

# STREET REPORT



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



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## ACCOMPLISHMENTS

In the month of May we brought on new ambassadors and new social outreach specialists. All of them have proven to be worthy of their posts. Quite often we are confronted with service-resistant people on the streets, which translates into us investing a lot of time on the same individuals. When we do eventually get one of the service resistant into treatment it's a win for the team and the city. This month, one of our newest ambassadors and our new social outreach specialist were able to convince "Jamie," who we've been working with since October, to finally get help for his meth addiction.

Ambassadors also serve as event support, and this month they had a presence at the Chinese Concert, the Solar Roller Trophy Rally and the Bernie Sanders Rally.

## INITIATIVES

Ambassadors have been ramping up for summer events in the downtown area such as Street Vibes, BBQ Blues and Brews and The Great American Craft Faire. The hours of operation have extended from 8 p.m. to 10:30 p.m. to better accommodate and support these events that draw thousands of people.

## RECOGNITION

Marinan Barta was selected for ambassador of the month for her consistency in service work and her commitment to making a positive impact on our streets.

Chris Robinson was selected for Caught Doing Something Right for his empathetic approach to our street population and positive feedback from our stakeholders.



Marinan Barta





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Before



After

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

April	1,608.00
May	1,755.00
June	—

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2nd Quarter	3,363.00
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### SOCIAL SERVICE OUTREACH SPECIALIST

April	168.00
May	176.00
June	—

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2nd Quarter	344.00
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### SHIFT SUPERVISOR

April	297.00
May	248.00
June	—

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2nd Quarter	545.00
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### OPERATIONS MANAGER

April	176.00
May	184.00
June	—

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2nd Quarter	360.00
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## STATISTICS

### 311 REPORTS

	APRIL	MAY	JUNE
Bulky Items	4	13	—
Encampment Reporting	4	2	—
Graffiti Removal	98	54	—
Gutter Repair	2	0	—
Illegal Dumping	21	13	—
Sidewalk Repair	8	2	—
Streetlight Issue	4	5	—
1st Quarter	141	89	—

### CRIMES

	APRIL	MAY	JUNE
Aggravated Assault	0	1	—
Assault	0	2	—
Battery	1	0	—
Burglary	5	0	—
Domestic Violence	0	0	—
Grand Theft	0	0	—
Harassment	5	1	—
Theft	5	1	—
Robbery	1	0	—
Threat	0	2	—
1st Quarter	17	7	—

### WASTE - REPORTED

	APRIL	MAY	JUNE
Feces	26	11	—
Syringe	117	69	—
Urine	11	3	—
1st Quarter	154	83	—

### ALLEY

	APRIL	MAY	JUNE
Overflowing Dumpsters	7	9	—
1st Quarter	7	9	—

### DIRECTIONS

	APRIL	MAY	JUNE
All	138	4,359	—
1st Quarter	138	4,359	—

### SAFE WALKS

	APRIL	MAY	JUNE
All	93	70	—
1st Quarter	93	70	—

### ANIMAL

	APRIL	MAY	JUNE
Dead - disposed of	0	4	—
Dead - reported to Animal Control	0	1	—
1st Quarter	0	5	—

### QUALITY OF LIFE

	APRIL	MAY	JUNE
Conditions - Benches Cleared	17	5	—
Conditions - Blocking Sidewalk	78	58	—
Conditions - Encampment	71	83	—
Conditions - Wellness Check	667	601	—
Public Indecency	2	2	—
Incidents - Disturbance	31	30	—
Incidents - Noise Complaint	3	2	—
Incidents - Open Container	53	41	—
Incidents - Panhandling - Aggressive	9	5	—
Incidents - Panhandling - Passive	34	10	—
Incidents - Public Intoxication	27	17	—
Incidents - Public Urination	3	4	—
Incidents - Suspicious Vehicle	5	4	—
Incidents - Suspicious Person	12	7	—
Incidents - Trespassing	46	44	—
1st Quarter	1,055	913	—

### PROPERTY

	APRIL	MAY	JUNE
Abandoned	17	36	—
Found	12	5	—
Shopping Carts - recovered	75	98	—
Lost	2	2	—
1st Quarter	106	141	—

### SOCIAL SERVICE

	APRIL	MAY	JUNE
Referral - Clothing	9	11	—
Referral - Food	29	10	—
Referral - Medical	8	12	—
Referral - Shelter	8	9	—
Referral - Bus Pass	21	16	—
Referral - Detox/Treatment	4	7	—
Referral - Housing	4	6	—
Referral - Insurance	1	0	—
1st Quarter	84	71	—

### TRASH-REPORTED

	APRIL	MAY	JUNE
Bags Collected	10	11	—
Bulky Items	23	9	—
Cans Services	1	0	—
Construction Site	2	1	—
Illegal Dumping - Alley	22	14	—
Illegal Dumping - Sidewalk	78	45	—
1st Quarter	136	80	—