

STREET REPORT



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



Ambassadors at the Artown Pride festival.

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With the closing of fiscal year, the Downtown Reno Ambassador Team is off to a fresh start full of possibilities.

The statistics spoke to an abundance of excellent teamwork, surpassing all previous numbers. The future holds endless possibilities full of opportunity to continue making a difference in our community to make Reno a cleaner, safer, friendlier experience for everyone.

HOSPITALITY SUCCESS STORIES

07/12/2022 A couple and their 3 small dogs had finally had it with trying to survive on the streets of Reno. They came up here to start over, leaving behind their apartment and family. They asked if there was any way anyone could help their situation. Outreach was able to have one Greyhound ticket paid for through the Ambassadors and afterwards, Outreach got a hold of Rita's payee and was able to have the second ticket paid for. The couple was successful in getting back home to Fresno to reassess their situation and find more support for their recovery in their home town.

07/26/2022 Jakob came to the Ambassadors inquiring about getting on his feet. He never had a Nevada State ID nor had any idea how to get these documents. He has been struggling with being a homeless youth and fighting addiction so getting these tasks accomplished were a bit of a challenge. Outreach was able to assist him with going to Catholic Charities and getting his birth certificate voucher as well as getting his birth certificate. We then assisted him with transportation to DMV to obtain his ID.

07/28/2022 Jessie M. came to Reno to enroll into a recovery program, however, the program was not working for her. She found herself struggling and just wanted to go home to be with her 3 sons. Ambassador Jose was very helpful in getting Jessie to the right place and the Ambassadors assisted her in getting home through Greyhound.

OUTREACH SUCCESS STORIES:

07/13/2022 Outreach Ambassador Joy came across Emmanuel, who was celebrating close to a month of sobriety. He had arrived to Community Court to inquire about a new

SNAP Card and Medicaid Card. Joy transported him to the DWSS Office and was able to set him up with a new SNAP Card, and Medicaid card, all of which are being sent in the mail. She also assisted him with obtaining a free phone and submitting a dispute claim against fraudulent charges on his Direct Express Card.

07/18/2022

Outreach Ambassador Rainey spoke with David, who was involved in the Crossroads program for 6 months. He informed her that he is doing much better, and had received surgery on both of his hands. He was admitted into Crossroads with the assistance of the Ambassadors, and has been sober ever since. He also spends a great deal of his time jogging around downtown and is experiencing a very healthy lifestyle.

07/30/2022

Licensed Outreach Yvonne was able to transport 44 people on eight different van trips to Social Security and DMV to assist with getting them social security cards and identification.

EMPLOYEE AWARDS RECOMMENDATIONS:

Employee of the Month: Ambassador Jose has been an important part of the Ambassador team for nearly 2 years and he is well seasoned and has grown with the DRP through the various changes. Dependable and reliable, Jose has been an ongoing asset to the Ambassador family and we hope he will continue to be so for many years to come. Thank you for your dedication and service to the downtown Reno area and all of us at DRP.

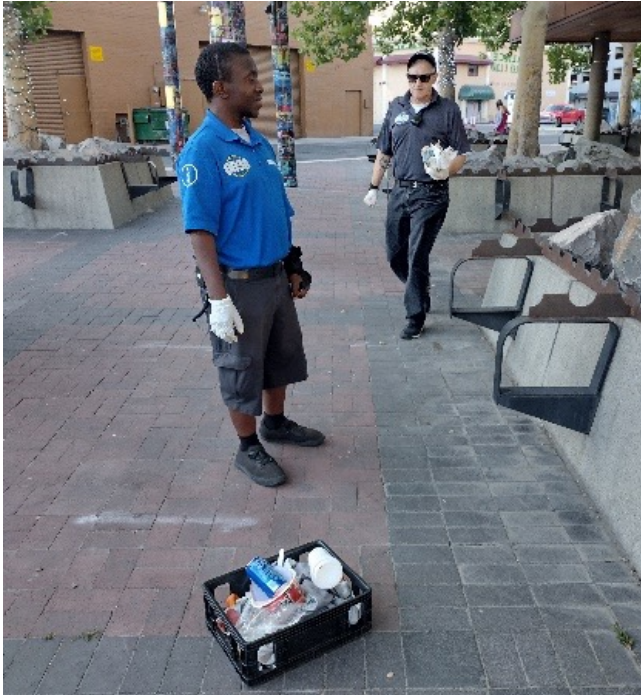
Caught Doing Something Right: Ambassador Roscoe is always doing something right. If he's not doing check-ins, he's got a picker in one hand and a trash bag in the other. His service numbers were the highest for the month of July. Thank you for your continued service to the Ambassadors and your dedication to keeping Reno safe and clean.

Customer Service Award: Shad has become an important part of the Parks Ambassadors. He has proven himself to be hard working and a valuable asset to the team. We look forward to his continued service keeping the river walk, parks, and plazas clean.

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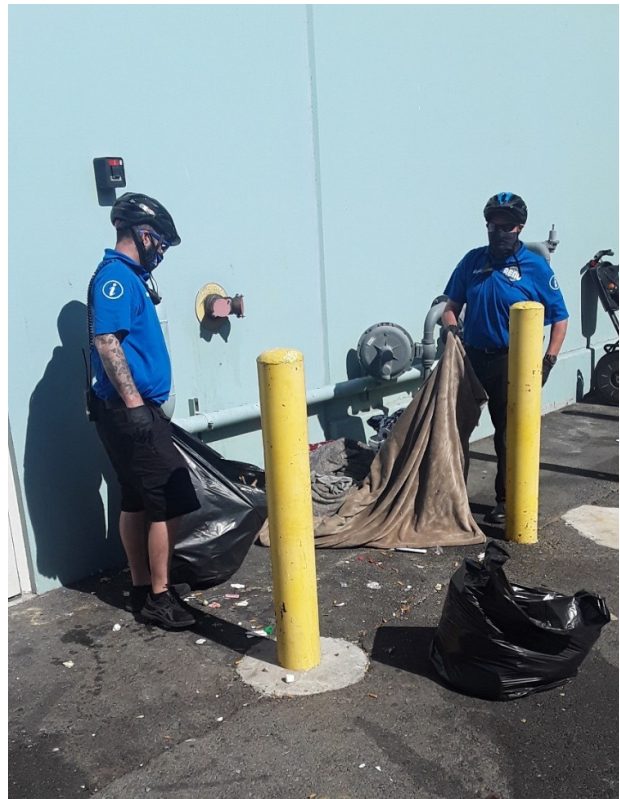
Ambassadors Xavier and Erik cleaning up a plaza.



Ambassador Jose helping out.



Ambassador Sadie speaking with a client.



Ambassadors cleaning up an alley.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

July	2,163.00
August	—
September	—

3rd Quarter 2,163.00

LICENSED OUTREACH

July	168.00
August	—
September	—

3rd Quarter 168.00

SOCIAL SERVICE OUTREACH SPECIALIST

July	440.50
August	—
September	—

3rd Quarter 440.50

OPERATIONS SUPERVISOR

July	174.00
August	—
September	—

3rd Quarter 174.00

TEAM LEADER

July	160
August	—
September	—

3rd Quarter 160

CLEANING AMBASSADORS

July	330.00
August	—
September	—

3rd Quarter 330.00

OPERATIONS MANAGER

July	170
August	—
September	—

3rd Quarter 170

PARKS AMBASSADORS

July	453.00
August	—
September	—

3rd Quarter 453.00

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STATISTICS

311 REPORTS

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

3rd Quarter 47 — —

CRIMES

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

3rd Quarter 11 — —

WASTE - REPORTED

	JULY	AUG	SEPT
Feces	11	—	—
Syringe	27	—	—
Urine	4	—	—

3rd Quarter 42 — —

DIRECTIONS

	JULY	AUG	SEPT
All	87	—	—

3rd Quarter 87 — —

STAKEHOLDER CHECK-IN

	JULY	AUG	SEPT
Business	7,206	—	—
Property Owner	58	—	—
Residential Property	48	—	—

3rd Quarter 7,312 — —

ANIMAL

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

3rd Quarter 1 — —

PROPERTY

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

3rd Quarter 22 — —

SAFE WALKS

	JULY	AUG	SEPT
All	84	—	—

3rd Quarter 84 — —

EVENT SUPPORT

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

3rd Quarter 0 — —

INCOMING CALLS

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

3rd Quarter 304 — —

QUALITY OF LIFE

	JULY	AUG	SEPT
Incidents - Public Intoxication	742	—	—
Incidents - Public Indecency	27	—	—
Incidents - Public Urination	46	—	—
Incidents - Trespassing	0	—	—
Incidents - Disturbance	167	—	—
Incidents - Noise Complaint	0	—	—
Incidents - Open Container	592	—	—
Incidents - Panhandling Passive	145	—	—
Incidents - Panhandling - Aggressive	19	—	—
Incidents - Suspicious Person	0	—	—
Incidents - Suspicious Vehicle	0	—	—
Conditions - Blocking Sidewalk	823	—	—
Conditions - Benches Cleared	71	—	—
Conditions - Encampment	376	—	—
Conditions - Wellness Check	740	—	—

3rd Quarter 3,748 — —

SOCIAL SERVICE

	JULY	AUG	SEPT
Referral - Clothing	21	—	—
Referral - Food	82	—	—
Referral - Medical	51	—	—
Referral - Shelter	108	—	—
Referral - Detox/Treatment	24	—	—
Referral - Housing	38	—	—
Referral - Insurance	36	—	—
Referral - Van Ride	15	—	—
Referral - Transportation	23	—	—
Referral - Employment	11	—	—

3rd Quarter 409 — —

TRASH-REPORTED

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

3rd Quarter 3,065 — —

HOT SPOTS

	JULY	AUG	SEPT
Checks	3,263	—	—

3rd Quarter 3,263 — —

MATERIALS DISTRIBUTION

	JULY	AUG	SEPT
Collateral Material	49	—	—

3rd Quarter 49 — —

HOSPITALITY

	JULY	AUG	SEPT
Engagement	3,742	—	—

3rd Quarter 3,742 — —