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

STREET

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



Outreach helping people get to DMV.

STREET REPORT

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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.

END OF MONTH FEBRUARY 2022

As the days grew colder, Ambassadors worked harder. As the temperatures dropped below freezing, we supported those enduring the elements. This month, the city commemorated those 52 people who lost their lives in 2021 within the unsheltered community. This is why our outreach team is so important within the community. Helping people in need is a driving factor in the work we do.

HOSPITALITY SUCCESS STORIES:

- **02-02-22** Hospitality Ambassador Erik assisted a lady with replacing her wheelchair which was stolen.
- **02-17-22** Parks Ambassador Edward assisted with the clean-up of several abandoned encampments along the river.
- **02-21-22** Hospitality Ambassador Tye assisted animal control with the removal of a number of dead pigeons.
- **02-28-22** Hospitality Ambassadors Sadie and Wade assisted with event support for ' Reno Stands with Ukraine' event.

OUTREACH SUCCESS STORIES:

• 02-18-22 Over the last few months our outreach team and many other agencies including the City of Reno worked as a team to help a client into his own housing and secured documents needed to pursue future employment.

- 02/27/2022 Social Outreach Hultsman called Remsa for a man who was experiencing chest pains in Well Care Alley
- **02/23/2022** Lead Outreach Joy was approached by a female and her small puppy. Upon speaking with the client, she explained she was having trouble trying to find shelter and safe place to stay here in Reno. With the support of Sober 24, the client was able to get a buss ticket back home.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the Month: Roscoe Roper - is an exemplary employee with a perfect attendance record who keeps his zone clean and clear consistently.

Caught Doing Something Right: Jason Porter - is a great employee who keeps everyone around him smiling. Without anyone around you can find him collecting trash and shopping carts in the downtown area.

Customer Service Award: Hillary Allen - One of our newest Ambassadors keeps her zone clean and has the most jobs completed this month.



Ambassador Erik and Sadie picking up trash.

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Ambassador Team taking a tour of The Discovery Museum.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

lanuary	1 754 75		
January	1,754.75 2,176.00		
February March			
1st Quarter	3,930.75		
SOCIAL SERVICE OUTREACH SPECIAL			
January	415.00		
February	513.75		
March			
1st Quarter	928.75		
TEAM LEADER			
January	144		
February	128		
March			
1st Quarter	272		
OPERATIONS MANAGER			
January	168		
February	160		
March	_		
1st Quarter	328		
LICENSED OUTREACH			
January	168		
February	160		
March	_		
1st Quarter	328		
OPERATIONS SUPERVISOR			
January	184.00		
February	162.24		
March			

STREET REPOR

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			STAT
311 REPORTS	JAN	FEB	MARCH
Bulky Items	12	12	—
Encampment Reporting Graffiti Removal	1 39	10 43	_
Gutter Repair	Ő	0	_
Illegal Dumping	10	8	_
Sidewalk Repair Streetlight Issue	3 2	0 1	—
		•	
1st Quarter	67	74	_
CRIMES	JAN		MARCH
Aggravated Assault Assault	0	0	_
Battery	Ō	Õ	_
Threat	5	0	—
Hate Crime Stalking	0 0	0	_
Domestic Violence	Ő	1	_
Grand Theft	0	0	—
Harassment	0	0	—
Burglary Robbery	0 0	0	_
		-	
	5	1	_
WASTE - REPORTED Feces	JAN 27	24	MARCH
Syringe	32	40	_
Urine	1	1	—
1st Quarter	60	65	_
CALL TO EMS	JAN		MARCH
Police Fire	16 15	17 11	_
Ambulance	2	9	_
1st Quarter	33	37	
DIRECTIONS	JAN	FEB	MARCH
All	373	770	—
1st Quarter	373	770	
STAKEHOLDER CHECK-IN	JAN	FEB	MARCH
Business	3,549	5,825	—
Property Owner Residential Property	29 31	169 46	_
	-		
1st Quarter	3,609	6,040	_
ANIMAL Dead - disposed of	JAN 0	FEB 5	MARCH
Dead - reported to Animal Control	Ő	0	_
1st Quarter	0	5	
PROPERTY	JAN		MARCH
Abandoned	5	6	
Found	1	1	—
Shopping Carts - recovered	36	43	
1st Quarter	42	50	—
INCOMING CALLS	JAN 147		MARCH
Nuisances Outreach	147 3	220 17	_
Cleanliness	5	9	_
Other	1	5	—
1st Quarter	156	251	

QUALITY OF LIFE JAN FEB MARCH Incidents - Public Intoxication 45 64	FICS			
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