

STREET REPORT



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



Parks Ambassadors with Mayor Schieve for the Reno Community Clean Up.

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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 MARCH 2022

It's rather difficult to say if March came in like a lion & left like a lamb or vice versa. What we do know is the Month flew by and is known for TRANSITION.

Through it all, the Reno Ambassador Team has been fantastic! The team has expanded and improved by adding additional cleaning personnel and specialized equipment. The Parks Ambassadors keep the river, parks, and walkways clean and safe for all to enjoy. We also added an industrial power washing truck, for those hard to clean areas of downtown. As we continue to improve and work towards a welcoming biggest little city, we learn, we grow, and we HOPE for a positive future.

HOSPITALITY SUCCESS STORIES:

- **03-03-22** Hospitality Ambassador Jason was able to help a man who ran out of gas by filling a gas can for him.
- **03-12-22** Parks Ambassador Edward was able to recover 3 shopping carts out of the Truckee River.
- **03-18-22** Hospitality Ambassador Amanda was able to help a lady with reconnecting with her family to return to Oregon.
- **03-30-22** Hospitality Ambassador Wade helped a lady with getting home to California by successfully safe walking her to Amtrak.

OUTREACH SUCCESS STORIES:

- **03-23-22** Outreach Rainey helped a lady with applications for housing, DMV and Social Security.
- **03-31-22** Outreach Jeff helped 4 people to get into sober living houses, including 2 at the Ridgehouse 1 at the Moran House, and 1 at Salvation Army.

- **03-23-22** Lead Social Outreach Joy made contact with RTC Security in regards to a man named Alex who was stranded in Reno. In collaboration with RTC we were able to get Alex to Sparks Greyhound where we assisted in getting him a ticket to California.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the Quarter: Erik Compton is a hard working leader, who recently was promoted to Operations Supervisor.

Employee of the Month: Babyray Ransom is a hardworking Parks Ambassador with a perfect record of attendance.

Caught Doing Something Right: Danielle Ross is a kind hearted Ambassador who goes above for those in need.

Customer Service Award: Xavier House is always willing to help with a winning smile and a great attitude.



Ambassador Jason helping a man with gas.

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Before and after pictures of an abandoned encampment.



Ambassadors in a training presentation with Hopeful Minds.

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Ambassadors pressure washing the sidewalk.



Ambassadors meeting with Mayor Schieve.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

January	1,754.75
February	2,176.00
March	2,339.75

1st Quarter 6,270.50

SOCIAL SERVICE OUTREACH SPECIALIST

January	415.00
February	513.75
March	468.25

1st Quarter 1,397.00

TEAM LEADER

January	144
February	128
March	130

1st Quarter 402

OPERATIONS MANAGER

January	168
February	160
March	72

1st Quarter 400

LICENSED OUTREACH

January	168
February	160
March	184

1st Quarter 512

OPERATIONS SUPERVISOR

January	184.00
February	162.24
March	182.50

1st Quarter 528.74

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STATISTICS

311 REPORTS

	JAN	FEB	MARCH
Bulky Items	12	12	8
Encampment Reporting	1	10	11
Graffiti Removal	39	43	35
Gutter Repair	0	0	7
Illegal Dumping	10	8	1
Sidewalk Repair	3	0	6
Streetlight Issue	2	1	1

1st Quarter 67 74 67

CRIMES

	JAN	FEB	MARCH
Aggravated Assault	0	0	0
Assault	0	0	0
Battery	0	0	0
Threat	5	0	3
Hate Crime	0	0	0
Stalking	0	0	0
Domestic Violence	0	1	0
Grand Theft	0	0	0
Harassment	0	0	0
Burglary	0	0	1
Robbery	0	0	0

1st Quarter 5 1 4

WASTE - REPORTED

	JAN	FEB	MARCH
Feces	27	24	23
Syringe	32	40	38
Urine	1	1	5

1st Quarter 60 65 66

CALL TO EMS

	JAN	FEB	MARCH
Police	16	17	15
Fire	15	11	4
Ambulance	2	9	7

1st Quarter 33 37 26

DIRECTIONS

	JAN	FEB	MARCH
All	373	770	543

1st Quarter 373 770 543

STAKEHOLDER CHECK-IN

	JAN	FEB	MARCH
Business	3,549	5,825	6,843
Property Owner	29	169	147
Residential Property	31	46	67

1st Quarter 3,609 6,040 7,057

ANIMAL

	JAN	FEB	MARCH
Dead - disposed of	0	5	6
Dead - reported to Animal Control	0	0	2

1st Quarter 0 5 8

PROPERTY

	JAN	FEB	MARCH
Abandoned	5	6	19
Found	1	1	0
Shopping Carts - recovered	36	43	49

1st Quarter 42 50 68

INCOMING CALLS

	JAN	FEB	MARCH
Nuisances	147	220	220
Outreach	3	17	17
Cleanliness	5	9	8
Other	1	5	5

1st Quarter 156 251 250

QUALITY OF LIFE

	JAN	FEB	MARCH
Incidents - Public Intoxication	45	64	93
Incidents - Public Indecency	1	1	0
Incidents - Public Urination	0	6	1
Incidents - Trespassing	5	1	6
Incidents - Disturbance	71	129	132
Incidents - Noise Complaint	0	1	0
Incidents - Open Container	35	110	115
Incidents - Panhandling Passive	16	27	36
Incidents - Panhandling - Aggressive	0	1	3
Incidents - Suspicious Person	0	0	1
Incidents - Suspicious Vehicle	1	5	1
Conditions - Blocking Sidewalk	592	758	731
Conditions - Benches Cleared	12	230	128
Conditions - Encampment	21	17	24
Conditions - Wellness Check	36	115	296

1st Quarter 835 1,465 1,567

SOCIAL SERVICE

	JAN	FEB	MARCH
Referral - Clothing	65	57	21
Referral - Food	129	84	12
Referral - Medical	74	40	4
Referral - Shelter	148	81	23
Referral - Detox/Treatment	4	32	8
Referral - Housing	22	30	23
Referral - Insurance	16	7	1
Referral - Van Ride	35	28	6
Referral - Transportation	53	32	5
Referral - Employment	42	29	6
Referral - Other	52	57	29

1st Quarter 640 477 138

TRASH-REPORTED

	JAN	FEB	MARCH
Litter	1,751	3,901	3,026
Debris	244	329	196
Bulky Items	18	30	20
Illegal Dumping - Sidewalk	1	6	1
Illegal Dumping - Alley	5	8	6
Trash Bags Filled	1004	677	605
Trash Bags Given	10	51	42

1st Quarter 3,033 5,002 3,896

HOT SPOTS

	JAN	FEB	MARCH
Checks	2,376	2,885	3,123

1st Quarter 2,376 2,885 3,123

HOSPITALITY

	JAN	FEB	MARCH
Engagement	2,304	3,289	3,435

1st Quarter 2,304 3,289 3,435

EVENT SUPPORT

	JAN	FEB	MARCH
Service Hours	4	2	41
Cleanup	0	8	1

1st Quarter 4 10 42

MATERIALS DISTRIBUTION

	JAN	FEB	MARCH
Collateral Material	26	31	19
Collateral Material	4	51	12

1st Quarter 30 82 31

SAFE WALKS

	JAN	FEB	MARCH
All	109	94	88

1st Quarter 109 94 88