

STREET REPORT



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



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ACCOMPLISHMENTS:

This month, Ambassadors continued leadership training with John Firestone. Supervisors, Operations Manager, and Outreach Specialists were given additional training designed to ensure a more sustainable structure within the team. They learned to identify and nurture each Ambassador's strong points, and the pros and cons of transitional versus transformational leadership tactics. Since the beginning of the training, turnover rate has dropped significantly.

Twice a month the Ambassadors go speak to inmates in the county jail to connect, inform and motivate. This month, we brought well respected and endeared local journalist, Landon Miller, to teach them the value of their story and how they can use it as a springboard into a successful life.

We also bring in local agencies to educate our ambassadors. Ridge House reps were invited to share information about their program and the houses they have. Mrs. Culpepper invited Ambassadors, on their off time, to join others in the new opening of their latest remodeled Women's House.

ENGAGEMENTS:

These engagements show the Ambassador are committed to be a big part of the solution to some of the problems we have on the streets.

- The Ambassador team informed Outreach during briefing that Charles was ready to receive help. Outreach safely escorted Charles to the Seasons0 Inn on 495 West St. where operators denied him entry due to prior experience. Outreach then safely escorted Charles to the Horseshoe Motel where he was denied because of his appearance and odor. Ambassador Shannon helped Outreach find Charles a room at the Flamingo Motel for two nights. VOA supplied Ambassador Shannon with food and clothing for Charles. The team of Ambassadors will do checks periodically throughout the day while Outreach finds a sober living program.

- Ambassador Shannon came across Eric Kennedy, a 44-year-old, highly intoxicated man, at the AT&T building. Ambassador Molly and Supervisor Roderick escorted Eric to Well Care where they admitted him.
- Keith Grassi asked for help getting into detox. Instead of rushing him into a program we were able to find out through Rachel from Health Plan of Nevada (HPN) that he is already a client, and that they would get him into detox and then back to housing.
- Ambassadors spent multiple hours this week safe walking Gladys to and from the Volunteers of America shelter and base. Donald went with her from motel to motel and eventually got her a room for two weeks at the Castaway Inn.

INITIATIVES:

Outreach is facing obstacles with transitional living from motel to home for individuals who are struggling to find apartments. We find that it's not just a lack of resources, but also a lack of communication. Outreach is establishing a direct line of communication with organizations such as Living Stones, Reno Behavioral Health, Crossroads, Volunteers of America, and Little Flower Church. Also, once in housing, how can we set up a continuum of care to ensure that the individual does not cycle back on to the streets? We are looking to establish a better line of communication with CoC/wrap-around service options.

ACKNOWLEDGEMENTS:

Employee of the Month: Molly McCarley for her consistency and constant growth.

Caught Doing Something Right: Maryann Barta for her patient work with Troy that resulted in getting him to go to a hospital for several issues that were well past due.

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This is an encampment under the bridge on Sierra and Island that we received multiple calls about and had cleared that day.

Chris Robinson and Donald Griffin are taking two gentlemen to the Veranda where they can rest while waiting for food service.



Marinan Barta off of 3rd street railroad and Washington waking up Steve and directing him to the shelter.



Ambassador Grant Denton and Journalist Landon Miller speak to inmates in Washoe County Jail.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

July	1,950.75
August	2,238.00
September	1,757.25

3rd Quarter	5,946.00
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SOCIAL SERVICE OUTREACH SPECIALIST

July	371.00
August	330.00
September	300.00

3rd Quarter	1,001.00
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SHIFT SUPERVISOR

July	313.00
August	251.00
September	306.00

3rd Quarter	570.00
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OPERATIONS MANAGER

July	173.00
August	173.33
September	168.00

3rd Quarter	514.33
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WOLF PACK TOWER

July	—
August	—
September	407.75

3rd Quarter	407.75
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STATISTICS

311 REPORTS

	JULY	AUG	SEPT
Bulky Items	9	1	2
Encampment Reporting	3	1	2
Graffiti Removal	82	47	16
Gutter Repair	0	0	1
Illegal Dumping	8	7	2
Sidewalk Repair	4	8	1
Streetlight Issue	5	2	0

3rd Quarter 111 66 24

CRIMES

	JULY	AUG	SEPT
Aggravated Assault	0	0	0
Assault	1	1	1
Battery	0	1	0
Burglary	1	0	0
Domestic Violence	0	0	0
Grand Theft	0	0	0
Harassment	1	0	0
Theft	0	1	2
Robbery	0	1	0
Threat	1	1	0

3rd Quarter 4 5 3

WASTE - REPORTED

	JULY	AUG	SEPT
Feces	25	16	13
Syringe	25	47	30
Urine	18	1	1

3rd Quarter 68 64 44

ALLEY

	JULY	AUG	SEPT
Overflowing Dumpsters	5	5	0

3rd Quarter 5 5 0

DIRECTIONS

	JULY	AUG	SEPT
All	17,555.00	3,166	3,185

3rd Quarter 17,555.00 3,166 3,185

STAKEHOLDER CHECK-IN

	JULY	AUG	SEPT
Business	4,879	5,185	3,401
Property Owner	253	59	58
Residential Property	88	23	182

3rd Quarter 5,220 5,267 3,641

ANIMAL

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

3rd Quarter 1 1 0

PROPERTY

	JULY	AUG	SEPT
Abandoned	32	22	16
Found	4	0	3
Shopping Carts - recovered	80	97	63
Lost	1	1	0

3rd Quarter 117 120 82

QUALITY OF LIFE

	JULY	AUG	SEPT
Conditions - Benches Cleared	1	12	8
Conditions - Blocking Sidewalk	14	22	10
Conditions - Encampment	78	54	45
Conditions - Wellness Check	565	529	294
Public Indecency	1	0	1
Incidents - Disturbance	19	8	8
Incidents - Noise Complaint	0	0	0
Incidents - Open Container	59	18	17
Incidents - Panhandling - Aggressive	0	5	6
Incidents - Panhandling - Passive	11	5	10
Incidents - Public Intoxication	7	9	10
Incidents - Public Urination	0	0	3
Incidents - Suspicious Vehicle	1	0	0
Incidents - Suspicious Person	9	7	8
Incidents - Trespassing	40	35	26

3rd Quarter 805 704 446

SOCIAL SERVICE

	JULY	AUG	SEPT
Referral - Clothing	6	9	2
Referral - Food	16	12	10
Referral - Medical	9	8	6
Referral - Shelter	20	16	14
Referral - Bus Pass	8	2	7
Referral - Detox/Treatment	8	11	9
Referral - Housing	10	6	5
Referral - Insurance	7	1	0
Referral - Other	7	2	0

3rd Quarter 84 67 53

TRASH-REPORTED

	JULY	AUG	SEPT
Bags Collected	40	234	457
Bulky Items	48	35	37
Cans Services/Debris	14	0	12
Construction Site	0	0	1
Illegal Dumping - Alley	25	20	6
Illegal Dumping - Sidewalk	74	69	33

3rd Quarter 201 358 546

SAFE WALKS

	JULY	AUG	SEPT
All	462	271	126

3rd Quarter 462 271 126

HOT SPOTS

	JULY	AUG	SEPT
Checks	3,212	3,449	2,107

3rd Quarter 3,212 3,449 2,107

EVENT SUPPORT

	JULY	AUG	SEPT
Service Hours	0	0	48
Cleanup	5	0	3

3rd Quarter 5 0 51