

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | APRIL, 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 April 2019. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



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ACCOMPLISHMENTS

Constant training is extremely important for our ambassadors. This month, they received Narcan training and polished up on their service-based approach. West Hills and Eddy house provided training on services provided and proper process. The Reno Police Department educated the team on common downtown Reno municipal codes. Ambassadors climbed the Whitney Peak wall with Miss USA contestants and partnered with Reno Works on a river clean-up.

We are always excited to see our initiatives turn to accomplishments. This month, our initiative to speak at the Washoe County Jail inmates resulted in 3 inmates coming directly to the ambassadors for resources, housing or just to thank us, upon their release. Our goal in speaking at the jail is to build trust and reduce recidivism. So far, outcomes are proving effective.

INITIATIVES:

Our relationship with the Reno Police Department is vital to our team making a positive impact on the streets downtown. In the month of May, ambassadors will be going on ride alongs, with the Downtown Enforcement Team to build stronger working relationships between agencies and to develop a better understanding of how to reach a common goal.

TEAM:

This month Cailen Girsch is being recognized as employee of the month for her unwavering positive mindset and strong work ethic.

Donald Griffeth is also being recognized for repeated calls of gratitude from our downtown population.

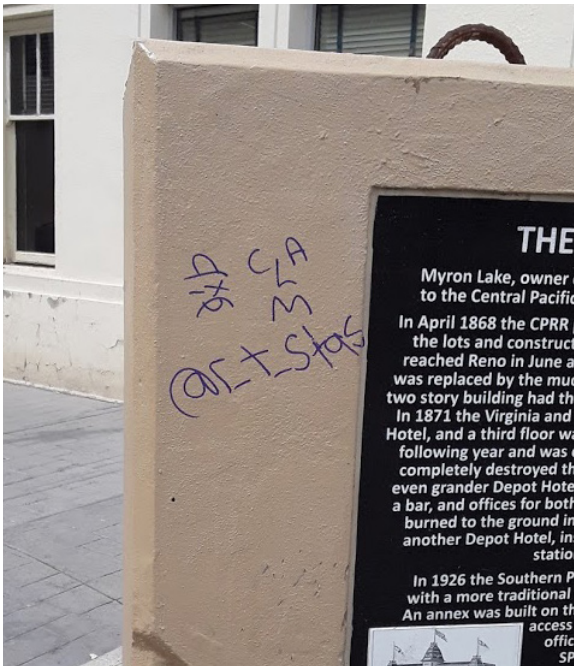


Ambassador Cailen Gersh



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Before



After



Before



After

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

April	1,608.00
May	—
June	—

2nd Quarter	1,608.00
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SOCIAL SERVICE OUTREACH SPECIALIST

April	168
May	—
June	—

2nd Quarter	168
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SHIFT SUPERVISOR

April	297
May	—
June	—

2nd Quarter	297
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OPERATIONS MANAGER

April	176
May	—
June	—

2nd Quarter	176
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STATISTICS

311 REPORTS

	APRIL	MAY	JUNE
Bulky Items	4	—	—
Encampment Reporting	4	—	—
Graffiti Removal	98	—	—
Gutter Repair	2	—	—
Illegal Dumping	21	—	—
Sidewalk Repair	8	—	—
Streetlight Issue	4	—	—
1st Quarter	141	—	—

CRIMES

	APRIL	MAY	JUNE
Aggravated Assault	0	—	—
Assault	0	—	—
Battery	1	—	—
Burglary	5	—	—
Domestic Violence	0	—	—
Grand Theft	0	—	—
Harassment	5	—	—
Theft	5	—	—
Robbery	1	—	—
Threat	0	—	—
1st Quarter	17	—	—

WASTE - REPORTED

	APRIL	MAY	JUNE
Feces	26	—	—
Syringe	117	—	—
Urine	11	—	—
1st Quarter	154	—	—

ALLEY

	APRIL	MAY	JUNE
Overflowing Dumpsters	7	—	—
1st Quarter	7	—	—

DIRECTIONS

	APRIL	MAY	JUNE
All	138	—	—
1st Quarter	138	—	—

SAFE WALKS

	APRIL	MAY	JUNE
All	93	—	—
1st Quarter	93	—	—

ANIMAL

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

1st Quarter

QUALITY OF LIFE

	APRIL	MAY	JUNE
Conditions - Benches Cleared	17	—	—
Conditions - Blocking Sidewalk	78	—	—
Conditions - Encampment	71	—	—
Conditions - Wellness Check	667	—	—
Public Indecency	2	—	—
Incidents - Disturbance	31	—	—
Incidents - Noise Complaint	3	—	—
Incidents - Open Container	53	—	—
Incidents - Panhandling - Aggressive	9	—	—
Incidents - Panhandling - Passive	34	—	—
Incidents - Public Intoxication	27	—	—
Incidents - Public Urination	3	—	—
Incidents - Suspicious Vehicle	5	—	—
Incidents - Suspicious Person	12	—	—
Incidents - Trespassing	46	—	—

1st Quarter

PROPERTY

	APRIL	MAY	JUNE
Abandoned	17	—	—
Found	12	—	—
Shopping Carts - recovered	75	—	—
Lost	2	—	—

1st Quarter

SOCIAL SERVICE

	APRIL	MAY	JUNE
Referral - Clothing	9	—	—
Referral - Food	29	—	—
Referral - Medical	8	—	—
Referral - Shelter	8	—	—
Referral - Bus Pass	21	—	—
Referral - Detox/Treatment	4	—	—
Referral - Housing	4	—	—
Referral - Insurance	1	—	—

1st Quarter

TRASH-REPORTED

	APRIL	MAY	JUNE
Bags Collected	10	—	—
Bulky Items	23	—	—
Cans Services	1	—	—
Construction Site	2	—	—
Illegal Dumping - Alley	22	—	—
Illegal Dumping - Sidewalk	78	—	—

1st Quarter