

# STREET REPORT



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



Ambassador Rainey with Mayor Schieve and DRP Executive Director Neoma Jardon

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To every ending is a new beginning. We close the summer season and with lots of positive, wonderful work being done by the hospitality and outreach team for the Downtown Reno Partnership Ambassadors. As we head into the cooler temperatures and beautiful colors of fall, we also head into everyday opportunities to help ordinary people in extra ordinary ways. Please enjoy some of the highlights of the month.

## **HOSPITALITY SUCCESS STORIES:**

### **09/03/2022**

Ambassador Eidan was able to assist a couple with moving into the Cares Campus from a tent on the Truckee River.

### **09/17/2022**

Ambassador Craig assisted a man whose electric wheelchair battery died. He was able to push him to a safe charging station.

### **09/28/2022**

Ambassador Jason was able to help locate a resident's purse that was stolen and stashed in a bush, nothing was missing when found.

## **OUTREACH SUCCESS STORIES:**

### **09/11/2022**

Outreach Ambassadors Joy and Rainey were able to assist a woman with a bus pass back to Winnemucca after being released from the hospital and stranded in Reno for two days.

### **09/18/2022**

Licensed Outreach Yvonne was able to assist a man with moving into permanent housing at Park Manor from the Cares Campus.

### **09/30/2022**

Licensed Outreach Yvonne worked with a man named Frank who lost his home to a fire in April. Along with the City of Reno, RSGM, and the K.T. Foundation, they were able to assist him with moving him into affordable housing.

## **EMPLOYEE AWARDS RECOMMENDATIONS:**

### **Employee of the quarter:**

Clean Ambassador Wade has headed up the clean team making it a stellar part of our operations.

### **Employee of the Month:**

Hospitality Ambassador Roscoe is at it again. He is known for keeping his zone extremely clean and assisting anyone in need. He recently saved a life in a bathroom stall by administering Narcan and CPR to a man who was overdosing on opioids.

### **Caught Doing Something Right:**

Lead Hospitality Ambassador Jason H. is our newest lead ambassador. He has stepped into a leadership role and is getting better at his job daily.

### **Customer Service Award:**

Hospitality Ambassador John is a hard working ambassador with perfect attendance who is known for his good attitude.

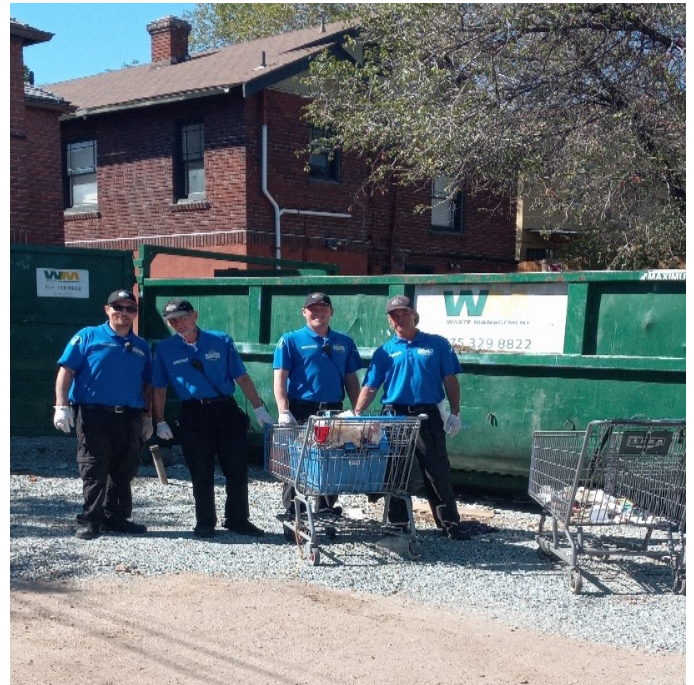


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*Ambassador Wade pressure washing the National Bowling Stadium.*



*Team of Ambassadors cleaning up a large encampment.*



*Ambassadors Brian and Eidan cleaning up the river.*



*Ambassador Jason with the Queen Bee during a city celebration.*



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*Operations Manager Chris Reardon speaking at the Town hall meeting.*



*Ambassador Jose offering his services.*

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

July	2,163.00
August	2,479.50
September	2,454.25

1st Quarter 7,096.75

### SOCIAL SERVICE OUTREACH SPECIALIST

July	440.50
August	499.50
September	512.25

1st Quarter 1,452.25

### TEAM LEADER

July	160
August	128
September	120

1st Quarter 408

### OPERATIONS MANAGER

July	170
August	178
September	176

1st Quarter 524

### LICENSED OUTREACH

July	168.00
August	184.00
September	184.00

1st Quarter 536.00

### OPERATIONS SUPERVISOR

July	174.00
August	197.00
September	179.25

1st Quarter 550.25

### CLEANING AMBASSADORS

July	330.00
August	368.00
September	348.00

1st Quarter 1,046.00

### 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	1
Encampment Reporting	4	22	11
Graffiti Removal	7	0	1
Gutter Repair	3	0	0
Illegal Dumping	29	0	0
Sidewalk Repair	0	0	1
Streetlight Issue	0	0	0

1st Quarter 47 22 14

### CRIMES

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

1st Quarter 11 6 2

### WASTE - REPORTED

	JULY	AUG	SEPT
Feces	11	49	56
Syringe	27	17	9
Urine	4	3	17

1st Quarter 42 69 82

### DIRECTIONS

	JULY	AUG	SEPT
All	87	564	661

1st Quarter 87 564 661

### STAKEHOLDER CHECK-IN

	JULY	AUG	SEPT
Business	7,206	5,315	4,218
Property Owner	58	34	42
Residential Property	48	78	19

1st Quarter 7,312 5,427 4,279

### ANIMAL

	JULY	AUG	SEPT
Dead - disposed of	1	3	2
Dead - reported to Animal Control	0	0	0

1st Quarter 1 3 2

### PROPERTY

	JULY	AUG	SEPT
Abandoned	2	27	9
Found	0	2	0
Lost	0	1	0
Shopping Carts - recovered	20	31	24

1st Quarter 22 61 33

### SAFE WALKS

	JULY	AUG	SEPT
All	84	107	1

3rd Quarter 84 107 1

### EVENT SUPPORT

	JULY	AUG	SEPT
Service Hours	0	168	11
Cleanup	0	0	0

1st Quarter 0 168 11

### INCOMING CALLS

	JULY	AUG	SEPT
Nuisances	280	295	245
Outreach	12	18	14
Cleanliness	8	12	12
Other	2	3	4

1st Quarter 304 328 275

### QUALITY OF LIFE

	JULY	AUG	SEPT
Incidents - Public Intoxication	742	529	458
Incidents - Public Indecency	27	3	2
Incidents - Public Urination	46	1	13
Incidents - Trespassing	0	9	13
Incidents - Disturbance	167	156	115
Incidents - Noise Complaint	0	1	2
Incidents - Open Container	592	298	219
Incidents - Panhandling Passive	145	100	104
Incidents - Panhandling - Aggressive	19	16	25
Incidents - Suspicious Person	0	2	1
Incidents - Suspicious Vehicle	0	0	0
Conditions - Blocking Sidewalk	823	591	561
Conditions - Benches Cleared	71	60	77
Conditions - Encampment	376	22	18
Conditions - Wellness Check	740	701	58

1st Quarter 3,748 2,489 1,666

### SOCIAL SERVICE

	JULY	AUG	SEPT
Referral - Clothing	66	28	22
Referral - Food	79	39	20
Referral - Medical	21	12	8
Referral - Shelter	84	74	46
Referral - Detox/Treatment	18	44	42
Referral - Housing	7	13	1
Referral - Insurance	0	0	3
Referral - Van Ride	16	63	67
Referral - Outreach	114	153	163

1st Quarter 405 426 372

### TRASH-REPORTED

	JULY	AUG	SEPT
Litter	1,880	2,836	2,142
Debris	536	609	179
Bulky Items	27	9	11
Trash Bags Filled	607	643	4
Illegal Dumping - Sidewalk	15	8	7
Illegal Dumping - Alley	0	1	1

1st Quarter 3,065 4,106 2,344

### HOT SPOTS

	JULY	AUG	SEPT
Checks	3,263	2,519	2,822

1st Quarter 3,263 2,519 2,822

### MATERIALS DISTRIBUTION

	JULY	AUG	SEPT
Collateral Material	49	19	19

1st Quarter 49 19 19

### HOSPITALITY

	JULY	AUG	SEPT
Engagement	3,742	3,397	2,899

1st Quarter 3,742 3,397 2,899