

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT
HOSPITALITY AND STREET OUTREACH PROGRAM | JUNE 2022



Ambassador Robert helping the City of Reno.

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As expected, June brought with it some of Reno's popular events ~ 10 days of the Reno Rodeo, the Great Eldorado BBQ Brews and Blues Festival, Street Vibrations Spring Rally and the beginning of the Outdoor Music season. Our Biggest Little City is warming up with locals and tourists alike giving the wonderful Ambassador team unlimited opportunities to keep the zones clean, safe and enjoyable for all while continuing to assist many of our most vulnerable community members in need of resources.

HOSPITALITY SUCCESS STORIES

06/06/2022 - Long-time Outreach client "Michael" was finally able to get into an apartment after some difficult hurdles that the Outreach team worked diligently to overcome. Thank you, Yvonne, for being at the forefront and making it your personal mission to see it through. Outreach continues to make big differences in the lives of some of Reno's more unfortunate!

06/17/2022 - We were able to successfully relocate a couple of different individuals in the month of June, who each, for various reasons, became stranded in the Reno area and had lost the means to get back to where they lived. Our Hospitality Ambassadors ran into these individuals while out in the field having heard each one's situation and making it a priority to help them as best they could and collaborating with the Outreach Ambassadors to find a means to best help each person's unique circumstance and in the end celebrating success and making a huge difference in the lives of those who desperately needed help! Way to go team!

06/18/2022 - Ambassadors took place in the annual Reno Rodeo where our entire staff was on full display. Included was a banner, our company van, the pressure washing truck, and Ambassadors on segways, bikes, as well as walking.

OUTREACH SUCCESS STORIES:

06/05/2022 - Social Outreach Joy was able to assist with an elderly female suffering from heat exhaustion. She was transported safely to the emergency room after succumbing to the elements.

06/16/2022 - Social Outreach Ambassadors Rainey responded to a call at Walgreens for an elderly man with dementia. He was observed wandering around Walgreens seemingly confused and unsure of where he was or how he arrived there. With the assistance of Walgreens employee

Adrianna, we were able to locate his residence and get him home safely.

06/30/2022 - Licensed Outreach Yvonne was able to transport 18 people on 8 different van trips to Social Security and DMV to assist with getting them social security cards and identification.

EMPLOYEE AWARDS RECOMMENDATIONS:

Employee of the Quarter: Wade Yonker is not a new face to our team and has a much-loved personality within the Ambassador family. He always wants to plan a get together the whole team can partake in and it usually involves food. Wade has stayed after his shift, off the clock to assist someone he ran into during his shift that needed an emergency repair to their bike so he took it upon himself and stayed after just to help them and make sure they were not left without a way to get around. That's the kind of compassion this world lacks these days and a desired characteristic Street plus looks for in our team, thank you Wade for all that you do.

Employee of the Month: As some of you know, in early March the Downtown Reno Partnership implemented the newest extension to the Reno DRP and so began the Cleaning Crew bringing to us a Truck, Trailer and Industrial Sized Cleaning Equipment. In addition to this it brought us a new family member - Thomas Kuciemba! Thomas quickly became a valued team member and has shown his worth through his hard work and dedication to his duties making sure that everything came together and ran smoothly. He has gone above and beyond in every way and is a vital member to the Ambassador family. Thank you, Thomas, for being a part of the Ambassador experience!

Caught Doing Something Right: Parks Ambassador Melissa can be found in up and down the river walk and park areas making sure the area is clean of litter and debris.

Customer Service Award: Ambassador Jason Hinshaw has become a valuable member of Reno's team and has been a great help to the Downtown area's less fortunate creating relationships with those he comes in contact with. He always tries to be of service to those around him, from the various people we help during our work day as well as with his Ambassador Family and offering help to any team members asking for assistance on the radio. Keep up the good work, friend!

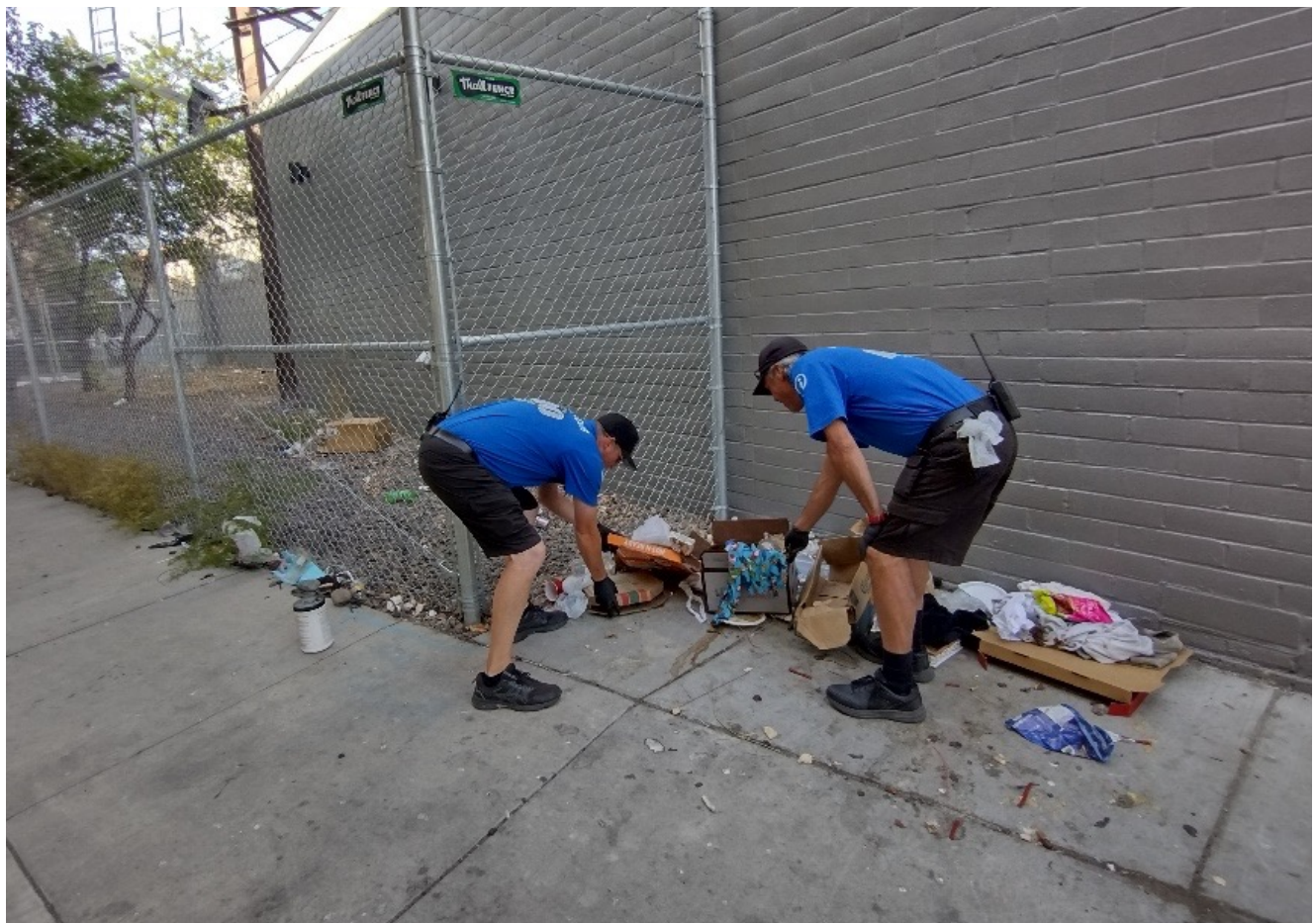
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Ambassadors gearing up for the Reno Rodeo parade.



Ambassadors picking up trash.

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Ambassador Sadie speaking with a client.



Ambassadors cleaning off graffiti.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

April	2,334.50
May	2,271.50
June	2,119.00

2nd Quarter 6,724.00

SOCIAL SERVICE OUTREACH SPECIALIST

April	537.50
May	555.00
June	424.50

2nd Quarter 1,537.00

TEAM LEADER

April	136.00
May	148.00
June	125.50

2nd Quarter 410.50

OPERATIONS MANAGER

April	168.00
May	176.00
June	186.00

2nd Quarter 530.00

LICENSED OUTREACH

April	162.00
May	176.00
June	178.00

2nd Quarter 516.00

OPERATIONS SUPERVISOR

April	169.00
May	186.25
June	179.50

2nd Quarter 534.75

CLEANING AMBASSADORS

April	216.00
May	326.00
June	326.00

2nd Quarter 868.00

PARKS AMBASSADORS

April	512.50
May	496.00
June	491.00

2nd Quarter 1,499.50

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STATISTICS

311 REPORTS	APRIL	MAY	JUNE	INCOMING CALLS	APRIL	MAY	JUNE
Bulky Items	0	0	1	Nuisances	221	263	252
Encampment Reporting	4	1	0	Outreach	15	12	10
Graffiti Removal	6	25	6	Cleanliness	5	13	3
Gutter Repair	0	0	2	Other	2	0	2
Illegal Dumping	2	0	0				
Sidewalk Repair	2	1	0	2nd Quarter	243	288	267
Streetlight Issue	0	1	0	QUALITY OF LIFE	APRIL	MAY	JUNE
2nd Quarter	14	28	9	Incidents - Public Intoxication	112	49	0
CRIMES	APRIL	MAY	JUNE	Incidents - Public Indecency	0	3	0
Aggravated Assault	0	0	0	Incidents - Public Urination	0	4	3
Assault	2	1	0	Incidents - Trespassing	4	0	5
Battery	1	0	0	Incidents - Disturbance	107	71	9
Threat	5	1	0	Incidents - Noise Complaint	0	0	0
Hate Crime	0	0	0	Incidents - Open Container	55	70	0
Stalking	0	0	0	Incidents - Panhandling Passive	46	45	0
Domestic Violence	0	0	1	Incidents - Panhandling - Aggressive	3	3	0
Harassment	0	0	0	Incidents - Suspicious Person	0	0	0
Burglary	0	0	0	Incidents - Suspicious Vehicle	2	0	0
Robbery	0	0	0	Conditions - Blocking Sidewalk	673	400	342
2nd Quarter	8	2	1	Conditions - Benches Cleared	240	16	15
WASTE - REPORTED	APRIL	MAY	JUNE	Conditions - Encampment	76	49	19
Feces	8	27	9	Conditions - Wellness Check	143	211	19
Syringe	19	20	50	2nd Quarter	197	921	412
Urine	1	21	1	SOCIAL SERVICE	APRIL	MAY	JUNE
2nd Quarter	28	68	60	Referral - Clothing	27	8	12
DIRECTIONS	APRIL	MAY	JUNE	Referral - Food	37	34	30
All	462	463	371	Referral - Medical	11	2	3
2nd Quarter	462	463	371	Referral - Shelter	44	11	13
STAKEHOLDER CHECK-IN	APRIL	MAY	JUNE	Referral - Detox/Treatment	10	3	0
Business	7,093	6,242	4,506	Referral - Housing	38	0	0
Property Owner	45	43	31	Referral - Insurance	1	2	0
Residential Property	79	24	39	Referral - Van Ride	39	4	0
2nd Quarter	7,217	6,309	4,576	Referral - Outreach	18	0	4
ANIMAL	APRIL	MAY	JUNE	2nd Quarter	225	64	62
Dead - disposed of	4	4	3	TRASH-REPORTED	APRIL	MAY	JUNE
Dead - reported to Animal Control	0	2	1	Litter	2,827	2,567	1,096
2nd Quarter	4	6	4	Debris	109	79	110
PROPERTY	APRIL	MAY	JUNE	Bulky Items	13	13	6
Abandoned	7	2	12	Trash Bags Filled	916	873	709
Found	3	7	1	Illegal Dumping - Alley	6	14	6
Lost	1	0	0	Illegal Dumping - Sidewalk	3	0	0
Shopping Carts - recovered	38	32	32	2nd Quarter	3,874	3,546	1,927
2nd Quarter	49	41	45	HOT SPOTS	APRIL	MAY	JUNE
SAFE WALKS	JAN	FEB	MARCH	Checks	2,931	2,573	1,879
All	108	103	100	2nd Quarter	2,931	2,573	1,879
2nd Quarter	108	103	100	MATERIALS DISTRIBUTION	APRIL	MAY	JUNE
EVENT SUPPORT	APRIL	MAY	JUNE	Collateral Material	6	5	0
Service Hours	99	102	128	2nd Quarter	6	5	0
Cleanup	0	0	3	HOSPITALITY	APRIL	MAY	JUNE
2nd Quarter	99	102	131	Engagement	3,224	2,600	2,402
				2nd Quarter	3,224	2,600	2,402