

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | JANUARY, 2023

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 January 2023. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



DRP and Ambassador team with honorary Mayor of the day Peanut

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As we kicked off the New Year, snow and rain made a heavy appearance, sending Ambassadors into every nook and cranny to make sure the downtown Reno community has been safe during these harsh weather conditions. The Ambassador Outreach team has been consistently connecting with organizations, attending tours with places such as the Eddy House and Our Place Women's Shelter to make sure that their clients receive the best care. Along with this, Ambassadors have had the opportunity to receive their CPR license, providing further training in helping those in our community. To wrap up the beginning of the year, we were featured on Channel 2 News, showing off our brand-new Mobile Ambassador Rapid-Response Vehicle (MARV), which allows us to respond to all hotline calls more efficiently. This new addition to our team is also equipped with such things as Narcan, and a defibrillator to ensure that the safety of Downtown Reno is our top priority.

HOSPITALITY SUCCESS STORIES:

01/03/2023

Ambassador Jose was able to assist a man with a bus ticket to California along with extra food and clothing.

01/08/2023

Ambassador Erik was able to help a family with a jump start to get the kids to school.

01/17/2023

Ambassador Edger and Xavier were able connect with various stakeholders to help with an upcoming event that creates a coupon book for the businesses in the downtown area.

01/27/2023

Ambassadors completed CPR classes to further help in critical situations.

OUTREACH SUCCESS STORIES:

01/09/2023

Outreach Esther got a call to help transport a woman to

one of the shelters. Outreach Rainey and Outreach Esther went to pick up the woman and her dog, and transported her to the Cares Campus where they can help her get her dog's vaccines figured out. After Outreach Rainey and Outreach Esther got to Cares Campus and dropped the woman and her dog, we transported another woman to Our Place. While transporting to Our Place, Outreach Rainey and Outreach Esther got a call about a family at the Amtrack station. We went to the Amtrack station and met with a woman and a father and son. The bus that was supposed to pick them up got canceled and left all three stranded at the Amtrack station. We took them to the actual Greyhound station to get things figured out.

01/17/2023

Outreach was able to transport 2 individuals from CARES campus to the Salvation Army Inpatient facility.

01/31/2023

This month outreach has been active in attending HMIS meetings adding more information into the system. They were able to get authorization to collect and share information on long-time clients and are now able to better provide assistance.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the Month:

Ambassador Brandon has a perfect attendance and a can-do attitude. He keeps his zone free from litter and addresses all incidents he comes across. He assists with training and is the first to volunteer in late hours and big clean up jobs.

Caught Doing Something Right:

Outreach coordinator Rainey continuously goes out of her way to help people in need. Including a family who ran out of gas without a gas can and were late for school.

Customer Service Award:

Edgar is our newest hospitality Ambassador and is making a big splash. His knowledge of Reno and personal ties with the downtown area is unparalleled

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Ambassador Wade being interviewed by KTVN news in regards to the new T3 "MARV"

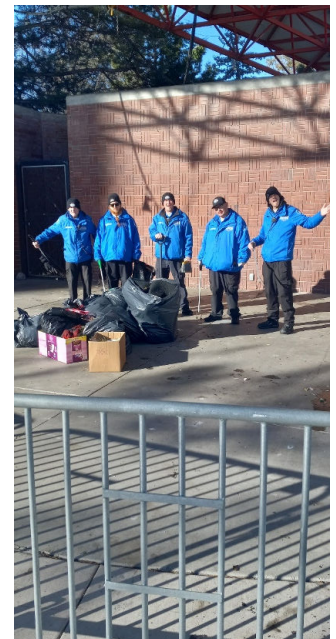
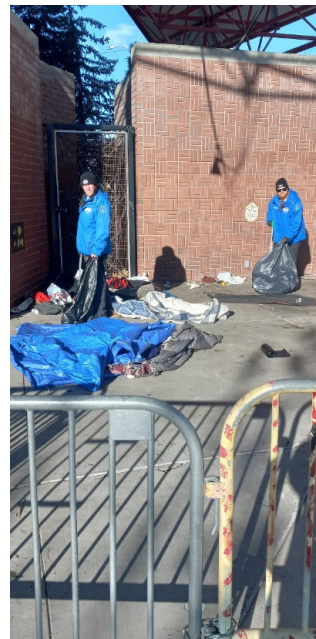
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Ambassadors meeting with stakeholders to promote relations in the BID.



Clean up of the downtown Amphitheater



Clean Ambassador Thomas cleaning graffiti at a downtown facility



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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

January	2415.25
February	—
March	—
3rd Quarter	2415.25

SOCIAL SERVICE OUTREACH SPECIALIST

January	196
February	—
March	—
3rd Quarter	196

TEAM LEADER

January	128
February	—
March	—
3rd Quarter	128

OPERATIONS MANAGER

January	176
February	—
March	—
3rd Quarter	176

LICENSED OUTREACH COORDINATOR

January	329.50
February	—
March	—
3rd Quarter	329.50

OPERATIONS SUPERVISOR

January	178
February	—
March	—
3rd Quarter	178

CLEANING AMBASSADORS

January	384
February	—
March	—
3rd Quarter	384

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STATISTICS

311 REPORTS	JAN	FEB	MARCH	SOCIAL SERVICE	JAN	FEB	MARCH
Bulky Items	1	—	—	Referral - Clothing	12	—	—
Encampment Reporting	2	—	—	Referral - Food	7	—	—
Graffiti Removal	4	—	—	Referral - Medical	5	—	—
Gutter Repair	0	—	—	Refferal - Shelter	58	—	—
Illegal Dumping	0	—	—	Refferal - Detox/Treatment	20	—	—
Sidewalk Repair	0	—	—	Refferal - Housing	0	—	—
Streetlight Issue	0	—	—	Refferal - Insurance	0	—	—
3rd Quarter	7	—	—	Refferal- Van Rides Given	57	—	—
CRIMES	JAN	FEB	MARCH	Outreach	211	—	—
Aggravated Assault	0	—	—	3rd Quarter	370	—	—
Assault	0	—	—	TRASH-REPORTED	JAN	FEB	MARCH
Battery	0	—	—	Litter	1,486	—	—
Threat	7	—	—	Debris	104	—	—
Hate Crime	0	—	—	Bulky Items	0	—	—
Stalking	0	—	—	Trash Bags Filled	78	—	—
Domestic Violence	0	—	—	Illegal Dumping - Sidewalk	0	—	—
Harassment	0	—	—	Illegal Dumping - Alley	0	—	—
Burglary	0	—	—	3rd Quarter	1,668	—	—
Robbery	0	—	—	HOT SPOTS	JAN	FEB	MARCH
3rd Quarter	7	—	—	Checks	845	—	—
WASTE - REPORTED	JAN	FEB	MARCH	3rd Quarter	845	—	—
Feces	4	—	—	HOSPITALITY	JAN	FEB	MARCH
Syringe	6	—	—	Engagement	865	—	—
Urine	0	—	—	3rd Quarter	865	—	—
3rd Quarter	10	—	—	EVENT SUPPORT	JAN	FEB	MARCH
CALL TO EMS	JAN	FEB	MARCH	Service Hours	0	—	—
Police	16	—	—	Cleanup	0	—	—
Fire	15	—	—	3rd Quarter	0	—	—
Ambulance	2	—	—	MATERIALS DISTRIBUTION	JAN	FEB	MARCH
3rd Quarter	33	—	—	Collateral Marketing Material	111	—	—
STAKEHOLDER CHECK-IN	JAN	FEB	MARCH	3rd Quarter	111	—	—
Business	1,433	—	—	SAFE WALKS	JAN	FEB	MARCH
Property Owner	31	—	—	All	84	—	—
Residential Property	1	—	—	3rd Quarter	84	—	—
3rd Quarter	1,475	—	—	CLEANING	JAN	FEB	MARCH
INCOMING CALLS	JAN	FEB	MARCH	Pressure Washes	10	—	—
Nuisances	156	—	—	Lbs of Trash Collected	2,450	—	—
Outreach	9	—	—	3rd Quarter	2,460	—	—
Cleanliness	5	—	—	ANIMAL	JAN	FEB	MARCH
Other	5	—	—	Dead - disposed of	0	—	—
3rd Quarter	175	—	—	Dead - reported to Animal Control	0	—	—
QUALITY OF LIFE	JAN	FEB	MARCH	3rd Quarter	0	—	—
Incidents - Public Intoxication	269	—	—	PROPERTY	JAN	FEB	MARCH
Incidents - Public Indecency	0	—	—	Abandoned	1	—	—
Incidents - Public Urination	0	—	—	Found	0	—	—
Incidents - Trespassing	52	—	—	Lost	1	—	—
Incidents - Disturbance	106	—	—	Shopping Carts - recovered	15	—	—
Incidents - Noise Complaint	0	—	—	3rd Quarter	17	—	—
Incidents - Open Container	77	—	—	DIRECTIONS	JAN	FEB	MARCH
Incidents - Panhandling Passive	34	—	—	All	399	—	—
Incidents - Panhandling - Aggressive	9	—	—	3rd Quarter	399	—	—
Incidents - Suspicious Person	0	—	—				
Incidents - Suspicious Vehicle	0	—	—				
Conditions - Blocking Sidewalk	204	—	—				
Conditions - Benches Cleared	106	—	—				
Conditions - Encampment	27	—	—				
Conditions - Wellness Check	8	—	—				
3rd Quarter	892	—	—				