

# STREET REPORT



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



*Ambassador Team after the Reno Aces win the Pacific Coast League*

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## OCTOBER HIGHLIGHTS:

The month of October was a time of transition. With the change in weather comes a change in approach. As the Ambassadors gear up for the winter our focus is on the unsheltered population and getting them to Cares Campus, housing, and safe places where they are out of the elements, as well as well as helping to keep downtown clean and safe for everybody to enjoy.

## HOSPITALITY SUCCESS STORIES:

- 10/05/2022 - Ambassador Rainey and Ambassador Xavier were able to help a woman stranded in downtown Reno to get a bed at Our Place in Sparks.
- 10/19/2022 - Ambassador Roscoe was contacted by a woman looking to get her at-risk daughter into a treatment facility. He was able to connect her with Step 2, and she is now receiving in-patient treatment.
- 10/28/2022 - Ambassador Erik was able to get 2 men into the Cares Campus when they became stranded because their Greyhound Bus was delayed due to weather.

## OUTREACH SUCCESS STORIES:

- 10/07/2022 - Outreach Ambassadors Joy and Danielle found a deaf woman who was sleeping in a storm drain. They were able to contact the Fire Dept. who pulled her to safety.
- 10/18/2022 - Licensed Outreach Yvonne was able to transport a total of four people to Cares Campus and Our Place during a City of Reno tour.
- 10/30/2022 - Outreach Ambassador Rainey was able to help a man stranded in Reno get a Greyhound Bus ticket back to California.

## EMPLOYEE AWARD RECOMMENDATIONS:

### Employee of the Month:

Hospitality Ambassador David P. has a perfect attendance record and always keeps his zone clean and clear.

### Caught Doing Something Right:

Cleaning Ambassador Thomas K. is an asset to this community cleaning all areas that are in need.

### Customer Service Award:

Hospitality Ambassador Brandon G. has proven to be a hard worker in all areas of Ambassador.



*Ambassadors Chris and Jose pulling a scooter out of Truckee River.*



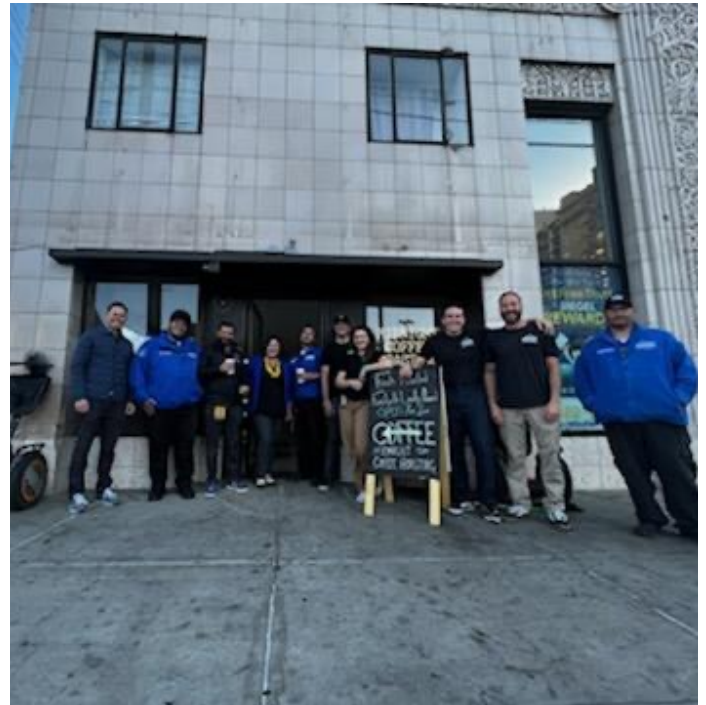
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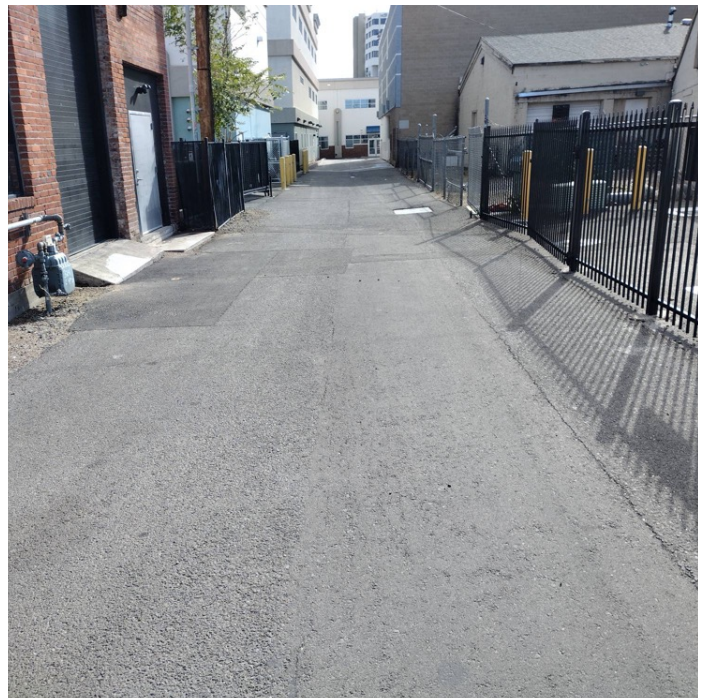
*Ambassador van during the 1st snow storm.*



*Ambassador with our friends from Midnight Coffee.*



*Alley before and after a cleanup.*



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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

October	2,326.50
November	—
December	—

2nd Quarter	1,567.75
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### SOCIAL SERVICE OUTREACH SPECIALIST

October	486.50
November	—
December	—

2nd Quarter	486.50
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### TEAM LEADER

October	164
November	—
December	—

2nd Quarter	164
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### OPERATIONS MANAGER

October	168
November	—
December	—

2nd Quarter	168
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### LICENSED OUTREACH

October	168
November	—
December	—

2nd Quarter	168
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### OPERATIONS SUPERVISOR

October	171
November	—
December	—

2nd Quarter	171
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### CLEANING AMBASSADORS

October	336
November	—
December	—

2nd Quarter	336
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## STATISTICS

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