



AMBASSADOR STREET REPORT

SEPTEMBER 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 September 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 September
102 Yards
25,642 Pounds



PREVIOUS MONTH:
August
117 Yards
29,337 Pounds

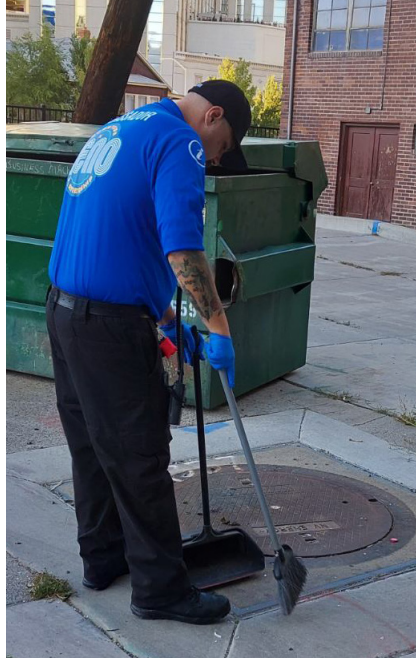
Total tasks completed

Cleaning Tasks	July	August	September
Power Washes	251	255	245
Block Faces Cleaned	161	185	116
Cubic Yards of trash collected	92	117	102
Shopping Carts Recovered	104	91	93
Transports to Services/ Shelter	119	116	114



STREET REPORT | CLEANING

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



Power Washes

245



Pan and Broom Blocks

407

STREET REPORT | REQUESTS FOR SERVICES



Graffiti Removal

116



Cleaning Request Response Time:

WITHIN **30 min**

53 Calls for Cleanup - Special

120

Scheduled Power Washes



414

Calls Made to Downtown Reno Partnership

STREET REPORT | SUCCESS STORIES

- Social Services Ambassador Detels was introduced to a brother and sister in July who were both very scared to be out on the streets at night due to being taken advantage of through theft. Social Services Ambassador Detels worked with Our Place to get the two housed with their program. On September 27, 2024, Social Services Ambassador Detels ran into the brother and sister who informed him that they are now both housed in an apartment.
- In the month of September, Social Services Ambassador Hultsman spoke with a couple referred to our services regarding a one-way ticket home to Denver, Colorado. When assessing the individuals, Social Services Ambassador Hultsman found that one client was still attending Community Court to settle a misdemeanor. Before purchasing the ticket, Social Services Ambassador Hultsman contacted her caseworker connected to the case to confirm that she could leave town. On September 20, 2024, the couple and their two service animals successfully boarded the Greyhound Bus back home to live with the client's mother in Colorado.

STREET REPORT | AMBASSADOR OF THE MONTH



Ambassador of the Month - Ambassador Saulnier

We are thrilled to announce our Ambassador of the Month for October is Ambassador Saulnier! As a dedicated member of the Downtown Reno Partnership team, Ambassador Saulnier has gone above and beyond in fostering community spirit and enhancing the safety and cleanliness of our downtown area. Her enthusiasm for local events and commitment to supporting local businesses has not only elevated our community engagement but also created a welcoming atmosphere for residents and visitors alike. With a keen eye for detail and a genuine passion for Reno, Ambassador Saulnier exemplifies the core values of our partnership. Thank you for your hard work and dedication. You truly make a difference in our downtown community.

STREET REPORT | QUALITY OF LIFE

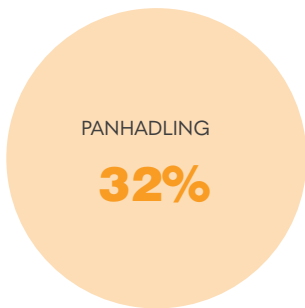
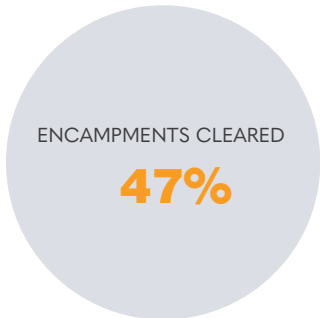


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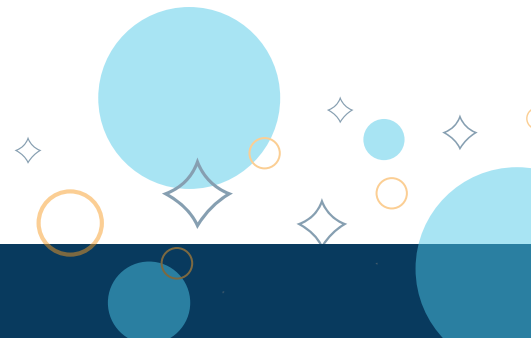
total quality of life issues addressed for the month of **September**



Quality of Life Incidents by Percentage



Safety & Quality of Life Incidents	July	August	September
Panhandling	91	179	145
Public Disturbance	367	252	198
Encampments Cleared	364	480	458
Sit/Lie/Camp	83	85	88
Wellness Check	280	249	325



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	July	August	September
Business Checks	715	595	760
Directions	423	516	484
Engagements	9,227	6,735	5,180
Safe Walks	27	30	38



STREET REPORT | BEFORE & AFTER

Before



After



Before



After



Before



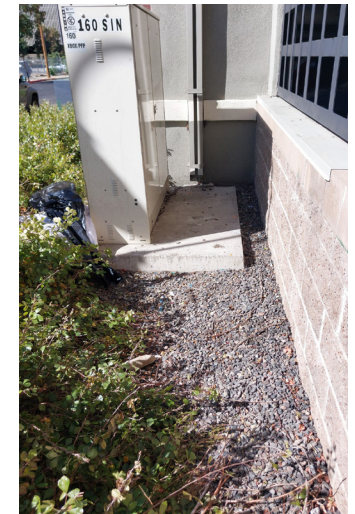
After



Before



After



Before



After



STREET REPORT | 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

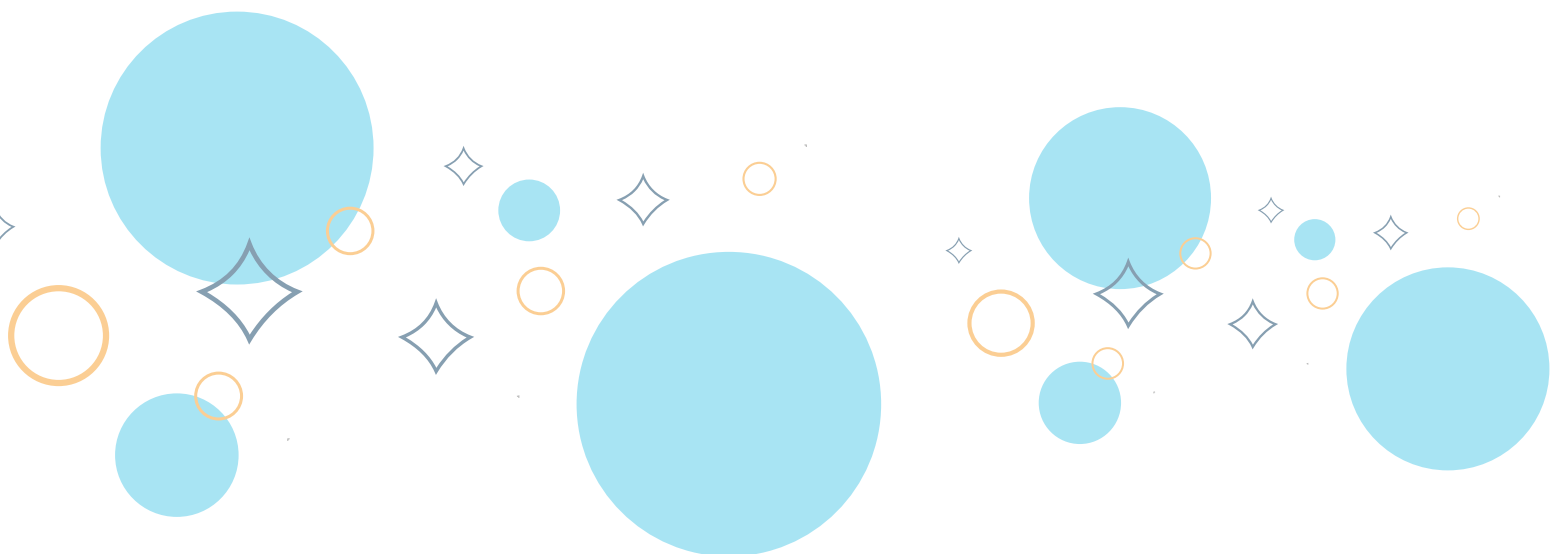
Restricts sitting or lying on sidewalks in Downtown.

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

