

STREET REPORT



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



Senator Cathrine Cortes Masto touring the downtown streets with Grant Denton.

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ACCOMPLISHMENTS

"Your work is not only improving the downtown experience, but also helping less fortunate get back on their feet..."

- Senator Catherine Cortez Mastos

This month the Senator visited our office. She met the Executive Director, Alex Stettinski, members of the board, several ambassadors, and toured the downtown area. She offered her support and expressed her gratitude for programs like this that are pioneering solutions.

Advantage CPR trained all of our ambassadors in first aid and CPR which resulted in our ambassador supervisor, Cailen Gersch saving a life the exact same day the training was given.

We have also increased our training with the RPD Downtown Enforcement Team to a monthly schedule and our social outreach team began weekly ride alongs with RPD's community liaison.

INITIATIVES

Ambassadors will be extending hours and their new schedule is from 7:00am to 11:30 pm. This will offer more support for the upcoming events and accommodate the longer summer days. In addition, ambassador zones will be adjusted to give more coverage.

AWARDS & RECOGNITION

Ambassador of the Month is Donald Griffin for his work ethic and consistency.

Caught Doing Something Right is Cailen Gersch for effectively utilizing her CPR training to save a life downtown.

ENGAGEMENT HIGHLIGHTS

- An ambassador witnessed a black male being chased out of a liquor store next to McDonald's. After interviewing the employees of the liquor store, the Ambassador learned that the male stole. The ambassador called the Reno Police Department and followed the male to Walgreens. The male was arrested.

- While conducting a check at Amtrak, an ambassador was successful in holding a departing train in order for an elderly white male was able to buy a ticket and board the train to Chicago. He was going to Chicago to see his Grandchildren for the first time.
- During a patrol, one of the ambassadors engaged a male who complained that his legs were numb and his head was "pounding." The ambassador called for medical assistance and the male was transported to Saint Mary's for treatment.
- One of the ambassadors witnessed a male assault two male tourists on the corner of 4th Street and Virginia. The ambassador intervened and stopped the battery and called the Reno Police Department. The Bike Enforcement Team arrived and arrested the male because the tourists wanted to file for charges.
- A highly intoxicated female was asked to leave Campo. She was very combative and creating a disturbance. The ambassador operations manager was able to deescalate the situation and coordinate a ride for the female to get her home safely.
- Two ambassadors responded to a hotline call from the Downtown Library. A white male adult was very distressed because someone had stolen his backpack from his campsite from the river behind Aces Ball Park. He lost his phone and identification and HIV medication. He was crying while talking with an employee from the library. The ambassadors walked the male to Volunteers of America and were able to get him a bed.



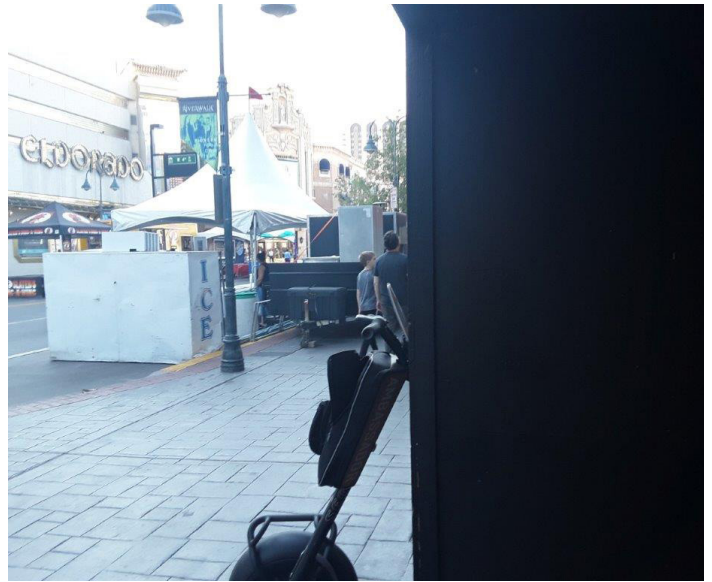
Senator Cortez Mastos Meeting with the board.

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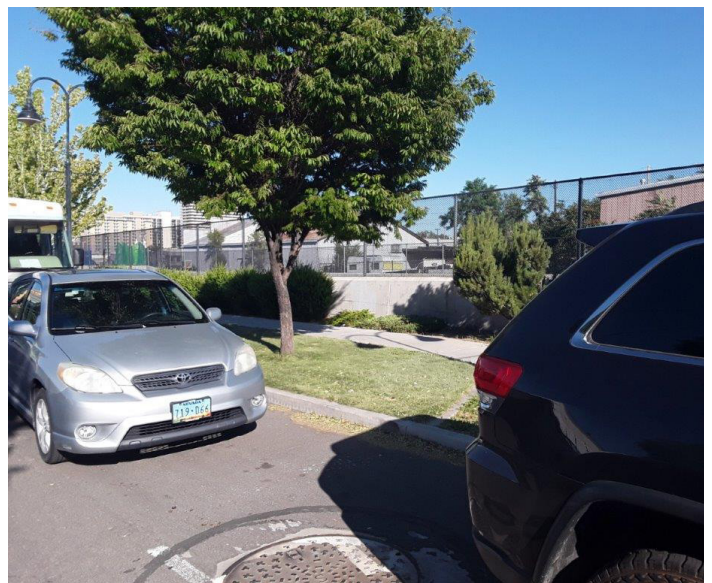
Before



After



Before



After

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

April	1,608.00
May	1,755.00
June	2,049.75

2nd Quarter	5,412.75
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SOCIAL SERVICE OUTREACH SPECIALIST

April	168.00
May	176.00
June	174.00

2nd Quarter	518.00
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SHIFT SUPERVISOR

April	297.00
May	248.00
June	290.50

2nd Quarter	835.50
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OPERATIONS MANAGER

April	176.00
May	184.00
June	160.00

2nd Quarter	520.00
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STATISTICS

311 REPORTS

	APRIL	MAY	JUNE
Bulky Items	4	13	11
Encampment Reporting	1	2	4
Graffiti Removal	98	54	39
Gutter Repair	2	0	0
Illegal Dumping	21	13	7
Sidewalk Repair	8	2	1
Streetlight Issue	4	5	2
1st Quarter	138	89	64

CRIMES

	APRIL	MAY	JUNE
Aggravated Assault	0	1	0
Assault	0	2	3
Battery	1	0	0
Burglary	5	0	1
Domestic Violence	0	0	1
Grand Theft	0	0	0
Harassment	5	1	4
Theft	5	1	4
Robbery	1	0	0
Threat	0	2	0
1st Quarter	17	7	13

WASTE - REPORTED

	APRIL	MAY	JUNE
Feces	26	11	9
Syringe	117	69	32
Urine	11	3	1
1st Quarter	154	83	42

ALLEY

	APRIL	MAY	JUNE
Overflowing Dumpsters	7	9	10
1st Quarter	7	9	10

DIRECTIONS

	APRIL	MAY	JUNE
All	2,445	4,359	10,310
1st Quarter	2,445	4,359	10,310

SAFE WALKS

	APRIL	MAY	JUNE
All	93	70	102
1st Quarter	93	70	102

ANIMAL

	APRIL	MAY	JUNE
Dead - disposed of	0	4	2
Dead - reported to Animal Control	0	1	2
1st Quarter	0	5	4

QUALITY OF LIFE

	APRIL	MAY	JUNE
Conditions - Benches Cleared	17	5	2
Conditions - Blocking Sidewalk	78	58	15
Conditions - Encampment	71	83	73
Conditions - Wellness Check	667	601	377
Public Indecency	2	2	1
Incidents - Disturbance	31	30	9
Incidents - Noise Complaint	3	2	0
Incidents - Open Container	53	41	16
Incidents - Panhandling - Aggressive	9	5	1
Incidents - Panhandling - Passive	34	10	13
Incidents - Public Intoxication	27	17	5
Incidents - Public Urination	3	4	0
Incidents - Suspicious Vehicle	5	4	0
Incidents - Suspicious Person	12	7	3
Incidents - Trespassing	46	44	32
1st Quarter	1,058	913	547

PROPERTY

	APRIL	MAY	JUNE
Abandoned	17	36	30
Found	12	5	2
Shopping Carts - recovered	75	98	85
Lost	2	2	2
1st Quarter	106	141	119

SOCIAL SERVICE

	APRIL	MAY	JUNE
Referral - Clothing	9	11	2
Referral - Food	29	10	19
Referral - Medical	8	12	8
Referral - Shelter	8	9	16
Referral - Bus Pass	21	16	2
Referral - Detox/Treatment	4	7	11
Referral - Housing	4	6	3
Referral - Insurance	1	0	0
1st Quarter	84	71	61

TRASH-REPORTED

	APRIL	MAY	JUNE
Bags Collected	10	11	49
Bulky Items	23	9	19
Cans Services	1	0	5
Construction Site	2	1	2
Illegal Dumping - Alley	22	14	18
Illegal Dumping - Sidewalk	78	45	45
1st Quarter	136	80	138