



AMBASSADOR STREET REPORT

AUGUST 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 August 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 August

117 Yards
29,337 Pounds

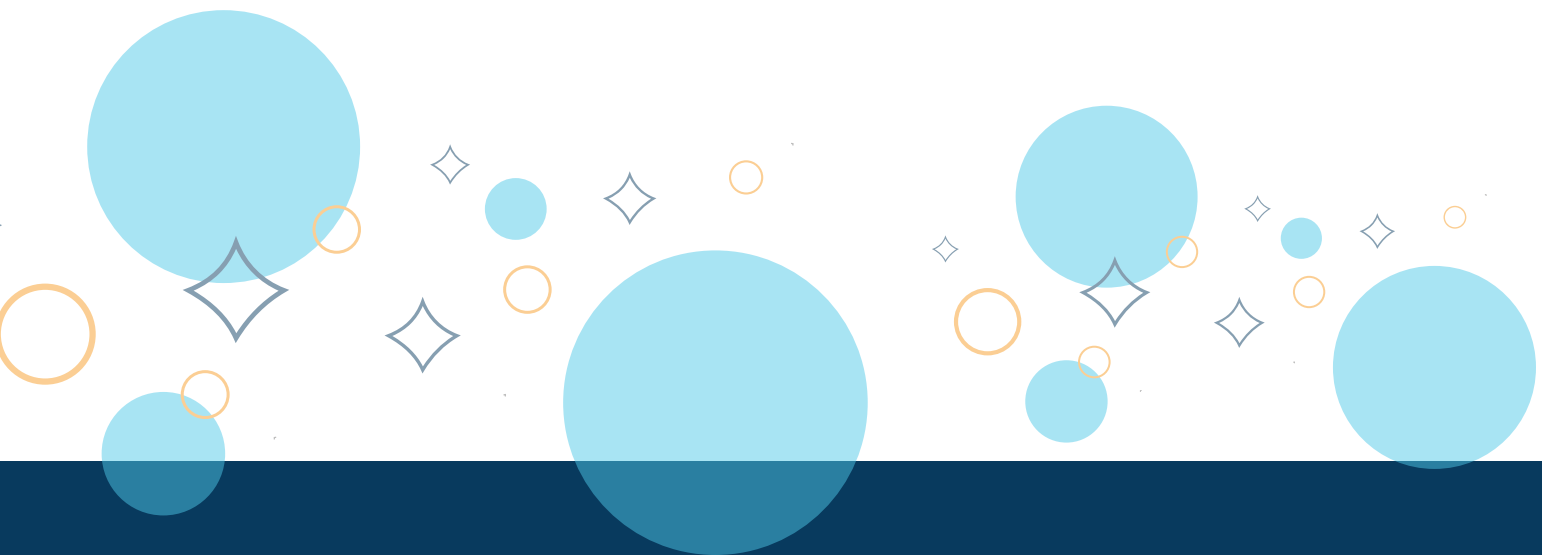


PREVIOUS MONTH:
July

92 Yards
22,973 Pounds

Total tasks completed

Cleaning Tasks	June	July	August
Power Washes	256	251	255
Block Faces Cleaned	172	161	185
Cubic Yards of trash collected	99	92	117
Shopping Carts Recovered	107	104	91
Transports to Services/ Shelter	88	119	116



STREET REPORT | CLEANING

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



Power Washes

255



Pan and Broom Blocks

305

STREET REPORT | REQUESTS FOR SERVICES



Graffiti Removal

83

45 Calls for Cleanup - Special

155 Scheduled Power Washes



Cleaning Request Response Time:

WITHIN **30 min**

STREET REPORT | SUCCESS STORIES

- On Wednesday, August 7, 2024, Ambassador Jimenez came across a disabled older adult man who was sitting on Virginia St. When assessing the individual, Ambassador Jimenez recognized that the man was reported on social media to be missing and family was worried about his well-being. Turns out, the man was displaying symptoms of dementia and was unaware that he had permanent housing. Ambassador Jimenez contacted his family, and they arrived with haste to retrieve their father, who was grateful to see them.
- On Tuesday, August 20, 2024, Ambassador House was walking on Virginia St. when he saw a familiar client crying. When he approached the man, he attempted to console him to which the man began opening up. He

explained that he was feeling suicidal and was unsure of the next steps to take to better his mental wellness. Ambassador House sat with the man and spoke with him and gained the man's trust enough to refer him to the Reno Police, as they are able to get the man admitted into a safe place where he can obtain help through medical and therapeutic assistance. When RPD arrived, they worked with the man to contact family members of his future whereabouts and transported him to the hospital for further evaluation. On August 26, 2024, Ambassador House came across the same individual who expressed gratitude for House's compassion and said he is staying with his family and working toward obtaining employment.

STREET REPORT | AMBASSADOR OF THE MONTH



Congratulations Ambassador Roper!

We all do not know how Ambassador Roper does it. Every single day he arrives at work lively and ready to outperform his duties each shift. He can often be seen strolling on Virginia St. on the T3 picking up trash, and being hospitable to all he comes across, as well as 4th St. where he has built an incredible rapport with most clients. Such a rapport that everyone in town seems to know Roper's name and always wishes to tell him hi. Roper does not fail to amaze us with his rock star attitude and diligence toward improving Downtown Reno one friendly "hello" at a time.

STREET REPORT | QUALITY OF LIFE



1,245

total quality of life issues addressed for the month of **August**.

Quality of Life Incidents by Percentage

ENCAMPMENTS CLEARED

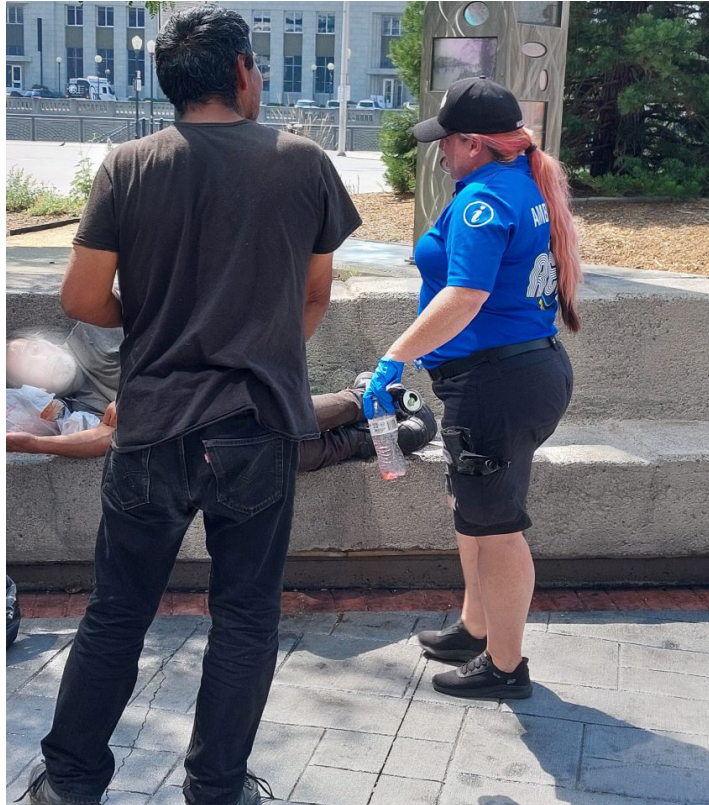
45%

PANHADLING

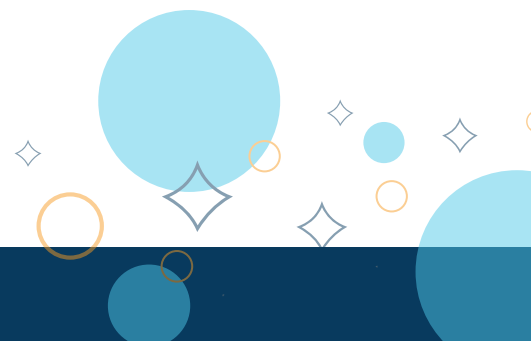
35%

WELLNESS CHECK

20%



Safety & Quality of Life Incidents	June	July	August
Panhandling	53	91	179
Public Disturbance	217	367	252
Encampments Cleared	486	364	480
Sit/Lie/Camp	72	83	85
Wellness Check	238	280	249



STREET REPORT

COMMUNITY
ENGAGEMENT

Need directions? We'll be your guide!

Downtown Reno Partnership provided directions to 516 district visitors during the month of July.

Task	June	July	August
Business Checks	960	715	595
Directions	397	423	516
Engagements	7,348	9,227	6,735
Safe Walks	47	27	30



STREET REPORT | BEFORE & AFTER

Before



After



Before



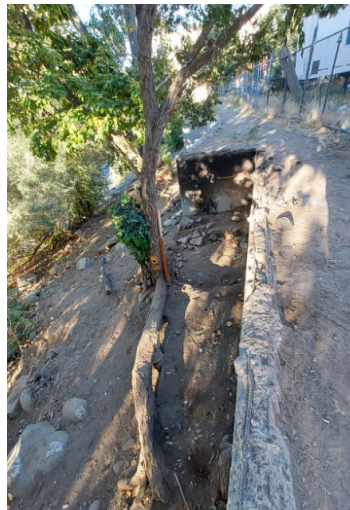
After



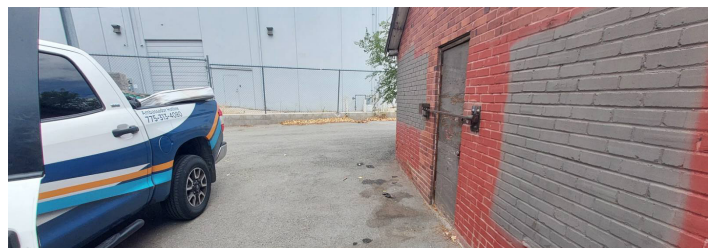
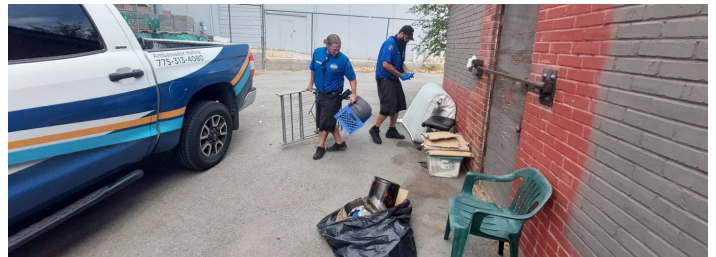
Before



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

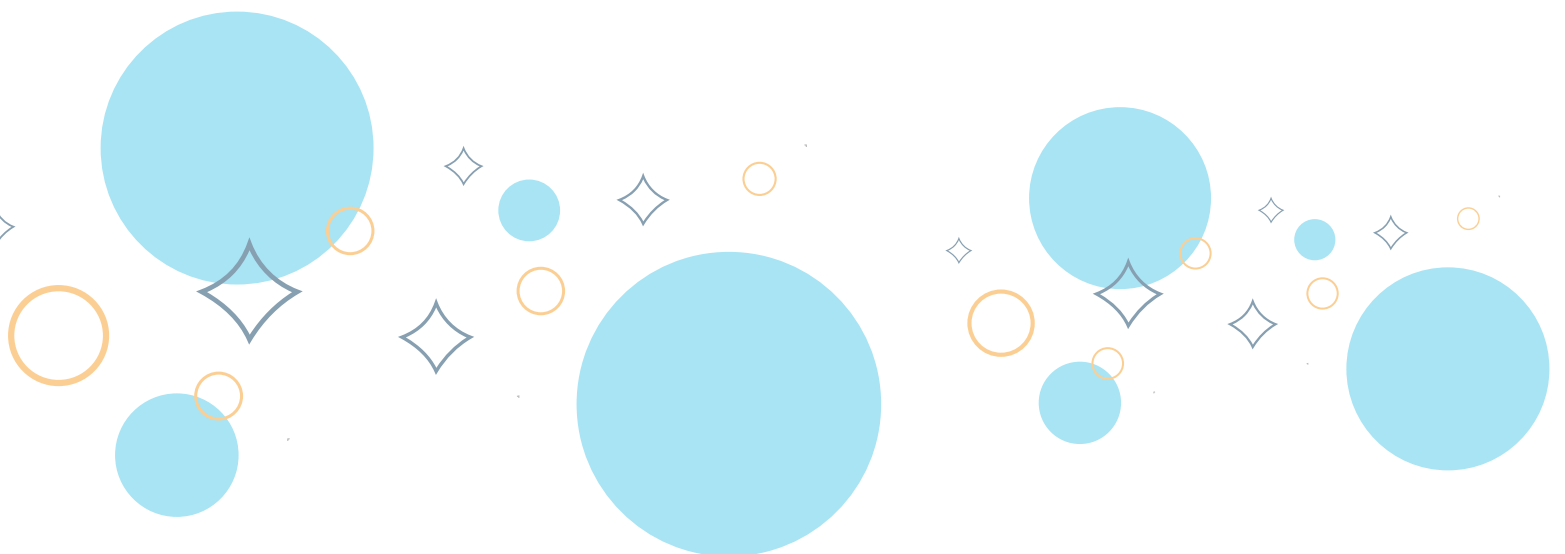
Restricts sitting or lying on sidewalks citywide 24 hours

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.



STREET REPORT | CONTACT INFORMATION

Did You Know?

Ways to request cleaning and safety services.



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



Hours of Operation:
24/7



Be In The Know!

Sign up for our e-newsletter at
DowntownReno.org

