

STREET REPORT



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



Ambassador team cleaning debris and litter from the Truckee River.

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As we welcome Spring to Reno, the snow still makes its presence, motivating Ambassadors to work diligently in assisting the community through these many months of cold weather. The temperatures were unable to stop events from taking place, as the Women's March made its way through the streets of downtown. Ambassadors had a strong presence during this event, promoting the safety of all individuals involved. With all of this, exciting additions have been announced, such as a scrubbing machine which is set to launch this Spring, allowing Ambassadors to keep sidewalks presentable and clean for all to see.

HOSPITALITY SUCCESS STORIES:

03/03/2023

Ambassador Erik helped a lady overdosing from opiates by administering Narcan and reviving her until emergency services arrived.

03/08/2023

Ambassador Francois removed 17 abandoned shopping carts from the downtown area.

03/19/2023

Ambassadors as a team were able to wade into the Truckee River to help remove litter and debris from those hard to reach areas.

03/30/2023

Ambassador Edgar helped an elderly lady with hypothermia to get to the hospital for treatment.

OUTREACH SUCCESS STORIES:

03/01/23

Outreach Esther and Danielle assisted a mother and her three children with getting back to their friend's house in South Reno as they were stranded downtown due to Greyhound not operating during the snow storm.

03/16/23

Outreach Rainey had been working with a lady for a week when she was able to help by transporting her to Options Vet Care to get her cat vaccinated and successfully got them both a bed at Our Place Women's Shelter.

03/30/23

Outreach Danielle and David assisted a disabled individual with receiving a ticket home to Florida after being stranded in Reno for a few days. They were able to get him into Motel 6 for the night until his train arrived the next morning, to which he was transported to Amtrak with food for his travels.

EMPLOYEE AWARDS RECOMMENDATIONS:

Employee of the Quarter:

Operations Supervisor Erik has become a go to leader and has excelled in the role of supervisor. He has gone above and beyond when needed and is an inspiration to the whole team.

Employee of the Month:

Hospitality Ambassador Xavier stepped up tremendously this month, volunteering for extra duties and event support. Along with his perfect attendance and keeping his zone clean and clear at all times, you can always find him with a smile on his face.

Caught Doing Something Right:

Hospitality Ambassador Francois got caught setting the record with 8 shopping carts removed in 1 day, shattering the record of 5 set by the Operations Manager Chris in 2020.

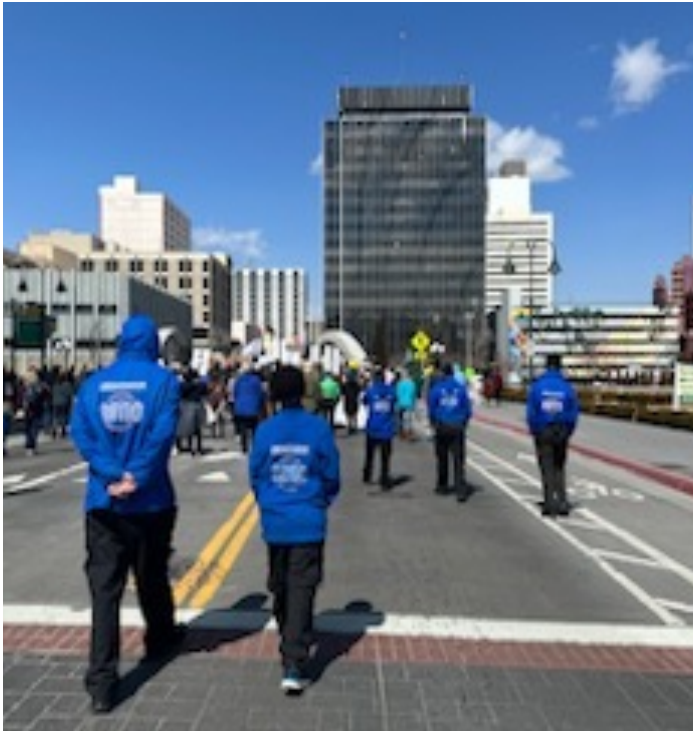
Customer Service Award:

Outreach Coordinator Esther received the customer service award for her constant efforts with transporting people on a weekly basis to Cares Campus, Social Security, and DMV. She also attends Community court regularly to assist with services.

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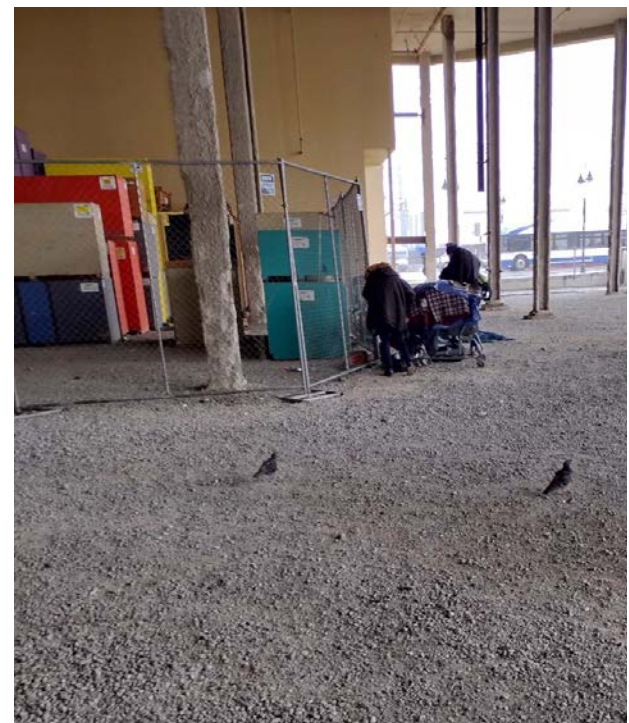
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Ambassador Marshall presence during the 7th annual Women's March



Ambassador Thomas cleaning graffiti from the sidewalk.



Before and after Ambassadors cleaned up an encampment.

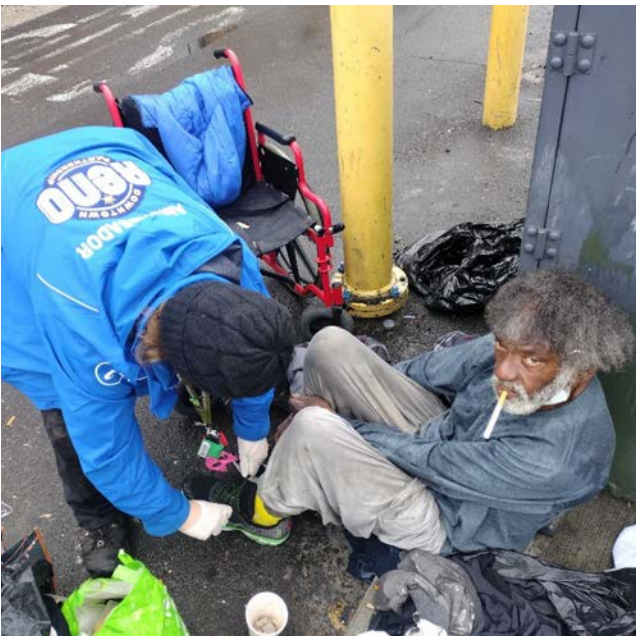
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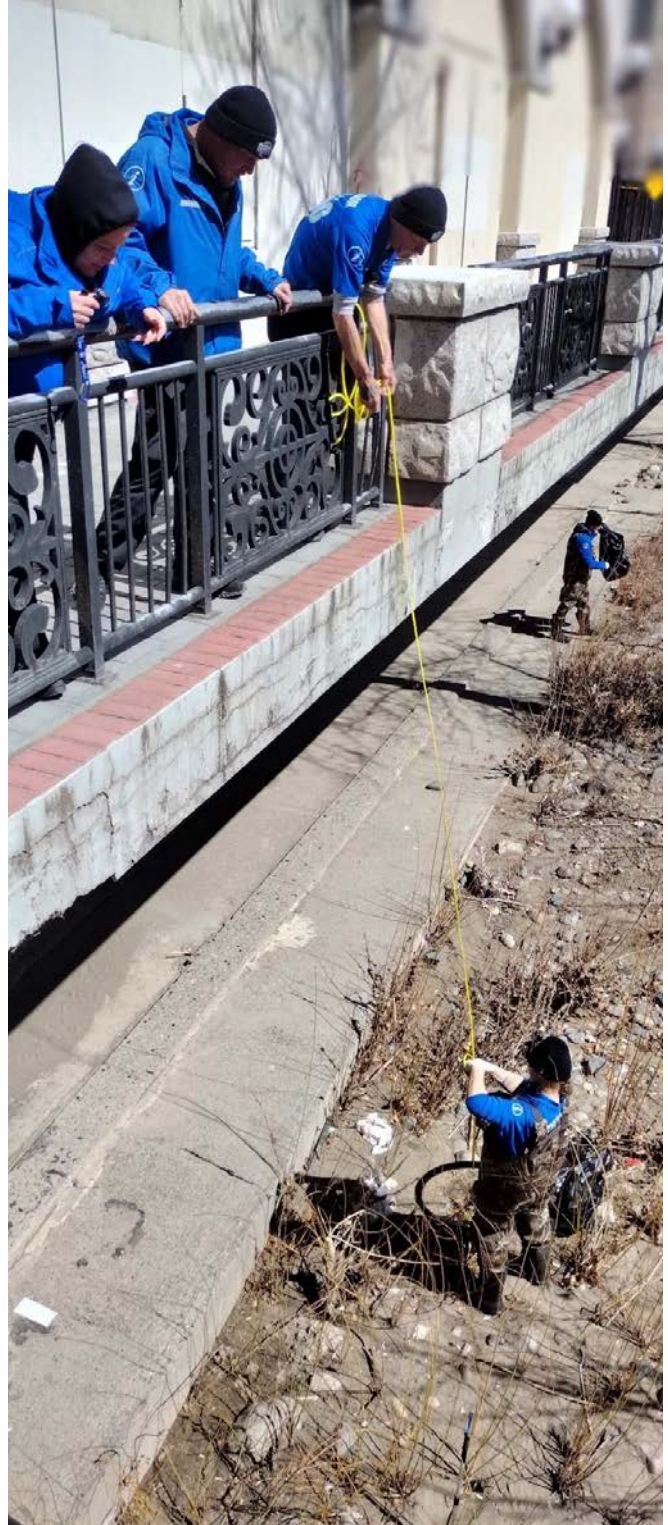
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Ambassador Francois offering services.



Ambassador Roscoe helping a disabled man tie his shoe.



Ambassador team cleaning debris and litter from the Truckee River.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

January	2415.25
February	2038.75
March	1993.71
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3rd Quarter	6447.71

SOCIAL SERVICE OUTREACH SPECIALIST

January	196.00
February	236.00
March	373.50
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3rd Quarter	805.50

TEAM LEADER

January	128
February	128
March	128
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3rd Quarter	384

OPERATIONS MANAGER

January	176
February	152
March	108
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3rd Quarter	338

LICENSED OUTREACH COORDINATOR

January	329.50
February	312.00
March	363.50
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3rd Quarter	1005.00

OPERATIONS SUPERVISOR

January	178.00
February	160.00
March	151.25
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3rd Quarter	489.25

CLEANING AMBASSADORS

January	384.00
February	312.00
March	342.50
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3rd Quarter	1038.50

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DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT
HOSPITALITY AND STREET OUTREACH PROGRAM | FEBRUARY 2023

STATISTICS

311 REPORTS

	JAN	FEB	MARCH
Bulky Items	1	4	7
Encampment Reporting	2	4	3
Graffiti Removal	4	3	5
Gutter Repair	0	0	0
Illegal Dumping	0	2	0
Sidewalk Repair	0	0	0
Streetlight Issue	0	0	0

3rd Quarter	7	13	15
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CRIMES

	JAN	FEB	MARCH
Aggravated Assault	0	0	0
Assault	0	2	2
Battery	0	1	0
Threat	7	4	2
Hate Crime	0	0	0
Stalking	0	0	0
Domestic Violence	0	0	0
Harassment	0	1	0
Burglary	0	0	0
Robbery	0	0	0

3rd Quarter	7	8	4
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WASTE - REPORTED

	JAN	FEB	MARCH
Feces	4	56	49
Syringe	6	5	9
Urine	0	35	19

3rd Quarter	10	96	76
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CALL TO EMS

	JAN	FEB	MARCH
Police	16	7	9
Fire	15	6	2
Ambulance	2	2	17

3rd Quarter	33	15	28
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STAKEHOLDER CHECK-IN

	JAN	FEB	MARCH
Business	1,433	1,282	1,373
Property Owner	31	0	0
Residential Property	1	0	11

3rd Quarter	1,475	1,282	1,384
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INCOMING CALLS

	JAN	FEB	MARCH
Nuisances	156	135	199
Outreach	9	11	19
Cleanliness	5	3	11
Other	5	5	3

3rd Quarter	175	149	233
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QUALITY OF LIFE

	JAN	FEB	MARCH
Incidents - Public Intoxication	269	321	423
Incidents - Public Indecency	0	0	2
Incidents - Public Urination	0	0	17
Incidents - Trespassing	52	64	49
Incidents - Disturbance	106	99	101
Incidents - Noise Complaint	0	2	0
Incidents - Open Container	77	70	83
Incidents - Panhandling Passive	34	42	28
Incidents - Panhandling - Aggressive	9	4	11
Incidents - Suspicious Person	0	0	0
Incidents - Suspicious Vehicle	0	0	0
Conditions - Blocking Sidewalk	204	210	185
Conditions - Benches Cleared	106	90	77
Conditions - Encampment	27	20	29
Conditions - Wellness Check	8	10	13

3rd Quarter	892	932	1018
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SOCIAL SERVICE

	JAN	FEB	MARCH
Referral - Clothing	12	13	9
Referral - Food	7	9	11
Referral - Medical	5	4	2
Referral - Shelter	58	65	31
Referral - Detox/Treatment	20	0	3
Referral - Housing	0	1	0
Referral - Insurance	0	0	0
Referral - Van Rides Given	57	52	63
Outreach	211	220	216

3rd Quarter	370	364	335
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TRASH-REPORTED

	JAN	FEB	MARCH
Litter	1,486	1,156	1,291
Debris	104	67	83
Bulky Items	0	25	7
Trash Bags Filled	78	42	56
Illegal Dumping - Sidewalk	0	0	0
Illegal Dumping - Alley	0	0	0

3rd Quarter	1,668	1,290	1,437
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HOT SPOTS

	JAN	FEB	MARCH
Checks	845	631	733

3rd Quarter	845	631	733
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HOSPITALITY

	JAN	FEB	MARCH
Engagement	865	789	918

3rd Quarter	865	789	918
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EVENT SUPPORT

	JAN	FEB	MARCH
Service Hours	0	0	48
Cleanup	0	0	0

3rd Quarter	0	0	48
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MATERIALS DISTRIBUTION

	JAN	FEB	MARCH
Collateral Marketing Material	111	90	88

3rd Quarter	111	90	88
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SAFE WALKS

	JAN	FEB	MARCH
All	84	61	77

3rd Quarter	84	61	77
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CLEANING

	JAN	FEB	MARCH
Pressure Washes	10	115	187
Lbs of Trash Collected	2,450	1,050	2,750

3rd Quarter	2,460	1,165	2,937
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ANIMAL

	JAN	FEB	MARCH
Dead - disposed of	0	0	0
Dead - reported to Animal Control	0	0	0

3rd Quarter	0	0	0
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PROPERTY

	JAN	FEB	MARCH
Abandoned	1	2	3
Found	0	1	2
Lost	1	4	0
Shopping Carts - recovered	15	11	37

3rd Quarter	17	18	42
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DIRECTIONS

	JAN	FEB	MARCH
All	399	278	307

3rd Quarter	399	278	307
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