

STREET REPORT



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



Ambassadors In Veteran's Day Parade.

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ACCOMPLISHMENTS:

The Ambassadors bring a program to the Washoe County jail where they speak to the inmates about resources that are available to them upon release. This is designed to reduce recidivism to the jail and to the downtown streets. This month, Mayor Hillary Scheive co-facilitated the classes with DRP Operations Manager Grant Denton. They visited two units, a male and a female, and all the inmates were honored to have the mayor take time out to come inspire and motivate them.

Ambassadors were also featured in the Veterans Day parade where they first hit the streets a year ago. Our team has been working hard to keep the river and other encampment sites clean inside our zone. While out on the river, our outreach team has been utilizing these engagements with the homeless population to also conduct surveys using the VI-SPIDAT vulnerability tool. The VI-SPIDAT was initially created by combining the elements of the vulnerability index, which was created and implemented by Community Solutions broadly in the 100,000 Homes Campaign, and SPDAT Prescreen Instruments that was part of the Service Prioritization Decision Assistance Tool. The combination of these two instruments was performed through extensive research, development, and testing. The development process included the direct voice of hundreds of individuals with lived experience.

INCENTIVES:

- Ambassadors understand that trust and rapport are created over time and with repeated consistent engagements. One way to do this is through safe walks and by spending that extra minute or two during wellness checks.
- We are encouraged to connect positively at every opportunity that presents itself. Following the rules can sometimes seem like a foreign idea, and some rules may have been forgotten over time. Therefore, in addition to discouraging bad behavior, our goal is to positively reinforce good behavior as often as possible when it happens.

STREET STORIES:

- Sunday, November 17, 2019 at approximately 19:18p.m., Troy Roberts Age 56 flagged down outreach specialist Don indicating he was hallucinating and needed paramedic attention. Troy stated that he hadn't taking his medication in the last week. Donald immediately called paramedics, and REMSA # 8 arrived at 19:36p.m. and took Mr. Roberts to Renown.
- While conducting stakeholder check-ins, Walgreens manger Natalie advised Outreach Specialist Donald that an adult white male was shoplifting. Don followed the man from a far distance as instructed by RPD and called another Ambassador to assist. The individual ran into the Circus Circus Casino and was no longer seen. Circus Circus security was made aware of the situation. Supervisor Roderick went back to Walgreens and was provided a picture of the shoplifter that was sent to all the phones. Ambassadors are instructed to call RPD if they are to come into contact with the suspect.
- While conducting wellness and safety checks, Shaw Poughas, 55, flagged Ambassadors down complaining of chest pains and shortness of breath. Paramedics were called to the address of 250 Evans Street at approx. at 16:15p.m. REMSA arrived shortly thereafter and transported Shaw to Saint Mary's.
- Ambassador Daniel was dispatched to McDonald's on S. Virginia where a young lady named Amanda was in a heated argument with her ex-boyfriend and felt as if her safety was in danger. Daniel safely walked her to her home at the Ponderosa.

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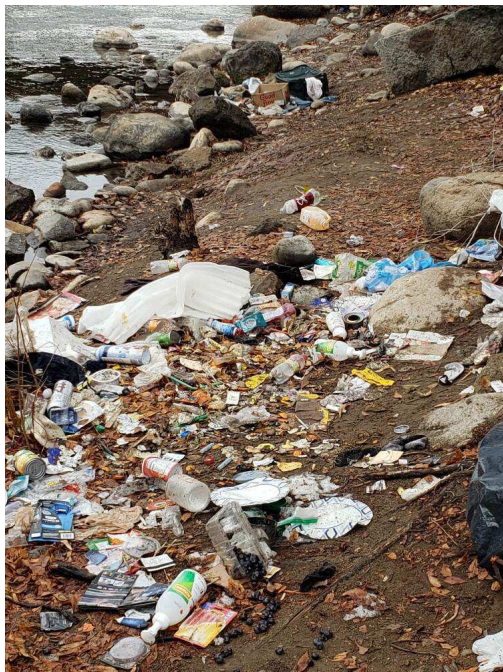
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Ambassadors Cleaning up Sidewalk Encampment.



Ambassador Angel Performing Wellness Check.



Before and After of River Clean-up Behind Aces Ballpark.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

| | |
|----------|----------|
| October | 1,447.75 |
| November | 1,751.00 |
| December | — |

| | |
|-------------|----------|
| 4th Quarter | 3,198.75 |
|-------------|----------|

SOCIAL SERVICE OUTREACH SPECIALIST

| | |
|----------|--------|
| October | 360.00 |
| November | 314.50 |
| December | — |

| | |
|-------------|--------|
| 4th Quarter | 674.50 |
|-------------|--------|

SHIFT SUPERVISOR

| | |
|----------|-----|
| October | 322 |
| November | 310 |
| December | — |

| | |
|-------------|-----|
| 4th Quarter | 632 |
|-------------|-----|

OPERATIONS MANAGER

| | |
|----------|-----|
| October | 168 |
| November | 160 |
| December | — |

| | |
|-------------|-----|
| 4th Quarter | 328 |
|-------------|-----|

WOLF PACK TOWER

| | |
|----------|--------|
| October | 413.50 |
| November | 421.50 |
| December | — |

| | |
|-------------|--------|
| 4th Quarter | 835.00 |
|-------------|--------|

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STATISTICS

| 311 REPORTS | OCT | NOV | DEC | QUALITY OF LIFE | OCT | NOV | DEC |
|-----------------------------------|-------|-------|-----|--------------------------------------|-------|-------|-----|
| Bulky Items | 7 | 4 | — | Conditions - Benches Cleared | 19 | 9 | — |
| Encampment Reporting | 4 | 4 | — | Conditions - Blocking Sidewalk | 37 | 24 | — |
| Graffiti Removal | 58 | 40 | — | Conditions - Encampment | 55 | 90 | — |
| Gutter Repair | 0 | 0 | — | Conditions - Wellness Check | 521 | 456 | — |
| Illegal Dumping | 12 | 8 | — | Public Indecency | 3 | 1 | — |
| Sidewalk Repair | 2 | 2 | — | Incidents - Disturbance | 17 | 13 | — |
| Streetlight Issue | 1 | 14 | — | Incidents - Noise Complaint | 3 | 3 | — |
| 4th Quarter | 84 | 72 | — | Incidents - Open Container | 48 | 35 | — |
| CRIMES | OCT | NOV | DEC | Incidents - Panhandling - Aggressive | 5 | 2 | — |
| Aggravated Assault | 1 | 1 | — | Incidents - Panhandling - Passive | 20 | 17 | — |
| Assault | 1 | 1 | — | Incidents - Public Intoxication | 190 | 88 | — |
| Battery | 0 | 0 | — | Incidents - Public Urination | 2 | 4 | — |
| Burglary | 0 | 4 | — | Incidents - Suspicious Vehicle | 1 | 1 | — |
| Domestic Violence | 1 | 0 | — | Incidents - Suspicious Person | 16 | 17 | — |
| Grand Theft | 0 | 0 | — | Incidents - Trespassing | 46 | 30 | — |
| Harassment | 2 | 3 | — | 4th Quarter | 983 | 790 | — |
| Theft | 1 | 4 | — | SOCIAL SERVICE | OCT | NOV | DEC |
| Robbery | 0 | 0 | — | Referral - Clothing | 5 | 7 | — |
| Threat | 1 | 0 | — | Referral - Food | 17 | 5 | — |
| 4th Quarter | 7 | 13 | — | Referral - Medical | 6 | 3 | — |
| WASTE - REPORTED | OCT | NOV | DEC | Referral - Shelter | 25 | 15 | — |
| Feces | 15 | 23 | — | Referral - Bus Pass | 18 | 3 | — |
| Syringe | 31 | 9 | — | Referral - Detox/Treatment | 6 | 5 | — |
| Urine | 4 | 1 | — | Referral - Housing | 8 | 4 | — |
| 4th Quarter | 50 | 33 | — | Referral - Insurance | 1 | 2 | — |
| ALLEY | OCT | NOV | DEC | Referral - Other | 0 | 1 | — |
| Overflowing Dumpsters | 4 | 2 | — | 4th Quarter | 86 | 45 | — |
| 4th Quarter | 4 | 2 | — | TRASH-REPORTED | OCT | NOV | DEC |
| DIRECTIONS | OCT | NOV | DEC | Bags Collected | 316 | 903 | — |
| All | 521 | 450 | — | Bulky Items | 46 | 48 | — |
| 4th Quarter | 521 | 450 | — | Cans Services/Debris | 0 | 0 | — |
| STAKEHOLDER CHECK-IN | OCT | NOV | DEC | Construction Site | 0 | 1 | — |
| Business | 5,297 | 6,135 | — | Illegal Dumping - Alley | 4 | 9 | — |
| Property Owner | 76 | 51 | — | Illegal Dumping - Sidewalk | 0 | 19 | — |
| Residential Property | 463 | 455 | — | 4th Quarter | 366 | 980 | — |
| 4th Quarter | 5,836 | 6,641 | — | SAFE WALKS | OCT | NOV | DEC |
| ANIMAL | OCT | NOV | DEC | All | 187 | 221 | — |
| Dead - disposed of | 0 | 0 | — | 4th Quarter | 187 | — | — |
| Dead - reported to Animal Control | 0 | 0 | — | HOT SPOTS | OCT | NOV | DEC |
| 4th Quarter | 0 | 0 | — | Checks | 2,431 | 2,928 | — |
| PROPERTY | OCT | NOV | DEC | 4th Quarter | 2,431 | 2,928 | — |
| Abandoned | 25 | 20 | — | EVENT SUPPORT | OCT | NOV | DEC |
| Found | 5 | 3 | — | Service Hours | 12 | 77 | — |
| Shopping Carts - recovered | 84 | 80 | — | Cleanup | 7 | 0 | — |
| Lost | 1 | 1 | — | 4th Quarter | 19 | 77 | — |
| 4th Quarter | 115 | 104 | — | MATERIALS DISTRIBUTION | OCT | NOV | DEC |
| | | | | Collateral Material | 656 | 0 | — |
| | | | | 4th Quarter | 656 | 0 | — |