

# STREET REPORT



## DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | MARCH, 2020

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 March 2020. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



**CORONAVIRUS**  
FACTS, NOT FEAR

**PREPARING FOR A SURGE IN CASES**

Renown Regional Medical Center



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## **STREET STORIES:**

Ambassador Shannon responded to a call for service from the Reno Axe Bar about a man that was unconscious outside of their property. The individual appeared to be dehydrated, so Shannon got him a cup of water. Ambassador Shannon then contacted non-emergency to report the individual. REMSA arrived and assisted the individual into the ambulance. About 10 minutes later the individual jumped out of the ambulance and ran away, because the paramedics were going to "give him something to take his high away."

Ambassador Jake responded to McDonald's on N. Virginia Street for a person, later identify as Mark, threatening people and yelling military codes. Mark seemed to be suffering from PTSD. Ambassador Heathcote called non-emergency and REMSA responded and transported Mark to Renown.

Ambassador Jose noticed 2 people behind the fence at the Monte Carlo Hotel on North Virginia. As Jose crossed the street to get a closer look at what was going on, he noticed clouds of smoke coming from a room on the second floor. At this time, Jose contacted RPD and they arrived approximately 4 minutes after and conducted an investigation.

A person pulled Ambassador Shantera aside at 400 Center street, and stated that he suffered from pneumonia and was having trouble breathing. At that time, Shantera contacted non-emergency. REMSA arrived and informed Shantera that the specific individual calls all the time so that he can have somewhere to stay for the night. The paramedics told him to get his prescribed medication, and they gave him a ride to get it.

## **ACCOMPLISHMENTS:**

Ambassadors have been adjusting well in response to COVID-19. In addition to taking every possible precaution to protecting the team we started implementing precautions to protect our unsheltered population. First, we started a campaign to inform and educate them on the coronavirus, how it spreads and how to protect themselves from it. We have also spearheaded a campaign to distribute water and portable toilets with hand sanitizer stations around the downtown area because access to these things is limited now because of business shut downs.

Ambassadors have also been proactive in efforts to keep downtown clean. All Ambassadors keep disinfectant spray and disposable towels on them so that throughout their patrol they are able to wipe down publicly used fixtures, such as door handles and other things that are frequently touched.

Shifts have been adjusted to accommodate concentrated street populations in certain areas of downtown and a graveyard shift was added with an ambassador to patrol and protect businesses after hours.

## **INITIATIVES:**

The ambassador team has also taken measures with the help of local businesses to set up self-care packages for their team and other teams that work directly with the unsheltered population. The purpose of this is to mitigate burn out within the street teams.



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Suzzie Collecting Water



Alex Silveira Disinfecting Handrails



Alex Silveira and Suzzie Chapa disinfecting Downtown



Adolf Stankus & Shantera Frenna marking 6 ft distance for line management at shelter.

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

January	1,947.75
February	2,015.00
March	2,050.75
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1st Quarter	6,013.45

### SOCIAL SERVICE OUTREACH SPECIALIST

January	344.75
February	321.50
March	334.50
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1st Quarter	1,000.75

### SHIFT SUPERVISOR

January	304.75
February	279.50
March	434.00
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1st Quarter	1,018.25

### OPERATIONS MANAGER

January	248.00
February	160.00
March	460.00
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1st Quarter	868.00

### WOLF PACK TOWER

January	410.50
February	379.00
March	460.00
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1st Quarter	1,249.50

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## STATISTICS

### 311 REPORTS

	JAN	FEB	MARCH
Bulky Items	1	0	0
Encampment Reporting	5	5	0
Graffiti Removal	92	51	13
Gutter Repair	0	0	0
Illegal Dumping	4	3	3
Sidewalk Repair	7	1	4
Streetlight Issue	2	2	2

1st Quarter 111 62 22

### CRIMES

	JAN	FEB	MARCH
Aggravated Assault	0	0	0
Assault	1	0	0
Battery	0	2	0
Burglary	4	2	0
Domestic Violence	0	0	0
Grand Theft	0	0	0
Harassment	2	1	0
Theft	3	2	0
Robbery	0	1	0
Threat	0	2	1

1st Quarter 10 10 1

### WASTE - REPORTED

	JAN	FEB	MARCH
Feces	14	13	12
Syringe	40	21	33
Urine	1	1	3

1st Quarter 55 35 48

### DIRECTIONS

	JAN	FEB	MARCH
All	572	499	240

1st Quarter 572 499 240

### STAKEHOLDER CHECK-IN

	JAN	FEB	MARCH
Business	8,705	8,198	5,321
Property Owner	76	42	24
Residential Property	504	458	130

1st Quarter 9,285 8,698 5,475

### ANIMAL

	JAN	FEB	MARCH
Dead - disposed of	1	5	2
Dead - reported to Animal Control	3	1	0

1st Quarter 4 6 2

### PROPERTY

	JAN	FEB	MARCH
Abandoned	13	7	8
Found	6	3	4
Shopping Carts - recovered	83	101	64

1st Quarter 102 111 76

### SAFE WALKS

	JAN	FEB	MARCH
All	191	132	94

1st Quarter 191 132 94

### INCOMING CALLS

	JAN	FEB	MARCH
Nuisances	64	173	163
Outreach	9	20	27
Cleanliness	2	3	6
Other	3	9	31

1st Quarter 84 205 227

### QUALITY OF LIFE

	JAN	FEB	MARCH
Conditions - Benches Cleared	17	41	26
Conditions - Blocking Sidewalk	116	212	178
Conditions - Encampment	60	49	44
Conditions - Wellness Check	428	333	277
Public Indecency	8	2	1
Incidents - Disturbance	24	46	33
Incidents - Noise Complaint	3	0	1
Incidents - Open Container	78	121	38
Incidents - Panhandling - Aggressive	18	7	3
Incidents - Panhandling - Passive	84	109	97
Incidents - Public Intoxication	389	235	77
Incidents - Public Urination	2	6	2
Incidents - Suspicious Vehicle	2	5	1
Incidents - Suspicious Person	7	0	1
Incidents - Trespassing	53	21	12

1st Quarter 1,289 1,187 791

### SOCIAL SERVICE

	JAN	FEB	MARCH
Referral - Clothing	7	2	15
Referral - Food	2	6	15
Referral - Medical	5	6	25
Referral - Shelter	6	10	20
Referral - Detox/Treatment	5	7	13
Referral - Housing	2	1	5
Referral - Insurance	3	1	4
Referral - Other	0	0	0

1st Quarter 30 33 97

### TRASH-REPORTED

	JAN	FEB	MARCH
Litter	1,868	2,133	1,366
Debris	36	61	61
Bulky Items	43	42	39
Illegal Dumping - Alley	19	10	21
Illegal Dumping - Sidewalk	10	4	3

1st Quarter 1,976 2,250 1,490

### HOT SPOTS

	JAN	FEB	MARCH
Checks	3,990	3,432	—

1st Quarter 3,990 3,432 —

### EVENT SUPPORT

	JAN	FEB	MARCH
Service Hours	98	55	135

1st Quarter 98 55 135

### MATERIALS DISTRIBUTION

	JAN	FEB	MARCH
Collateral Material	572	406	70

1st Quarter 572 406 70

### HOSPITALITY

	JAN	FEB	MARCH
Engagement	4,569	5,234	3,536

1st Quarter 4,569 5,234 3,536