

# STREET REPORT



## DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | DECEMBER, 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 December 2018. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



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## INITIATIVES:

The Ambassadors of the Downtown Reno Partnership often come across barriers that prevent us from better serving our homeless population. One of which is an individual not having insurance which prevents them from getting access to certain providers. This month we've strengthened our working relationship with Health Plan of Nevada to assist us in getting those who need insurance.

Another barrier is transportation. For this we spoke to the Executive Director of The Life Change Center about assisting us in transporting individuals through their Peer Recovery Support program.

In addition, we've met with Steve Shell the owner of Reno Behavioral and Helen Lidholm CEO of St. Mary's Medical Center to develop plans that will help fill the gaps in service to our homeless population seeking help or in need of treatment.

## ACCOMPLISHMENTS

The Ambassadors have built an alliance with and have been doing walkalongs with the Washoe County Railway Authority to assist in patrolling and to learn more about techniques and the roles each of us play in keeping the railroad tracks in the BID clean and safe.

Ambassadors also attended a Town Hall meeting for business and property owners in the Downtown Reno BID that helped us better understand the relationship between the businesses, the homeless and the city. Our shopping cart retrieval initiative has resulted in the retrieval of over 150 shopping carts off the streets of downtown in only a month.

In mid-December, we received Narcan training by the M.O.R.E. team from The Life Change Center. Two weeks following the training and now armed with Narcan kits, Ambassadors Jeremy Lambert and Joy Klingenfuss assisted in saving the life of a man who was found overdosing by the river on Christmas Eve.

Ambassadors Joy Klingenfuss and Austin Pollard spent time on December 23rd with the Reno Police Department distributing thousands of Christmas gifts to local children in downtown hotels. Ambassadors have also created a partnership with the HOPES clinic, doing outreach twice a month and needle clean up once a week.

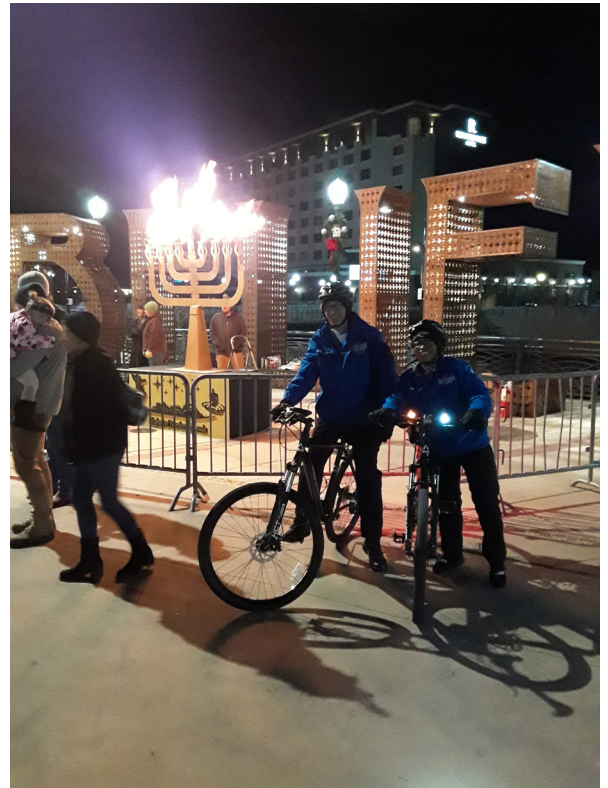
Ops manager Grant Denton and Social Outreach Specialist Austin Pollard gave a gripping presentation to the Washoe County Incident Command Center with local service providers and first responders that resulted in several contacts and two more presentations the following month.

What the Ambassadors are most proud of this month is the fact that 5 individuals that we have been engaging with since we started hitting the streets have come to our office this month asking for help with services. We were able to help them navigate the process of getting an ID, insurance, and into treatment. We have kept up to date on these 5 individuals and they are all still in local programs that are helping them to better their situation. One of the 5 is a lady who was stranded and homeless for several weeks on our streets. Not only did we assist her with the help of Reno Police Department and Greyhound in getting back home but we were able to get her in touch with providers in her hometown where she is receiving services to assist her with housing and her mental health diagnosis.



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## BEFORE/AFTER



# STREET REPORT

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

October	—
November	1026.25
December	1500.00

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4th Quarter	2526.25
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### SOCIAL OUTREACH

October	—
November	21.00
December	169.50

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4th Quarter	190.50
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### SUPERVISOR

October	—
November	191.25
December	329.00

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4th Quarter	520.25
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### MANAGER

October	—
November	176.00
December	178.00

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4th Quarter	354.00
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### TRAINING

October	688.50
November	224.75
December	10.50

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4th Quarter	923.75
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## STATISTICS

### 311 REPORTS

	OCT	NOV	DEC
Bulky Items		13	65
Encampment Reporting		10	25
Graffiti Removal		243	151
Gutter Repair		5	1
Illegal Dumping		17	42
Sidewalk Repair		68	22
Streetlight Issue		8	1

4th Quarter 364 307

### CRIMES

	OCT	NOV	DEC
Aggravated Assault		1	0
Assault		2	0
Burglary		1	0
Domestic Violence		2	2
Grand Theft		0	0
Harassment		1	3
Theft		1	1
Threat		1	0

4th Quarter 9 6

### WASTE - REPORTED

	OCT	NOV	DEC
Feces		23	31
Syringe		14	24
Urine		11	2

4th Quarter 48 57

### ALLEY

	OCT	NOV	DEC
Overflowing Dumpsters		13	1

4th Quarter 13 1

### DIRECTIONS

	OCT	NOV	DEC
All		575	1052

4th Quarter 575 1052

### SAFE WALKS

	OCT	NOV	DEC
All		52	33

4th Quarter 52 33

### ANIMAL

	OCT	NOV	DEC
Dead - disposed of		4	2
Dead - reported to Animal Control		2	2

4th Quarter 6 4

### QUALITY OF LIFE

	OCT	NOV	DEC
Conditions - Benches Cleared		1	9
Conditions - Blocking Sidewalk		9	23
Conditions - Encampment		13	36
Conditions - Wellness Check		53	228
Incidents - Disturbance		4	13
Incidents - Noise Complaint		0	0
Incidents - Open Container		3	34
Incidents - Panhandling - Aggressive		1	2
Incidents - Panhandling - Passive		3	15
Incidents - Public Intoxication		7	18
Incidents - Public Urination		1	6
Incidents - Suspicious Vehicle		1	0
Incidents - Suspicious Person		4	3
Incidents - Trespassing		9	33

4th Quarter 109 420

### PROPERTY

	OCT	NOV	DEC
Abandoned		24	44
Found		5	29
Lost		1	1

4th Quarter 30 74

### SOCIAL SERVICE

	OCT	NOV	DEC
Referral - Clothing		6	2
Referral - Food		2	8
Referral - Medical		3	6
Referral - Shelter		25	17

4th Quarter 36 33

### TRASH-REPORTED

	OCT	NOV	DEC
Bags Collected		1	0
Bulky Items		76	48
Cans Services		3	0
Construction Site		1	5
Illegal Dumping - Alley		10	23
Illegal Dumping - Sidewalk		34	138

4th Quarter 125 214