

STREET REPORT



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



Ambassador Bryan asking a stakeholder if they are having any issues that we can help with.

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SEPTEMBER HIGHLIGHTS:

"If you don't like the weather in Reno, just give it five minutes." Have you heard that saying? Us too. The month of September was the perfect example as the temperatures fluctuated drastically, from frosty mornings to summertime afternoons. This did not stop the flow of Reno's energy, however, as events like Street Vibrations, Rollin' Reno, and the last Downtown Tuesday of the year welcomed in visitors from all over. Although this month had exciting events take place, we also experienced a sad loss with our ambassador team. We want to take a moment to remember our dear friend, and favorite Ambassador, David Papaleo, who passed away earlier this month. With his debut in the Reno Gazette Journal taking place just weeks prior, it seems that everyone got a chance to see David for the amazing man that he was. May he rest in peace and continue to have a place in our hearts.

EMPLOYEE OF THE MONTH:

Larry has been an important asset on this team now for quite some time, constantly proving his value within the ambassador family. He is our "go-to guy" whenever there is an extra need for help anywhere with anything he is usually the first one to step up ensuring that it is properly taken care of. It is this type of dedication along with his hard-working "can do" attitude that is the type of commitment Street-Plus looks for in their employee's. Therefore, we commend you, Mr. Miller, you are a great example of what an ambassador should be. Thank you. Your dedication has earned you September's "Employee of the Month."

CUSTOMER SERVICE AWARD:

Esther plays a pivotal role within our Outreach department and has made a positive impact on so many lives of those we help. Her networking skills and in-depth knowledge of the various resources provided helps her with the clients combined with her working understanding from her own personal experience gathered from directly working in this field gives her the ability to custom formulate the most effective way to help the client. It's this ability to continue

to each day give out the best, most effective help, and resources that she can that fits each unique person and their set of circumstances is why she is the choice for September's "Customer Service Award."

Caught Doing Something Right:

Being an ambassador creates the unique opportunity of being someone in the right place at the right time. Jose is one of our most seasoned ambassadors that had one of those moments not too long ago. With over 2 years' experience under his belt as an ambassador on the downtown Reno streets, Jose has dealt with a whole host of unique situations giving him the ability to stay calm and focused in times of crisis. On this day he would witness an erratic car pullover and a frantic lady jump out, pulling her young daughter from the vehicle clearly indicating that something was dreadfully wrong. Jose understood that help was needed immediately. He saw that the child was purple and clearly was choking. Jose took control of the situation, accessing what he needed to do, he went into action and tried to free her airway of whatever she had swallowed. Moments later a scared and crying little girl was in the arms of a crying mother, both with tears of fright mixed with joy for both knew on this day a second chance had been clearly given. Lying on the ground just a few feet away was the large piece of partly chewed cheese that had been extracted just a moment before. A moment that could have been one of tragedy was now a moment of overwhelming thankfulness all because ambassador Jose was in the right place at the right time. Jose's knowledge from being an ambassador ensured that what needed to happen would happen, another unique situation and scenario in the life of a downtown Reno ambassador!

SUCCESS STORIES FOR THE MONTH OF SEPTEMBER:

Hospitality Success Stories

- On Thursday September 7th Ambassador Marlon was walking down 4th street when he met a houseless woman who was crying and clearly distraught. After calming her, ambassador Marlon was able to find out that she had just lost her job and was now on the streets.

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Ambassador Marlon calmed her down and informed her of our Outreach Dept. He then radioed one of our Outreach Team members to set a time for her to meet with them and to see if we could be of any help providing what resources we could. The client was grateful for anything she could get and he offered her hope by letting her know how many people we have helped in the past and so later that day she sat down with Outreach Ambassador Esther and went over all the possibilities available. The client now has a new job and is set to move into housing which is a stable living situation where she can be able to go to work each day and have a bed at night to get her needed rest. The client wanted the team to know that we provided her the hope she needed in a time that she felt hopelessness! Good job, team.

- On Tuesday September 12th Ambassador Roscoe was able to help a man that he had been dealing with for a long time, a man that has a history of being violent and for taking it out on ambassadors. Being a seasoned ambassador, Roscoe knows that he deals with the same people throughout each week and building rapport is an important element of being effective as an ambassador. This also ensures better encounters with these individuals we work with each day and will continue to help with future engagements. Well, this principle came full circle on this day for Ambassador Roscoe. This man with the long history of unpleasantness came to us for help because he finally had reached a point where he had had enough and was ready to accept the help he needed. So, Ambassador Roscoe, who always had treated this man respectfully even during the times that this man did not deserve it, now would come into play. This man would remember Ambassador Roscoe due to his interactions he had with him and ultimately this would cause him to feel that he could trust us enough to reach out to us in a moment such as this for help, and he did just that. The man ultimately got into a program with our direction and has remained at that program. We were informed that this individual will be graduating soon and hopefully he will continue with being sober and moving towards securing a productive life for himself. Now that is a shining example of a success story.

- Thursday September 14th Ambassador Jason was doing routine safety and welfare checks on 4th Street when he had a woman approach him that was clearly distraught. She informed him that her service dog was taken at Catholic Charities. She told him that he was tied up to a bike rack in the front of the store and while she was getting a food box someone untied him and took him. Ambassador Jason took down all the info he could about her dog and announced it over the radio so that the team could keep a lookout for him. Within the span of two hours, they were able to locate the dog running loose by Aces Ballpark and bring him back to his owner which was a traumatic event turned into one of joy and the client was so thankful to have her dog back safe and sound due to ambassador team work.

Outreach Success Stories

- On Tuesday, September 12th, 2023, Outreach Ambassador Danielle got a call from a member at the Cares Campus about a gentleman who is an alcoholic wanting help. They expressed how he was tired of drinking and was ready for treatment. Outreach Danielle informed him of what was needed for him to be successful in his journey to recovery and going to detox was the first step of getting into a treatment facility. Outreach Danielle eventually got him willing to complete the process and accept a ride so she finished her shift by transporting him to RBH where he got assessed and got a bed starting his journey into recovery.
- On Wednesday, September 27th, 2023, Outreach Ambassador Danielle came across a woman huddled on a RTC Bus station bench crying, so she approached her and tried to see if she could be of assistance to her in some way. The woman explained that she has been homeless now for over a week because her son, whom she had been living with, was arrested and got sent to prison landing her on the streets of Reno. She also informed Ambassador Danielle that she was willing to go into a treatment facility of some sort which would address her homeless situation at the same time. After evaluating the situation Ambassador Danielle decided the first step should be getting an assessment done to

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start the process of getting her into a treatment facility. After she made an appointment for the following week. Next Ambassador Danielle reached out to some programs officially starting that ball rolling. Ambassador Danielle then contacted "Our Place," a Women's Shelter, for bed availability and a bed was secured for the woman starting that night. Within the span of just over an hour this woman went from hopelessly crying while being hungry on a bus bench with nowhere to go for the night to having a meal and a bed with a program waiting to take her in.

- Thursday September 28th, 2023, Ambassador Tish was walking down Keystone when she ran across a homeless man that she had worked with in the past with his situation. He was excited to see her and quickly began telling her that he no longer was homeless and wanted Ambassador Tish to know that with the help of the ambassadors he was able to turn his life around. Further, he informed Ambassador Tish that he now was working fulltime at Walmart, had a stable living situation and is in an outpatient program that will allow him to get back his son when it's completed. All of this got

started by Ambassador Tish taking the time to listen to this man's story and then giving him good advice where it was needed and helping him have a plan of action.



Cleaning Ambassador Wade keeping busy with pressure washing.



Ambassador Roscoe doing his daily duty removing trash.



Ambassador Jason helping a man that had run out of gas.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

July	2065.85
August	2191.25
September	2062.25

1st Quarter 6319.35

OPERATIONS SUPERVISOR

July	146.50
August	153.50
September	145.25

1st Quarter 445.25

SOCIAL SERVICE OUTREACH SPECIALIST

July	320
August	341
September	177

1st Quarter 838

CLEANING AMBASSADORS

July	269.50
August	325.00
September	280.00

1st Quarter 874.50

TEAM LEADER

July	80.00
August	109.00
September	58.50

1st Quarter 247.50

OVERNIGHT PATROL

July	345.25
August	482.00
September	644.00

1st Quarter 1471.25

OPERATIONS MANAGER

July	160.00
August	160.00
September	160.00

1st Quarter 480.00

LICENSED OUTREACH COORDINATOR

July	301.00
August	336.00
September	314.00

1st Quarter 951.00

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STATISTICS

311 REPORTS

	JUL	AUG	SEPT
Bulky Items	26	43	37
Encampment Reporting	182	247	202
Graffiti Removal	15	12	6
Gutter Repair	0	0	0
Illegal Dumping	0	2	0
Sidewalk Repair	0	0	0
Streetlight Issue	0	0	0

1st Quarter 223 302 339

CRIMES

	JUL	AUG	SEPT
Aggravated Assault	0	0	0
Assault	8	8	6
Battery	5	4	3
Threat	0	0	0
Hate Crime	0	0	0
Stalking	0	1	5
Domestic Violence	6	7	15
Harassment	4	2	3
Burglary	0	0	0
Robbery	20	0	0

1st Quarter 43 22 32

WASTE - REPORTED

	JUL	AUG	SEPT
Feces	56	57	59
Syringe	13	12	6
Urine	80	107	135

1st Quarter 149 176 200

CALL TO EMS

	JUL	AUG	SEPT
Police	16	7	9
Fire	15	6	2
Ambulance	2	2	17

1st Quarter 33 15 28

STAKEHOLDER CHECK-IN

	JUL	AUG	SEPT
Business	1,620	2,865	1,876
Property Owner	117	216	206
Residential Property	31	47	38

1st Quarter 1,768 3,128 2,120

INCOMING CALLS

	JUL	AUG	SEPT
Nuisances	86	128	128
Outreach	60	46	46
Cleanliness	56	19	19
Other	12	6	6

1st Quarter 214 199 199

QUALITY OF LIFE

	JUL	AUG	SEPT
Incidents - Public Intoxication	162	159	125
Incidents - Public Indecency	29	27	14
Incidents - Public Urination	80	107	135
Incidents - Trespassing	452	496	329
Incidents - Disturbance	460	477	190
Incidents - Noise Complaint	86	128	110
Incidents - Open Container	226	270	55
Incidents - Panhandling Passive	38	29	24
Incidents - Panhandling - Aggressive	150	128	95
Incidents - Suspicious Person	4	6	8
Incidents - Suspicious Vehicle	952	920	637
Conditions - Blocking Sidewalk	116	96	103
Conditions - Benches Cleared	182	247	302
Conditions - Encampment	27	20	29
Conditions - Wellness Check	812	413	318

1st Quarter 3,824 3,570 2,632

SOCIAL SERVICE

	JUL	AUG	SEPT
Referral - Clothing	17	140	76
Referral - Food	8	1	16
Referral - Medical	2	1	3
Referral - Shelter	5	6	9
Referral - Detox/Treatment	56	75	69
Referral - Housing	5	9	20
Referral - Insurance	0	0	0
Referral- Van Rides Given	68	77	70
Outreach	750	812	764

1st Quarter 911 1,121 1,027

TRASH-REPORTED

	JUL	AUG	SEPT
Litter	1,880	2,148	2,023
Debris	154	203	302
Bulky Items	19	24	21
Trash Bags Filled	145	393	451
Illegal Dumping - Sidewalk	0	0	0
Illegal Dumping - Alley	0	0	0

1st Quarter 2,198 2,768 2,797

HOT SPOTS

	JUL	AUG	SEPT
Checks	1,140	1,006	1,018

1st Quarter 1,140 1,006 1,018

HOSPITALITY

	JUL	AUG	SEPT
Engagement	2,494	3,441	3,230

3rd Quarter 2,494 3,441 3,230

EVENT SUPPORT

	JUL	AUG	SEPT
Service Hours	57	115	38
Cleanup	0	0	0

1st Quarter 57 115 38

MATERIALS DISTRIBUTION

	JUL	AUG	SEPT
Collateral Marketing Material	25	25	25

1st Quarter 25 25 25

SAFE WALKS

	JUL	AUG	SEPT
All	68	46	65

1st Quarter 68 46 65

CLEANING

	JUL	AUG	SEPT
Pressure Washes	516	802	972
Lbs of Trash Collected	4,780	7,860	9,322

1st Quarter 5,296 8,662 10,294

ANIMAL

	JUL	AUG	SEPT
Dead - disposed of	0	0	0
Dead - reported to Animal Control	0	0	0

1st Quarter 0 0 0

PROPERTY

	JUL	AUG	SEPT
Abandoned	27	19	21
Found	47	62	47
Lost	42	47	36
Shopping Carts - recovered	36	49	52

1st Quarter 152 177 156

DIRECTIONS

	JUL	AUG	SEPT
All	669	685	527

1st Quarter 669 685 527