

STREET REPORT



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



DRP Ambassador Team with Jacques Gaston before his flight home to be reunited with his family in Tuscan, Arizona

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STREET STORIES:

Jacques Gaston met with Outreach Gersch on **June 29, 2020**, asking for help to get into a drug rehab. Outreach Specialist Gersch was able to get Mr. Gaston into the Reno Behavior Health where he stayed for 30 days to kick Heroin. On Monday July 20th, Assistant Operations Manager Chapa heard a disturbance outside the DRP office and walk up on Mr. Gaston having an emotional breakdown and wanting to go home back to Tuscan Az. After speaking with Mr. Gaston and finding out that his mother is dying of Cancer the DRP Ambassador team work hard on finding resources to help him get home. After finding several resources i was able to get Mr. Gaston a plane ticket back to Tuscan Az. On Friday the 24th Mr. Gaston boarded his plane and landed back home where he can now help take care of his mother, brother and sisters. Mr. Gaston called me Friday evening thanking the DRP Ambassadors for all the help we gave him to get home and his sobriety. Follow up call was placed by Assistant Operations Manager Chapa on July 31st and Jacques is still home and taking his Sobriety one day at a time.

July 12th 2020, Ambassador Baby placed a radio call for all staff that there was a CODE ADAM, a gentleman approached Ambassador Baby stating that his wife was missing; she received a picture of his wife and immediately sent to staff on duty. Supervisor Pauly placed a call to RPD informing them of the situation. Approximately 20 minutes later Supervisor Pauly located the missing women and radioed to Ambassador Baby who stayed with the husband that he had found his wife. Both parties met at the West Plaza and were reunited. During this time Supervisor Pauly called RPD back and notified them that the missing women was located, safe and with her husband. RPD, Remsa #45 arrived on scene and performed a medical evaluation. The female was not transported to any hospital. The women suffer from slight dementia and doesn't know where she's at and just wonders.

Shawntina C age 25 BFA looking to get well before she reunites with her 7-year-old son in Michigan. After further discussion with her it was discovered that she has been a part of Sex trafficking. Suzzie was able to contact Lauren at Awaken to discuss the possibility of connecting Shawntina to Awaken. When Awaken called back we found out Miss Clark had used meth early today, had a few sips of alcohol and smoke some weed yesterday also. Awaken made us aware that they could not intake her until she was medically cleared and went through 3 days detox. I escorted Clark to Renown to be clear. We set Shawntina up at the women's shelter waiting list at #18. Awaken called Suzzie and informed us that she had arranged a bed at Reno Behavioral Health. Shanterra assisted Shawntina with transportation to Behavior Health to begin her 3-day detox.

July 31 2020, Outreach Donald Griffin, witnessed a NAM named Eddie suffering from a seizure in front of USA manor at 320 Evans Street. I radioed for assistance. Ambassador Villarreal arrived and assisted with putting Eddie on his side and holding his head from further injuring himself while Outreach Griffin placed a call to 911. REMSA # 39 arrived at 08:20 and took over the situation. RESMA transported Eddie to St. Mary's hospital for further medical treatment. Both DRP Ambassadors quickly jumped into actions with their proper training to help Eddie seek the medical treatment.

July 21, 2020, Ambassador Landon responded to 330 Evans for a wma who had fallen and hit his head. upon arrival I assessed the situation and called non-emergency. they arrived at about 1320 and they helped the wma into his walker but he didn't want to go to the hospital.

On **July 23 2020**, Ambassador Cailen Gersch was dispatched to Louise Basque on the corner of 4th and Evans in regards to a male sleeping at the door. The NMA was unresponsive and highly intoxicated. I called 911 at 12:55 and REMSA # 39

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Assist. Manager Chapa taking a family picture (Welcome to Reno).



Ambassador Angel assisting George with a call to REMSA.



New Ambassador Lamont giving shoes to Mike.



Ambassador Chris advising a sit/lie of Reno Ordinance.

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Assist. Manager Chapa removing graffiti off of store fronts.



Ambassador Angel advising sleeper/camper and offering medical services.



Ambassador Lamont report graffiti in the district.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

July	1671.75
August	—
September	—
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3rd Quarter	1671.75

SOCIAL SERVICE OUTREACH SPECIALIST

July	369
August	—
September	—
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3rd Quarter	369

SHIFT SUPERVISOR

July	379
August	—
September	—
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3rd Quarter	379

OPERATIONS MANAGER

July	184
August	—
September	—
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3rd Quarter	184

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STATISTICS

311 REPORTS	JULY	AUG	SEPT	INCOMING CALLS	JULY	AUG	SEPT
Bulky Items	2	—	—	Nuisances	382	—	—
Encampment Reporting	1	—	—	Outreach	27	—	—
Graffiti Removal	20	—	—	Cleanliness	2	—	—
Gutter Repair	1	—	—	Other	10	—	—
Illegal Dumping	10	—	—	2nd Quarter	421	—	—
Sidewalk Repair	2	—	—	QUALITY OF LIFE	JULY	AUG	SEPT
Streetlight Issue	0	—	—	Incidents - Public Intoxication	64	—	—
2nd Quarter	36	—	—	Incidents - Public Indecency	0	—	—
CRIMES	JULY	AUG	SEPT	Incidents - Public Urination	1	—	—
Aggravated Assault	0	—	—	Incidents - Trespassing	0	—	—
Assault	1	—	—	Incidents - Disturbance	28	—	—
Battery	0	—	—	Incidents - Noise Complaint	2	—	—
Burglary	1	—	—	Incidents - Open Container	23	—	—
Domestic Violence	0	—	—	Incidents - Panhandling Passive	24	—	—
Grand Theft	0	—	—	Incidents - Panhandling - Aggressive	5	—	—
Harassment	2	—	—	Incidents - Suspicious Person	1	—	—
Theft	0	—	—	Incidents - Suspicious Vehicle	0	—	—
Robbery	0	—	—	Conditions - Blocking Sidewalk	203	—	—
Threat	0	—	—	Conditions - Benches Cleared	54	—	—
2nd Quarter	4	—	—	Conditions - Encampment	18	—	—
WASTE - REPORTED	JULY	AUG	SEPT	Conditions - Wellness Check	273	—	—
Feces	22	—	—	2nd Quarter	696	—	—
Syringe	23	—	—	SOCIAL SERVICE	JULY	AUG	SEPT
Urine	3	—	—	Referral - Clothing	5	—	—
2nd Quarter	48	—	—	Referral - Food	10	—	—
DIRECTIONS	JULY	AUG	SEPT	Referral - Medical	21	—	—
All	217	—	—	Referral - Shelter	8	—	—
2nd Quarter	217	—	—	Referral - Detox/Treatment	6	—	—
STAKEHOLDER CHECK-IN	JULY	AUG	SEPT	Referral - Housing	4	—	—
Business	4,002	—	—	Referral - Insurance	0	—	—
Property Owner	28	—	—	2nd Quarter	54	—	—
Residential Property	46	—	—	TRASH-REPORTED	JULY	AUG	SEPT
2nd Quarter	4,076	—	—	Litter	421	—	—
ANIMAL	JULY	AUG	SEPT	Debris	154	—	—
Dead - disposed of	3	—	—	Bulky Items	54	—	—
Dead - reported to Animal Control	0	—	—	Illegal Dumping - Alley	13	—	—
2nd Quarter	3	—	—	Illegal Dumping - Sidewalk	66	—	—
PROPERTY	JULY	AUG	SEPT	2nd Quarter	708	—	—
Abandoned	5	—	—	HOT SPOTS	JULY	AUG	SEPT
Found	0	—	—	Checks	2,325	—	—
Lost	0	—	—	2nd Quarter	2,325	—	—
Shopping Carts - recovered	59	—	—	EVENT SUPPORT	JULY	AUG	SEPT
2nd Quarter	64	—	—	Service Hours	29	—	—
SAFE WALKS	JULY	AUG	SEPT	Cleanup	0	—	—
All	65	—	—	2nd Quarter	29	—	—
2nd Quarter	65	—	—	MATERIALS DISTRIBUTION	JULY	AUG	SEPT
				Collateral Material	70	—	—
				2nd Quarter	70	—	—
				HOSPITALITY	JULY	AUG	SEPT
				Engagement	1,298	—	—
				2nd Quarter	1,298	—	—