

STREET REPORT



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



Ambassadors Rainey, Ta'Rell, Wade and Sadie with Kathryn at the HOPE conference

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As the month of April closes, we move into the beginning of outdoor activities and festival season with positivity and gratitude for every opportunity. The Ambassadors greet these moments every day to make a real difference in the lives of the downtown Reno community. The whole team offers hope, assists with food, clothing, directions, support and cleaning as needed or requested.

HOSPITALITY SUCCESS STORIES:

04/02/2022 Reno Park Ambassadors have been doing a fantastic job with maintaining our river walk, ensuring cleanliness and keeping a vibrant friendly atmosphere for our locals and visitors as they pass through.

04/10/2022 The newest addition to the Reno Ambassadors is our cleaning crew. With pressure washers in one hand and pickers in the other, these guys have amped up our efforts in keeping downtown Reno more clean and more friendly.

04/21/2022 Ambassadors Sadie, Aubrie and Jason assisted in a clean-up of an encampment along the railroad tracks and 6th street. As Social Outreach Rainey offered resources to the Individuals at the encampment, the Ambassadors bagged up trash and cleared the area.

04/27/2022 Ambassadors Xavier and Roscoe safe walked a man wondering around looking for the RTC bus station where he would be able to catch the Carson connect, getting him back home to Carson City.

OUTREACH SUCCESS STORIES:

- **04-01-2022** Licensed Outreach Yvonne, along with the City of Reno, was able to assist a lady and her 3 children with rent and deposit to move from a motel into an apartment.
- **04-12-2022** Social Outreach Ambassadors Joy and Jeff transported a man from CARES Campus to the Reno Amtrak, where they assisted in getting him a ticket to Las Vegas where housing and family await his arrival.
- **04-15-2022** Social Outreach Joy was made aware of a young lady found wondering around with nothing but a hospital blanket on. Upon gathering more information, it was learned she had left the hospital against medical advice. Along with Reno Police and REMSA we were able to get her back to the hospital where she would be safe and receive the care she needs.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the Month: Robert Clark

Robert has constantly stepped up willingly to do whatever is needed and has taken the initiative to make sure that the work day runs smoothly.

Caught Doing Something Right: Tye Polly

Tye is always hot on spot with responding to Ambassador hot-line calls. Tye is diligent in completing each mission with efficiency and ensuring all parties are safe.

Customer Service Award: Danielle Ross

Danielle has a very cheerful and exuberant demeanor when engaging locals and tourist alike. She's always happily willing to share restaurants and exciting places to go to for the Downtown Reno experience and will even offer to safe walk you to your destination.



Ambassadors Robert , Melissa, and Wade during the shooting of a commercial.

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Ambassadors Erik and Brian with the pressure washer truck.



Ambassador Jose safewalking a lady to shelter.



Ambassador Tye with Reno Police Chief Soto.



Ambassador Danielle assisting a man with gas.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

April	2334.50
May	—
June	—

2nd Quarter	2334.50
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LICENSED OUTREACH

April	162
May	—
June	—

2nd Quarter	162
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SOCIAL SERVICE OUTREACH SPECIALIST

April	537.50
May	—
June	—

2nd Quarter	537.50
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OPERATIONS SUPERVISOR

April	169
May	—
June	—

2nd Quarter	169
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TEAM LEADER

April	136.00
May	—
June	—

2nd Quarter	136.00
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CLEANING AMBASSADORS

April	216
May	—
June	—

2nd Quarter	216
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OPERATIONS MANAGER

April	168
May	—
June	—

2nd Quarter	168
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PARKS AMBASSADORS

April	512.50
May	—
June	—

2nd Quarter	512.50
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STATISTICS

311 REPORTS	APRIL	MAY	JUNE	INCOMING CALLS	APRIL	MAY	JUNE
Bulky Items	0	—	—	Nuisances	221	—	—
Encampment Reporting	4	—	—	Outreach	15	—	—
Graffiti Removal	6	—	—	Cleanliness	5	—	—
Gutter Repair	0	—	—	Other	2	—	—
Illegal Dumping	2	—	—				
Sidewalk Repair	2	—	—				
Streetlight Issue	0	—	—				
1st Quarter	14	—	—	1st Quarter	243	—	—
CRIMES	APRIL	MAY	JUNE	QUALITY OF LIFE	APRIL	MAY	JUNE
Aggravated Assault	0	—	—	Incidents - Public Intoxication	112	—	—
Assault	2	—	—	Incidents - Public Indecency	0	—	—
Battery	1	—	—	Incidents - Public Urination	0	—	—
Threat	5	—	—	Incidents - Trespassing	4	—	—
Hate Crime	0	—	—	Incidents - Disturbance	107	—	—
Stalking	0	—	—	Incidents - Noise Complaint	0	—	—
Domestic Violence	0	—	—	Incidents - Open Container	55	—	—
Harassment	0	—	—	Incidents - Panhandling Passive	46	—	—
Burglary	0	—	—	Incidents - Panhandling - Aggressive	3	—	—
Robbery	0	—	—	Incidents - Suspicious Person	0	—	—
				Incidents - Suspicious Vehicle	2	—	—
1st Quarter	8	—	—	Conditions - Blocking Sidewalk	673	—	—
WASTE - REPORTED	APRIL	MAY	JUNE	Conditions - Benches Cleared	240	—	—
Feces	8	—	—	Conditions - Encampment	76	—	—
Syringe	19	—	—	Conditions - Wellness Check	143	—	—
Urine	1	—	—				
1st Quarter	28	—	—	1st Quarter	197	—	—
DIRECTIONS	APRIL	MAY	JUNE	SOCIAL SERVICE	APRIL	MAY	JUNE
All	462	—	—	Referral - Clothing	27	—	—
				Referral - Food	37	—	—
1st Quarter	462	—	—	Referral - Medical	11	—	—
STAKEHOLDER CHECK-IN	APRIL	MAY	JUNE	Referral - Shelter	44	—	—
Business	7,093	—	—	Referral - Detox/Treatment	10	—	—
Property Owner	45	—	—	Referral - Housing	38	—	—
Residential Property	79	—	—	Referral - Insurance	1	—	—
				Referral - Van Ride	39	—	—
1st Quarter	7,217	—	—	Referral - Outreach	18	—	—
ANIMAL	APRIL	MAY	JUNE	1st Quarter	225	—	—
Dead - disposed of	4	—	—	TRASH-REPORTED	APRIL	MAY	JUNE
Dead - reported to Animal Control	0	—	—	Litter	2,827	—	—
				Debris	109	—	—
1st Quarter	4	—	—	Bulky Items	13	—	—
PROPERTY	APRIL	MAY	JUNE	Trash Bags Filled	916	—	—
Abandoned	7	—	—	Illegal Dumping - Alley	6	—	—
Found	3	—	—	Illegal Dumping - Sidewalk	3	—	—
Lost	1	—	—				
Shopping Carts - recovered	38	—	—	1st Quarter	3,874	—	—
				HOT SPOTS	APRIL	MAY	JUNE
1st Quarter	49	—	—	Checks	2,931	—	—
SAFE WALKS	JAN	FEB	MARCH				
All	108	—	—	1st Quarter	2,931	—	—
				MATERIALS DISTRIBUTION	APRIL	MAY	JUNE
1st Quarter	108	—	—	Collateral Material	6	—	—
EVENT SUPPORT	APRIL	MAY	JUNE				
Service Hours	99	—	—	1st Quarter	6	—	—
Cleanup	0	—	—	HOSPITALITY	APRIL	MAY	JUNE
				Engagement	3,224	—	—
1st Quarter	99	—	—	1st Quarter	3,224	—	—