

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | NOVEMBER, 2018

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 November 2018. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



Happy Holidays!

MAY 2019 BE FILLED WITH JOYFUL AMBASSADORS



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TRAINING

- Ride along training with Reno Police Department
- Tour of services by Reno-Sparks Gospel Mission
- Tour of services with Volunteers of America at the Community Assistance Center
- Tour of services with the VOA Resource Center
- Tour of services with the Community Health Alliance
- Tour of services with ReStart Program
- Tourism presentation by Reno-Sparks Visitor and Convention Authority
- Received presentation by Veterans Resource Center
- Received presentation by City of Reno Code Enforcement Department
- Received crisis intervention training from the Reno Police Department
- Mobile Outreach Safety Team
- Received training to work with people with mental illness by RPD
- The Life Change Center trained the ambassadors how to use Narcan, the nasal spray meant to reverse opioid overdoses
- HOPES did a training on resources at their clinic and also offered their services for needle pick-up and disposal.

SIGNIFICANT INCIDENTS

- Police apprehended a male adult that we approached for trespassing at a restaurant. The male adult took a swing at the ambassador and proceeded to swing at tourists along Virginia.
- Ambassadors were called to the Golden Flower where they encountered a male adult who was extremely intoxicated. The owners asked to have him removed because he fell in the entrance and couldn't get back up. Ambassador walked him to two different hotels that wouldn't accept him because of his condition. Due to his inability to care for himself, RPD was called and he was safely taken to the drunk tank for the night out of the cold.

ACCOMPLISHMENTS

- Ambassadors developed a relationship with Health Plan of Nevada who provides wrap around services, including housing for those with that specific Medicaid.
- Created monthly meetings with code enforcement to have a consistent and up to date strategy for maintaining streets.
- Created partnership with RPD downtown bike team that will allow the DRP to share information on problem individuals.
- Met with Judge Riggs from Community Court about working with the ambassadors to help get individuals to necessary resources through her new program.
- Toured REMSA (ambulance) and their Dispatch Center.
- Met with Fire Chief Cochran and will present to the Captains next month.

PROJECTS COMPLETED

- Onesy Crawl
- Governor's visit for Nevada Tourism Conference
- Lindsey Stirling concert
- Menorah Lighting in the City Plaza
- Christmas Tree Lighting in the City Plaza
- Celebration in the Corridor
- Escorted the cast of The Unbelievables to the Homeless Shelter to distribute beanie caps and hand warmers and get a tour by regional director Pat Cashell.
- Santa Crawl

AWARDS AND RECOGNITION

- Sarah Fulenwider for her superior organizational skills
- Leland Kendall for his natural ability to positively engage with stakeholders
- Joy Klingenfuss for quickly developing rapport with homeless population
- Austin Pollard for rapidly building working relationships with local providers

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Training Session



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BEFORE/AFTER



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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

| | |
|-------------|---------|
| October | — |
| November | 1026.25 |
| December | — |
| <hr/> | |
| 4th Quarter | — |

SOCIAL OUTREACH

| | |
|-------------|-------|
| October | — |
| November | 21.00 |
| December | — |
| <hr/> | |
| 4th Quarter | — |

SUPERVISOR

| | |
|-------------|--------|
| October | — |
| November | 191.25 |
| December | — |
| <hr/> | |
| 4th Quarter | — |

MANAGER

| | |
|-------------|--------|
| October | — |
| November | 176.00 |
| December | — |
| <hr/> | |
| 4th Quarter | — |

TRAINING

| | |
|-------------|--------|
| October | 688.50 |
| November | 224.75 |
| December | — |
| <hr/> | |
| 4th Quarter | — |

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STATISTICS

311 REPORTS

| | OCT | NOV | DEC |
|----------------------|-----|-----|-----|
| Bulky Items | | 13 | — |
| Encampment Reporting | | 10 | — |
| Graffiti Removal | | 243 | — |
| Gutter Repair | | 5 | — |
| Illegal Dumping | | 17 | — |
| Sidewalk Repair | | 68 | — |
| Streetlight Issue | | 8 | — |
| 4th Quarter | | 364 | — |

CRIMES

| | OCT | NOV | DEC |
|-------------------|-----|-----|-----|
| Assault | | 2 | — |
| Burglary | | 1 | — |
| Domestic Violence | | 2 | — |
| Grand Theft | | 0 | — |
| Harassment | | 1 | — |
| Theft | | 1 | — |
| Threat | | 1 | — |
| 4th Quarter | | 9 | — |

WASTE - REPORTED

| | OCT | NOV | DEC |
|-------------|-----|-----|-----|
| Feces | | 23 | — |
| Syringe | | 14 | — |
| Urine | | 11 | — |
| 4th Quarter | | 48 | — |

ALLEY

| | OCT | NOV | DEC |
|-----------------------|-----|-----|-----|
| Overflowing Dumpsters | | 13 | — |
| 4th Quarter | | 13 | — |

DIRECTIONS

| | OCT | NOV | DEC |
|-------------|-----|-----|-----|
| All | | 575 | — |
| 4th Quarter | | 575 | — |

SAFE WALKS

| | OCT | NOV | DEC |
|-------------|-----|-----|-----|
| All | | 52 | — |
| 4th Quarter | | 52 | — |

ANIMAL

| | OCT | NOV | DEC |
|-----------------------------------|-----|-----|-----|
| Dead - disposed of | | 4 | — |
| Dead - reported to Animal Control | | 2 | — |
| 4th Quarter | | 6 | — |

QUALITY OF LIFE

| | OCT | NOV | DEC |
|--------------------------------------|-----|-----|-----|
| Conditions - Benches Cleared | | 1 | — |
| Conditions - Blocking Sidewalk | | 9 | — |
| Conditions - Encampment | | 13 | — |
| Conditions - Wellness Check | | 53 | — |
| Incidents - Disturbance | | 4 | — |
| Incidents - Noise Complaint | | 0 | — |
| Incidents - Open Container | | 3 | — |
| Incidents - Panhandling - Aggressive | | 1 | — |
| Incidents - Panhandling - Passive | | 3 | — |
| Incidents - Public Intoxication | | 7 | — |
| Incidents - Public Urination | | 1 | — |
| Incidents - Suspicious Vehicle | | 1 | — |
| Incidents - Suspicious Person | | 4 | — |
| Incidents - Trespassing | | 9 | — |

| | | |
|-------------|-----|---|
| 4th Quarter | 109 | — |
|-------------|-----|---|

PROPERTY

| | OCT | NOV | DEC |
|-----------|-----|-----|-----|
| Abandoned | | 24 | — |
| Found | | 5 | — |
| Lost | | 1 | — |

| | | |
|-------------|----|---|
| 4th Quarter | 30 | — |
|-------------|----|---|

SOCIAL SERVICE

| | OCT | NOV | DEC |
|---------------------|-----|-----|-----|
| Referral - Clothing | | 6 | — |
| Referral - Food | | 2 | — |
| Referral - Medical | | 3 | — |
| Referral - Shelter | | 25 | — |

| | | |
|-------------|----|---|
| 4th Quarter | 36 | — |
|-------------|----|---|

TRASH-REPORTED

| | OCT | NOV | DEC |
|----------------------------|-----|-----|-----|
| Bags Collected | | 1 | — |
| Bulky Items | | 76 | — |
| Cans Services | | 3 | — |
| Construction Site | | 1 | — |
| Illegal Dumping - Alley | | 10 | — |
| Illegal Dumping - Sidewalk | | 34 | — |

| | | |
|-------------|-----|---|
| 4th Quarter | 125 | — |
|-------------|-----|---|