

# STREET REPORT



## DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | MAY, 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 May 2020. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



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## STREET STORIES:

Ambassador Adolph conducted a wellness check on WFA "Jessica" age 50. "Jessica" was located at the Whale statue in the City Plaza. Ambassador Adolph noticed "Jessica" slumped over in pain and assisted in placing a non-emergency call to REMSA. REMSA arrived and transported "Jessica" to a hospital for further medical treatment. "Jessica" was released a few days later and very thankful to the Ambassadors for all the calls in the last 4 months; over 20 non-emergency calls and 10 safety walks to WellCare for detox in May.

Ambassador Perales was performing a wellness check on a man named "Robert" at the AT&T building on 1st & Lake street. "Robert" told Ambassador Perales he had broken ribs and needed medical help. Ambassador Perales called non-emergency and they put ambassador Perales through to REMSA. REMSA #19 arrived on the scene and took "Robert" to Renown Medical Center.

Social Service Outreach Ambassador Gerch received a call from Officer Wickman with the Reno DAS, asking for assistance with helping locate a 32-year-old WMA who suffers from Dual Diagnosis and was wanted for an Outstanding Warrant. With the help of Ambassador Gersch and being able to locate him; Mr. Lang was safely detained and arrested.

Ambassador Chapa assisted with a WMA from Kanas City AK who was visiting Reno, NV when the Covid-19 pandemic shelter in place started in Reno. The WMA stayed at Reno Event Center after his personal belongings and money came up missing. Ambassador Chapa met the WMA on May 12th at the DRP Plaza and assisted with working through agencies (e.g. Sober24, Lifestyle) with funding to help return home through Greyhound. Ambassador Chapa safe walked the WMA to the Amtrak station on May 15th at 0900 to catch his 3-day bus ride home.

Ambassadors came together with the Reno Community on May 31st, the day after a violent protest in Downtown Reno, and began cleaning, sweeping up broken glass and removing graffiti from local Downtown Reno business store fronts and sidewalks. Ambassadors continued to patrol the area looking for any further damage to either clean or place calls for repair to the Reno Direct.

Ambassador Griffin observed an NFA who was too intoxicated to walk. Ambassador Griffin called non-emergency. RPD Officer Wilson arrived and called REMSA # 35 to 320 Evans Street. REMSA #35 conducted a wellness check on the female. No further medical treatment was provided. Officer Wilson and Ambassador Griffin walked the female to WellCare for detox.

## ACCOMPLISHMENTS:

Social Service Outreach was able to assist with finding Housing and get 1 individual off the streets. Ambassadors utilized the Care Chest program services and they were able to obtain 6 wheelchairs for individuals that were in need of this service. Ambassadors continued to provide bottle water (100 cases total) in May to the Street population during the Covid-19 pandemic.

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*Ambassador Reardon advising an encampment at Evans Park*



*Ambassador Hogan advising Sleeper/Camper*



*Ambassadors cleaning and removing graffiti*



*Ambassador Schladant and Perales cleaning litter and debris*



*Ambassador Reardon handing out bottled water*

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

April	2,023.75
May	2,064.50
June	—
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2nd Quarter	4,088.25

### SOCIAL SERVICE OUTREACH SPECIALIST

April	378.32
May	325.00
June	—
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2nd Quarter	703.32

### SHIFT SUPERVISOR

April	483.50
May	477.00
June	—
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2nd Quarter	960.50

### OPERATIONS MANAGER

April	176
May	160
June	—
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2nd Quarter	336

### WOLF PACK TOWER

April	424
May	179
June	—
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2nd Quarter	603

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## STATISTICS

<b>311 REPORTS</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	<b>INCOMING CALLS</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
Bulky Items	0	4	—	Nuisances	100	122	—
Encampment Reporting	5	5	—	Outreach	18	6	—
Graffiti Removal	16	5	—	Cleanliness	1	19	—
Gutter Repair	1	0	—	Other	15	12	—
Illegal Dumping	0	4	—	<b>2nd Quarter</b>	<b>134</b>	<b>159</b>	<b>—</b>
Sidewalk Repair	1	0	—	<b>QUALITY OF LIFE</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
Streetlight Issue	0	1	—	Incidents - Public Intoxication	16	132	—
<b>2nd Quarter</b>	<b>23</b>	<b>19</b>	<b>—</b>	Incidents - Public Indecency	1	0	—
<b>CRIMES</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Incidents - Public Urination	0	1	—
Aggravated Assault	0	1	—	Incidents - Trespassing	2	3	—
Assault	0	0	—	Incidents - Disturbance	42	26	—
Battery	0	0	—	Incidents - Noise Complaint	1	0	—
Burglary	0	16	—	Incidents - Open Container	11	78	—
Domestic Violence	1	0	—	Incidents - Panhandling Passive	55	59	—
Grand Theft	0	2	—	Incidents - Panhandling - Aggressive	1	0	—
Harassment	0	0	—	Incidents - Suspicious Person	0	2	—
Theft	0	1	—	Incidents - Suspicious Vehicle	0	1	—
Robbery	0	0	—	Conditions - Blocking Sidewalk	123	156	—
Threat	3	2	—	Conditions - Benches Cleared	35	17	—
<b>2nd Quarter</b>	<b>4</b>	<b>22</b>	<b>—</b>	Conditions - Encampment	18	30	—
<b>WASTE - REPORTED</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Conditions - Wellness Check	105	124	—
Feces	3	8	—	<b>2nd Quarter</b>	<b>410</b>	<b>629</b>	<b>—</b>
Syringe	9	15	—	<b>SOCIAL SERVICE</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
Urine	1	2	—	Referral - Clothing	1	0	—
<b>2nd Quarter</b>	<b>13</b>	<b>25</b>	<b>—</b>	Referral - Food	1	5	—
<b>DIRECTIONS</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Referral - Medical	7	16	—
All	87	120	—	Referral - Shelter	0	6	—
<b>2nd Quarter</b>	<b>87</b>	<b>120</b>	<b>—</b>	Referral - Detox/Treatment	1	9	—
<b>STAKEHOLDER CHECK-IN</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Referral - Housing	1	4	—
Business	2,504	3,537	—	Referral - Insurance	0	0	—
Property Owner	33	32	—	<b>2nd Quarter</b>	<b>11</b>	<b>40</b>	<b>—</b>
Residential Property	5	9	—	<b>TRASH-REPORTED</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
<b>2nd Quarter</b>	<b>2,542</b>	<b>3,578</b>	<b>—</b>	Litter	93	102	—
<b>ANIMAL</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Debris	13	31	—
Dead - disposed of	0	3	—	Bulky Items	4	9	—
Dead - reported to Animal Control	0	0	—	Illegal Dumping - Alley	4	9	—
<b>2nd Quarter</b>	<b>0</b>	<b>3</b>	<b>—</b>	Illegal Dumping - Sidewalk	11	5	—
<b>PROPERTY</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	<b>2nd Quarter</b>	<b>125</b>	<b>156</b>	<b>—</b>
Abandoned	2	5	—	<b>HOT SPOTS</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
Found	0	1	—	Checks	1,982	1,913	—
Lost	1	0	—	<b>2nd Quarter</b>	<b>1,982</b>	<b>1,913</b>	<b>—</b>
Shopping Carts - recovered	15	12	—	<b>EVENT SUPPORT</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
<b>2nd Quarter</b>	<b>18</b>	<b>18</b>	<b>—</b>	Service Hours	19	13	—
<b>SAFE WALKS</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	Cleanup	132	134	—
All	42	66	—	<b>2nd Quarter</b>	<b>151</b>	<b>147</b>	<b>—</b>
<b>2nd Quarter</b>	<b>42</b>	<b>66</b>	<b>—</b>	<b>MATERIALS DISTRIBUTION</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
				Collateral Material	22	70	—
				<b>2nd Quarter</b>	<b>22</b>	<b>70</b>	<b>—</b>
				<b>HOSPITALITY</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
				Engagement	1,046	923	—
				<b>2nd Quarter</b>	<b>1,046</b>	<b>923</b>	<b>—</b>