

STREET REPORT



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



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ACCOMPLISHMENTS

The Downtown area hosts many events. Most of which ambassadors provide support and at times have an opportunity to participate in. Events such as Hot August Nights, and Bacon Bourbon and Brews that bring thousands to downtown. Support was also provided to the Pirate Crawl, the Reno-Tahoe Senior Games, and the Nevada Humane Society's Duck Races.

Ambassadors understand the value of community partnership and collaboration. In addition to our social outreach specialist participating in ongoing ride-a-longs with Reno Police Department's community officer, and helping HOPES in a needle clean up initiative, Ambassadors have been able to assist RPD and other agencies in locating missing, wanted and/or at risk individuals in the downtown area.

This month we added 4 new ambassadors whose purpose is to keep the pathway from the Wolf Pack Tower at the Circus Circus to the University clean safe and friendly. This adds an additional 104 hours that ambassadors will be on the streets connecting and conditioning.

Training is paramount, and this month the ambassadors have received continuous leadership training from John Firestone, the executive director of the Life Change Center.

INITIATIVES

Ambassadors spent several hours on certain serial inebriates living on our downtown streets. In some cases we have to call emergency services sometimes several times a day for one person. Whether it's an overdose, (sometimes the same person will overdose multiple times a day), or a non-responsive individual due to alcohol, a lot of time, energy and resources are given to responding to these situations. A possible solution that we are exploring is petitioning the courts on the individuals' behalf to have Washoe County Public Guardian assume guardianship. This is a long process and won't work for everyone but considering the time invested in being reactive it is definitely a step in the right direction.

ACKNOWLEDGMENTS

Employee of the Month is Ahnica Immers for consistently being kind and compassionate to our population while continuing to maintain a level of professionalism.

Caught doing something right is Chris Robinson for always operating with integrity.

Donald was at Broadhead Park. He was flagged down by civilians where he encountered Richard Harter who was complaining about chest pains. Don called REMSA and they immediately took Richard to the hospital.

Angel was placed on the phone with adult male having a mental breakdown. She was able to give RPD dispatch to our location where he was safely placed on a legal 2000.

Joy observed a highly intoxicated man walk into Davison's and was able to divert and escort him to the new detox facility.



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Before



After



Before



After



Before



After



Before



After

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

July	1,950.75
August	2,238.00
September	—

3rd Quarter	4,188.75
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SOCIAL SERVICE OUTREACH SPECIALIST

July	371.00
August	330.00
September	—

3rd Quarter	701.00
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SHIFT SUPERVISOR

July	313.00
August	251.00
September	—

3rd Quarter	564.00
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OPERATIONS MANAGER

July	173.00
August	173.33
September	—

3rd Quarter	346.33
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STATISTICS

311 REPORTS	JULY	AUG	SEPT	ANIMAL	JULY	AUG	SEPT
Bulky Items	9	1	—	Dead - disposed of	1	1	—
Encampment Reporting	3	1	—	Dead - reported to Animal Control	0	0	—
Graffiti Removal	82	47	—				
Gutter Repair	0	0	—	3rd Quarter	1	1	—
Illegal Dumping	8	7	—				
Sidewalk Repair	4	8	—	QUALITY OF LIFE	JULY	AUG	SEPT
Streetlight Issue	5	2	—	Conditions - Benches Cleared	1	12	—
3rd Quarter	111	66	—	Conditions - Blocking Sidewalk	14	22	—
CRIMES	JULY	AUG	SEPT	Conditions - Encampment	78	54	—
Aggravated Assault	0	0	—	Conditions - Wellness Check	565	529	—
Assault	1	1	—	Public Indecency	1	0	—
Battery	0	1	—	Incidents - Disturbance	19	8	—
Burglary	1	0	—	Incidents - Noise Complaint	0	0	—
Domestic Violence	0	0	—	Incidents - Open Container	59	18	—
Grand Theft	0	0	—	Incidents - Panhandling - Aggressive	0	5	—
Harassment	1	0	—	Incidents - Panhandling - Passive	11	5	—
Theft	0	1	—	Incidents - Public Intoxication	7	9	—
Robbery	0	1	—	Incidents - Public Urination	0	0	—
Threat	1	1	—	Incidents - Suspicious Vehicle	1	0	—
3rd Quarter	4	5	—	Incidents - Suspicious Person	9	7	—
WASTE - REPORTED	JULY	AUG	SEPT	Incidents - Trespassing	40	35	—
Feces	25	16	—	3rd Quarter	805	704	—
Syringe	25	47	—	PROPERTY	JULY	AUG	SEPT
Urine	18	1	—	Abandoned	32	22	—
3rd Quarter	68	64	—	Found	4	0	—
ALLEY	JULY	AUG	SEPT	Shopping Carts - recovered	80	97	—
Overflowing Dumpsters	5	5	—	Lost	1	1	—
3rd Quarter	5	5	—	3rd Quarter	117	120	—
DIRECTIONS	JULY	AUG	SEPT	SOCIAL SERVICE	JULY	AUG	SEPT
All	17,555.00	3,166	—	Referral - Clothing	6	9	—
3rd Quarter	17,555.00	3,166	—	Referral - Food	16	12	—
SAFE WALKS	JULY	AUG	SEPT	Referral - Medical	9	8	—
All	462	—	—	Referral - Shelter	20	16	—
3rd Quarter	462	—	—	Referral - Bus Pass	8	2	—
STAKEHOLDER CHECK-IN	JULY	AUG	SEPT	Referral - Detox/Treatment	8	11	—
Business	4,879	5,185	—	Referral - Housing	10	6	—
Property Owner	253	59	—	Referral - Insurance	7	1	—
Residential Property	88	23	—	Referral - Other	7	2	—
3rd Quarter	5,220	5,267	—	3rd Quarter	84	67	—
HOT SPOTS	JULY	AUG	SEPT	TRASH-REPORTED	JULY	AUG	SEPT
Checks	3,212	3,449	—	Bags Collected	40	234	—
3rd Quarter	3,212	3,449	—	Bulky Items	48	35	—
				Cans Services	14	0	—
				Construction Site	0	0	—
				Illegal Dumping - Alley	25	20	—
				Illegal Dumping - Sidewalk	74	69	—
				3rd Quarter	201	358	—