

STREET REPORT



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



Group picture after our holiday party

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DECEMBER HIGHLIGHTS:

The year 2022 allowed for incredible developments with the Downtown Reno Partnership. The addition of 2 new vehicles; the outreach van, and the cleaning truck, has promoted a much cleaner and friendlier downtown, as ambassadors are able to remove the city of graffiti, and waste, as well as assist those residing here with immediate transportation to such things as the shelter and appointments to ensure that the downtown community is thriving. Along with this, ambassadors have had the opportunity to train with a few of Reno's greatest attributes, such as Reno's dispatch team, REMSA, Karma Box, and the Reno Police Department, allowing for all resources to collaborate, thus contributing to the goal of making Downtown Reno safer. Ambassadors have also been working closely with city officials, walking downtown Reno early in the morning, making everyone aware of the consistent issues that are faced, thus being taken care of without delay. With 2022 coming to a halt, the Downtown Reno Partnership has grown to be a strong attribution to Downtown Reno.

HOSPITALITY SUCCESS STORIES:

- 12/06/2022 – Ambassador Eric assisted a family of 4 with temporary shelter during a snow storm that stranded them in Reno.
- 12/12/2022 – Ambassador Brandon was able to help move a couple from an encampment on the Truckee River to the Cares Campus.
- 12/20/2022 – Ambassador Eidan was able to return a woman's brand new iPhone after it was lost in Downtown Reno.
- 12/30/2022 – Ambassador Jason was able to help a man get back home to Stead after a long night of drinking where the man passed out in some bushes.

OUTREACH SUCCESS STORIES:

- 12/10/2022 – Outreach Danielle got a woman into a treatment facility in Carson City after working with her for over a year.
- 12/12/2022 – Licensed Outreach Rainey and Esther assisted a woman who was stranded with a bus ticket back to California.
- 12/27/2022 – Outreach Danielle was able to assist a man and his son with food and shelter for the night and a bus ticket to Utah.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the Year:

Hospitality Ambassador Roscoe was recognized by REMSA and received the coveted Community Caregiver award for outstanding service.

Employee of the Quarter:

Hospitality Ambassador Jose has stepped up as a great leader, also attending city walks daily.

Employee of the Month:

Outreach Ambassador Rainey was just promoted to Licensed Outreach is a knowledgeable and hard-working ambassador.

Caught Doing Something Right:

Clean Ambassador Thomas keeps the city clean rain, snow or shine.

Customer Service Award:

Hospitality Ambassador Jason P. is a veteran ambassador who is commonly praised by our stakeholders.

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Ambassador Roscoe receiving the Community Caregiver award from REMSA



Hospitality Ambassador Danielle returning a missing dog to its owner



Ambassador Team with Santa spreading holiday joy in Downtown Reno



Operations Manager Chris speaking at the Town Hall

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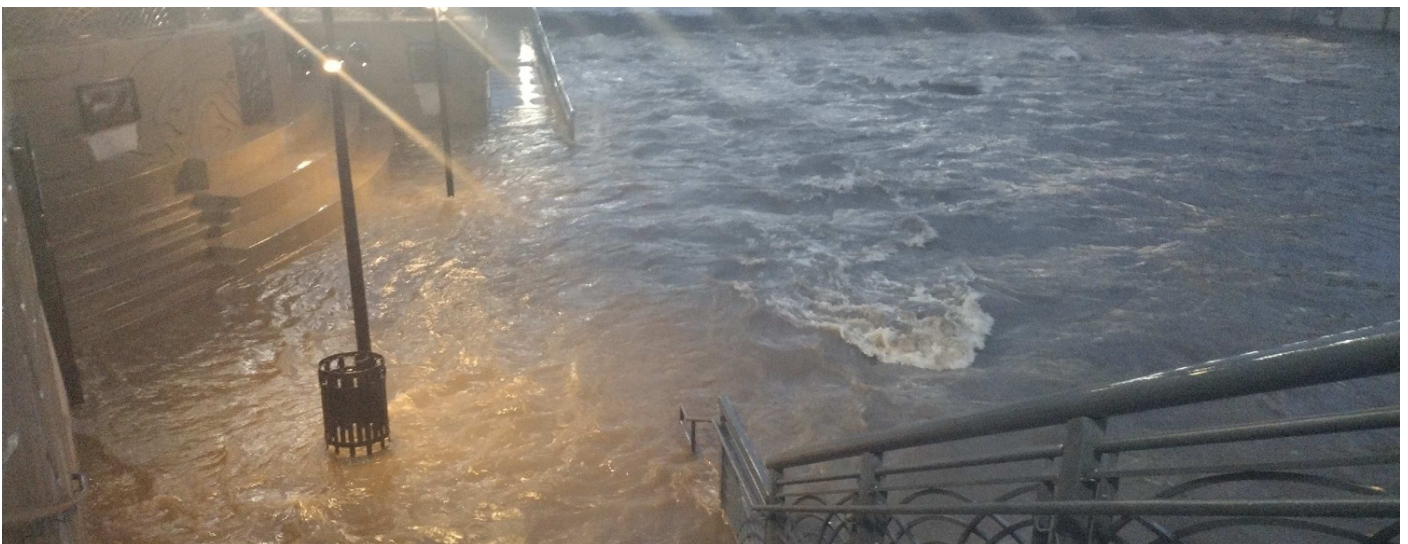
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Before and after of an Ambassador cleanup at a storefront



Ambassadors with Karma Box for training



Ambassadors doing zone inspections during a storm

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

October	2,326.50
November	2,352.50
December	2,725.00

2nd Quarter 7,403.00

SOCIAL SERVICE OUTREACH SPECIALIST

October	486.50
November	432.75
December	314.00

2nd Quarter 1,232.25

TEAM LEADER

October	164
November	112
December	72

2nd Quarter 348

OPERATIONS MANAGER

October	168
November	160
December	192

2nd Quarter 328

LICENSED OUTREACH

October	168.00
November	200.00
December	262.75

2nd Quarter 630.75

OPERATIONS SUPERVISOR

October	171
November	180
December	180

2nd Quarter 531

CLEANING AMBASSADORS

October	336
November	353
December	321

2nd Quarter 1,010

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STATISTICS

311 REPORTS	OCT	NOV	DEC	QUALITY OF LIFE	OCT	NOV	DEC
Bulky Items	0	0	0	Incidents - Public Intoxication	198	433	321
Encampment Reporting	1	2	2	Incidents - Public Indecency	0	0	0
Graffiti Removal	3	7	3	Incidents - Public Urination	0	10	1
Gutter Repair	0	0	0	Incidents - Trespassing	1	17	11
Illegal Dumping	0	0	0	Incidents - Disturbance	98	192	76
Sidewalk Repair	0	1	1	Incidents - Noise Complaint	0	0	0
Streetlight Issue	0	1	0	Incidents - Open Container	114	130	61
2nd Quarter	6	11	6	Incidents - Panhandling Passive	58	56	46
CRIMES	OCT	NOV	DEC	Incidents - Panhandling - Aggressive	7	2	1
Aggravated Assault	0	0	0	Incidents - Suspicious Person	0	0	0
Assault	0	0	0	Incidents - Suspicious Vehicle	0	0	0
Battery	0	0	0	Conditions - Blocking Sidewalk	397	344	186
Threat	0	12	9	Conditions - Benches Cleared	47	56	97
Hate Crime	0	0	0	Conditions - Encampment	26	15	5
Stalking	0	0	0	Conditions - Wellness Check	29	18	9
Domestic Violence	0	0	0	2nd Quarter	975	1,273	814
Harassment	0	0	0	SOCIAL SERVICE	OCT	NOV	DEC
Burglery	2	0	0	Referral - Clothing	6	17	17
Robbery	0	0	0	Referral - Food	10	14	13
2nd Quarter	2	12	9	Referral - Medical	4	4	2
WASTE - REPORTED	OCT	NOV	DEC	Referral - Shelter	12	61	43
Feces	47	62	8	Referral - Detox/Treatment	0	21	19
Syringe	21	5	1	Referral - Housing	1	4	4
Urine	21	35	2	Referral - Insurance	0	0	4
2nd Quarter	90	102	11	Referral - Van Ride	18	43	35
DIRECTIONS	OCT	NOV	DEC	Referral - Outreach	121	159	117
All	87	518	—	2nd Quarter	172	280	154
2nd Quarter	87	518	—	TRASH-REPORTED	OCT	NOV	DEC
STAKEHOLDER CHECK-IN	OCT	NOV	DEC	Litter	1,902	1,916	1,936
Business	3,208	2,532	1,833	Debris	151	170	153
Property Owner	30	33	71	Bulky Items	9	11	9
Residential Property	2	1,855	787	Trash bags filled	3	94	58
2nd Quarter	3,240	4,420	2,691	Illegal Dumping - Sidewalk	7	7	2
ANIMAL	OCT	NOV	DEC	Illegal Dumping - Alley	0	0	0
Dead - disposed of	2	0	0	2nd Quarter	2,072	2,198	2,158
Dead - reported to Animal Control	1	0	0	HOT SPOTS	OCT	NOV	DEC
2nd Quarter	3	0	0	Checks	1,935	1,770	1,205
PROPERTY	OCT	NOV	DEC	2nd Quarter	1,393	1,770	1,205
Abandoned	9	10	4	EVENT SUPPORT	OCT	NOV	DEC
Found	0	2	1	Service Hours	42	12	69
Lost	0	0	0	Cleanup	12	5	10
Shopping Carts - recovered	34	23	17	2nd Quarter	54	17	79
2nd Quarter	22	35	22	MATERIALS DISTRIBUTION	OCT	NOV	DEC
SAFE WALKS	OCT	NOV	DEC	Collateral Material	11	27	25
All	87	85	90	2nd Quarter	11	27	25
2nd Quarter	87	85	90	HOSPITALITY	OCT	NOV	DEC
INCOMING CALLS	OCT	NOV	DEC	Engagement	2,770	2,371	2,109
Nuisances	268	189	182	2nd Quarter	2,770	2,371	2,109
Outreach	12	15	21	CLEANING	OCT	NOV	DEC
Cleanliness	12	10	12	Pressure Washes	387	169	0
Other	2	9	6	Lbs. or trash collected	1,975	950	1,650
2nd Quarter	294	223	221	2nd Quarter	1,646	1,119	1,650