

# STREET REPORT



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



*Ambassadors gearing up for the Reno Rodeo.*

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**"W.O.W."** {not a reference to a video game}  
but rather an expression of the Downtown Reno  
Ambassador TEAM!

**DEFINITION:** "To WOW, you must differentiate yourself, which means do something a little ... unconventional & innovative. You must do something that's above & beyond what's expected. Whatever you do must have an emotional impact on the receiver." I can say with confidence, the team lived many WOW moments, please enjoy the success stories & moments captured below.

## HOSPITALITY SUCCESS STORIES:

**05/02/2022** - Gerald B. became stranded after coming to RENO with a friend and desperately needed to get back to Sacramento, CA. Ambassador Robert played an important role in making it all come together including contacting a Payee and getting funds allotted for a bus ticket. Outreach did their part by printing it out and getting it into Gerald's hands as well as providing a sack lunch through the Episcopal Church. With so many hands, Gerald was able to safely get back home to Sacramento.

**05/10/2022** - Ambassador Lead Roscoe along with two of our newest Ambassador's Edian and Treci were able to intervene and provide emergency help to an elderly man who had fallen out of his wheelchair and was unable to help himself. The man also was suffering from exposure and was brought into a sunny place where he was able to get the warmth he needed while our ambassadors waited for the M.O.S.T. Team. Once they arrived, they assessed the man and he received the care he so badly needed.

**05/21/2022** - A few of our ambassadors were able to partake in a joint "Homeland Security/AM-TRAK Police" security exercise, featuring "Lucky" the explosive's sniffing K-9 who specializes in Demolition Chemicals and Fuses. It included the AM-TRAK Police K9 Handler and around seven Homeland Security Special Agents in full tactical gear who were doing passenger screenings and luggage inspections. Three different types of bomb elements were hidden in random locations at the station and Lucky got to show us where they were which he did just that... Flawlessly!

## 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 wandering 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: Wade Yonker

Wade joined the Ambassador team just shy of a year ago and has proven to be an asset and an integral team member. He has kept a good work ethic and is always willing to step up regardless of the task at hand.

### Caught Doing Something Right: Eidan Sanabria

Eidan is one of our newest Ambassadors, and was caught carrying an elderly ladies backpack, 2 duffle bags and a box of food to her destination.

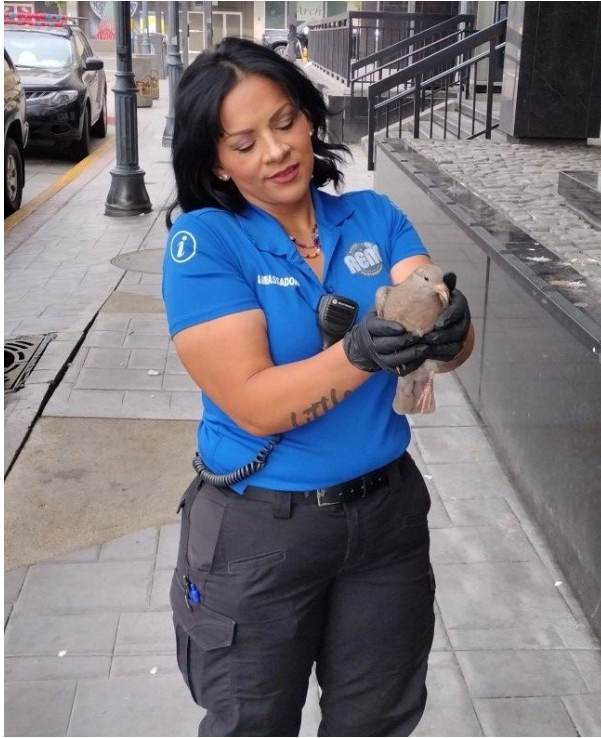
### Customer Service Award: Rainey Hultsman

Rainey is an Outreach Ambassador who goes above and beyond for the people she works with. She helps people to navigate through difficult issues on a daily basis, and is a pleasure to be around.

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Ambassador Joy saving a bird.



Ambassaor Eidan with Mayor Shieve.



Ambassadors with the K-9 Lucky, the bomb specialist.

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

April	2,334.50
May	2,271.50
June	—

2nd Quarter 4,606.00

### SOCIAL SERVICE OUTREACH SPECIALIST

April	537.50
May	555.00
June	—

2nd Quarter 1,092.50

### TEAM LEADER

April	136.00
May	148.00
June	—

2nd Quarter 284.00

### OPERATIONS MANAGER

April	168.00
May	176.00
June	—

2nd Quarter 344.00

### LICENSED OUTREACH

April	162.00
May	176.00
June	—

2nd Quarter 338.00

### OPERATIONS SUPERVISOR

April	169.00
May	186.25
June	—

2nd Quarter 355.25

### CLEANING AMBASSADORS

April	216.00
May	326.00
June	—

2nd Quarter 542.00

### PARKS AMBASSADORS

April	512.50
May	496.00
June	—

2nd Quarter 1,008.50

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## STATISTICS

<b>311 REPORTS</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	<b>INCOMING CALLS</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
Bulky Items	0	0	—	Nuisances	221	263	—
Encampment Reporting	4	1	—	Outreach	15	12	—
Graffiti Removal	6	25	—	Cleanliness	5	13	—
Gutter Repair	0	0	—	Other	2	0	—
Illegal Dumping	2	0	—				
Sidewalk Repair	2	1	—	<b>2nd Quarter</b>	<b>243</b>	<b>288</b>	<b>—</b>
Streetlight Issue	0	1	—	<b>QUALITY OF LIFE</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
<b>2nd Quarter</b>	<b>14</b>	<b>28</b>	<b>—</b>	Incidents - Public Intoxication	112	49	—
<b>CRIMES</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Incidents - Public Indecency	0	3	—
Aggravated Assault	0	0	—	Incidents - Public Urination	0	4	—
Assault	2	1	—	Incidents - Trespassing	4	0	—
Battery	1	0	—	Incidents - Disturbance	107	71	—
Threat	5	1	—	Incidents - Noise Complaint	0	0	—
Hate Crime	0	0	—	Incidents - Open Container	55	70	—
Stalking	0	0	—	Incidents - Panhandling Passive	46	45	—
Domestic Violence	0	0	—	Incidents - Panhandling - Aggressive	3	3	—
Harassment	0	0	—	Incidents - Suspicious Person	0	0	—
Burglary	0	0	—	Incidents - Suspicious Vehicle	2	0	—
Robbery	0	0	—	Conditions - Blocking Sidewalk	673	400	—
<b>2nd Quarter</b>	<b>8</b>	<b>2</b>	<b>—</b>	Conditions - Benches Cleared	240	16	—
<b>WASTE - REPORTED</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Conditions - Encampment	76	49	—
Feces	8	27	—	Conditions - Wellness Check	143	211	—
Syringe	19	20	—	<b>2nd Quarter</b>	<b>197</b>	<b>921</b>	<b>—</b>
Urine	1	21	—	<b>SOCIAL SERVICE</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
<b>2nd Quarter</b>	<b>28</b>	<b>68</b>	<b>—</b>	Referral - Clothing	27	8	—
<b>DIRECTIONS</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Referral - Food	37	34	—
All	462	463	—	Referral - Medical	11	2	—
<b>2nd Quarter</b>	<b>462</b>	<b>463</b>	<b>—</b>	Referral - Shelter	44	11	—
<b>STAKEHOLDER CHECK-IN</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Referral - Detox/Treatment	10	3	—
Business	7,093	6,242	—	Referral - Housing	38	0	—
Property Owner	45	43	—	Referral - Insurance	1	2	—
Residential Property	79	24	—	Referral - Van Ride	39	4	—
<b>2nd Quarter</b>	<b>7,217</b>	<b>6,309</b>	<b>—</b>	Referral - Outreach	18	0	—
<b>ANIMAL</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	<b>2nd Quarter</b>	<b>225</b>	<b>64</b>	<b>—</b>
Dead - disposed of	4	4	—	<b>TRASH-REPORTED</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
Dead - reported to Animal Control	0	2	—	Litter	2,827	2,567	—
<b>2nd Quarter</b>	<b>4</b>	<b>6</b>	<b>—</b>	Debris	109	79	—
<b>PROPERTY</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Bulky Items	13	13	—
Abandoned	7	2	—	Trash Bags Filled	916	873	—
Found	3	7	—	Illegal Dumping - Alley	6	14	—
Lost	1	0	—	Illegal Dumping - Sidewalk	3	0	—
Shopping Carts - recovered	38	32	—	<b>2nd Quarter</b>	<b>3,874</b>	<b>3,546</b>	<b>—</b>
<b>2nd Quarter</b>	<b>49</b>	<b>41</b>	<b>—</b>	<b>HOT SPOTS</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
<b>SAFE WALKS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Checks	2,931	2,573	—
All	108	103	—	<b>2nd Quarter</b>	<b>2,931</b>	<b>2,573</b>	<b>—</b>
<b>2nd Quarter</b>	<b>108</b>	<b>103</b>	<b>—</b>	<b>MATERIALS DISTRIBUTION</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
<b>EVENT SUPPORT</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Collateral Material	6	5	—
Service Hours	99	102	—	<b>2nd Quarter</b>	<b>6</b>	<b>5</b>	<b>—</b>
Cleanup	0	0	—	<b>HOSPITALITY</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
<b>2nd Quarter</b>	<b>99</b>	<b>102</b>	<b>—</b>	Engagement	3,224	2,600	—
				<b>2nd Quarter</b>	<b>3,224</b>	<b>2,600</b>	<b>—</b>