

STREET REPORT



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



Ambassador Bissett and Griffin assisting Reno Police.

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STREET STORIES:

Ambassador Quintero assisted with a young woman named Ameena at Circus Circus that was kidnapped, drugged and possibly raped. Ambassador Quintero made sure the Ameena felt safe and helped her get in touch with her father to get back home. Ameena lives in Oklahoma and Ambassador Quintero was able to help Ameena's father purchase a train ticket to get her home. Ameena stated she was two months pregnant and scared, however she did not want to file a police report. Ambassador Quintero was able to get her a bed at the event center for the night. The next morning, our day shift Ambassadors meet Ameena and provided her with an escort to the Amtrak station where she boarded her train to be reunited with her family.

Social Outreach Ambassador Gersch, utilized the connections that she has built with Care Chest of Nevada to obtain 5 wheelchairs during the month of June. These were provided to five individuals who had an immediate need for new wheelchairs.

June 4, 2020 at 10:00 am, Ambassador Perales made contact with an adult male named Brandon Maher. Brandon is trying to get sober and change his life. Ambassador Perales got Brandon a Phone interview with Lisa Moore at Life Changes Inc. which placed him on the path to recovery.

June 7, 2020 at approx. 09:40hrs Ambassador Perales and Social Outreach Griffin came upon an adult male later identified as Mark whom was too intoxicated to walk. Fearing for his well-being, Social Outreach Ambassador Griffin was able to flag down a passing ambulance (REMSA # 44) who evaluated and transported Mark to Saint Mary's hospital.

June 12, 2020, Ambassadors Bissett & Neal-Martine referred Barbara, an adult female who sleeps at the courthouse to the doctor and shelter. Barbara is suffering from an infection in her leg.

ACCOMPLISHMENTS:

Ambassadors worked together to find a missing young woman and reunified her with her family. Social Service Outreach was able to assist with finding housing for an individual.

Ambassadors continues to spray and disinfect the high touchpoints of Downtown Reno.

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Social Outreach Gersch worked with Care Chest to issue two new wheelchairs.



Abassador Martinez handing out bottle water.



Ambassador Gersch and Perales disinfecting and cleaning Downtown Reno.



Ambassador Perales assisting with resources with information.

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Ambassador Martinez and Villarreal cleaning an abandoned encampment.



Ambassadors assisting the US Manor Apartments with putting cages over electric boxes.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

| | |
|-------------|----------|
| April | 2,023.75 |
| May | 2,064.50 |
| June | 1785.25 |
| <hr/> | |
| 2nd Quarter | 5,883.50 |

SOCIAL SERVICE OUTREACH SPECIALIST

| | |
|-------------|---------|
| April | 378.32 |
| May | 325.00 |
| June | 321.50 |
| <hr/> | |
| 2nd Quarter | 1024.82 |

SHIFT SUPERVISOR

| | |
|-------------|---------|
| April | 483.50 |
| May | 477.00 |
| June | 369.50 |
| <hr/> | |
| 2nd Quarter | 1330.00 |

OPERATIONS MANAGER

| | |
|-------------|-----|
| April | 176 |
| May | 160 |
| June | 160 |
| <hr/> | |
| 2nd Quarter | 490 |

WOLF PACK TOWER

| | |
|-------------|-----|
| April | 424 |
| May | 179 |
| June | — |
| <hr/> | |
| 2nd Quarter | 603 |

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STATISTICS

311 REPORTS

| | APRIL | MAY | JUNE |
|----------------------|-------|-----|------|
| Bulky Items | 0 | 4 | 4 |
| Encampment Reporting | 5 | 5 | 5 |
| Graffiti Removal | 16 | 5 | 21 |
| Gutter Repair | 1 | 0 | 0 |
| Illegal Dumping | 0 | 4 | 8 |
| Sidewalk Repair | 1 | 0 | 6 |
| Streetlight Issue | 0 | 1 | 0 |

2nd Quarter 23 19 44

CRIMES

| | APRIL | MAY | JUNE |
|--------------------|-------|-----|------|
| Aggravated Assault | 0 | 1 | 0 |
| Assault | 0 | 0 | 1 |
| Battery | 0 | 0 | 0 |
| Burglary | 0 | 16 | 1 |
| Domestic Violence | 1 | 0 | 0 |
| Grand Theft | 0 | 2 | 0 |
| Harassment | 0 | 0 | 0 |
| Theft | 0 | 1 | 2 |
| Robbery | 0 | 0 | 1 |
| Threat | 3 | 2 | 0 |

2nd Quarter 4 22 5

WASTE - REPORTED

| | APRIL | MAY | JUNE |
|---------|-------|-----|------|
| Feces | 3 | 8 | 8 |
| Syringe | 9 | 15 | 13 |
| Urine | 1 | 2 | 1 |

2nd Quarter 13 25 22

DIRECTIONS

| | APRIL | MAY | JUNE |
|-----|-------|-----|------|
| All | 87 | 120 | 273 |

2nd Quarter 87 120 273

STAKEHOLDER CHECK-IN

| | APRIL | MAY | JUNE |
|----------------------|-------|-------|-------|
| Business | 2,504 | 3,537 | 6,353 |
| Property Owner | 33 | 32 | 45 |
| Residential Property | 5 | 9 | 39 |

2nd Quarter 2,542 3,578 6,437

ANIMAL

| | APRIL | MAY | JUNE |
|-----------------------------------|-------|-----|------|
| Dead - disposed of | 0 | 3 | 3 |
| Dead - reported to Animal Control | 0 | 0 | 0 |

2nd Quarter 0 3 3

PROPERTY

| | APRIL | MAY | JUNE |
|----------------------------|-------|-----|------|
| Abandoned | 2 | 5 | 8 |
| Found | 0 | 1 | 1 |
| Lost | 1 | 0 | 0 |
| Shopping Carts - recovered | 15 | 12 | 26 |

2nd Quarter 18 18 35

SAFE WALKS

| | APRIL | MAY | JUNE |
|-----|-------|-----|------|
| All | 42 | 66 | 80 |

2nd Quarter 42 66 80

INCOMING CALLS

| | APRIL | MAY | JUNE |
|-------------|-------|-----|------|
| Nuisances | 100 | 122 | 265 |
| Outreach | 18 | 6 | 42 |
| Cleanliness | 1 | 19 | 17 |
| Other | 15 | 12 | 8 |

2nd Quarter 134 159 332

QUALITY OF LIFE

| | APRIL | MAY | JUNE |
|--------------------------------------|-------|-----|------|
| Incidents - Public Intoxication | 16 | 132 | 192 |
| Incidents - Public Indecency | 1 | 0 | 0 |
| Incidents - Public Urination | 0 | 1 | 1 |
| Incidents - Trespassing | 2 | 3 | 4 |
| Incidents - Disturbance | 42 | 26 | 43 |
| Incidents - Noise Complaint | 1 | 0 | 3 |
| Incidents - Open Container | 11 | 78 | 118 |
| Incidents - Panhandling Passive | 55 | 59 | 84 |
| Incidents - Panhandling - Aggressive | 1 | 0 | 2 |
| Incidents - Suspicious Person | 0 | 2 | 4 |
| Incidents - Suspicious Vehicle | 0 | 1 | 0 |
| Conditions - Blocking Sidewalk | 123 | 156 | 286 |
| Conditions - Benches Cleared | 35 | 17 | 81 |
| Conditions - Encampment | 18 | 30 | 36 |
| Conditions - Wellness Check | 105 | 124 | 329 |

2nd Quarter 410 629 1,183

SOCIAL SERVICE

| | APRIL | MAY | JUNE |
|----------------------------|-------|-----|------|
| Referral - Clothing | 1 | 0 | 3 |
| Referral - Food | 1 | 5 | 18 |
| Referral - Medical | 7 | 16 | 17 |
| Referral - Shelter | 0 | 6 | 10 |
| Referral - Detox/Treatment | 1 | 9 | 9 |
| Referral - Housing | 1 | 4 | 7 |
| Referral - Insurance | 0 | 0 | 1 |

2nd Quarter 11 40 65

TRASH-REPORTED

| | APRIL | MAY | JUNE |
|----------------------------|-------|-----|------|
| Litter | 93 | 102 | 323 |
| Debris | 13 | 31 | 257 |
| Bulky Items | 4 | 9 | 22 |
| Illegal Dumping - Alley | 4 | 9 | 19 |
| Illegal Dumping - Sidewalk | 11 | 5 | 5 |

2nd Quarter 125 156 626

HOT SPOTS

| | APRIL | MAY | JUNE |
|--------|-------|-------|-------|
| Checks | 1,982 | 1,913 | 3,201 |

2nd Quarter 1,982 1,913 3,201

EVENT SUPPORT

| | APRIL | MAY | JUNE |
|---------------|-------|-----|------|
| Service Hours | 19 | 13 | 15 |
| Cleanup | 132 | 134 | 57 |

2nd Quarter 151 147 72

MATERIALS DISTRIBUTION

| | APRIL | MAY | JUNE |
|---------------------|-------|-----|------|
| Collateral Material | 22 | 70 | 63 |

2nd Quarter 22 70 63

HOSPITALITY

| | APRIL | MAY | JUNE |
|------------|-------|-----|-------|
| Engagement | 1,046 | 923 | 1,516 |

2nd Quarter 1,046 923 1,516