

# STREET REPORT



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



*Christmas Crew Supporting Santa Crawl.*

# STREET REPORT



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

## **ACCOMPLISHMENTS:**

The Downtown Reno Partnership had its first Christmas party this year. All of the Ambassadors attended and were acknowledged for their amazing work on the streets. Everyone on the Board and those who attended the party were given gifts in appreciation for all of their hard work. Social Outreach specialist Cailen Gersch was recognized as an Ambassador of the Year. The Ambassador program has come a long way in only one year and our plan is to affect more positive change in 2020.

Ambassadors attended an Applied Suicide Intervention Skills Training (A.S.I.S.T.) course, which is designed to teach participants how to engage with individuals that are thinking about harming themselves and to get them to a safe place.

There is a specific type of person that is qualified to perform all the duties of an ambassador. Over the last year management has been able to more accurately identify these types of applicants, and in the last few months, has noticed significant drops in the turnover rate resulting in retained talent, increased productivity, and a better sense of unity in the group.

## **INITIATIVES:**

Management has also been meeting with first responders to facilitate presentations, walk a-long's, and set up a more robust training for the ambassadors in the near future that will help streamline services and create a more cohesive working environment.

## **STREET STORIES:**

- Ambassador Donald assisted with an HMA that was laying down in his own urine and feces. Along with Ambassador Adolph, Donald safe walked the individual to the VOA and helped him get a shower at the Men's Shelter, get something to eat and get some clean clothes. They also helped get him find a bed at overflow.
- On December 28, 2019, Ambassador Davone was able to get a WMA, Scott Boyles a print out of his missing Greyhound bus ticket so he could get back home.
- On December 29, 2019, Ambassadors assisted in finding missing person, William Teller, who was found a few hours after being reported missing from the Amtrak Station.
- On Thursday December 26, 2019, Liz Gomez made Outreach aware she was having a hard time walking but denied the paramedics and asked for a safe walk. A wheelchair was used for transporting Liz to where she needed to go. Upon reaching her destination Ms. Gomez refused to get out of the wheelchair. Ms. Gomez was asked if she wanted to go back to 4th and Record street or the hospital. She REMSA #16 took Ms. Gomez to Saint Mary's Medical Center.
- Supervisor Riddick dispatched outreach to 301 East 4th street. Upon arrival an unknown HMA laid unconscious. After conducting a sternum rub and getting the individual to stand up, he was determined unable to walk. Donald called REMSA. REMSA arrived and transported the individual to Saint Mary's Medical Center.



# STREET REPORT

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



*Cailen Gersch Sends Daniel Presley safely home to Salt Lake City.*



*Crew Christmas party.*



*Ambassador Cleanup with Reno Police Department*



*Black Rabbit Encampment Before*



*Black Rabbit Encampment After*

# STREET REPORT



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

## STATISTICS

### 311 REPORTS

	OCT	NOV	DEC
Bulky Items	7	4	5
Encampment Reporting	4	4	1
Graffiti Removal	58	40	45
Gutter Repair	0	0	0
Illegal Dumping	12	8	9
Sidewalk Repair	2	2	0
Streetlight Issue	1	14	2

4th Quarter 84 72 62

### CRIMES

	OCT	NOV	DEC
Aggravated Assault	1	1	1
Assault	1	1	1
Battery	0	0	0
Burglary	0	4	3
Domestic Violence	1	0	0
Grand Theft	0	0	0
Harassment	2	3	0
Theft	1	4	0
Robbery	0	0	0
Threat	1	0	0

4th Quarter 7 13 5

### WASTE - REPORTED

	OCT	NOV	DEC
Feces	15	23	14
Syringe	31	9	23
Urine	4	1	0

4th Quarter 50 33 37

### ALLEY

	OCT	NOV	DEC
Overflowing Dumpsters	4	2	—

4th Quarter 4 2 —

### DIRECTIONS

	OCT	NOV	DEC
All	521	450	422

4th Quarter 521 450 422

### STAKEHOLDER CHECK-IN

	OCT	NOV	DEC
Business	5,297	6,135	6,722
Property Owner	76	51	50
Residential Property	463	455	423

4th Quarter 5,836 6,641 7,195

### ANIMAL

	OCT	NOV	DEC
Dead - disposed of	0	0	5
Dead - reported to Animal Control	0	0	0

4th Quarter 0 0 5

### PROPERTY

	OCT	NOV	DEC
Abandoned	25	20	14
Found	5	3	6
Shopping Carts - recovered	84	80	84
Lost	1	1	1

4th Quarter 115 104 105

### QUALITY OF LIFE

	OCT	NOV	DEC
Conditions - Benches Cleared	19	9	3
Conditions - Blocking Sidewalk	37	24	22
Conditions - Encampment	55	90	122
Conditions - Wellness Check	521	456	447
Public Indecency	3	1	0
Incidents - Disturbance	17	13	13
Incidents - Noise Complaint	3	3	1
Incidents - Open Container	48	35	25
Incidents - Panhandling - Aggressive	5	2	13
Incidents - Panhandling - Passive	20	17	24
Incidents - Public Intoxication	190	88	59
Incidents - Public Urination	2	4	3
Incidents - Suspicious Vehicle	1	1	3
Incidents - Suspicious Person	16	17	16
Incidents - Trespassing	46	30	22

4th Quarter 983 790 773

### SOCIAL SERVICE

	OCT	NOV	DEC
Referral - Clothing	5	7	10
Referral - Food	17	5	8
Referral - Medical	6	3	4
Referral - Shelter	25	15	13
Referral - Bus Pass	18	3	6
Referral - Detox/Treatment	6	5	2
Referral - Housing	8	4	6
Referral - Insurance	1	2	2
Referral - Other	0	1	1

4th Quarter 86 45 52

### TRASH-REPORTED

	OCT	NOV	DEC
Bags Collected	316	903	2,079
Bulky Items	46	48	53
Cans Services/Debris	0	0	0
Construction Site	0	1	2
Illegal Dumping - Alley	4	9	6
Illegal Dumping - Sidewalk	0	19	27

4th Quarter 366 980 2,167

### SAFE WALKS

	OCT	NOV	DEC
All	187	221	162

4th Quarter 187 221 162

### HOT SPOTS

	OCT	NOV	DEC
Checks	2,431	2,928	3,546

4th Quarter 2,431 2,928 3,546

### EVENT SUPPORT

	OCT	NOV	DEC
Service Hours	12	77	23
Cleanup	7	0	64

4th Quarter 19 77 87

### MATERIALS DISTRIBUTION

	OCT	NOV	DEC
Collateral Material	656	0	298

4th Quarter 656 0 298