

# STREET REPORT



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



*Ambassador Jimenez using the pan and broom to keep Virginia St. clean and clear!*

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## JUNE HIGHLIGHTS:

With these hot days and warm evenings, it looks like summer is in full swing, bringing with it many exciting events and attractions exclusive to Reno. We welcome this year's tourists who come to experience what Reno has to offer and will partake in a variety of what we have planned for the following months. So far, we have had our well-known events "Rollin Reno" and the "Reno River Festival" as well as the ever popular "BBQ Blues and Brews" to name a few and as always, they went off being absolutely a blast! This is just the start of our 2024 summer with many more amazing things still to come so join us and enjoy the fun filled summer months ahead. As for the Ambassadors, we have been staying busy serving the people and businesses of Downtown Reno ensuring that everything remains clean, safe, and most of all fun for everyone to enjoy.

## EMPLOYEE AWARD RECOMMENDATIONS:

### Employee of the Month: Ambassador Jimenez

A pivotal part of the successful apparatus known as the cleaning department, Ambassador Jimenez humbly does the cleaning tasks that get passed to him without complaint and the jobs are ones that most of us would rather not have to do. Ambassador Jimenez is very much an asset to the Ambassador family and we want to commend him on his dedication and can-do attitude, which we value and appreciate him for. Thank you, sir, for being a part of the team.

### Caught Doing Something Right: Ambassador Guerrero

Ambassador Gurrero is one of our newer additions to the Reno Ambassadors and has become a big part of this team. When it comes to stepping up and taking on extra hours, Ambassador Gurrero always makes herself available and we commend her for this. For the month of June, she is our choice for "Caught Doing Something Right." Thank you for going above and beyond!

### Customer Service Award: Ambassador Detels

Our customer service award goes to another of our newest members. He has stepped up and let it be known that he is compassionate about the well being of our less fortunate living on the streets of Reno. He comes to us with prior experience and has degrees in the field of

social work. Being no stranger to the needs and issues of the street population having worked with those on the streets of San Francisco, he brings in a lot of experience. Welcome to our family and thank you for your passion to help our fellow man, we can put your experience to good use here. The June Customer Service Award goes to Ambassador Detels.

## HOSPITALITY SUCCESS STORIES:

- On Monday, June 1, Ambassador Yonker came across a mother and her child, who were located at the Amtrak Station. Turns out, they were transported to the wrong location, and were at risk for missing their important ride back to California. Ambassador Yonker didn't hesitate, and connected them with Greyhound, where they were able to successfully catch their bus back home.
- On Sunday June 16 Ambassador Kulikowski along with Ambassador Rivera were on patrol when a client approached them and informed them that he was done living on the streets. He was asking for help and resources but had no idea where to start. They were able to get Outreach to help him get into a program which will keep him off the streets and start his road to recovery.
- On Wednesday June 12, Ambassador Hinshaw came across a client who had been unhoused for several months and was struggling to keep his health and safety in check. At first, he offered help to get him into Cares Campus which the client did not want to do. Ambassador Hinshaw continued to try and offer more services and was able to connect him with someone from outreach. The client was finally able to get in contact with his family to help him get off the streets.

## OUTREACH SUCCESS STORIES:

- On June 13, Outreach Hultsman coordinated with Catholic Charities and Karma Box in assisting an 18-year-old woman back to her father in California. The process consisted of Outreach providing transportation to and from Our Place Women's Shelter, and getting the client down to the Catholic Charities Resource Center where she met with staff, as well as Karma Box to get a ticket back home. If it were not for using

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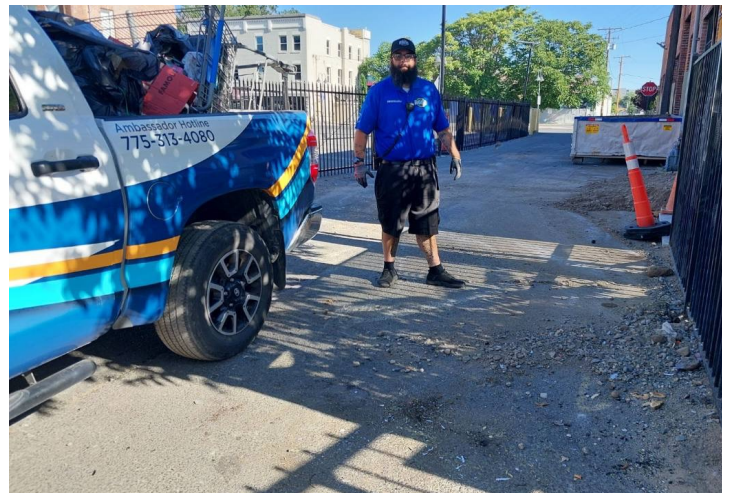
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all three services, the client would not have received the assistance necessary to be on her way to living a healthier and safer lifestyle with her family.

- On June 18, Outreach Hultsman conducted a wellness check on a client located on 4th and Virginia St., who was just discharged from the hospital. This client was not only disabled and wheelchair bound, but he also was unable to verbally communicate due to having a tracheotomy. Outreach Hultsman took the time to converse with the client and discovered that the client was under the impression that they could not return to Cares Campus, as they had presumably lost their bed when they were transported to the hospital two days prior. Outreach Hultsman then drove to Cares Campus

to confirm the client's eligibility, and found that the client could indeed return for their bed.

- Outreach Reyes, with the help of Ambassador Yonker and Roper, assisted a son looking for his father, who is unhoused in Downtown Reno, to take him back home to California, where the father will be housed and cared for. Outreach Reyes successfully found the individual, and assisted him in boarding the Amtrak train back home.
- Outreach Tremaine had been assisting a client for over two months with obtaining housing, as well as nominating them for Safe Camp. After many weeks of referring the client to Safe Camp, the client was finally accepted in and officially moved in on June 28, 2024.



*Ambassador's cleaning up our alleyways! (Before/After)*



*Ambassadors clearing encampments from the river (Before and After)*

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

April	2,032.00
May	1,871.00
June	1,240.00
<b>3rd Quarter</b>	<b>5,143.00</b>

### LICENSED OUTREACH COORDINATOR

April	321.00
May	398.00
June	320.00
<b>3rd Quarter</b>	<b>1,039.00</b>

### SOCIAL SERVICE OUTREACH SPECIALIST

April	340.50
May	347.00
June	312.00
<b>3rd Quarter</b>	<b>999.50</b>

### CLEANING AMBASSADORS

April	352.00
May	368.00
June	312.00
<b>3rd Quarter</b>	<b>1,032.00</b>

### TEAM LEADER

April	64.00
May	32.00
June	32.00
<b>3rd Quarter</b>	<b>128.00</b>

### OVERNIGHT PATROL

April	671.00
May	621.00
June	548.00
<b>3rd Quarter</b>	<b>1,940.00</b>

### OPERATIONS MANAGER

April	176.00
May	184.00
June	160.00
<b>3rd Quarter</b>	<b>520.00</b>

### OPERATIONS SUPERVISOR

April	161.00
May	72.00
June	160.00
<b>3rd Quarter</b>	<b>393.00</b>



Vice Mayor Naomi Duerr shadows Ambassador Roper and DRP Executive Director Neoma Jardon along side Truckee River in Downtown Reno.

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## STATISTICS

RENO DIRECT REPORTS	APR	MAY	JUNE	SOCIAL SERVICE	APR	MAY	JUNE
Bulky Items	37	48	73	Referral - Clothing	14	11	16
Encampment Reporting	569	513	618	Referral - Food	11	8	18
Graffiti Removal	51	55	48	Referral - Medical	4	2	3
<b>2nd Quarter</b>	<b>657</b>	<b>616</b>	<b>739</b>	Refferal - Shelter	1	1	1
<b>CRIMES</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	Refferal - Detox/Treatment	3	4	6
Aggravated Assault	0	0	0	Refferal- Van Rides Given	149	126	88
Assault	4	5	1	Rides To Shelter	43	36	27
Battery	2	3	5	Rides To Services	106	90	61
Threat	16	13	21	HMIS Enteries	116	144	95
Hate Crime	0	0	0	Outreach	814	811	800
Stalking	0	0	0	<b>2nd Quarter</b>	<b>1,261</b>	<b>1,233</b>	<b>1,115</b>
Domestic Violence	6	3	2	<b>TRASH-REPORTED</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
Harassment	0	0	0	Litter	3,146	2,980	2,023
Burglary	4	2	0	Debris	612	847	945
Robbery	0	0	0	Bulky Items	67	48	73
<b>2nd Quarter</b>	<b>32</b>	<b>26</b>	<b>29</b>	Trash Bags Filled	1,046	1,109	1,073
<b>WASTE - REPORTED</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	Illigal Dumping - Sidewalk	41	52	39
Feces	18	29	34	Illigal Dumping - Alley	36	43	41
Syringe	12	28	25	<b>2nd Quarter</b>	<b>4,948</b>	<b>5,079</b>	<b>4,194</b>
Urine	38	37	52	<b>HOT SPOTS</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
<b>2nd Quarter</b>	<b>68</b>	<b>94</b>	<b>111</b>	Checks	2,456	2,379	2,182
<b>CALL TO EMS</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	<b>2nd Quarter</b>	<b>2,456</b>	<b>2,379</b>	<b>2,182</b>
Police	39	30	20	<b>HOSPITALITY</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
Fire	5	1	1	Engagement	4,699	8,644	7,348
Ambulance	4	40	5	<b>2nd Quarter</b>	<b>4,699</b>	<b>8,644</b>	<b>7,348</b>
<b>2nd Quarter</b>	<b>48</b>	<b>71</b>	<b>26</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	210	112
Business	4,745	3,960	2,610	Cleanup	24	46	26
Property Owner	2,885	2,042	1,958	<b>2nd Quarter</b>	<b>117</b>	<b>256</b>	<b>138</b>
Residential Property	1,158	1,097	978	<b>MATERIALS DISTRIBUTION</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
<b>2nd Quarter</b>	<b>8,788</b>	<b>7,099</b>	<b>5,546</b>	Collateral Marketing Material	4	7	4
<b>INCOMING CALLS</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	<b>2nd Quarter</b>	<b>4</b>	<b>7</b>	<b>4</b>
Nuisances	96	173	68	<b>SAFE WALKS</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
Outreach	37	43	41	All	68	67	47
Cleanliness	49	52	33	<b>3rd Quarter</b>	<b>68</b>	<b>67</b>	<b>47</b>
Other	4	3	4	<b>CLEANING</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
<b>2nd Quarter</b>	<b>186</b>	<b>271</b>	<b>146</b>	Pressure Washes	184	251	256
<b>QUALITY OF LIFE</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	Lbs of Trash Collected	20,920	22,180	24,660
Incidents - Public Intoxication	187	195	204	<b>2nd Quarter</b>	<b>21,104</b>	<b>22,431</b>	<b>24,916</b>
Incidents - Public Indecency	9	13	10	<b>PROPERTY</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
Incidents - Public Urination	38	37	50	Abandoned	6	8	5
Incidents - Trespassing	199	189	148	Found	45	39	26
Incidents - Disturbance	184	179	117	Lost	25	28	21
Incidents - Noise Complaint	78	76	120	Shopping Carts - recovered	160	155	107
Incidents - Open Container	129	137	173	<b>2nd Quarter</b>	<b>236</b>	<b>230</b>	<b>159</b>
Incidents - Panhandling Passive	72	58	45	<b>DIRECTIONS</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>
Incidents - Panhandling - Aggressive	6	15	8	All	550	545	397
Incidents - Suspicious Person	62	37	33	<b>2nd Quarter</b>	<b>550</b>	<b>545</b>	<b>397</b>
Incidents - Suspicious Vehicle	6	8	4				
Conditions - Blocking Sidewalk	247	325	296				
Conditions - Benches Cleared	81	95	87				
Conditions - Encampment	569	413	486				
Conditions - Wellness Check	307	312	238				
<b>2nd Quarter</b>	<b>2,174</b>	<b>2,089</b>	<b>2,019</b>				