

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | JUNE, 2023

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 June 2023. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



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We can now say that Summer is in full swing this June! As temperatures rose, so did the Truckee River, bringing lots of folks into Downtown Reno to enjoy the water and sun. Ambassadors also welcomed the addition of the new overnight shift! The overnight ambassadors are focusing on prevention of vandalism and trespassing as well as the prevention of illegal overnight encampment establishment. With this new team of Ambassadors, encampments have lessened, and cleanliness issues are improved making for a more pleasant Downtown Reno. Along with this, the Downtown Reno Partnership supplied the Ambassadors with a new vehicle. The Toyota Tundra is proving to make significant strides in the efficiency that ambassadors can perform their jobs. Not only does this new truck help with disposal of large amounts of litter and debris, but it also is another means of transporting clients to shelter and services. We are very excited to kick off this summer with these new additions and cannot wait to see what else is in store!

HOSPITALITY SUCCESS STORIES:

- 1: Ambassador's Edgar and Pratap were doing routine safety and welfare checks along the riverwalk when they came across a male that was lying face down on some rocks by the river. They immediately noticed the way he was laying looked unnatural and that there was cause for concern. Quickly, they got to where he was, and attempted to contact him, but that was to no avail, as he was unresponsive. They both knew what to do next and acting on experience. One of them called 911 while the other followed procedure for a possible overdose. The result was REMSA transporting the individual to the hospital where he would be treated and released. That outcome may had been very different if our team members did not know how to handle the situation.
- 2: On the morning of the Brews, Blue's and BBQ's festival Ambassadors Erik and Esther had a man come up to them at the DRP base whose entire face was covered in blood from numerous cuts and scrapes and a badly broken nose. He claimed he could not remember what had happened to him but from talking with him both Esther and Erik knew just how serious the situation was and worked together at keeping him awake and calm while calling emergency services. Both team members continued providing what care they could while awaiting REMSA's arrival and informed RPD of the situation up to that point. Once the ambulance had the man loaded up and were about to leave one

of the emergency paramedics made a point to inform them that the man had a concussion and was in far worse shape than he appeared or acted. Without their actions he very well might not have survived a traumatic beating like this. Every minute mattered and quick actions were a factor in his wellbeing.

- 3: The month of June proved to be a month of progress with the many properties and businesses that we keep under our care, constantly dealing with loitering, trespassing or overnight squatters that continue to leave behind trash and bio-waste for our team to clean up. Performing all these responsibilities while continuing to treat each and every person with courtesy and professionalism and a positive attitude. Two of our largest problem areas we continually respond to over the past months has been hands down WellCare Alley and the Gravel pit located behind Am Trak. These two locations have historically been problematic but are seeing significant improvement due to consistent and effective attention. Great job team!

OUTREACH SUCCESS STORIES:

- On Friday, June 16th, 2023, Outreach Ross got a call about a domestic Violence dispute at the Wonder Lodge Motel. I went there and a client that I know well from the streets, was hollering and yelling at the motel staff and so I walked him off property so they would not have to call the police. After he had calmed down, he expressed how he was tired of the streets so I gave him a ride in the van to the PUF House. He went into treatment that day to WellCare Men's Sober Living.
- On Tuesday, June 6th, 2023, Outreach Ambassador Ross got a call from the housing coordinator for Health Plan of Nevada. He asked if I knew a participant by the name of one of our clients, he just got approved for emergency housing through them. After some searching, I finally found the client and his little dog. I then took the client to Community Court where they were able to do his assessment and paperwork for HPN. He is now housed!
- On Thursday, June 9th, 2023, Outreach Ambassador came across a gentleman under the Wells Bridge in a tent along with several others. After assessing his situation, he did have medical conditions that made it hard for him to get around. He also has Health Plan of Nevada as his medical insurance so I gave the client

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a call to see if he was eligible to get into emergency housing provided by HPN. After verifying if his medical was active, he got a phone assessment and met criteria and is on the waiting list for next available bed in their house.

- On Thursday June 8, 2023, Outreach met with a husband and wife at base. They were looking for a way to get out of town and trying to get to Louisiana. Outreach looked up the price for two tickets to Louisiana and discovered that it would be over \$600 which is not feasible with our program. Outreach heard about Cares Campus possibly providing rides out of town. Outreach took the couple to Cares Campus and discovered that it is true that they provide a ticket out of town. Cares Campus is going to pay for the husband's ticket to Louisiana for Friday, and as soon as Outreach gets the information from the husband's ticket, she will get the ticket for the wife.
- On Monday June 12, 2023, Outreach called EMS on a gentleman that was showing off his incision sight to one of his friends. Outreach just happened to look over and noticed that the incision sight looked infected. She first asked if he wanted to go to the hospital, then she called non-emergency as the gentleman was clearly in pain. Outreach stayed with him till EMS showed up.

EMPLOYEE AWARDS RECOMMENDATIONS:

Employee of the Month: Rainey

This ambassador has been an irreplaceable member of this family for quite some time now. She is someone that has been considered by some to be the face for the Ambassador's and she has even taken on that roll at past "meet & greet" type events. You probably know her mostly by her positive, kind and even bubbly personality, that combined with her infectious smile is a force to be reckoned with and it lights up every room that she enters. As an Outreach Ambassador she takes pride in everything she becomes involved with making it her personal mission to find out how she can best help each client with their unique situations and circumstances. There can only be one person that fits everything claimed above and that person can only be "Rainey".

Customer Service Award: Esther

Esther is one of our Licensed Outreach Ambassadors who joined the team in November of 2022. Since her arrival, she has shown consistency in transporting clients to the DMV every Tuesday and assisting them in acquiring their Identification Cards. This effort from Esther gets clients through a crucial step in the right direction, as obtaining an I.D. allows the individual to begin employment or obtain housing.

Caught Doing Something Right: David

David stepped in when we needed it most, holding down the fort on the new overnight shift when understaffed. His readiness to switch up his schedule benefited our team greatly, allowing for the new shift to perform their job well, all in all, helping all Ambassadors in the long run.



Welcome to the Team Gary, our new Operations Manager

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Ambassadors removing a truck full of Garbage that the team helped clean up.



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Ambassadors working side by side with RPD for a brighter future!



Mayor Hillary Schieve, Executive Director Neoma Jardon and Outreach Ambassador Dani enjoy June's Downtown Tuesdays event at DRP Plaza.



Just another day in the life of an Ambassador (before/after).

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Ambassadors welcoming new business to Downtown Reno



Lt Governor Stavros Anthony visited with the DRP and ambassador team before taking a walking tour of Downtown Reno.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

April	2,319.75
May	1,597.00
June	2,474.00

3rd Quarter 6,390.75

SOCIAL SERVICE OUTREACH SPECIALIST

April	504.50
May	474.87
June	392.50

3rd Quarter 1,371.87

TEAM LEADER

April	153.50
May	112.00
June	120.00

3rd Quarter 385.50

OPERATIONS MANAGER

April	160
May	44
June	120

3rd Quarter 324

LICENSED OUTREACH COORDINATOR

April	322.50
May	281.00
June	317.00

3rd Quarter 920.50

OPERATIONS SUPERVISOR

April	163.50
May	215.75
June	189.00

3rd Quarter 568.25

CLEANING AMBASSADORS

April	253.50
May	317.00
June	336.00

3rd Quarter 906.50

OVERNIGHT PATROL

April	—
May	—
June	355.00

3rd Quarter 355.00

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STATISTICS

RENO DIRECT REPORTS

	APRIL	MAY	JUNE
Bulky Items	3	2	4
Encampment Reporting	7	8	24
Graffiti Removal	21	42	47
Gutter Repair	0	0	0
Illegal Dumping	0	0	0
Sidewalk Repair	0	0	0
Streetlight Issue	0	0	0

3rd Quarter 31 52 75

CRIMES

	APRIL	MAY	JUNE
Aggravated Assault	0	0	0
Assault	0	1	9
Battery	0	2	1
Threat	11	0	2
Hate Crime	0	0	0
Stalking	0	0	36
Domestic Violence	0	1	0
Harassment	0	0	0
Burglary	0	0	0
Robbery	0	0	44

3rd Quarter 11 4 92

WASTE - REPORTED

	APRIL	MAY	JUNE
Feces	53	83	52
Syringe	9	10	11
Urine	28	21	54

3rd Quarter 90 114 117

CALL TO EMS

	APRIL	MAY	JUNE
Police	4	11	13
Fire	0	3	3
Ambulance	12	10	8

3rd Quarter 16 24 24

STAKEHOLDER CHECK-IN

	APRIL	MAY	JUNE
Business	1,501	1,987	2,058
Property Owner	51	35	68
Residential Property	7	13	36

3rd Quarter 1,559 2,149 2,162

INCOMING CALLS

	APRIL	MAY	JUNE
Nuisances	246	168	52
Outreach	17	18	68
Cleanliness	15	22	11
Other	3	7	9

3rd Quarter 281 215 140

QUALITY OF LIFE

	APRIL	MAY	JUNE
Incidents - Public Intoxication	308	435	113
Incidents - Public Indecency	7	0	33
Incidents - Public Urination	11	15	54
Incidents - Trespassing	61	48	266
Incidents - Disturbance	109	352	367
Incidents - Noise Complaint	0	0	0
Incidents - Open Container	101	232	139
Incidents - Panhandling Passive	33	147	99
Incidents - Panhandling - Aggressive	19	44	36
Incidents - Suspicious Person	0	2	219
Incidents - Suspicious Vehicle	0	0	0
Conditions - Blocking Sidewalk	277	436	452
Conditions - Benches Cleared	100	67	92
Conditions - Encampment	21	15	24
Conditions - Wellness Check	11	39	1,219

3rd Quarter 1,358 1,832 3,113

SOCIAL SERVICE

	APRIL	MAY	JUNE
Referral - Clothing	11	9	29
Referral - Food	8	12	8
Referral - Medical	4	4	15
Refferal - Shelter	59	21	6
Refferal - Detox/Treatment	19	5	20
Refferal - Housing	0	7	4
Refferal - Insurance	0	0	11
Refferal- Van Rides Given	58	43	56
Outreach	210	164	206

3rd Quarter 369 265 335

TRASH-REPORTED

	APRIL	MAY	JUNE
Litter	1,388	1,256	3,120
Debris	99	83	127
Bulky Items	12	9	19
Trash Bags Filled	84	106	156
Illigal Dumping - Sidewalk	0	0	0
Illigal Dumping - Alley	0	0	0

3rd Quarter 1,583 1,454 3,422

HOT SPOTS

	APRIL	MAY	JUNE
Checks	907	767	847

3rd Quarter 907 767 847

HOSPITALITY

	APRIL	MAY	JUNE
Engagement	1,021	846	1,459

3rd Quarter 1,021 846 1,459

EVENT SUPPORT

	APRIL	MAY	JUNE
Service Hours	36	0	18
Cleanup	0	0	0

3rd Quarter 36 0 18

MATERIALS DISTRIBUTION

	APRIL	MAY	JUNE
Collateral Marketing Material	75	10	23

3rd Quarter 75 10 23

SAFE WALKS

	APRIL	MAY	JUNE
All	93	60	57

3rd Quarter 93 60 57

CLEANING

	APRIL	MAY	JUNE
Pressure Washes	191	166	254
Lbs of Trash Collected	2,450	2,650	3,120
Bio Clean-up		72	8
Gallons of Water Used		2,900	5,000

3rd Quarter 2,641 5,788 8,382

ANIMAL

	APRIL	MAY	JUNE
Dead - disposed of	0	0	0
Dead - reported to Animal Control	0	0	0

3rd Quarter 0 0 0

PROPERTY

	APRIL	MAY	JUNE
Abandoned	3	2	0
Found	0	0	9
Lost	2	0	3
Shopping Carts - recovered	35	14	33

3rd Quarter 40 16 45

DIRECTIONS

	APRIL	MAY	JUNE
All	417	2	282

3rd Quarter 417 2 282