



AMBASSADOR STREET REPORT

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

STREET REPORT



Let's Talk Trash!



Trash removed in the month of July

92 Yards
22,973 Pounds



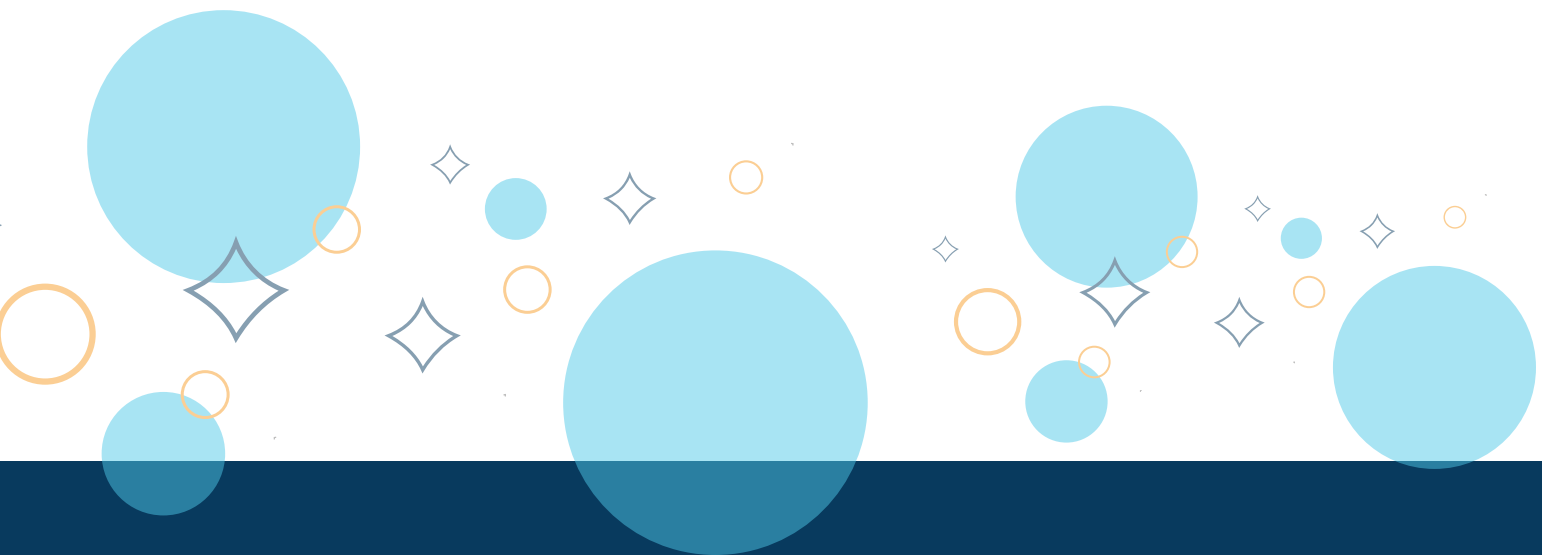
PREVIOUS MONTH:
June

99 Yards
24,660 Pounds



Total tasks completed

Cleaning Tasks	May	June	July
Power Washes	251	256	234
Block Faces Cleaned	168	172	161
Cubic Yards of trash collected	89	99	92
Shopping Carts Recovered	155	107	104
Transports to Services/ Shelter	126	88	119
Stakeholder Check-Ins	1,958	2,042	2,164



STREET REPORT | CLEANING

The Downtown Reno Partnership regularly power washes the sidewalks throughout the district.



Power Washes

251

JULY 2024:
Blocks Cleaned

618

STREET REPORT | REQUESTS FOR SERVICES



108

Calls Made to Downtown Reno Partnership



43

Pan and Broom Blocks

99

Calls for Cleanup - Special

152

Scheduled Power Washes



Cleaning Request Response Time:

WITHIN **30 min**



Graffiti Removal

85

STREET REPORT | SUCCESS STORIES

- On Tuesday July 16 2024, Social Services Tremaine met up with Mayor Schieve and her assistant at the side of the Amtrak Station. They were talking to a homeless woman about where home was and options to get her home. Social Services Tremaine informed the mayor that the DRP has a program to help get homeless people back home. Mayor Schieve then gave Social Services Tremaine \$6 to get the woman and her dog water. Social Services Tremaine and the client, after confirming a family member would be able to receive her, made a plan for her to go to the Ambassador's office the next day to get her a ticket home to Eugene Oregon.
- On July 9, 2024, Social Services Ambassador Detels responded to a hotline call from Amtrak, who was requesting a wellness check for a woman on their property. Upon arrival, Detels spoke with the woman, who explained that she was referred from Elko to attend the Crossroads Program but was unsure of how to contact them and be transported there. Detels not only called Crossroads to set up the intake process but also transported the client there.

STREET REPORT | AMBASSADOR OF THE MONTH



Congratulations!

Ambassador Ross has been an essential part of the Streetplus team for over two and a half years. It would be easier to go down a list of things Ross has not done! As part of the Social Services team, Outreach Ross has helped clients of all backgrounds receive resources such as long-term housing, substance use treatment, and I.D. obtainment. With this, her skills do not only lie in service referrals. Ross' ability to turn a frown upside down is an admirable quality beyond measure. Even within our team, Ross is known as the comrade who always takes into heart everyone's situation and is never hesitant to offer her time and heart to those who need a bit of sunshine on a rather cloudy day.

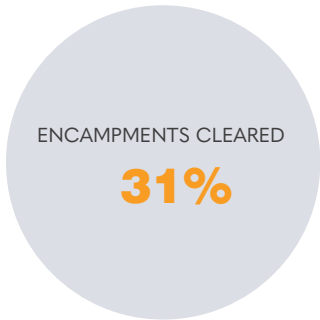
STREET REPORT | QUALITY OF LIFE



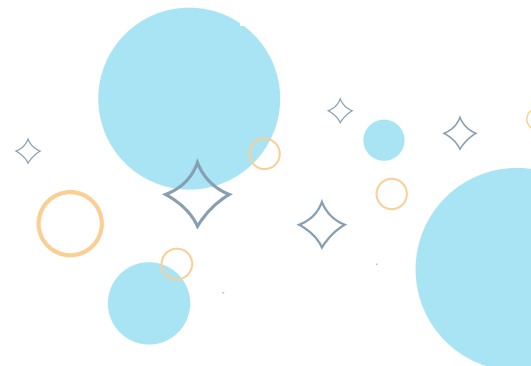
1,186

total quality of life issues addressed for the month of July.

Quality of Life Incidents by Percentage



Safety & Quality of Life Incidents	May	June	July
Panhadling	73	53	91
Public Disturbance	284	217	367
Encampments Cleared	413	486	364
Sit/Lie/Camp	76	72	83
Wellness Check	312	238	280



STREET REPORT

COMMUNITY
ENGAGEMENT

Need directions? We'll be your guide!

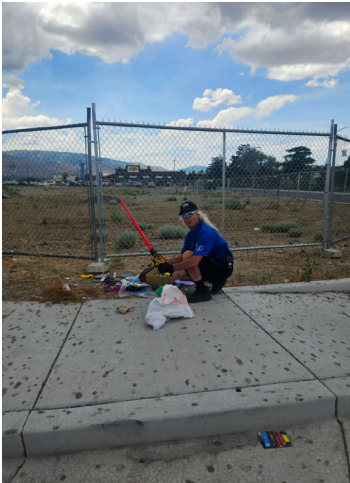
Downtown Reno Partnership provided directions to 423 district visitors during the month of July.

Task	May	June	July
Business Checks	610	960	715
Directions	545	397	423
Engagements	8,644	7,348	9,227
Safe Walks	67	47	27

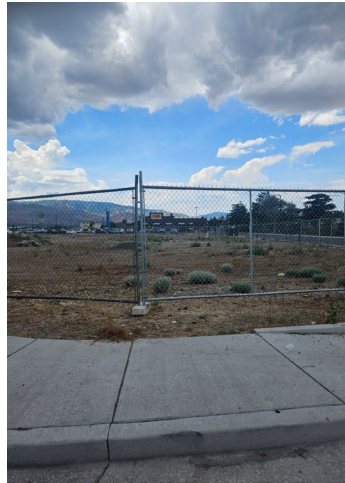


STREET REPORT | BEFORE & AFTER

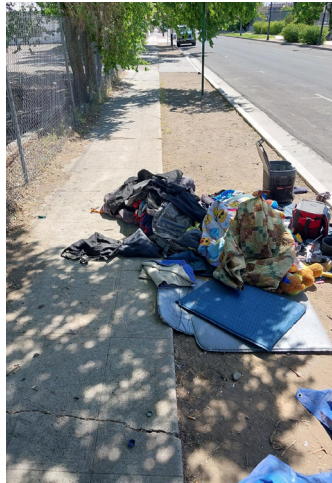
Before



After



Before



After



Before



After



Before



After



Before



After



Business Checks

Contact with a merchant or property owner to either;

- A) Conduct periodic visits to merchants to provide materials and check in on businesses.
- B) Respond to a merchant request for service.

Directions

Directions provided by Ambassadors to any person requesting information.

Engagements

Any contact with a person who may be experiencing homelessness, state visitors, guests, and stakeholders including directions.

Public Disturbance

Individuals behaving in a verbally threatening or aggressive manner towards unwilling recipients, such as yelling at, threatening, or slandering in public.

Public Intoxication

Individual(s) that is/are publicly intoxicated, as determined by law enforcement on the scene.

Referrals Made

Referral to service provider for clothing, food or shelter.

Sit/Lie/Camping Violations

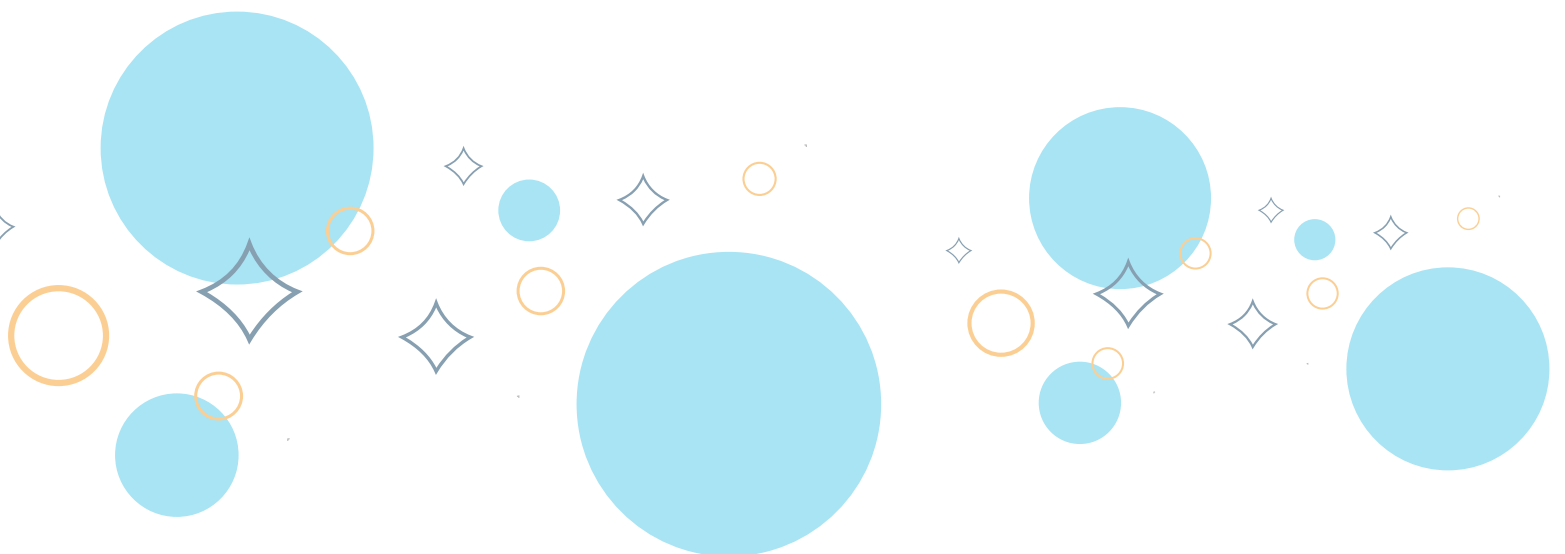
Restricts sitting or lying on sidewalks citywide 7am - 11 pm (City and Reno)

Trespassing

Downtown Reno provides that no person shall willfully remain upon any private property or business premises after being notified to leave by the owner.

Wellness Checks

Verbal or visual check to ensure an individual's safety and well-being.



Did You Know?

Ways to request cleaning and safety services.



24/7:
Dispatch **775-313-4080**



Hours of Operation:
24/7



Be In The Know!

Sign up for our e-newsletter at
DowntownReno.org

