

# STREET REPORT



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



*The chariot that "Team Blue" deploys daily, fearlessly patrolling the streets of Reno ensuring safety to all that call Washoe County home.*

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## **The month of August**

*"Warm evenings still linger from the hot & long August days, it's hard to believe Summer has started the process of slipping away. Soon the leaves will turn and the wind will get a nasty bite, every season to behold in Washoe Valley is an awesome delight!"*

Summer always seems to be over before you know it and this year is no exception. August was a month that was full of excitement here in Washoe valley with the long hot days making for near perfect cooler evenings. She was filled with events of music, cars, and food that filled the air nightly with the various delicious smells carried off on the summer's evening winds. The team saw some positive exposure this past month in more than one way revealing the impact we make on our community with a spotlight on "City Talk" hosted by About Town Deb. also we found ourselves featured in the Reno Gazette Journal further highlighting who we are and if that's not enough exposure the ambassador team got a new state of art web site that you can find at ([downtownreno.org](http://downtownreno.org)) It is designed with all the latest interactive features and animated menus for a truly delightful experience for the web user. It's full of highlights showing the team members doing the work that were so passionate about with a host of pictures capturing us in action while are out in the field. In closing we can say that August was a month that left us feeling proud & thankful to be a part of something that's changed so many lives, something that's making a difference in a powerful positive way.

## **Employee of the Month: Bryan Miller**

Bryan came to us about 6 months ago, since that time he has proven himself an asset to the team and an important member to the Ambassador family. He is hard working and committed always doing whatever is asked of him without complaint which now has him in the role of "Swing Shift Lead" taking on the responsibilities of keeping everything running smoothly and the team safe. Thank you for your dedication, you have earned August's Employee of the Month.

## **Customer Service Award: Jose Manzo**

Jose plays a pivotal role as a day shift lead and is one of the few that has been with us longer than 2 years. His experience working as an ambassador has taught him how to conduct himself in a firm, consistent & respectful

way while dealing with our homeless populace here in Reno. A skill that can be very difficult to maintain each day and that is one of many reasons why he is our choice for the Customer Service Award.

## **Caught Doing Something Right: Wade Yonker**

Always working hard doing what most would not be willing to do, he has helped shape the cleaning dept. into what it is today. His consistent attention to detail mixed with his work ethic has made for a highly successful division of DRP, one that that is always in high demand.

## **SUCCESS STORIES:**

### **HOSPITALITY SUCCESS STORIES**

- The Streetplus team received an important request in August when we had a meeting with Major Muruato of the Nevada National Guard. The Major informed us that The Nevada National Guard would be in Reno hosting a week-long series of conference's, conventions and related engagement's that would require shutting down various parts of downtown Reno to make room for the more than 4,000 service members that would be here attending the various events in Washoe Valley. This number includes 300 high ranking service men & woman ranging from Sargent's, Generals all the way up to the Deputy Chief of The United States Army Core. Their request was for our presence at some of the events to help with the general public doing basic crowd control and ensuring there would be no safety issues regarding the area's surrounding the locations of where the event's took place. The team and Reno cover a number of the events for the National Guard leaving a positive impression of our skills sets. In the end the team received praise for our efforts as we had a part in making sure everything went off without a hitch.
- On Friday August 11, 2023, A woman from Sacramento, Calif. was left stranded in Reno with only the clothes on her back after her ride ditched her at Circus Circus leaving with her purse still in the vehicle which is where she also kept her cell phone and I.D. This instantly left her at the mercy of the streets of Reno. Having never been to Reno prior, she found herself in a desperate situation with little means of getting herself out of her predicament. With the use of a DRP cell phone she was able to look up her sister's contact info via the internet



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and made contact, informing her of her predicament. Seven hours later her sister arrived to assist.

- On Friday August 18, 2023, two hospitality ambassadors witnessed a man slap a female at Wingfield Park. Both team members went into action by calling RPD while the other team member was able to keep the distracted long enough to get the female away from him. Ultimately the man was arrested and the female got the assistance she needed to go back home and her away from the abusive man.

## OUTREACH SUCCESS STORIES

- On Wednesday August 2, 2023, an Outreach Ambassador got a client accepted as an alternate for Safe Camp. Since then, the client has moved in and his life has seen a many of improvements.

- On Wednesday August 2, 2023, an Outreach Ambassador spoke with a member from Karma box regarding a client who we had tried to help get off the streets but up to now had been unsuccessful. The client had been on the streets far too long so working with Karma Box we were finally able to get her admitted into Safe Camp and is in the process of moving in.
- On Tuesday August 18, 2023, the team would play an important role in locating two runaway teens that were being encouraged to remain on the run by an older male that also was being looked for. In the end the two teenagers would be reunited with their parents and the male arrested for a host of charges, one of them being the possession of a stolen firearm. A dangerous situation that turned ok. Good job team for helping to reunite the girls with their parents.



*"A Team Effort"  
Coming together so that our streets remain clean and safe.*



*Fellow Ambassadors Mitchell and Papaleo retrieving shopping carts so that we can get them back to where they belong.*



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The team coming together for another day of "clearing and cleaning" up encampments with the needed assistance from our fellow RPD Officers.



Cleaning up along the Railroad Tracks on 4th street never disappoints when it comes to the amount of trash we bag up and remove each week.



Ambassador Allen taking the time to help a reno man with his bandages.



Two very grateful clients that received help from our Outreach team.

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

July	2,065.85
August	2,191.25
September	—

1st Quarter	4,257.10
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### SOCIAL SERVICE OUTREACH SPECIALIST

July	320.00
August	341.00
September	—

1st Quarter	661.00
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### TEAM LEADER

July	80
August	108
September	—

1st Quarter	188
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### OPERATIONS MANAGER

July	160
August	160
September	—

1st Quarter	320
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### LICENSED OUTREACH

July	301.00
August	336.00
September	—

1st Quarter	637.00
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### OPERATIONS SUPERVISOR

July	146.50
August	153.50
September	—

1st Quarter	300.00
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### CLEANING AMBASSADORS

July	269.50
August	325.00
September	—

1st Quarter	594.50
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### OVERNIGHT PATROL

July	345.25
August	482.00
September	—

1st Quarter	827.25
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## STATISTICS

	JULY	AUG	SEPT		JULY	AUG	SEPT
<b>311 REPORTS</b>				<b>QUALITY OF LIFE</b>			
Bulky Items	26	43	—	Incidents - Public Intoxication	162	159	—
Encampment Reporting	182	247	—	Incidents - Public Indecency	29	27	—
Graffiti Removal	15	12	—	Incidents - Public Urination	80	107	—
Gutter Repair	0	0	—	Incidents - Trespassing	452	496	—
Illegal Dumping	0	0	—	Incidents - Disturbance	460	477	—
Sidewalk Repair	0	0	—	Incidents - Noise Complaint	86	128	—
Streetlight Issue	0	0	—	Incidents - Open Container	226	270	—
<b>1st Quarter</b>	<b>223</b>	<b>302</b>	<b>—</b>	Incidents - Panhandling Passive	72	67	—
<b>CRIMES</b>				Incidents - Panhandling - Aggressive	38	29	—
Aggravated Assault	0	0	—	Incidents - Suspicious Person	150	128	—
Assault	8	8	—	Incidents - Suspicious Vehicle	4	6	—
Battery	5	4	—	Conditions - Blocking Sidewalk	952	929	—
Threat	0	0	—	Conditions - Benches Cleared	116	96	—
Hate Crime	0	0	—	Conditions - Encampment	182	247	—
Stalking	0	1	—	Conditions - Wellness Check	815	413	—
Domestic Violence	6	7	—	<b>1st Quarter</b>	<b>3,824</b>	<b>3,570</b>	<b>—</b>
Harassment	4	2	—	<b>SOCIAL SERVICE</b>			
Burglary	0	0	—	Referral - Clothing	17	140	—
Robbery	20	0	—	Referral - Food	8	1	—
<b>1st Quarter</b>	<b>43</b>	<b>22</b>	<b>—</b>	Referral - Medical	2	1	—
<b>WASTE - REPORTED</b>				Referral - Shelter	5	6	—
Feces	56	57	—	Referral - Detox/Treatment	56	75	—
Syringe	13	12	—	Referral - Housing	5	9	—
Urine	80	107	—	Referral - Insurance	0	0	—
<b>1st Quarter</b>	<b>149</b>	<b>176</b>	<b>—</b>	Referral - Van Ride	68	77	—
<b>DIRECTIONS</b>				Outreach	750	812	—
All	669	685	—	<b>1st Quarter</b>	<b>911</b>	<b>1,121</b>	<b>—</b>
<b>1st Quarter</b>	<b>669</b>	<b>685</b>	<b>—</b>	<b>TRASH-REPORTED</b>			
<b>STAKEHOLDER CHECK-IN</b>				Litter	1,880	2,148	—
Business	1,620	2,865	—	Debris	154	203	—
Property Owner	117	217	—	Bulky Items	19	24	—
Residential Property	31	47	—	Trash Bags Filled	145	393	—
<b>1st Quarter</b>	<b>1,768</b>	<b>3,128</b>	<b>—</b>	Illegal Dumping - Sidewalk	0	0	—
<b>ANIMAL</b>				Illegal Dumping - Alley	0	0	—
Dead - disposed of	1	0	—	<b>1st Quarter</b>	<b>2,198</b>	<b>2,768</b>	<b>—</b>
Dead - reported to Animal Control	0	0	—	<b>HOT SPOTS</b>			
<b>1st Quarter</b>	<b>1</b>	<b>0</b>	<b>—</b>	Checks	1,140	1,006	—
<b>PROPERTY</b>				<b>1st Quarter</b>	<b>1,140</b>	<b>1,006</b>	<b>—</b>
Abandoned	27	19	—	<b>MATERIALS DISTRIBUTION</b>			
Found	47	62	—	Collateral Material	25	25	—
Lost	42	47	—	<b>1st Quarter</b>	<b>25</b>	<b>25</b>	<b>—</b>
Shopping Carts - recovered	36	49	—	<b>HOSPITALITY</b>			
<b>1st Quarter</b>	<b>152</b>	<b>177</b>	<b>—</b>	Engagement	2,494	3,441	—
<b>SAFE WALKS</b>				<b>1st Quarter</b>	<b>2,494</b>	<b>3,441</b>	<b>—</b>
All	68	46	—	<b>CALL TO EMS</b>			
<b>3rd Quarter</b>	<b>68</b>	<b>46</b>	<b>—</b>	Police	63	48	—
<b>EVENT SUPPORT</b>				Fire	1	5	—
Service Hours	57	115	—	Ambulance	35	36	—
Cleanup	0	0	—	<b>1st Quarter</b>	<b>99</b>	<b>89</b>	<b>—</b>
<b>1st Quarter</b>	<b>57</b>	<b>115</b>	<b>—</b>	<b>CLEANING</b>			
<b>INCOMING CALLS</b>				Pressure Washes	516	802	—
Nuisances	86	128	—	Lbs of Trash Collected	4,780	7860	—
Outreach	60	46	—	Bags of Trash Collected	145	—	—
Cleanliness	56	19	—	Graffiti Removed	15	—	—
Other	12	6	—	Bio Clean-up	44	—	—
<b>1st Quarter</b>	<b>214</b>	<b>199</b>	<b>—</b>	Gallons of Water Used	12,900	—	—
				<b>1st Quarter</b>	<b>18,400</b>	<b>8,662</b>	<b>—</b>