

STREET REPORT



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



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ACCOMPLISHMENTS:

Ambassadors have been fortunate to have leaders in the community train them in specific ways to help evolve the program. This month we were fortunate to have Kristopher Dahir, Sparks City Councilman, provide boundaries training.

Ambassadors learned the possibility of personal growth and the growth of the program when one has established clear boundaries.

The Downtown Reno Partnership staff also presented to the residents at the Wolfpack towers during a Townhall meeting. The purpose was to make them aware of various different ways to utilize Ambassadors and the marketing and economic development team. Ambassadors have been well received by the residents at the Wolfpack tower and are gradually being utilized more and more.

This month Ambassadors have focused specifically on a few chronically homeless individuals. The goal is to assist them as closely as possible while helping them navigate the system of service providers and doing whatever it takes to keep individuals off the streets and out of the system.

The first was Charles Anderson. The beginning of the month, Charles mentioned that he was ready to get sober and off the streets. After being denied by two separate hotels for either his appearance or past experience, Ambassadors were able to find him a room in a hotel which was paid for by his Social Security. Shortly after Ambassadors were able to connect him to Fiduciary Services, where his money will be properly managed for him and his bills paid on time. During this time, Ambassadors were able to take him to food pantries, helping to food services, help him with clothing and other basic necessities and also see to it that he made all of his appointments.

In less than a month, Charles was placed in permanent housing and has maintained his sobriety.

Next was Shelley Bellamy who was homeless at the park and had been on and off for the last nine years. We were able to place her in housing, find a location for her belongings, and have her admitted into a long-term program with the help of several different members in the community. Shelley is still in the program and maintains her sobriety.

INITIATIVES:

Using what we've learned from working with individuals like Charles and Shelley, the Ambassadors' goal is to create a flow chart that could easily be used to assist someone out of homelessness when they are ready. We do this by identifying the gaps in service, and then looking for providers to bridge them (Gaps Analysis).

STREET STORIES:

- **Sunday, October 6, 2019** at 13:30 pm Ambassadors came across a gentleman passed out on the ground and attempted to wake him up. He was non-responsive; his pulse was low and his lips were purple. Ambassadors administered Narcan, called REMSA, and the man was transported to Saint Mary's
- **Sunday, October 6, 2019** at 12:00pm to Siegel Suites next to Cal-Neva when they saw Firefighters on the sidewalk. There was smoke on the 9th floor and they helped evacuate the building. They proceeded to help more by making sure the pedestrians were not in the way of Firefighters. The building was cleared and the residents were able to return to their rooms.
- **Tuesday, October 15, 2019** at 8:30am, Nan got a call to 611 West 2nd Street Mid-Town Motel, manager said that they had an encampment in the Alley that had begun to create a disturbance. Ambassadors responded and engaged with the campers. It was explained to them that camping in the alley in addition to having open containers and being loud could drive possible customers away and possibly have a negative effect on business. They understood, cleaned up and moved on.

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Cailyn Gersch, Social Outreach Specialist, represents the ambassadors at the Sheriff's resource fair.



Morgan Dawn and Grant Denton go to Washoe County Jail to teach mindfulness and meditation to the inmates.



Cailyn Gersch Transports Tim to detox.



Charles Anderson before ambassadors found him housing and helped him get sober.



Charles Anderson 3 months sober and moved into his permanent home.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

October	1,447.75
November	—
December	—

4th Quarter	1,447.75
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SOCIAL SERVICE OUTREACH SPECIALIST

October	360
November	—
December	—

4th Quarter	360
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SHIFT SUPERVISOR

October	322
November	—
December	—

4th Quarter	322
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OPERATIONS MANAGER

October	168
November	—
December	—

4th Quarter	168
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WOLF PACK TOWER

October	413.50
November	—
December	—

4th Quarter	413.50
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STATISTICS

311 REPORTS	OCT	NOV	DEC	QUALITY OF LIFE	OCT	NOV	DEC
Bulky Items	7	—	—	Conditions - Benches Cleared	19	—	—
Encampment Reporting	4	—	—	Conditions - Blocking Sidewalk	37	—	—
Graffiti Removal	58	—	—	Conditions - Encampment	55	—	—
Gutter Repair	0	—	—	Conditions - Wellness Check	521	—	—
Illegal Dumping	12	—	—	Public Indecency	3	—	—
Sidewalk Repair	2	—	—	Incidents - Disturbance	17	—	—
Streetlight Issue	1	—	—	Incidents - Noise Complaint	3	—	—
4th Quarter	84	—	—	Incidents - Open Container	48	—	—
CRIMES	OCT	NOV	DEC	Incidents - Panhandling - Aggressive	5	—	—
Aggravated Assault	1	—	—	Incidents - Panhandling - Passive	20	—	—
Assault	1	—	—	Incidents - Public Intoxication	190	—	—
Battery	0	—	—	Incidents - Public Urination	2	—	—
Burglary	0	—	—	Incidents - Suspicious Vehicle	1	—	—
Domestic Violence	1	—	—	Incidents - Suspicious Person	16	—	—
Grand Theft	0	—	—	Incidents - Trespassing	46	—	—
Harassment	2	—	—	4th Quarter	983	—	—
Theft	1	—	—	SOCIAL SERVICE	OCT	NOV	DEC
Robbery	0	—	—	Referral - Clothing	5	—	—
Threat	1	—	—	Referral - Food	17	—	—
4th Quarter	7	—	—	Referral - Medical	6	—	—
WASTE - REPORTED	OCT	NOV	DEC	Referral - Shelter	25	—	—
Feces	15	—	—	Referral - Bus Pass	18	—	—
Syringe	31	—	—	Referral - Detox/Treatment	6	—	—
Urine	4	—	—	Referral - Housing	8	—	—
4th Quarter	50	—	—	Referral - Insurance	1	—	—
ALLEY	OCT	NOV	DEC	Referral - Other	0	—	—
Overflowing Dumpsters	4	—	—	4th Quarter	86	—	—
4th Quarter	4	—	—	TRASH-REPORTED	OCT	NOV	DEC
DIRECTIONS	OCT	NOV	DEC	Bags Collected	316	—	—
All	521	—	—	Bulky Items	46	—	—
4th Quarter	521	—	—	Cans Services/Debris	0	—	—
STAKEHOLDER CHECK-IN	OCT	NOV	DEC	Construction Site	0	—	—
Business	5,297	—	—	Illegal Dumping - Alley	4	—	—
Property Owner	76	—	—	Illegal Dumping - Sidewalk	0	—	—
Residential Property	463	—	—	4th Quarter	366	—	—
4th Quarter	5,836	—	—	SAFE WALKS	OCT	NOV	DEC
ANIMAL	OCT	NOV	DEC	All	187	—	—
Dead - disposed of	0	—	—	4th Quarter	187	—	—
Dead - reported to Animal Control	0	—	—	HOT SPOTS	OCT	NOV	DEC
4th Quarter	0	—	—	Checks	2,431	—	—
PROPERTY	OCT	NOV	DEC	4th Quarter	2,431	—	—
Abandoned	25	—	—	EVENT SUPPORT	OCT	NOV	DEC
Found	5	—	—	Service Hours	12	—	—
Shopping Carts - recovered	84	—	—	Cleanup	7	—	—
Lost	1	—	—	4th Quarter	19	—	—
4th Quarter	115	—	—	MATERIALS DISTRIBUTION	OCT	NOV	DEC
				Collateral Material	656	—	—
				4th Quarter	656	—	—