

# STREET REPORT



## DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | JANUARY, 2022

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 January 2022. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



*Ambassadors Darryn, and Joy cleaning graffiti from a sign downtown*

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Happy New Year! This January was the first time in Reno history without snowfall or rain and people were out enjoying the weather in our beautiful downtown area. Through collaboration with the City of Reno, and many other agencies we have been able to shift our focus to the needs of the city. Outreach has been a huge success for our vulnerable populations with the addition of our van. The van has proven to be a game changer for those we serve. Each week our team provides transport for individuals to get to shelters, treatment, and to get important items such as Social Security Cards, Birth Certificates, and ID's.

In January, we began a new pilot program through our Outreach to work with individuals on the brink of and those already experiencing homelessness. The housing workshop provides information and guidance to individuals on how to navigate the housing programs and to find supportive and stable housing. With this new program we anticipate limiting the amount of people going into homelessness. When combined with our current work being done, we will help free up valuable shelter space.

## **HOSPITALITY SUCCESS STORIES:**

- **01-07-2022** Parks Ambassador Edward was able to help relocate a lady from an encampment by the river to a shelter.
- **01-13-2022** Hospitality Ambassador Eric was able to assist a man with getting ahold of his family and coordinate in getting him home.
- **01-20-2022** Hospitality Ambassador Amanda saved a man who was overdosing on Heroin by administering Narcan until paramedics could arrive.
- **01-26-2022** Hospitality Ambassador Chris helped a lady with safe ride to our place and off the streets.

## **OUTREACH SUCCESS STORIES:**

- **01/27/2022** Ambassador Hogan connected an older female with outreach to help find shelter. After contacting Victory Outreach, they were able to transport her and get a bed.
- **01-30-2022** Licensed Outreach Yvonne and the City of Reno worked to pay a client's debt on a past rental property to help her get out of homelessness and into her own apartment.

## **EMPLOYEE AWARD RECOMMENDATIONS:**

Employee of the Month: Erik Compton- is a Lead Ambassador who has shown excellence in all aspects. He leads by example and is always on time and present for his shift.

Caught Doing Something Right: Mahria Wells- is one of our newer Ambassadors who was caught approaching, relocating, and cleaning up a group and their camp at a local business by herself.

Customer Service Award: Roscoe Roper- is cleaning machine! You can find him in his zone at all times with garbage bags full of trash and a roll of graffiti wipes at all times.



*Ambassador Amanda picking up trash at Art Plaza.*

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*Ambassador Tye picking up an abandoned camp*



*AT&T Riverwalk (Before/After)*

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

January	1,754.75
February	—
March	—
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1st Quarter	1,754.75

### SOCIAL SERVICE OUTREACH SPECIALIST

January	415
February	—
March	—
<hr/>	
1st Quarter	415

### TEAM LEADER

January	144
February	—
March	—
<hr/>	
1st Quarter	144

### OPERATIONS MANAGER

January	168
February	—
March	—
<hr/>	
1st Quarter	168

### LICENSED OUTREACH

January	168
February	—
March	—
<hr/>	
1st Quarter	168

### OPERATIONS SUPERVISOR

January	184
February	—
March	—
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1st Quarter	184

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## STATISTICS

<b>311 REPORTS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>QUALITY OF LIFE</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Bulky Items	12	—	—	Incidents - Public Intoxication	45	—	—
Encampment Reporting	1	—	—	Incidents - Public Indecency	1	—	—
Graffiti Removal	39	—	—	Incidents - Public Urination	0	—	—
Gutter Repair	0	—	—	Incidents - Trespassing	5	—	—
Illegal Dumping	10	—	—	Incidents - Disturbance	71	—	—
Sidewalk Repair	3	—	—	Incidents - Noise Complaint	0	—	—
Streetlight Issue	2	—	—	Incidents - Open Container	35	—	—
<b>1st Quarter</b>	<b>67</b>	<b>—</b>	<b>—</b>	Incidents - Panhandling Passive	16	—	—
<b>CRIMES</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Incidents - Panhandling - Aggressive	0	—	—
Aggravated Assault	0	—	—	Incidents - Suspicious Person	0	—	—
Assault	0	—	—	Incidents - Suspicious Vehicle	1	—	—
Battery	0	—	—	Conditions - Blocking Sidewalk	592	—	—
Threat	5	—	—	Conditions - Benches Cleared	12	—	—
Hate Crime	0	—	—	Conditions - Encampment	21	—	—
Stalking	0	—	—	Conditions - Wellness Check	36	—	—
Domestic Violence	0	—	—	<b>1st Quarter</b>	<b>835</b>	<b>—</b>	<b>—</b>
Grand Theft	0	—	—	<b>SOCIAL SERVICE</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Harassment	0	—	—	Referral - Clothing	65	—	—
Burglary	0	—	—	Referral - Food	129	—	—
Robbery	0	—	—	Referral - Medical	74	—	—
<b>1st Quarter</b>	<b>5</b>	<b>—</b>	<b>—</b>	Refferal - Shelter	148	—	—
<b>WASTE - REPORTED</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Refferal - Detox/Treatment	4	—	—
Feces	27	—	—	Refferal - Housing	22	—	—
Syringe	32	—	—	Refferal - Insurance	16	—	—
Urine	1	—	—	Refferal- Van Ride	35	—	—
<b>1st Quarter</b>	<b>60</b>	<b>—</b>	<b>—</b>	Refferal- Transportation	53	—	—
<b>CALL TO EMS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Refferal- Employment	42	—	—
Police	16	—	—	Referral- Other	52	—	—
Fire	15	—	—	<b>1st Quarter</b>	<b>640</b>	<b>—</b>	<b>—</b>
Ambulance	2	—	—	<b>TRASH-REPORTED</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>1st Quarter</b>	<b>33</b>	<b>—</b>	<b>—</b>	Litter	1751	—	—
<b>DIRECTIONS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Debris	244	—	—
All	373	—	—	Bulky Items	18	—	—
<b>1st Quarter</b>	<b>373</b>	<b>—</b>	<b>—</b>	Illegal Dumping - Sidewalk	1	—	—
<b>STAKEHOLDER CHECK-IN</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Illegal Dumping - Alley	5	—	—
Business	3,549	—	—	Trash Bags Filled	1004	—	—
Property Owner	29	—	—	Trash Bags Given	10	—	—
Residential Property	31	—	—	<b>1st Quarter</b>	<b>3,033</b>	<b>—</b>	<b>—</b>
<b>1st Quarter</b>	<b>3,609</b>	<b>—</b>	<b>—</b>	<b>HOT SPOTS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>ANIMAL</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Checks	2,376	—	—
Dead - disposed of	0	—	—	<b>1st Quarter</b>	<b>2,376</b>	<b>—</b>	<b>—</b>
Dead - reported to Animal Control	0	—	—	<b>HOSPITALITY</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>1st Quarter</b>	<b>0</b>	<b>—</b>	<b>—</b>	Engagement	2,304	—	—
<b>PROPERTY</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>1st Quarter</b>	<b>2,304</b>	<b>—</b>	<b>—</b>
Abandoned	5	—	—	<b>EVENT SUPPORT</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Found	1	—	—	Service Hours	4	—	—
Shopping Carts - recovered	36	—	—	Cleanup	0	—	—
<b>1st Quarter</b>	<b>42</b>	<b>—</b>	<b>—</b>	<b>1st Quarter</b>	<b>4</b>	<b>—</b>	<b>—</b>
<b>INCOMING CALLS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>MATERIALS DISTRIBUTION</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Nuisances	147	—	—	Collateral Material	26	—	—
Outreach	3	—	—	Collateral Material	4	—	—
Cleanliness	5	—	—	<b>1st Quarter</b>	<b>30</b>	<b>—</b>	<b>—</b>
Other	1	—	—	<b>SAFE WALKS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>1st Quarter</b>	<b>156</b>	<b>—</b>	<b>—</b>	All	109	—	—
				<b>1st Quarter</b>	<b>109</b>	<b>—</b>	<b>—</b>