

# STREET REPORT



## DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | FEBRUARY, 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 February 2023. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



*Ambassador Jason is always happy to take your calls for service and be helping hand.*

# STREET REPORT



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

It is fair to say that as Winter came to an end, the storms did not. Ambassadors patrolled every nook and cranny during the snowy blizzards, transporting many homeless individuals to shelters where they can stay warm and safe. We also took time to remember those we lost, as our ambassadors attended the homeless vigil. Recognizing the 98 people that passed away during the year 2022. The city walks around Reno have been re-initiated. City of Reno officials, and members from the different programs, join to walk the downtown area, providing immediate support to those who need it.

## HOSPITALITY SUCCESS STORIES:

### 02/03/2023

Ambassador Jose was able to assist a family with finding a lost dog that had jumped out of their vehicle while at a red light on No. Virginia Street. The chase lasted about 20 minutes but in the end Friday "The Dog" was caught and detained until they were able to get to where he was captured at.

**02/08/2023:** Ambassador Erik was able to help a family by arranging a ride to get their kids to school when the family car broke down on lake street.

**02/10/2023:** Ambassador Edger was able to connect a mother with her son who had been living on the streets and had not checked in with family for 8 months. A heart felt situation with a wonderful reunion.

**02/23/22:** Ambassadors received a call from The City Hall Security, about a woman's car that would not start. The team was able to jump start the car and helped her get home.

**02/24/2023:** The team had a gentlemen come to the office asking for Narcan due to a young lady overdosing under the bowling stadium. The ambassador team was dispatched with Wade, Ambassadors Rosco and Jose responding to the situation. The young lady was given two doses of Narcan while Ambassador Jose and Rosco conducted CPR. Wade called 911, the paramedics arrived

on scene and she responsive. Due to the quick response of our Ambassadors, she lives another day.

## OUTREACH SUCCESS STORIES:

**02/07/23:** During the city walk the outreach team was able to get Jennifer Lodge off the streets. She was sleeping in a store's alcove and after contacting her she agreed to go to Our Place for resources. Outreach Hultsman responded to a call from RTC regarding an unclothed woman on bus #18. Upon arrival, the woman was wearing a trash bag but was not exposing herself. Esther provided the woman with a blanket and Jason Hinshaw provided a parka. She refused any other services.

**02/12/23:** Outreach Hultsman and David Papaleo went down to 6th and Vine, where we contacted an individual who was residing in a broken-down white camper van. The man, named Michael, explained that he is waiting for a friend to come help tow his car at about 3 P.M. When we went back to the area, he and the camper were gone.

**02/13/23:** After the city walk Esther, transported two gentlemen. Took one gentleman to the Cares Campus and got him in a bed. Took the other gentleman to Capitol Hill to get services, but he was not enrolled for their services. He was taken to the VA hospital to get enrolled into their program.

**02/19/23:** Outreach Hultsman responded to a transport request from Cares Campus. David Papaleo and I picked up 4 women from Cares and transported them to Our Place. Names: Jamie Roper, Teresa Fletcher, Donna Simons, Holly Burns and Synthia Fontaine was later transported to Our Place also.

**02/22/23:** Outreach Hultsman responded to a call regarding a 22-year-old in WellCare Alley. Upon arrival, she did not provide her name and refused services.

# STREET REPORT



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



Ambassador Supervisor Eric lending a helping hand to a local who ran out of gas.



A moment to remember all lives lost in the Reno area. This a daily reminder to keep the team motivated and always provide all the help we can to those in need.



Ambassador Roscoe trying add a new member to the Reno Ambassador team.



Ambassador Thomas helping with cleaning up the streets of Reno.

# STREET REPORT



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



The team at the spring training at the Aces Ballpark with our favorite mascots. GO ACES!



Holi Festival of Colors Reno- Holi is celebrated in India as a spring festival. After the chill of winter, people come outdoors, bury the hatchet, and loosen uno by throwing multi colored powders on each other. The colors represent all the colors of spring, and the diversity among human and animal kind which makes life interesting and profitable.



Ambassador Roscoe always looking for ways to be helpful when patrolling the district.



Have you ever seen the tracks (Record street Tracks) looking this clean? Our team tackled it head on with amazing results.

# STREET REPORT



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

## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

January	2415.25
February	2038.75
March	—
<b>3rd Quarter</b>	<b>4454.00</b>

### SOCIAL SERVICE OUTREACH SPECIALIST

January	196
February	236
March	—
<b>3rd Quarter</b>	<b>432</b>

### TEAM LEADER

January	128
February	128
March	—
<b>3rd Quarter</b>	<b>256</b>

### OPERATIONS MANAGER

January	176
February	152
March	—
<b>3rd Quarter</b>	<b>328</b>

### LICENSED OUTREACH COORDINATOR

January	329.50
February	312.00
March	—
<b>3rd Quarter</b>	<b>641.50</b>

### OPERATIONS SUPERVISOR

January	178
February	160
March	—
<b>3rd Quarter</b>	<b>338</b>

### CLEANING AMBASSADORS

January	384
February	312
March	—
<b>3rd Quarter</b>	<b>696</b>

# STREET REPORT



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

## STATISTICS

<b>311 REPORTS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>SOCIAL SERVICE</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Bulky Items	1	4	—	Referral - Clothing	12	13	—
Encampment Reporting	2	4	—	Referral - Food	7	9	—
Graffiti Removal	4	3	—	Referral - Medical	5	4	—
Gutter Repair	0	0	—	Refferal - Shelter	58	65	—
Illegal Dumping	0	2	—	Refferal - Detox/Treatment	20	0	—
Sidewalk Repair	0	0	—	Refferal - Housing	0	1	—
Streetlight Issue	0	0	—	Refferal - Insurance	0	0	—
<b>3rd Quarter</b>	<b>7</b>	<b>13</b>	<b>—</b>	Refferal- Van Rides Given	57	52	—
<b>CRIMES</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Outreach	211	220	—
Aggravated Assault	0	0	—	<b>3rd Quarter</b>	<b>370</b>	<b>364</b>	<b>—</b>
Assault	0	2	—	<b>TRASH-REPORTED</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Battery	0	1	—	Litter	1,486	1,156	—
Threat	7	4	—	Debris	104	67	—
Hate Crime	0	0	—	Bulky Items	0	25	—
Stalking	0	0	—	Trash Bags Filled	78	42	—
Domestic Violence	0	0	—	Illegal Dumping - Sidewalk	0	0	—
Harassment	0	1	—	Illegal Dumping - Alley	0	0	—
Burglary	0	0	—	<b>3rd Quarter</b>	<b>1,668</b>	<b>1,290</b>	<b>—</b>
Robbery	0	0	—	<b>HOT SPOTS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>3rd Quarter</b>	<b>7</b>	<b>8</b>	<b>—</b>	Checks	845	631	—
<b>WASTE - REPORTED</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>3rd Quarter</b>	<b>845</b>	<b>631</b>	<b>—</b>
Feces	4	56	—	<b>HOSPITALITY</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Syringe	6	5	—	Engagement	865	789	—
Urine	0	35	—	<b>3rd Quarter</b>	<b>865</b>	<b>789</b>	<b>—</b>
<b>3rd Quarter</b>	<b>10</b>	<b>96</b>	<b>—</b>	<b>EVENT SUPPORT</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>CALL TO EMS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Service Hours	0	0	—
Police	16	7	—	Cleanup	0	0	—
Fire	15	6	—	<b>3rd Quarter</b>	<b>0</b>	<b>0</b>	<b>—</b>
Ambulance	2	2	—	<b>MATERIALS DISTRIBUTION</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>3rd Quarter</b>	<b>33</b>	<b>15</b>	<b>—</b>	Collateral Marketing Material	111	90	—
<b>STAKEHOLDER CHECK-IN</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>3rd Quarter</b>	<b>111</b>	<b>90</b>	<b>—</b>
Business	1,433	1,282	—	<b>SAFE WALKS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Property Owner	31	0	—	All	84	61	—
Residential Property	1	0	—	<b>3rd Quarter</b>	<b>84</b>	<b>61</b>	<b>—</b>
<b>3rd Quarter</b>	<b>1,475</b>	<b>1,282</b>	<b>—</b>	<b>CLEANING</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>INCOMING CALLS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Pressure Washes	10	115	—
Nuisances	156	135	—	Lbs of Trash Collected	2,450	1,050	—
Outreach	9	11	—	<b>3rd Quarter</b>	<b>2,460</b>	<b>1,165</b>	<b>—</b>
Cleanliness	5	3	—	<b>ANIMAL</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Other	5	5	—	Dead - disposed of	0	0	—
<b>3rd Quarter</b>	<b>175</b>	<b>149</b>	<b>—</b>	Dead - reported to Animal Control	0	0	—
<b>QUALITY OF LIFE</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>3rd Quarter</b>	<b>0</b>	<b>0</b>	<b>—</b>
Incidents - Public Intoxication	269	321	—	<b>PROPERTY</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Incidents - Public Indecency	0	0	—	Abandoned	1	2	—
Incidents - Public Urination	0	0	—	Found	0	1	—
Incidents - Trespassing	52	64	—	Lost	1	4	—
Incidents - Disturbance	106	99	—	Shopping Carts - recovered	15	11	—
Incidents - Noise Complaint	0	2	—	<b>3rd Quarter</b>	<b>17</b>	<b>18</b>	<b>—</b>
Incidents - Open Container	77	70	—	<b>DIRECTIONS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Incidents - Panhandling Passive	34	42	—	All	399	278	—
Incidents - Panhandling - Aggressive	9	4	—	<b>3rd Quarter</b>	<b>399</b>	<b>278</b>	<b>—</b>
Incidents - Suspicious Person	0	0	—				
Incidents - Suspicious Vehicle	0	0	—				
Conditions - Blocking Sidewalk	204	210	—				
Conditions - Benches Cleared	106	90	—				
Conditions - Encampment	27	20	—				
Conditions - Wellness Check	8	10	—				
<b>3rd Quarter</b>	<b>892</b>	<b>932</b>	<b>—</b>				