

STREET REPORT



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



Ambassador Dajon helping two blind women navigate Downtown

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As August comes to an end in Reno and the sun continues to shine, bringing the heat, special events and bustling with activities for all. The month was full of wonderful changes and the Downtown Reno Partnership Ambassador Team is busy keeping it clean, safe and friendly for everyone.

HOSPITALITY SUCCESS STORIES:

08/12/2022

Ambassador Erik assisted with a stranded tourist, giving him a jumper box to get him on his way back to California from Burning Man.

08/24/2022

Ambassador Chris found a lost dog and was able to have animal control run the chip and return him to his owner.

08/28/2022

Ambassador Dajon helped two blind women to navigate through Downtown and safely return to their hotel room at The Row.

OUTREACH SUCCESS STORIES:

08/13/2022

Two of our Outreach Ambassadors were able to help a woman and her 11-month-old infant that were victims of a domestic violence situation that left them stranded in Reno, a place she knew nothing about as she was from California. Outreach brought together their resources, connections and knowledge turning this desperate situation into one with a good ending.

08/18/2022

One of our long-term clients that we've had the pleasure of helping at various times over the past three years, including reuniting him with his sister, recently left the Reno area with a bus ticket we were able to provide him. He is now with family and friends in San Bernadino.

08/30/2022

Licensed Outreached worked with Annie and her brother for several months getting them into an affordable, two-bedroom housing. Her brother was found dead in late April and Annie returned to living on the street. Meanwhile, we applied for Social Security for Annie and she was finally approved. We assisted her with a bank account and she finally receives her own money. She is on another affordable housing waitlist and we are assisting her with getting a social security card and identification.

EMPLOYEE AWARDS RECOMMENDATIONS:

Employee of the Month:

Team Lead Ambassador Jason became a part of the Ambassador family back in April and has carved out a spot among us through dedication and hard work. He volunteers every time an extra task comes up. The latest step up has made him our new swing shift lead and we commend him on taking on the role.

Caught Doing Something Right:

Hospitality Ambassador Eidan is another one of our well-rounded Ambassadors and it shows. Recently he was able to help out in a medical emergency that required him to remain calm and take charge of a high-stress situation. His quick response may have saved this person's life which is always commendable when we deal with these types of circumstances.

Customer Service Award:

Hospitality Ambassador Jason N. has kept focused and has proven himself to be reliable and dependable. He has a passion for the people that we work with in the downtown area and makes sure that he is helpful in every situation.

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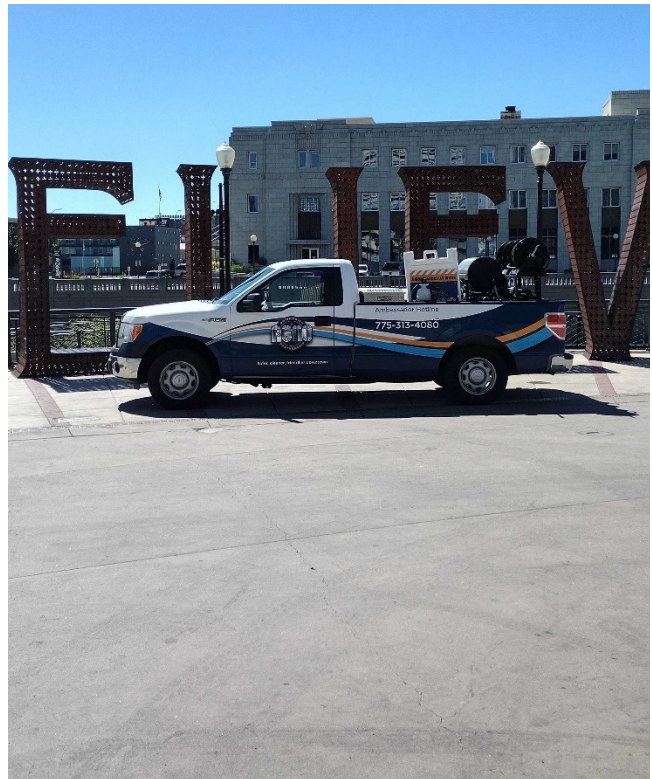
Ambassador Wade pressure washing a downtown business.



An encampment before Ambassadors cleaned up.



An encampment after the Ambassadors cleaned up.



Ambassador cleaning truck at the Believe Plaza.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

July	2,163.00
August	2,479.50
September	—

1st Quarter 4,642.00

SOCIAL SERVICE OUTREACH SPECIALIST

July	440.50
August	499.50
September	—

1st Quarter 940.00

TEAM LEADER

July	160
August	128
September	—

1st Quarter 288

OPERATIONS MANAGER

July	170
August	178
September	—

1st Quarter 348

LICENSED OUTREACH

July	168.00
August	184.00
September	—

1st Quarter 352.00

OPERATIONS SUPERVISOR

July	174.00
August	197.00
September	—

1st Quarter 371.00

CLEANING AMBASSADORS

July	330.00
August	368.00
September	—

1st Quarter 698.00

PARKS AMBASSADORS

July	453.00
August	341.00
September	—

1st Quarter 794.00

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STATISTICS

311 REPORTS

	JULY	AUG	SEPT
Bulky Items	4	0	—
Encampment Reporting	4	22	—
Graffiti Removal	7	0	—
Gutter Repair	3	0	—
Illegal Dumping	29	0	—
Sidewalk Repair	0	0	—
Streetlight Issue	0	0	—

1st Quarter	47	22	—
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CRIMES

	JULY	AUG	SEPT
Aggravated Assault	1	0	—
Assault	1	2	—
Battery	1	1	—
Threat	0	2	—
Hate Crime	1	0	—
Stalking	0	1	—
Domestic Violence	1	0	—
Harassment	0	0	—
Burglary	5	0	—
Robbery	1	0	—

1st Quarter	11	6	—
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WASTE - REPORTED

	JULY	AUG	SEPT
Feces	11	49	—
Syringe	27	17	—
Urine	4	3	—

1st Quarter	42	69	—
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DIRECTIONS

	JULY	AUG	SEPT
All	87	564	—

1st Quarter	87	564	—
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STAKEHOLDER CHECK-IN

	JULY	AUG	SEPT
Business	7,206	5,315	—
Property Owner	58	34	—
Residential Property	48	78	—

1st Quarter	7,312	5,427	—
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ANIMAL

	JULY	AUG	SEPT
Dead - disposed of	1	3	—
Dead - reported to Animal Control	0	0	—

1st Quarter	1	3	—
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PROPERTY

	JULY	AUG	SEPT
Abandoned	2	27	—
Found	0	2	—
Lost	0	1	—
Shopping Carts - recovered	20	31	—

1st Quarter	22	61	—
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SAFE WALKS

	JULY	AUG	SEPT
All	84	107	—

3rd Quarter	84	107	—
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EVENT SUPPORT

	JULY	AUG	SEPT
Service Hours	0	168	—
Cleanup	0	0	—

1st Quarter	0	168	—
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INCOMING CALLS

	JULY	AUG	SEPT
Nuisances	280	295	—
Outreach	12	18	—
Cleanliness	8	12	—
Other	2	3	—

1st Quarter	304	328	—
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QUALITY OF LIFE

	JULY	AUG	SEPT
Incidents - Public Intoxication	742	529	—
Incidents - Public Indecency	27	3	—
Incidents - Public Urination	46	1	—
Incidents - Trespassing	0	9	—
Incidents - Disturbance	167	156	—
Incidents - Noise Complaint	0	1	—
Incidents - Open Container	592	298	—
Incidents - Panhandling Passive	145	100	—
Incidents - Panhandling - Aggressive	19	16	—
Incidents - Suspicious Person	0	2	—
Incidents - Suspicious Vehicle	0	0	—
Conditions - Blocking Sidewalk	823	591	—
Conditions - Benches Cleared	71	60	—
Conditions - Encampment	376	22	—
Conditions - Wellness Check	740	701	—

1st Quarter	3,748	2,489	—
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SOCIAL SERVICE

	JULY	AUG	SEPT
Referral - Clothing	66	28	—
Referral - Food	79	39	—
Referral - Medical	21	12	—
Referral - Shelter	84	74	—
Referral - Detox/Treatment	18	44	—
Referral - Housing	7	13	—
Referral - Insurance	0	0	—
Referral - Van Ride	16	63	—
Referral - Outreach	114	153	—

1st Quarter	405	426	—
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TRASH-REPORTED

	JULY	AUG	SEPT
Litter	1,880	2,836	—
Debris	536	609	—
Bulky Items	27	9	—
Trash Bags Filled	607	643	—
Illegal Dumping - Sidewalk	15	8	—
Illegal Dumping - Alley	0	1	—

1st Quarter	3,065	4,106	—
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HOT SPOTS

	JULY	AUG	SEPT
Checks	3,263	2,519	—

1st Quarter	3,263	2,519	—
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MATERIALS DISTRIBUTION

	JULY	AUG	SEPT
Collateral Material	49	19	—

1st Quarter	49	19	—
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HOSPITALITY

	JULY	AUG	SEPT
Engagement	3,742	3,397	—

1st Quarter	3,742	3,397	—
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