

STREET REPORT



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



Ambassadors at the Veteran Day Parade.

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NOVEMBER HIGHLIGHTS:

As the month reaches a staggering freeze, Ambassadors are as energetic as ever, attending events such as the Veterans Day Parade, along with joining City of Reno officials in a brisk morning walk, assisting those with transportation to shelters and in-care facilities such as Cares Campus, Our Place, and The Eddie House. As holidays are upon us, Ambassadors continue to work diligently, providing a festive atmosphere for all who reside and visit our beautiful area in downtown Reno.

HOSPITALITY SUCCESS STORIES:

- 11/05/2022 – Ambassador Jason P. was able to help get a pregnant woman into Our Place and off the streets of downtown.
- 11/11/2022 – Ambassador Brandon found a wallet and was able to locate the owner via social media and return her belongings to her.
- 11/17/2022 – Ambassador Hunter and Eidan were able to help a juvenile male whose money blew away in the wind with a cab back home to the North Valleys.
- 11/30/2022 – Ambassador Clean Team of Wade and Thomas collected almost 1,000 lbs. of trash this month.

OUTREACH SUCCESS STORIES:

- 11/07/2022 – Outreach Ambassador Danielle encountered a female named Michelle who took a bus to Reno to escape a domestic situation. She was unfamiliar with the Reno area and available services. Ambassador Danielle was able to connect her with resources and a case worker to get her shelter at Our Place.

- 11/16/2022 – Outreach Ambassador Rainy was able to help a young man from Europe who was homeless and lost at the local bus depot, by transporting him to The Eddie House for resources.
- 11/30/2022 – The Outreach team was able to transport over 20 people this month to the Cares Campus for warmth and shelter.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the Month:

Outreach Ambassador Danielle is a caring and compassionate person who always goes above and beyond to help those in need.

Caught Doing Something Right:

Ambassador Hunter was caught breaking down encampments along the train tracks earlier this month, little did he know we were watching.

Customer Service Award:

Hospitality Ambassador Jason N. is a quiet and humble Ambassador who makes sure his zone is kept free of trash and graffiti.



Ambassador Eidan removing two shopping carts off the street

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Before and after of an Ambassador cleanup at a storefront.



Ambassadors with RPD in training.

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Daily walk through downtown with City of Reno officials.



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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

October	2,326.50
November	2,352.50
December	—

2nd Quarter 4,679.00

SOCIAL SERVICE OUTREACH SPECIALIST

October	486.50
November	432.75
December	—

2nd Quarter 919.25

TEAM LEADER

October	164
November	112
December	—

2nd Quarter 276

OPERATIONS MANAGER

October	168
November	160
December	—

2nd Quarter 328

LICENSED OUTREACH

October	168
November	200
December	—

2nd Quarter 368

OPERATIONS SUPERVISOR

October	171
November	180
December	—

2nd Quarter 351

CLEANING AMBASSADORS

October	336
November	353
December	—

2nd Quarter 689

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STATISTICS

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