

# STREET REPORT



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



*Teamwork is what makes the dream work!*

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The month of July was jam packed with exciting events, kicking off the month with 4th of July fireworks, continuing on with Art Town, and ending with the Wing Festival in Downtown Reno! Everyone is pumped at the attraction Downtown seems to be having, as tourists from all over the world are filling the streets, showing that Reno is in full swing once again! Since the days are getting hotter, 106 degrees being the highest temperature recorded in 2023 thus far, Ambassadors are encouraged to be weary of the signs of heat exhaustion and stroke, keeping a watchful eye on the safety of our community, to ensure that everyone is being mindful of staying hydrated and cool during these months. Along with this, Ambassadors had the opportunity to receive two trainings, one from the Hopes Clinic regarding the distribution of Narcan to an individual experiencing an opioid overdose, and the Department of Public and Behavioral Health who explained the importance of knowing how to keep yourself and others safe from the monkey pox virus, and also promoting the benefits of getting vaccinated as well.

### HOSPITALITY SUCCESS STORIES

- 1: Ambassadors were taking a shopping cart back to base when a man was yelling for the team over at an area near the Bowling Stadium. The man was trying to get Ambassadors attention to grab Narcan. One Ambassador went back to base grabbed Narcan and headed over with other fellow Ambassadors. One of the Ambassadors was performing CPR while others were administering Narcan. The client was experiencing an overdose from fentanyl. The client was able to regain a heart beat and brought back to consciousness. The client is doing great and the Ambassador team was able to save another life.
- 2: Ambassadors had come across a gentleman in need of help and support. The Ambassador team reached out to help him improve and have a better quality of life. The client had done an intake at the life change center. He is now receiving weekly counseling along with weekly support. He is also being held accountable for his drug usage along with medication that he will be receiving daily. The Ambassador team was able to help this client turn his life around by constant help and support from the team.

- 3: The Ambassadors were patrolling Virginia Street and received a call about a client in distress. The Ambassadors arrived at the scene where the client had fallen out of his wheel chair, while lying on his back, and covered in sweat. The Ambassadors called for support and were quickly on the scene. The Ambassadors helped him cool down, get hydrated, and back in his wheel chair, the client started to become coherent again and started to feel better. The outreach team was able to get this client into The Cares Campus. The client is doing much better now. The entire team was able to assist this client and help him be successful.

### OUTREACH SUCCESS STORIES:

- On Thursday July 6 2023, Outreach Ambassador Tremaine provided a ticket home for a gentleman. He said that he got stranded here looking for work, but is having a hard time getting work. He asked if we could get him home, and Outreach Tremaine provided him a ticket to Susanville through the Sage Stage. She did first confirm that he lives in Susanville through calling one of his friends.
- On Thursday July 13 2023, Outreach Ambassador Tremaine called 911 for a woman who was overdosing in the parking lot of Catholic Charities. The woman was walking with her sister when her legs began to give out on her and Outreach Tremaine helped support her as she fell to the ground. Outreach Tremaine then called 911 as the lady's sister and another person started CPR. Fortunately, the lady came to and was helped to her car, as she refused to go to the hospital.
- On July 26, 2023, Outreach Ambassador Hultsman was conducting wellness checks when she witnessed a client of ours crying on the sidewalk. Upon speaking with her, she explained that her service dog was stolen from her while she was sleeping. Ambassador Hultsman immediately called animal control, but unfortunately, her dog was not located. The following day, on July 27, she came to base requesting that I call animal control again. To our surprise, her dog had been found! Since then, they have been reunited!



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## EMPLOYEE AWARDS RECOMMENDATIONS:

### Employee of the Month: Ambassador Roscoe

With an unwavering dedication to creating exceptional client experiences, Roscoe has proven to be an invaluable asset to our team. His genuine warmth and desire to go above and beyond to meet our clients' needs have left a lasting impression on everyone they encounter. Whether it's ensuring a seamless wellness check, providing insightful recommendations on local attractions, or simply greeting clients with a welcoming smile, Roscoe consistently embodies the spirit of true hospitality. His exemplary work ethic, passion for the industry, and excellent communication skills have sets him apart, making him a true ambassador of our brand. We extend our heartfelt appreciation to Roscoe for his outstanding contributions, and we look forward to witnessing more of their exceptional achievements in the future.

### Caught Doing Something Right: Ambassador Latish

After a long weekend from one of our special events,

Virginia St. had some left-over trash and debris. Latish took it upon herself to make a valiant effort to clean the street herself. In a workplace that values diligence and integrity, Latish has exemplified these virtues in every action they take. From going the extra mile to ensure tasks are completed with precision and excellence, to collaborating with colleagues to achieve collective success. Latish consistently demonstrates a commitment to upholding our organization's values. Moreover, her positive attitude and willingness to embrace challenges inspire others to strive for excellence.

### Customer Service Award: Ambassador Danielle

Danielle is one of our Outreach Ambassadors. Her patience, empathy, and proactive approach to problem-solving has earned her rave reviews and heartfelt gratitude from countless satisfied customers. Whether handling complex inquiries or resolving challenging issues, Danielle always maintains a positive and professional demeanor, leaving customers feeling valued and cared for.



DRP Team keeping Wing Fest Safe, Clean, and Friendly.



Outreach Papaleo caught in action!



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*River Walk area before and after!*



*Keeping our parks clean by removing trash.*



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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

July	2,065.85
August	—
September	—

1st Quarter	2,065.85
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### SOCIAL SERVICE OUTREACH SPECIALIST

July	320.00
August	—
September	—

1st Quarter	320.00
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### TEAM LEADER

July	80
August	—
September	—

1st Quarter	80
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### OPERATIONS MANAGER

July	160
August	—
September	—

1st Quarter	160
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### LICENSED OUTREACH

July	301.00
August	—
September	—

1st Quarter	301.00
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### OPERATIONS SUPERVISOR

July	146.50
August	—
September	—

1st Quarter	146.50
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### CLEANING AMBASSADORS

July	269.50
August	—
September	—

1st Quarter	269.50
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### OVERNIGHT PATROL

July	345.25
August	—
September	—

1st Quarter	345.25
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## STATISTICS

<b>311 REPORTS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>QUALITY OF LIFE</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
Bulky Items	26	—	—	Incidents - Public Intoxication	162	—	—
Encampment Reporting	182	—	—	Incidents - Public Indecency	29	—	—
Graffiti Removal	15	—	—	Incidents - Public Urination	80	—	—
Gutter Repair	0	—	—	Incidents - Trespassing	452	—	—
Illegal Dumping	0	—	—	Incidents - Disturbance	460	—	—
Sidewalk Repair	0	—	—	Incidents - Noise Complaint	86	—	—
Streetlight Issue	0	—	—	Incidents - Open Container	226	—	—
<b>1st Quarter</b>	<b>223</b>	<b>—</b>	<b>—</b>	Incidents - Panhandling Passive	72	—	—
<b>CRIMES</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Incidents - Panhandling - Aggressive	38	—	—
Aggravated Assault	0	—	—	Incidents - Suspicious Person	150	—	—
Assault	8	—	—	Incidents - Suspicious Vehicle	4	—	—
Battery	5	—	—	Conditions - Blocking Sidewalk	952	—	—
Threat	0	—	—	Conditions - Benches Cleared	116	—	—
Hate Crime	0	—	—	Conditions - Encampment	182	—	—
Stalking	0	—	—	Conditions - Wellness Check	815	—	—
Domestic Violence	6	—	—	<b>1st Quarter</b>	<b>3,824</b>	<b>—</b>	<b>—</b>
Harassment	4	—	—	<b>SOCIAL SERVICE</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
Burglary	0	—	—	Referral - Clothing	17	—	—
Robbery	20	—	—	Referral - Food	8	—	—
<b>1st Quarter</b>	<b>43</b>	<b>—</b>	<b>—</b>	Referral - Medical	2	—	—
<b>WASTE - REPORTED</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Referral - Shelter	5	—	—
Feces	56	—	—	Referral - Detox/Treatment	56	—	—
Syringe	13	—	—	Referral - Housing	5	—	—
Urine	80	—	—	Referral - Insurance	0	—	—
<b>1st Quarter</b>	<b>149</b>	<b>—</b>	<b>—</b>	Referral - Van Ride	68	—	—
<b>DIRECTIONS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Outreach	750	—	—
All	669	—	—	<b>1st Quarter</b>	<b>911</b>	<b>—</b>	<b>—</b>
<b>1st Quarter</b>	<b>669</b>	<b>—</b>	<b>—</b>	<b>TRASH-REPORTED</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
<b>STAKEHOLDER CHECK-IN</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Litter	1,880	—	—
Business	1,620	—	—	Debris	154	—	—
Property Owner	117	—	—	Bulky Items	19	—	—
Residential Property	31	—	—	Trash Bags Filled	145	—	—
<b>1st Quarter</b>	<b>1,768</b>	<b>—</b>	<b>—</b>	Illegal Dumping - Sidewalk	0	—	—
<b>ANIMAL</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Illegal Dumping - Alley	0	—	—
Dead - disposed of	1	—	—	<b>1st Quarter</b>	<b>2,198</b>	<b>—</b>	<b>—</b>
Dead - reported to Animal Control	0	—	—	<b>HOT SPOTS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
<b>1st Quarter</b>	<b>1</b>	<b>—</b>	<b>—</b>	Checks	1,140	—	—
<b>PROPERTY</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>1st Quarter</b>	<b>1,140</b>	<b>—</b>	<b>—</b>
Abandoned	27	—	—	<b>MATERIALS DISTRIBUTION</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
Found	47	—	—	Collateral Material	25	—	—
Lost	42	—	—	<b>1st Quarter</b>	<b>25</b>	<b>—</b>	<b>—</b>
Shopping Carts - recovered	36	—	—	<b>HOSPITALITY</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
<b>1st Quarter</b>	<b>152</b>	<b>—</b>	<b>—</b>	Engagement	2,494	—	—
<b>SAFE WALKS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>1st Quarter</b>	<b>2,494</b>	<b>—</b>	<b>—</b>
All	68	—	—	<b>CALL TO EMS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
<b>3rd Quarter</b>	<b>68</b>	<b>—</b>	<b>—</b>	Police	63	—	—
<b>EVENT SUPPORT</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Fire	1	—	—
Service Hours	57	—	—	Ambulance	35	—	—
Cleanup	0	—	—	<b>1st Quarter</b>	<b>99</b>	<b>—</b>	<b>—</b>
<b>1st Quarter</b>	<b>57</b>	<b>—</b>	<b>—</b>	<b>CLEANING</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>
<b>INCOMING CALLS</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	Pressure Washes	516	—	—
Nuisances	86	—	—	Lbs of Trash Collected	4,780	—	—
Outreach	60	—	—	Bags of Trash Collected	145	—	—
Cleanliness	56	—	—	Graffiti Removed	15	—	—
Other	12	—	—	Bio Clean-up	44	—	—
<b>1st Quarter</b>	<b>214</b>	<b>—</b>	<b>—</b>	Gallons of Water Used	12,900	—	—
				<b>1st Quarter</b>	<b>18,400</b>	<b>—</b>	<b>—</b>