

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | FEBRUARY, 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 February 2022. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



Outreach helping people get to DMV.

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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

January	1,754.75
February	2,176.00
March	—

1st Quarter 3,930.75

SOCIAL SERVICE OUTREACH SPECIALIST

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	—

1st Quarter 346.24

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STATISTICS

311 REPORTS	JAN	FEB	MARCH	QUALITY OF LIFE	JAN	FEB	MARCH
Bulky Items	12	12	—	Incidents - Public Intoxication	45	64	—
Encampment Reporting	1	10	—	Incidents - Public Indecency	1	1	—
Graffiti Removal	39	43	—	Incidents - Public Urination	0	6	—
Gutter Repair	0	0	—	Incidents - Trespassing	5	1	—
Illegal Dumping	10	8	—	Incidents - Disturbance	71	129	—
Sidewalk Repair	3	0	—	Incidents - Noise Complaint	0	1	—
Streetlight Issue	2	1	—	Incidents - Open Container	35	110	—
1st Quarter	67	74	—	Incidents - Panhandling Passive	16	27	—
CRIMES	JAN	FEB	MARCH	Incidents - Panhandling - Aggressive	0	1	—
Aggravated Assault	0	0	—	Incidents - Suspicious Person	0	0	—
Assault	0	0	—	Incidents - Suspicious Vehicle	1	5	—
Battery	0	0	—	Conditions - Blocking Sidewalk	592	758	—
Threat	5	0	—	Conditions - Benches Cleared	12	230	—
Hate Crime	0	0	—	Conditions - Encampment	21	17	—
Stalking	0	0	—	Conditions - Wellness Check	36	115	—
Domestic Violence	0	1	—	1st Quarter	835	1,465	—
Grand Theft	0	0	—	SOCIAL SERVICE	JAN	FEB	MARCH
Harassment	0	0	—	Referral - Clothing	65	57	—
Burglary	0	0	—	Referral - Food	129	84	—
Robbery	0	0	—	Referral - Medical	74	40	—
1st Quarter	5	1	—	Referral - Shelter	148	81	—
WASTE - REPORTED	JAN	FEB	MARCH	Referral - Detox/Treatment	4	32	—
Feces	27	24	—	Referral - Housing	22	30	—
Syringe	32	40	—	Referral - Insurance	16	7	—
Urine	1	1	—	Referral- Van Ride	35	28	—
1st Quarter	60	65	—	Referral- Transportation	53	32	—
CALL TO EMS	JAN	FEB	MARCH	Referral- Employment	42	29	—
Police	16	17	—	Referral- Other	52	57	—
Fire	15	11	—	1st Quarter	640	477	—
Ambulance	2	9	—	TRASH-REPORTED	JAN	FEB	MARCH
1st Quarter	33	37	—	Litter	1,751	3,901	—
DIRECTIONS	JAN	FEB	MARCH	Debris	244	329	—
All	373	770	—	Bulky Items	18	30	—
1st Quarter	373	770	—	Illegal Dumping - Sidewalk	1	6	—
STAKEHOLDER CHECK-IN	JAN	FEB	MARCH	Illegal Dumping - Alley	5	8	—
Business	3,549	5,825	—	Trash Bags Filled	1004	677	—
Property Owner	29	169	—	Trash Bags Given	10	51	—
Residential Property	31	46	—	1st Quarter	3,033	5,002	—
1st Quarter	3,609	6,040	—	HOT SPOTS	JAN	FEB	MARCH
ANIMAL	JAN	FEB	MARCH	Checks	2,376	2,885	—
Dead - disposed of	0	5	—	1st Quarter	2,376	2,885	—
Dead - reported to Animal Control	0	0	—	HOSPITALITY	JAN	FEB	MARCH
1st Quarter	0	5	—	Engagement	2,304	3,289	—
PROPERTY	JAN	FEB	MARCH	1st Quarter	2,304	3,289	—
Abandoned	5	6	—	EVENT SUPPORT	JAN	FEB	MARCH
Found	1	1	—	Service Hours	4	2	—
Shopping Carts - recovered	36	43	—	Cleanup	0	8	—
1st Quarter	42	50	—	1st Quarter	4	10	—
INCOMING CALLS	JAN	FEB	MARCH	MATERIALS DISTRIBUTION	JAN	FEB	MARCH
Nuisances	147	220	—	Collateral Material	26	31	—
Outreach	3	17	—	Collateral Material	4	51	—
Cleanliness	5	9	—	1st Quarter	30	82	—
Other	1	5	—	SAFE WALKS	JAN	FEB	MARCH
1st Quarter	156	251	—	All	109	94	—
				1st Quarter	109	94	—