

STREET REPORT



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



Street Team hard at work keeping Reno clean.

Nothing feels better than taking pride in your hard work!

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MAY HIGHLIGHTS:

The month of May has always been a busy time for the Reno Ambassadors and 2024 has continued with this trend. Our team remains focused on the goals that we've set for this summer, and we will continue to ensure ongoing communication between the downtown businesses, and our locals to ensure that we were able to offer the best service possible with a clear understanding of what is needed from us and how best we can help. We plan to make even more improvements in our efforts at keeping the downtown area clean and inviting for all with Another goal we continue on bettering is the overall safety of our city and the safety at all the various events we enjoy during the summer months, staying proactive with our efforts ensuring that everyone who comes to Reno or spends time in the downtown area will have the best experience possible. We want Reno to be the cleanest, most desirable city to live in or visit in the state of Nevada and we will continue to work on making it so.

EMPLOYEE AWARD RECOMMENDATIONS:

Employee of the Month:

Ambassador Goldie has come back to us after leaving the Ambassadors to move out of state for almost two years. When he left, he was greatly missed and we found it hard to find another person with the qualities and personality he has. He was known for being a reliable, hardworking ambassador. We're glad he has come back to Reno and back to the Ambassadors. From his first day back he, was back to being the Ambassador he was when he left, taking on extra responsibilities. He is willing to go that extra mile and we all are glad he's a part of our Ambassador family.

Caught Doing Something Right:

Ambassador Kulikowski is one of this team's pillars. He is known for his dedication and willingness to step up helping whenever and wherever it's needed. He is always reliable and dependable, is a great asset and we appreciate him. This is "Doing Something Right" and so this month it goes to Ambassador Kulikowski. Keep up the good work!

Customer Service Award:

This month our customer service award goes to **Ambassador Roper** for always taking it upon himself to go the extra mile for those that are less fortunate. Ambassador Roper has a knack for knowing when and where to give advice or encouragement with the right timing so that it's heard at the time it's most needed making the most difference. His ability to do this is due to his commitment at getting to know the people he talks to daily. This is how building rapport happens and is the best way at having an understanding of each person's situation so that they can receive the needed help.

HOSPITALITY SUCCESS STORIES:

- On Friday, May 3rd Ambassadors Yonker and Jimenez were finishing a cleanup job along the Railroad Tracks near Record Street when they came across a man that had been camping in that area. After talking with the man, they informed him of what resources may be of help and eventually the man took their advice and looked into what they were trying to get him to check out. In the end, he was on his way to the Eddy House (and he's still there) no longer sleeping along the tracks.
- On Thursday, May 16th Ambassador Mitchell helped a woman who was stranded for the night. He was able to get ahold of Outreach Ambassador Ross to transport her to the Cares Campus. The team then helped her with checking-in and securing a bed for that night as the woman had never been in this situation before and was nervous, not wanting to take that first step for help. With the help of Ambassador Mitchell, she was walked through the process and made to feel comfortable when she was feeling uncomfortable.
- On Sunday, May 26th Ambassador House assisted in getting help for a woman that had been battered by an abusive boyfriend. As she passed by him, he noticed blood on her blouse and she looked to be distraught. He stopped her, asked if she was okay, and if she needed emergency services. She acted surprised by his question and claimed that she was okay so he pointed out that there was blood on her blouse. At this she started crying, telling him she was in a relationship that was abusive. Ambassador House listened to her,

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showing his concern for her safety and then got her to agree to be seen by emergency Services which he called at that time. After she was treated, he helped her look into some resources that she needed to get out of her situation.

OUTREACH SUCCESS STORIES:

- On May 14, 2024, Outreach Tremaine came across a woman who was informed by another agency that we may be able to help with a ticket for her to get back home to Alaska. Unfortunately, due to various factors, the client did not qualify for the program. This did not stop Outreach Tremaine, however, as she reached out to Karma Box and was able to coordinate with the team to assist the client further in their need to go back home.
- Throughout the month of May, Outreach Hultsman was assisting a client with transportation to the Social Security Office as they had lost their income and were in desperate need of regaining it to continue with their housing plan. After three weeks, the client informed outreach Hultsman that they were finally able to successfully obtain their monthly SSI once again and are now applying for housing in Reno.
- On May 12, 2024, Outreach Reyes came across an individual who was laid out on Virginia St. and was in desperate need of medical attention due to showing signs of heat exhaustion. Outreach Reyes spared no time in calling REMSA, and they arrived quickly to help the man regain consciousness and take them to the hospital.



Encampments along the tracks (Before/After)



River Walk looks great after being cleaned up and cleared out! (Before and After)

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

April	2,032.00
May	1,871.00
June	—
3rd Quarter	3,903.00

LICENSED OUTREACH COORDINATOR

April	321.00
May	398.00
June	—
3rd Quarter	719.00

SOCIAL SERVICE OUTREACH SPECIALIST

April	340.50
May	347.00
June	—
3rd Quarter	687.50

CLEANING AMBASSADORS

April	352.00
May	368.00
June	—
3rd Quarter	720.00

TEAM LEADER

April	64.00
May	32.00
June	—
3rd Quarter	96.00

OVERNIGHT PATROL

April	671.00
May	621.00
June	—
3rd Quarter	1,292.00

OPERATIONS MANAGER

April	176.00
May	184.00
June	—
3rd Quarter	360.00

OPERATIONS SUPERVISOR

April	161.00
May	72.00
June	—
3rd Quarter	233.00

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STATISTICS

RENO DIRECT REPORTS	APR	MAY	JUNE	SOCIAL SERVICE	APR	MAY	JUNE
Bulky Items	37	48	—	Referral - Clothing	14	11	—
Encampment Reporting	569	513	—	Referral - Food	11	8	—
Graffiti Removal	51	55	—	Referral - Medical	4	2	—
3rd Quarter	657	616	—	Referral - Shelter	1	1	—
CRIMES	APR	MAY	JUNE	Referral - Detox/Treatment	3	4	—
Aggravated Assault	0	0	—	Referral - Van Rides Given	149	126	—
Assault	4	5	—	Rides To Shelter	43	36	—
Battery	2	3	—	Rides To Services	106	90	—
Threat	16	13	—	HMIS Entries	116	144	—
Hate Crime	0	0	—	Outreach	814	811	—
Stalking	0	0	—	3rd Quarter	1,261	1,233	—
Domestic Violence	6	3	—	TRASH-REPORTED	APR	MAY	JUNE
Harassment	0	0	—	Litter	3,146	2,980	—
Burglary	4	2	—	Debris	612	847	—
Robbery	0	0	—	Bulky Items	67	48	—
3rd Quarter	32	26	—	Trash Bags Filled	1,046	1,109	—
WASTE - REPORTED	APR	MAY	JUNE	Illegal Dumping - Sidewalk	41	52	—
Feces	18	29	—	Illegal Dumping - Alley	36	43	—
Syringe	12	28	—	3rd Quarter	4,948	5,079	—
Urine	38	37	—	HOT SPOTS	APR	MAY	JUNE
3rd Quarter	68	94	—	Checks	2,456	2,379	—
CALL TO EMS	APR	MAY	JUNE	2nd Quarter	2,456	2,379	—
Police	39	30	—	HOSPITALITY	APR	MAY	JUNE
Fire	5	1	—	Engagement	4,699	8,644	—
Ambulance	4	40	—	3rd Quarter	4,699	8,644	—
3rd Quarter	48	71	—	EVENT SUPPORT	APR	MAY	JUNE
STAKEHOLDER CHECK-IN	APR	MAY	JUNE	Service Hours	93	210	—
Business	4,745	3,960	—	Cleanup	24	46	—
Property Owner	2,885	2,042	—	3rd Quarter	117	256	—
Residential Property	1,158	1,097	—	MATERIALS DISTRIBUTION	APR	MAY	JUNE
3rd Quarter	8,788	7,099	—	Collateral Marketing Material	4	7	—
INCOMING CALLS	APR	MAY	JUNE	2nd Quarter	4	7	—
Nuisances	96	173	—	SAFE WALKS	APR	MAY	JUNE
Outreach	37	43	—	All	68	67	—
Cleanliness	49	52	—	3rd Quarter	68	67	—
Other	4	3	—	CLEANING	APR	MAY	JUNE
3rd Quarter	186	271	—	Pressure Washes	184	251	—
QUALITY OF LIFE	APR	MAY	JUNE	Lbs of Trash Collected	20,920	22,180	—
Incidents - Public Intoxication	187	195	—	3rd Quarter	21,104	22,431	—
Incidents - Public Indecency	9	13	—	PROPERTY	APR	MAY	JUNE
Incidents - Public Urination	38	37	—	Abandoned	6	8	—
Incidents - Trespassing	199	189	—	Found	45	39	—
Incidents - Disturbance	184	179	—	Lost	25	28	—
Incidents - Noise Complaint	78	76	—	Shopping Carts - recovered	160	155	—
Incidents - Open Container	129	137	—	3rd Quarter	236	230	—
Incidents - Panhandling Passive	72	58	—	DIRECTIONS	APR	MAY	JUNE
Incidents - Panhandling - Aggressive	6	15	—	All	550	545	—
Incidents - Suspicious Person	62	37	—	3rd Quarter	550	545	—
Incidents - Suspicious Vehicle	6	8	—				
Conditions - Blocking Sidewalk	247	325	—				
Conditions - Benches Cleared	81	95	—				
Conditions - Encampment	569	413	—				
Conditions - Wellness Check	307	312	—				
3rd Quarter	2,174	2,089	—				