

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | MARCH 2024

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 2024. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



Ambassadors keeping our river clean!

STREET REPORT



**DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT
HOSPITALITY AND STREET OUTREACH PROGRAM | FEBRUARY 2024**

MARCH HIGHLIGHTS:

It's safe to say that Spring is definitely no longer just in the air for Reno but finally has arrived. The trees have started their bloom and you might have even smelled in the air with the promise of warmer, longer days approaching; which serves as a reminder of just how beautiful & vibrant each new spring is for Downtown Reno.

Looking back at this past winter we can say it had its challenges and some unforgettable storms that brought plenty of snow on a several occasions with freezing temps and plenty of wind. During this, the Ambassador Team met each challenge and focused our resources towards where they were most needed. The less fortunate were a big concern when it came to those storms but we were diligent ensuring that our houseless community would have what was needed to get through all the freezing nights we endured this past winter and we can claim that we succeeded in all area's keeping busy with helping many in various ways. We also made sure our services were available as much as possible for our Downtown Reno businesses over the past months, responding to all the service requests in a timely manner regardless of how bad the weather was being or how cold it got.

Overall, we can claim that this winter was a success getting through it safe and sound and for this, we are thankful. We want to thank the great men and women that work in the Reno Police Department as well as for REMSA and the Emergency Services of Washoe County for all the times you responded when we needed your services and came to help us! We look forward to the coming months and will continue to do our best for the people of Reno, their businesses' and also all the people that come here on vacation to enjoy what our little slice of heaven offered here in Downtown Reno.

MARCH AWARDS

Employee Of the Month:

Ambassador Day is one of our newer team members to join the Reno Ambassadors and has quickly proved her worth in all areas becoming an important part of this team and someone that we are thankful to have on this team. She has shown herself to be hard working, dependable and reliable, possessing good ethics as well as having compassion for those less fortunate on our streets as well and for all people. These things are all much needed traits for anyone wanting to be an effective Ambassador and is

what we look for in a person when hiring for this position. Ambassador Day you are a great addition to our growing team and you also are who we have picked to be March's Employee of the Month. Congratulations!

Customer Service Award:

March's customer service award goes to Ambassador Jimenez. Ambassador Jimenez has become the much-needed fit for a hard position to fill due to reasons that most can understand. He has shown to be the perfect choice for the second Cleaning Ambassador position working in tandem with Ambassador Yonker becoming an effective element of the Downtown Reno Partnerships Ambassadors Team. He is reliable and hardworking, it's obvious that this job matters to him, therefore, he is our pick for March's Customer Service Award! Keep up the good work.

Caught Doing Something Right:

The Ambassador who this goes to is another important part of this Ambassador team. He takes this job and what we do seriously, he is always making sure that he's there to help out whenever and wherever its needed and has proven himself to be a reliable part of this team over and over. He's one of the first to volunteer whenever any extra responsibilities come up and doing so without complaint. As a swing shift lead, he has been a positive example for what we all should strive at becoming when it comes to the type of employee to be for Street Plus. The month of March's Caught Doing Something Right goes to the man we all know as "X." Ambassador House always has the right attitude and work ethic and if that isn't being "Caught Doing Something Right," I don't know what is!

HOSPITALITY SUCCESS STORIES:

On **Thursday March 14th, 2024**, Ambassadors House and Gonzales went on a safety & welfare call at the Amtrak Station. When they arrived, they were directed towards a gentleman that had become stuck in Reno and needed assistance. What they found out was that he could only afford a ticket as far as Reno on his attempt to go home so he arrived with no money and did not know anyone or even his way around Reno as this was the first time he had been here. The man was in a very bad situation and he knew it and was thankful for any help that he could get. Ambassadors House and Gonzales talked with him to get an idea of how they could best help him out so after having a good conversation with him, they learned he was

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT
HOSPITALITY AND STREET OUTREACH PROGRAM | MARCH 2024

in need of a meal and directed him to a restaurant for a meal. Next, they brought the man back to the ambassador base to make some phone calls for him in hopes of finding a way to get him the rest of the way home. Finally, they got him a place to stay for the night and linked him up with Outreach Ambassador Ross who then transported him to the Cares Campus ensuring that the gentleman was able to have a bed for that night with plans to work on figuring out more the following day.

On **Thursday March 14th, 2024**, Ambassadors House and Gonzales helped a double leg amputee gentleman in a wheel chair that was on the streets with nowhere to go and was just hanging out in front of The Jesse. They talked with him and offered to take the man to the Cares Campus and to get him a hot meal. The gentleman graciously accepted so Outreach Ambassador Ross came and picked him up and later that night he had a full meal and would have a bed to sleep in for the first time in a long time.

On **Sunday March 17th, 2024**, Ambassador Roper talked to a distressed mother that had come to the Ambassador base in hopes of getting some help. She was looking for her son who was somewhere on the streets of Reno after he stopped taking his meds and then went on a bender and disappeared. She was desperately trying to locate him before something bad might end up happening to him. Ambassador Roper asked her for a recent photo and after looking through a few she provided he recognized him and even had recently spoken with him. Within an hour Ambassador Roper was able to take her directly to her son. For now, the son is not able to return home, but they are working towards his sobriety and getting him off the streets and hope that soon he will be back on track.

On **Wednesday March 27th, 2024**, the entire morning crew of Ambassadors went to Record St. and cleared out all the people that had trespassed along the rail road tracks before it could get any more out of hand than it was or worse an accident occurred that injured or killed someone. The team made sure that they talked with everyone that needed to relocate so they were aware of the resources available to them but they all were unwilling to accept the resources offered. Overall, it took the Ambassador Team a couple of hours to complete the job which included getting about 10 unsheltered people to pack up & leave that location as well as at least two full

truckloads of garbage to be bagged up then hauled to the local dump which in the end, it was a success and the 4th and Record Street area looks a whole lot cleaner now.

On **Friday March 29th, 2024**, several Ambassadors went down behind Aces Ballpark to the banks of the Truckee River where a spillway for a large storm drain ends to do a large cleanup and removal job. The ambassador team was able to bag up over 10 large hefty bags of trash in just over an hour and haul it to the dump. If the team had not done this clean up all the trash would have ultimately ended up getting swept down the Truckee River helping to further pollute our beautiful river.

OUTREACH SUCCESS STORIES:

On **March 8, 2024**, Outreach Ross began working with a client who was initially approached by Cleaning Ambassador Yonker, who conducted a wellness check on the individual on the railroad tracks. It turns out, the client had a son in San Bernadino who he had lost contact with but desperately wanted to be reunited with. Outreach Ross and Yonker found the client's son after searching for him through social media and helped the two reunite.

On **March 1, 2024**, Outreach Reyes was referred to a client to conduct a wellness check on them. It turned out, the client was in need of shelter and was within qualifications to utilize Eddy House. Outreach Reyes transported the client to the Eddy House and did a warm hand-off to their intake specialist.

On **March 6, 2024**, Outreach Hultsman worked with a long-term client who was in need of their I.D. from the DMV. Outreach Hultsman not only coordinated with Catholic Charities to get the client a check for payment, but also met with the client at Community Court, and worked with City of Reno to schedule him a ride to the DMV. The client has now received their I.D. in the mail, and is working on obtaining employment and long-term housing.

On **March 25, 2024**, the entire Outreach Team showed success when a long-term unhoused client in Downtown Reno had finally admitted themselves into detox. This client has been unhoused for over 3 years. After many failed attempts with attending programs, and staying consistent, the outreach team helped the client meet their goal of attending detox. The client is now on their next steps to being involved in a program.

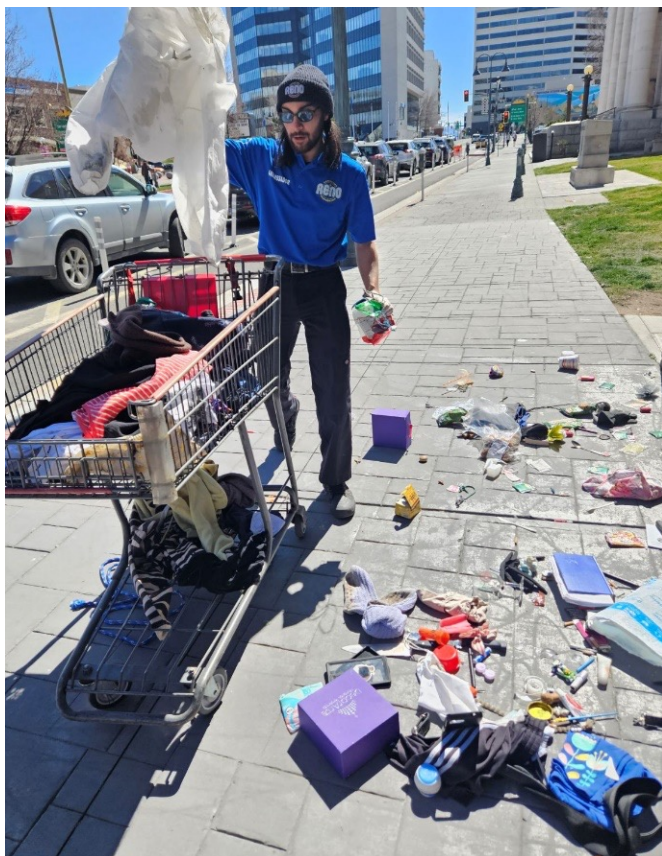
STREET REPORT



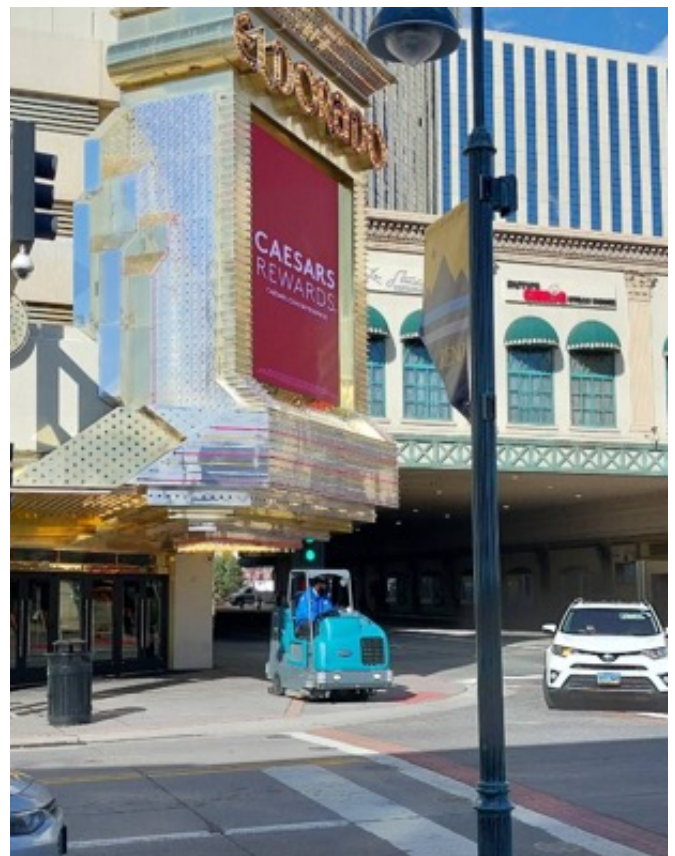
DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT
HOSPITALITY AND STREET OUTREACH PROGRAM | MARCH 2024



Railroad tracks (Before/After)



Ambassadors working hard to keep Reno clean!



"Scrubbs" out cleaning the streets!

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT
HOSPITALITY AND STREET OUTREACH PROGRAM | MARCH 2024



ATT (Before/After)

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT
HOSPITALITY AND STREET OUTREACH PROGRAM | MARCH 2024

DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

January	1,796.62
February	1,663.00
March	1,809.17
3rd Quarter	5,241.79

LICENSED OUTREACH COORDINATOR

January	341.94
February	304.00
March	160.00
3rd Quarter	805.94

SOCIAL SERVICE OUTREACH SPECIALIST

January	319.00
February	304.00
March	360.00
3rd Quarter	983.00

CLEANING AMBASSADORS

January	133.00
February	266.50
March	336.00
3rd Quarter	735.50

TEAM LEADER

January	46.75
February	151.00
March	129.50
3rd Quarter	327.25

OVERNIGHT PATROL

January	551.20
February	504.00
March	408.00
3rd Quarter	1,458.20

OPERATIONS MANAGER

January	160.00
February	248.00
March	176.00
3rd Quarter	584.00

OPERATIONS SUPERVISOR

January	167.50
February	153.00
March	105.00
3rd Quarter	425.50

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT
HOSPITALITY AND STREET OUTREACH PROGRAM | MARCH 2024

STATISTICS

311 REPORTS	JAN	FEB	MAR	SOCIAL SERVICE	JAN	FEB	MAR
Bulky Items	11	16	27	Referral - Clothing	48	15	6
Encampment Reporting	198	437	462	Referral - Food	5	3	3
Graffiti Removal	89	37	35	Referral - Medical	0	0	0
2nd Quarter	298	494	524	Refferal - Shelter	0	11	4
CRIMES	JAN	FEB	MAR	Refferal - Detox/Treatment	48	43	72
Aggravated Assault	0	0	0	Refferal- Van Rides Given	99	85	109
Assault	11	4	3	Rides To Shelter	0	22	37
Battery	3	1	1	Rides To Services	0	63	72
Threat	0	0	0	HMIS Enteries	0	58	88
Hate Crime	0	0	0	Outreach	1,000	800	856
Stalking	3	1	2	2nd Quarter	1,200	1,100	1,247
Domestic Violence	23	16	6	TRASH-REPORTED	JAN	FEB	MAR
Harassment	4	0	0	Litter	2,108	1,886	3,004
Burglary	0	0	0	Debris	472	562	593
Robbery	0	0	0	Bulky Items	11	16	27
2nd Quarter	44	22	10	Trash Bags Filled	632	563	894
WASTE - REPORTED	JAN	FEB	MAR	Illigal Dumping - Sidewalk	5	3	6
Feces	29	22	31	Illigal Dumping - Alley	4	1	2
Syringe	16	9	10	2nd Quarter	3,232	3,031	4,526
Urine	24	40	50	HOT SPOTS	JAN	FEB	MAR
2nd Quarter	69	71	91	Checks	1,362	1,722	2,492
CALL TO EMS	JAN	FEB	MAR	2nd Quarter	1,362	1,722	2,492
Police	61	29	47	HOSPITALITY	JAN	FEB	MAR
Fire	9	3	1	Engagement	3,411	2,640	3,700
Ambulance	35	7	11	2nd Quarter	3,411	2,640	3,700
2nd Quarter	105	39	59	EVENT SUPPORT	JAN	FEB	MAR
STAKEHOLDER CHECK-IN	JAN	FEB	MAR	Service Hours	7	26	28
Business	2,778	2,823	3,633	Cleanup	7	6	0
Property Owner	1,917	2,016	2,418	2nd Quarter	14	32	28
Residential Property	357	296	452	MATERIALS DISTRIBUTION	JAN	FEB	MAR
2nd Quarter	5,052	5,135	6,503	Collateral Marketing Material	7	5	6
INCOMING CALLS	JAN	FEB	MAR	2nd Quarter	7	5	6
Nuisances	51	47	62	SAFE WALKS	JAN	FEB	MAR
Outreach	54	63	40	All	63	47	63
Cleanliness	46	34	41	2nd Quarter	63	47	63
Other	4	13	3	CLEANING	JAN	FEB	MAR
2nd Quarter	155	157	146	Pressure Washes	107	95	89
QUALITY OF LIFE	JAN	FEB	MAR	Lbs of Trash Collected	15,321	13,708	18,884
Incidents - Public Intoxication	183	148	235	2nd Quarter	15,238	13,803	18,973
Incidents - Public Indecency	18	14	16	PROPERTY	JAN	FEB	MAR
Incidents - Public Urination	24	40	50	Abandoned	4	6	8
Incidents - Trespassing	453	378	238	Found	2	33	21
Incidents - Disturbance	299	154	177	Lost	6	3	9
Incidents - Noise Complaint	51	47	50	Shopping Carts - recovered	109	46	92
Incidents - Open Container	168	107	117	2ndQuarter	121	88	130
Incidents - Panhandling Passive	51	60	57	DIRECTIONS	JAN	FEB	MAR
Incidents - Panhandling - Aggressive	16	15	9	All	660	228	355
Incidents - Suspicious Person	115	52	82	2nd Quarter	660	228	355
Incidents - Suspicious Vehicle	2	1	4				
Conditions - Blocking Sidewalk	463	457	511				
Conditions - Benches Cleared	254	248	312				
Conditions - Encampment	198	437	462				
Conditions - Wellness Check	349	347	358				
2nd Quarter	2,644	2,505	2,678				