

STREET REPORT



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



STREET REPORT



**DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT
HOSPITALITY AND STREET OUTREACH PROGRAM | JULY 2019**

ACCOMPLISHMENTS

Ambassadors' constant contact with the street population allows us to have insight and a connection to people that could possibly be life saving. During the month of July, the Social Service Outreach Specialists have been developing a relationship with Asia, a homeless woman who was thought to be pregnant and still actively using methamphetamines. After a period of engagements, the Outreach Specialist was able to convince her to go to the hospital for an evaluation. It was discovered she wasn't pregnant, but has a large cyst on her ovary. The hospital stressed the importance of having it removed and the ambassadors were able to help schedule an appointment to do so.

INITIATIVES

- One of our ongoing initiatives is education and training. The Ambassadors are receiving monthly training from the Reno Police Department about new and existing ordinances and laws that can affect the downtown area and how we can work together to implement them.
- Ambassadors have also been staying connected to local providers and residents by attending and having a booth at Washoe County Sheriff's Office's Community Resource Fair.

ENGAGEMENTS

- Ambassadors have been working with Charles, who is chronically homeless with numerous health issues. After months of referrals and hospital visits, Charles was placed into a program with housing provided by WellCare through Community Court.
- A woman named JoAnne, who was stranded in Reno, was assisted by Ambassadors in getting a train ticket home. The Ambassadors were also successful in getting her clothes for the trip.
- Anthony was helped by our Social Service Outreach Specialists to get insurance and treatment for an abscess tooth that had become unbearable.

AWARDS & RECOGNITION

The following Ambassadors were recognized for their outstanding contributions during the month of July.

- Ambassador of the Month – Chris Robinson was selected as the Ambassador of the Month for July 2019.
- Caught Doing Something Right - Cailen "Cat" Gersch for her quick response and assistance in a river rescue.

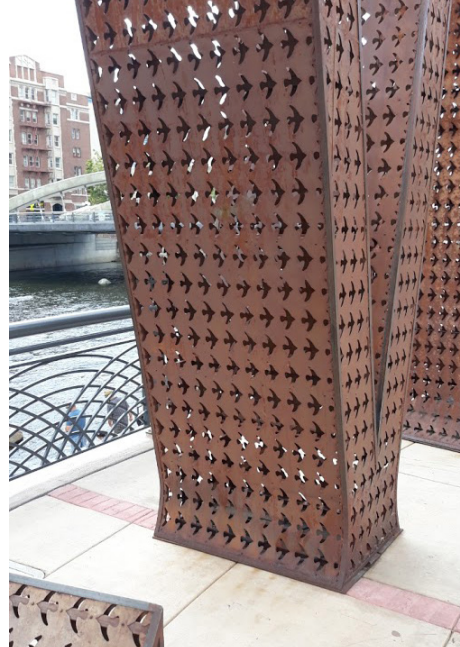


STREET REPORT

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



Before



After



Before



After

STREET REPORT

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



DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

July	1,950.75
August	—
September	—

3rd Quarter	1,950.75
-------------	----------

SOCIAL SERVICE OUTREACH SPECIALIST

July	371.00
August	—
September	—

3rd Quarter	371.00
-------------	--------

SHIFT SUPERVISOR

July	313.00
August	—
September	—

3rd Quarter	313.00
-------------	--------

OPERATIONS MANAGER

July	173.00
August	—
September	—

3rd Quarter	173.00
-------------	--------

STREET REPORT

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



STATISTICS

311 REPORTS

	JULY	AUG	SEPT
Bulky Items	9	—	—
Encampment Reporting	3	—	—
Graffiti Removal	82	—	—
Gutter Repair	2	—	—
Illegal Dumping	6	—	—
Sidewalk Repair	4	—	—
Streetlight Issue	5	—	—

3rd Quarter 109 — —

CRIMES

	JULY	AUG	SEPT
Aggravated Assault	0	—	—
Assault	1	—	—
Battery	0	—	—
Burglary	1	—	—
Domestic Violence	0	—	—
Grand Theft	0	—	—
Harassment	1	—	—
Theft	0	—	—
Robbery	0	—	—
Threat	1	—	—

3rd Quarter 4 — —

WASTE - REPORTED

	JULY	AUG	SEPT
Feces	25	—	—
Syringe	25	—	—
Urine	18	—	—

3rd Quarter 68 — —

ALLEY

	JULY	AUG	SEPT
Overflowing Dumpsters	5	—	—

3rd Quarter 5 — —

DIRECTIONS

	JULY	AUG	SEPT
All	17,555.00	—	—

3rd Quarter 17,555.00 — —

SAFE WALKS

	JULY	AUG	SEPT
All	462	—	—

3rd Quarter 462 — —

STAKEHOLDER CHECK-IN

	JULY	AUG	SEPT
Business	4,879	—	—
Property Owner	253	—	—
Residential Property	88	—	—

3rd Quarter 5,220 — —

HOT SPOTS

	JULY	AUG	SEPT
Checks	3,212	—	—

3rd Quarter 3,212 — —

ANIMAL

	JULY	AUG	SEPT
Dead - disposed of	1	—	—
Dead - reported to Animal Control	0	—	—

3rd Quarter 1 — —

QUALITY OF LIFE

	JULY	AUG	SEPT
Conditions - Benches Cleared	1	—	—
Conditions - Blocking Sidewalk	14	—	—
Conditions - Encampment	78	—	—
Conditions - Wellness Check	565	—	—
Public Indecency	1	—	—
Incidents - Disturbance	19	—	—
Incidents - Noise Complaint	0	—	—
Incidents - Open Container	59	—	—
Incidents - Panhandling - Aggressive	0	—	—
Incidents - Panhandling - Passive	11	—	—
Incidents - Public Intoxication	7	—	—
Incidents - Public Urination	0	—	—
Incidents - Suspicious Vehicle	1	—	—
Incidents - Suspicious Person	9	—	—
Incidents - Trespassing	40	—	—

3rd Quarter 805 — —

PROPERTY

	JULY	AUG	SEPT
Abandoned	32	—	—
Found	4	—	—
Shopping Carts - recovered	80	—	—
Lost	1	—	—

3rd Quarter 117 — —

SOCIAL SERVICE

	JULY	AUG	SEPT
Referral - Clothing	6	—	—
Referral - Food	16	—	—
Referral - Medical	9	—	—
Referral - Shelter	20	—	—
Referral - Bus Pass	8	—	—
Referral - Detox/Treatment	8	—	—
Referral - Housing	10	—	—
Referral - Insurance	7	—	—

3rd Quarter 84 — —

TRASH-REPORTED

	JULY	AUG	SEPT
Bags Collected	40	—	—
Bulky Items	48	—	—
Cans Services	14	—	—
Construction Site	0	—	—
Illegal Dumping - Alley	25	—	—
Illegal Dumping - Sidewalk	74	—	—

3rd Quarter 201 — —