

# STREET REPORT



## DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | APRIL 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 April 2024. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



*Street team helping transfer items from shopping carts to suit cases.*

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## APRIL HIGHLIGHTS:

April is a month for new beginnings, of new ideas and positive changes. April also is a month for spring-cleaning and many people do so because they feel a renewed energy and enthusiasm this time of year. Here at the Downtown Reno Partnership, we also find this time of year as refreshing and is usually a busy time for us with the startup of new projects and the setting of new goals for us to focus on throughout the year. One of the projects we have ramped up is our efforts at retrieving more of the shopping carts we all commonly see being used by our house-less community in the downtown area. Unfortunately, these carts come from various stores and need to be returned to their proper owners, so we have found a way that provides them an alternative means of carrying their personal items by giving them a large water proof canvas type carrying bag which helps to make this transition happen more smoothly with them, and having support from the Reno Police Dept has been a tremendous help also. We have seen more progress with this project and the downtown area is reflecting it. In the coming months you may see our Ambassadors present at many of the coming events helping to ensure we are available to assist in any way we can when needed to do various types of cleaning, and picking up of the litter and trash, or even giving out directions or highlighting the many events that a tourist may be seeking information on. One thing is for sure...This coming summer is going to be the best yet and we look forward to being of service to the "Biggest Little City" and plan on helping to keep as many of the events that we can safe and clean and as always, a super fun time for all to enjoy. In closing, we give a promise to remain committed to these goals this coming summer and even beyond, always striving to help the citizens of Washoe County in every way possible. Thanks to all for letting us serve you and our community, we will continue to keep Reno an amazing place to live or visit and to think that we get to call this place our home.

## EMPLOYEE AWARD RECOMMENDATIONS:

### Employee of the Month: Ambassador Bernardi

Ambassador Bernardi came to us with her big smile, cheerful demeanor and her infectious positive attitude. She didn't waste any time and jumped right in and

began proving that this job was meant for her and her commitment was real and unwavering. Since her debut she has continued to show us that she can handle anything that comes her way and in the short time that she's been with us she has already been responsible for the saving of two lives from overdose's and that's more than commendable so It's safe to say that she has firmly carved out a place among this ambassador family. We all are proud to have her on the team and look forward to the future of working alongside her helping others. Congratulations Ambassador Bernardi, you are April's Employee of The Month!

### Caught Doing Something Right: Ambassador Vandersypen

Deciding who this belongs to every month is a hard task indeed, asking one's self who it is that deserves the recognition for doing something right is very hard when so many times there is multiple employee's deserving of receiving this award and yet only one gets to claim it each month. Our team is filled with amazing ambassadors that go above and beyond every day and so many deserve this award but since it only can be one ambassador then this month it goes to another of our newer members and it's because this ambassador has kept his original momentum that he started with when he joined us, also he continues to step up proving himself an important team member of the Ambassadors family and is a needed asset for sure. Thank you, Ambassador Vandersypen.

### This month's Customer Service Award goes to Ambassador Rivera

and is well deserved for his continued efforts at getting to know our stake holders each on a personal level as well as every detail to ensure we will always know how to best help them; it also shows our stakeholders that they matter to us and that we strive to serve them in the best way possible. Listening to their concerns and feedback always aids us in assisting everyone more effectively all the way around. Ambassador Rivera has proven himself to be very effective when it comes to talking with stakeholders and he puts in the extra effort to hear them all focusing on remembering the details each of them tells him. Because of his commitment to this the customer service award goes to him for the month of April and is well deserved.

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## HOSPITALITY SUCCESS STORIES:

- **On Wednesday, April 3rd**, Ambassador Hinshaw was able to defuse a domestic situation that almost turned violent when two intoxicated people decided to let their emotions get out of control and began trying to physically hurt each other making matters worse. Ambassador Hinshaw was able to distract the two long enough to get space between them and with choosing his words carefully got them to see how out of line they were being to each other and that they very well could end up incarcerated if they didn't get it together. You never know what each day may bring your way, always keeping the best outcome to any situation our goal as well as helping your fellow man a priority you can have an impact in keeping the world a better place to be in.
- **On Friday, April 19th** Ambassador Gonzales and Ambassador Bernardi helped find a lost dog that was clearly very loved by its upset owner. The owner was completely terrified that her dog would be lost forever or even worse get accidentally run over in the downtown traffic. Coming to us in a panic she desperately needed our help in finding her dog quickly. The team came together and spread the dog's description and last known location to everyone they could getting many people to help in looking for the poor little guy. Within about an hour Ambassador Gonzales and Bernardi would locate him and were able to sweet talk the little dog into grabbing him which they did successfully. The dog was reunited with his owner. A great ending to a story that could have ended in a far worse way. Good job to all involved.
- **On Monday, April 22nd** Ambassador Bernardi once again came to the rescue of a dog that got away from its owner. This time it would be a beautiful young Husky that was wandering around downtown dragging a long leash tied to its collar. Ambassador Bernardi quickly apprehended the dog knowing that someone was frantically looking for him. She was able to get him back to our base so she could attempt to sort out what needed to happen to find its owner and after a few phone calls and some walking around the streets talking with people the team was able to find the dog's owner and turn another potentially bad situation into a great ending. Another well done job with a positive outcome, great job team.

## OUTREACH SUCCESS STORIES:

- **On April 16th, 2024**, Ambassadors safely transported a young woman to our base to speak with outreach. Outreach Hultsman assessed the client and found that they are 18 years old and wanting to go to Santa Cruz to live with their aunt. Unfortunately, the client was ineligible to be sent there due to not having any contact numbers for family. With this, Outreach Hultsman took the time to build the client's trust, to which the client disclosed that they were a victim of trafficking, and do not feel safe sleeping outside. Outreach Hultsman coordinated with Outreach Ross to transport the client safely to a resource that would ensure that they are no longer unhoused on the streets.
- **On Thursday April 11, 2024**, Outreach Tremaine and Ambassador House was called to help a lady on 2nd and Lake St. When arriving on the scene, they found a lady laying on the ground. The woman was laying on a blanket saying she was hot and wanted some water. Outreach Tremaine asked Ambassador House to see if a local stake holder could provide some water. While Ambassador House was getting the water, Outreach Tremaine called Our Place to see if they had a bed open, and they did not. Outreach Tremaine then asked the lady how she was feeling because the lady was complaining of being hot. The lady finally agreed to go to the hospital because she gets dizzy when she would try to stand up. Ambassador House came back with a cup of water and gave it to the lady, and called non-emergency for an ambulance to come pick up the lady. Outreach Tremaine was concerned that the lady was in the beginning stages of heat exhaustion, seeing as the lady was laying in the sun with a puffy jacket and sweat shirt. The ambulance showed up and took the lady to the hospital.
- **On Wednesday April 17 2024**, Outreach Tremaine ran into a client that she had worked with off and on for some time. The client told her that he is no longer sleeping on the streets due to getting into an apartment. He also informed Outreach Tremaine that he had finally gotten his birth certificate and social security card, and all he needs to get now is his ID card. Outreach Tremaine provided the client with the necessary information in obtaining their I.D. by referring them to the proper resources that could help with payment, as well as transportation.



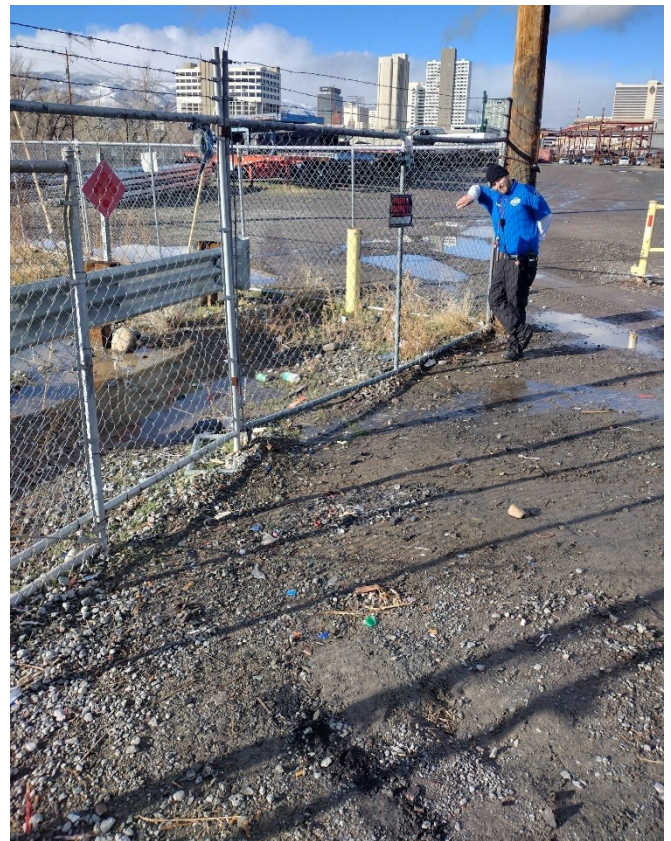
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*Ambassador Jimenez Pressure Washing to keep the streets clean!*



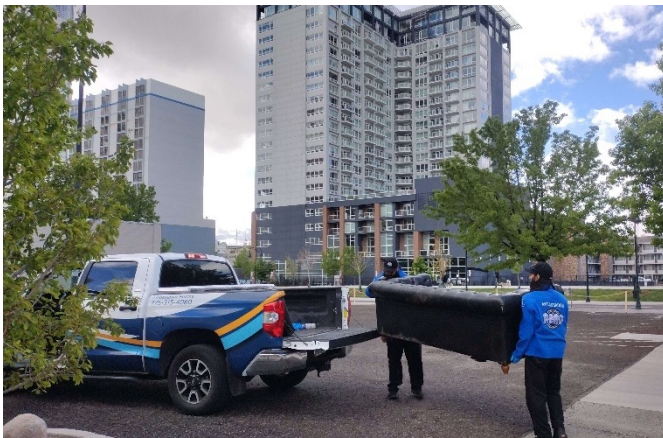
*Ambassador Roper keeping Downtown clean (Before/After).*



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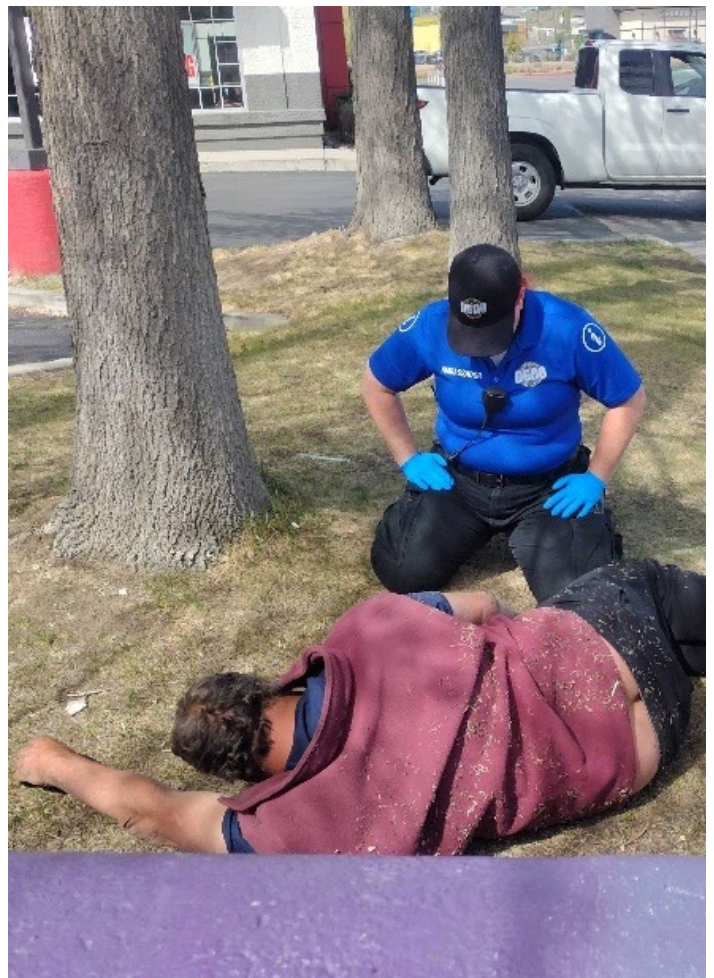
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Removing abandoned bulky items from an alley, cleaned out another alley and on the way to the Dump!



Ambassadors hard at work to clear out trash in all areas of Downtown Reno.



Ambassador Ross providing Outreach Services to a client out in the field.

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

April	2,032.00
May	—
June	—
<b>3rd Quarter</b>	<b>2,032.00</b>

### LICENSED OUTREACH COORDINATOR

April	321.00
May	—
June	—
<b>3rd Quarter</b>	<b>321.00</b>

### SOCIAL SERVICE OUTREACH SPECIALIST

April	340.50
May	—
June	—
<b>3rd Quarter</b>	<b>340.50</b>

### CLEANING AMBASSADORS

April	352.00
May	—
June	—
<b>3rd Quarter</b>	<b>352.00</b>

### TEAM LEADER

April	64.00
May	—
June	—
<b>3rd Quarter</b>	<b>64.00</b>

### OVERNIGHT PATROL

April	761.00
May	—
June	—
<b>3rd Quarter</b>	<b>761.00</b>

### OPERATIONS MANAGER

April	76.00
May	—
June	—
<b>3rd Quarter</b>	<b>76.00</b>

### OPERATIONS SUPERVISOR

April	161.00
May	—
June	—
<b>3rd Quarter</b>	<b>161.00</b>



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## STATISTICS

	APR	MAY	JUNE		APR	MAY	JUNE
<b>311 REPORTS</b>				<b>SOCIAL SERVICE</b>			
Bulky Items	37	—	—	Referral - Clothing	14	—	—
Encampment Reporting	569	—	—	Referral - Food	11	—	—
Graffiti Removal	51	—	—	Referral - Medical	4	—	—
<b>3rd Quarter</b>	<b>657</b>	<b>—</b>	<b>—</b>	Refferal - Shelter	1	—	—
<b>CRIMES</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	Refferal - Detox/Treatment	3	—	—
Aggravated Assault	0	—	—	Refferal- Van Rides Given	149	—	—
Assault	4	—	—	Rides To Shelter	43	—	—
Battery	2	—	—	Rides To Services	106	—	—
Threat	16	—	—	HMIS Enteries	116	—	—
Hate Crime	0	—	—	Outreach	814	—	—
Stalking	0	—	—	<b>3rd Quarter</b>	<b>1,261</b>	<b>—</b>	<b>—</b>
Domestic Violence	6	—	—	<b>TRASH-REPORTED</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
Harassment	0	—	—	Litter	3,146	—	—
Burglary	4	—	—	Debris	612	—	—
Robbery	0	—	—	Bulky Items	67	—	—
<b>3rd Quarter</b>	<b>32</b>	<b>—</b>	<b>—</b>	Trash Bags Filled	1,046	—	—
<b>WASTE - REPORTED</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	Illigal Dumping - Sidewalk	41	—	—
Feces	18	—	—	Illigal Dumping - Alley	36	—	—
Syringe	12	—	—	<b>3rd Quarter</b>	<b>4,948</b>	<b>—</b>	<b>—</b>
Urine	38	—	—	<b>HOT SPOTS</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
<b>3rd Quarter</b>	<b>68</b>	<b>—</b>	<b>—</b>	Checks	2,456	—	—
<b>CALL TO EMS</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	<b>2nd Quarter</b>	<b>2,456</b>	<b>—</b>	<b>—</b>
Police	39	—	—	<b>HOSPITALITY</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
Fire	5	—	—	Engagement	4,699	—	—
Ambulance	4	—	—	<b>3rd Quarter</b>	<b>4,699</b>	<b>—</b>	<b>—</b>
<b>3rd Quarter</b>	<b>48</b>	<b>—</b>	<b>—</b>	<b>EVENT SUPPORT</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
<b>STAKEHOLDER CHECK-IN</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	Service Hours	93	—	—
Business	4,745	—	—	Cleanup	24	—	—
Property Owner	2,885	—	—	<b>3rd Quarter</b>	<b>117</b>	<b>—</b>	<b>—</b>
Residential Property	1,158	—	—	<b>MATERIALS DISTRIBUTION</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
<b>3rd Quarter</b>	<b>8,788</b>	<b>—</b>	<b>—</b>	Collateral Marketing Material	4	—	—
<b>INCOMING CALLS</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	<b>2nd Quarter</b>	<b>4</b>	<b>—</b>	<b>—</b>
Nuisances	96	—	—	<b>SAFE WALKS</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
Outreach	37	—	—	All	68	—	—
Cleanliness	49	—	—	<b>3rd Quarter</b>	<b>68</b>	<b>—</b>	<b>—</b>
Other	4	—	—	<b>CLEANING</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
<b>3rd Quarter</b>	<b>186</b>	<b>—</b>	<b>—</b>	Pressure Washes	184	—	—
<b>QUALITY OF LIFE</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	Lbs of Trash Collected	20,920	—	—
Incidents - Public Intoxication	187	—	—	<b>3rd Quarter</b>	<b>21,104</b>	<b>—</b>	<b>—</b>
Incidents - Public Indecency	9	—	—	<b>PROPERTY</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
Incidents - Public Urination	38	—	—	Abandoned	6	—	—
Incidents - Trespassing	199	—	—	Found	45	—	—
Incidents - Disturbance	184	—	—	Lost	25	—	—
Incidents - Noise Complaint	78	—	—	Shopping Carts - recovered	160	—	—
Incidents - Open Container	129	—	—	<b>3rd Quarter</b>	<b>236</b>	<b>—</b>	<b>—</b>
Incidents - Panhandling Passive	72	—	—	<b>DIRECTIONS</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
Incidents - Panhandling - Aggressive	6	—	—	All	550	—	—
Incidents - Suspicious Person	62	—	—	<b>3rd Quarter</b>	<b>550</b>	<b>—</b>	<b>—</b>
Incidents - Suspicious Vehicle	6	—	—				
Conditions - Blocking Sidewalk	247	—	—				
Conditions - Benches Cleared	81	—	—				
Conditions - Encampment	569	—	—				
Conditions - Wellness Check	307	—	—				
<b>3rd Quarter</b>	<b>2,174</b>	<b>—</b>	<b>—</b>				