

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | MARCH, 2019

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 March 2019. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



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INITIATIVES:

Strong relationships with our stakeholders build networks that can develop credible and united voices about services and products provided by them. Our marketing department has been working on forging mutual and beneficial relationships with all of the stakeholders in the Downtown Reno Partnership. This month, all of the ambassadors had an opportunity to tour the Whitney Peak Hotel and all its amenities. The ambassadors now have the ability to speak confidently about their experience at the Whitney Peak to tourists or anyone inquiring about the hotels in our downtown corridor.

ACCOMPLISHMENTS

In addition to building new relationships, the ambassadors place huge emphasis on nurturing existing ones. Our working partnership with Health Plan of Nevada resulted in several people being housed, insured or placed in treatment this month. We also hosted a Medicine on the Move Clinic at our Pavilion that brought medical care directly to the homeless population. Working directly with Reno Police Department we are able to identify individuals committing nuisance infractions that result in citations to Community Court. This court is designed to drive offenders to receiving services and has been consistently growing.



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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

January	1,635.00
February	1,316.25
March	1,604.75

1st Quarter	4,556.00
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SOCIAL OUTREACH SPECIALIST

January	185.00
February	160.00
March	168.00

1st Quarter	513.00
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SHIFT SUPERVISOR

January	304.00
February	268.75
March	336.50

1st Quarter	909.25
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OPERATIONS MANAGER

January	184.00
February	160.00
March	168.00

1st Quarter	512.00
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Before



After

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STATISTICS

311 REPORTS

	JAN	FEB	MARCH
Bulky Items	66	39	14
Encampment Reporting	5	8	7
Graffiti Removal	91	96	118
Gutter Repair	1	2	3
Illegal Dumping	22	40	23
Sidewalk Repair	4	1	4
Streetlight Issue	7	6	3
1st Quarter	196	192	172

CRIMES

	JAN	FEB	MARCH
Aggravated Assault	0	2	0
Assault	0	1	1
Battery	1	0	1
Burglary	0	0	0
Domestic Violence	2	1	1
Grand Theft	0	0	0
Harassment	0	2	1
Theft	0	3	4
Robbery	0	0	1
Threat	3	0	1
1st Quarter	6	9	10

WASTE - REPORTED

	JAN	FEB	MARCH
Feces	19	39	53
Syringe	199	36	119
Urine	8	5	6
1st Quarter	136	80	178

ALLEY

	JAN	FEB	MARCH
Overflowing Dumpsters	7	6	6
1st Quarter	7	6	6

DIRECTIONS

	JAN	FEB	MARCH
All	884	1,206	2,463
1st Quarter	884	1,206	2,463

SAFE WALKS

	JAN	FEB	MARCH
All	64	51	113
1st Quarter	64	51	113

ANIMAL

	JAN	FEB	MARCH
Dead - disposed of	0	0	0
Dead - reported to Animal Control	2	2	0
1st Quarter	2	2	0

QUALITY OF LIFE

	JAN	FEB	MARCH
Conditions - Benches Cleared	12	6	4
Conditions - Blocking Sidewalk	42	31	57
Conditions - Encampment	81	47	120
Conditions - Wellness Check	327	443	587
Public Indecency	0	0	2
Incidents - Disturbance	16	16	27
Incidents - Noise Complaint	1	1	1
Incidents - Open Container	20	20	73
Incidents - Panhandling - Aggressive	1	6	11
Incidents - Panhandling - Passive	20	34	33
Incidents - Public Intoxication	12	26	32
Incidents - Public Urination	0	3	7
Incidents - Suspicious Vehicle	3	6	0
Incidents - Suspicious Person	5	9	9
Incidents - Trespassing	28	43	52
1st Quarter	568	691	1,015

PROPERTY

	JAN	FEB	MARCH
Abandoned	33	28	23
Found	24	3	12
Shopping Carts - recovered	79	78	76
Lost	0	0	4
1st Quarter	136	109	115

SOCIAL SERVICE

	JAN	FEB	MARCH
Referral - Clothing	17	22	5
Referral - Food	4	7	12
Referral - Medical	7	9	21
Referral - Shelter	0	30	15
Referral - Bus Pass	0	8	8
Referral - Detox/Treatment	0	6	13
Referral - Housing	0	5	5
Referral - Insurance	0	5	5
1st Quarter	31	87	84

TRASH-REPORTED

	JAN	FEB	MARCH
Bags Collected	0	0	7
Bulky Items	19	33	21
Cans Services	0	1	2
Construction Site	2	2	5
Illegal Dumping - Alley	37	59	74
Illegal Dumping - Sidewalk	84	129	207
1st Quarter	142	224	316