain, the work will go on.

## HOSPITALITY SUCCESS STORIES:

**12-07-2021** Hospitality Ambassador Tye was able to help get 2 RVs and an abandoned car removed from 6th Street.

**12-13-2021** Hospitality Ambassador Sadie was able to return a cell phone and a purse via Social media to a tourist from Oregon.

**12-19-2021** Hospitality Ambassador Angel and Eric saved a man who was overdosing by administering Narcan until paramedics could arrive.

**11-28-2021** Hospitality Ambassador Chris helped a man by cleaning his encampment and getting him moved into the Puff House.

## OUTREACH SUCCESS STORIES:

**12/11/2021** Responded to a call at Wright Way for client in need. Reno Police had already spoken with her in regard to trespassing and loitering with an open container at the Wright Way just moments before hand. We safe walked her to WellCare to detox, she is a client of the WellCare system and has a case manager at PUF house. Upon arriving at CTC, they refused her, she was not in need of any treatment. We called the CARES campus to check for any open beds due to her not being allowed back at the Our Place women's shelter. CARES said to please bring her down. We transported her down there in the company vehicle where she would be sheltered and out of the cold.

**12/23/2021** On the 23rd of December we received a call from RTC bus station in regard to a male adult stranded here in Reno. He originally was giving Security a tough time and was asked to please leave the area. Upon hearing that he may possibly be stranded Security then contacted the Ambassador Hotline for Outreach. The client was from Washington was trying to get to Las Vegas with his friend and unfortunately, they became separated, we tried calling customer service but kept getting passed around. Eventually we got the situation ironed out and he was able to go to Las Vegas through a bus ticket provided by the DRP.

## EMPLOYEE AWARD RECOMMENDATIONS:

**Employee of the Year:** Yvonne Deslongchamp is our Licensed Social Outreach and has played a key role in establishing and maintaining relationships with service providers in the Reno area. Her work has been instrumental in helping our vulnerable populations get the services needed and find more stable secure housing for many of them.

**Employee of the Quarter:** Joy Klingenfuss is a Social Outreach specialist who takes on the task of everything from getting people into Detox to helping people get insurance, ID's, and Social Security cards. Joy goes above and beyond with everyone she serves and has become a major asset to our team.

**Employee of the Month:** Sadie Elias has stepped up as a leader and somebody the Hospitality Ambassadors look up to. She has an excellent attendance record and answers hotline calls in a timely and effective manner.

**Caught Doing Something Right:** Jonathan Delacour is a Hospitality Ambassador who takes on jobs without being asked. You can find him picking up trash in his Zone consistently.

**Customer Service Award:** Edward Roddy is a park Ambassador who goes above and beyond, you often find him pushing 3 shopping carts in snow to keep the parks clean and safe.

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*Outreach Ambassador Rainey offering services.*



*Ambassador Sadie offering services.*



*Ambassadors Erik and Sadie picking up trash.*

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

October	1,567.75
November	1,729.25
December	1,700.08

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4th Quarter 4,997.05

### SOCIAL SERVICE OUTREACH SPECIALIST

October	512.50
November	421.00
December	405.50

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4th Quarter 1,439.00

### TEAM LEADER

October	160
November	128
December	129

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4th Quarter 417

### OPERATIONS MANAGER

October	168
November	168
December	184

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4th Quarter 520

### LICENSED SOCIAL WORKER

October	336.25
November	268.50
December	184.00

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4th Quarter 788.75

### OPERATIONS SUPERVISOR

October	182.00
November	202.00
December	195.50

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4th Quarter 579.50

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## STATISTICS

<b>311 REPORTS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>INCOMING CALLS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Bulky Items	4	3	0	Nuisances	207	212	241
Encampment Reporting	2	3	2	Outreach	10	10	11
Graffiti Removal	10	56	22	Cleanliness	4	13	19
Gutter Repair	0	0	0	Other	1	3	3
Illegal Dumping	4	5	0	<b>4th Quarter</b>	<b>222</b>	<b>238</b>	<b>274</b>
Sidewalk Repair	0	0	1	<b>QUALITY OF LIFE</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Streetlight Issue	0	2	1	Incidents - Public Intoxication	163	73	35
<b>4th Quarter</b>	<b>20</b>	<b>69</b>	<b>26</b>	Incidents - Public Indecency	1	0	0
<b>CRIMES</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	Incidents - Public Urination	4	0	1
Aggravated Assault	0	0	0	Incidents - Trespassing	7	3	3
Assault	0	0	0	Incidents - Disturbance	64	48	58
Battery	0	0	0	Incidents - Noise Complaint	0	0	0
Burglary	1	0	1	Incidents - Open Container	149	68	51
Domestic Violence	0	2	0	Incidents - Panhandling Passive	25	11	2
Grand Theft	0	0	0	Incidents - Panhandling - Aggressive	5	0	1
Harassment	0	1	0	Incidents - Suspicious Person	2	0	0
Theft	0	0	0	Incidents - Suspicious Vehicle	2	1	0
Robbery	1	0	0	Conditions - Blocking Sidewalk	603	668	578
Threat	0	0	0	Conditions - Benches Cleared	13	9	14
<b>4th Quarter</b>	<b>2</b>	<b>3</b>	<b>1</b>	Conditions - Encampment	34	32	30
<b>WASTE - REPORTED</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	Conditions - Wellness Check	94	31	343
Feces	60	39	34	<b>4th Quarter</b>	<b>1166</b>	<b>944</b>	<b>1,116</b>
Syringe	38	46	33	<b>SOCIAL SERVICE</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Urine	0	0	0	Referral - Clothing	51	26	10
<b>4th Quarter</b>	<b>98</b>	<b>85</b>	<b>67</b>	Referral - Food	55	46	32
<b>DIRECTIONS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	Referral - Medical	45	29	20
All	353	261	0	Referral - Shelter	83	50	51
<b>4th Quarter</b>	<b>353</b>	<b>161</b>	<b>0</b>	Referral - Detox/Treatment	13	9	7
<b>STAKEHOLDER CHECK-IN</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	Referral - Housing	37	10	24
Business	3,156	3,018	3,316	Referral - Insurance	18	6	1
Property Owner	24	21	55	Referral - Van Ride	45	33	36
Residential Property	60	63	11	Referral - Transportation	37	17	11
<b>4th Quarter</b>	<b>3,240</b>	<b>3,102</b>	<b>3,362</b>	Referral - Employment	17	19	15
<b>ANIMAL</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	Referral - Other	64	40	38
Dead - disposed of	2	1	0	<b>4th Quarter</b>	<b>465</b>	<b>285</b>	<b>245</b>
Dead - reported to Animal Control	1	0	0	<b>TRASH-REPORTED</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
<b>4th Quarter</b>	<b>3</b>	<b>1</b>	<b>0</b>	Litter	946	1573	1,171
<b>PROPERTY</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	Debris	133	83	68
Abandoned	5	2	2	Bulky Items	21	24	16
Found	0	1	1	Illegal Dumping - Alley	26	21	5
Lost	0	0	0	Illegal Dumping - Sidewalk	19	7	8
Shopping Carts - recovered	36	37	22	Trash Bags Filled	—	0	412
<b>4th Quarter</b>	<b>41</b>	<b>40</b>	<b>25</b>	Trash Bags Given	—	0	3
<b>SAFE WALKS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>3rd Quarter</b>	<b>1,145</b>	<b>1,708</b>	<b>1,683</b>
All	109	68	69	<b>HOT SPOTS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
<b>4th Quarter</b>	<b>109</b>	<b>68</b>	<b>69</b>	Checks	2,393	2,698	2,555
<b>MATERIALS DISTRIBUTION</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>4th Quarter</b>	<b>2,393</b>	<b>2,698</b>	<b>2,555</b>
Marketing	4	2	17	<b>EVENT SUPPORT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Trash Bags	8	4	1	Service Hours	6	6	0
<b>4th Quarter</b>	<b>12</b>	<b>6</b>	<b>18</b>	Cleanup	7	0	0
				<b>4th Quarter</b>	<b>13</b>	<b>6</b>	<b>0</b>
				<b>HOSPITALITY</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
				Engagement	1,934	2,292	2,138
				<b>4th Quarter</b>	<b>1,934</b>	<b>2,292</b>	<b>2,138</b>