

# STREET REPORT



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





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*On the cover:* Social Outreach Specialist Donald Griffin was awarded the “Caught Doing Something Right” award in the presence of the team while Steve Hillard, President of Streetplus and Alex Duran, Vice President of Operations were in town. Donald Griffin works tirelessly to establish a trusting relationship with the population he serves. Over the last two years our Ambassador team, along with outreach from different agencies have worked on getting “Katie” into the shelter and working with her case manager. “Katie” who suffers from mental health issues was very hesitant to trust anyone who approached her until one of the days Donald checked on her and she asked for help. Donald spoke with her and decided to bring her to our office where we were able to make contact with the MOST team. From there we established a bed for her at the new woman’s shelter and provided transportation for her to get there. We later received an email through our website thanking Donald for his dedication to assisting her.



530 Center St (Before)



530 Center St (After)

*Our team was able to track down the property owners and get permission to access an area that contained a homeless encampment. Our team began to offer services and support to those living in the encampment. We were able to assist some with a bed at the local shelter, one individual to the local detox and the others decided to relocate elsewhere. Once the individuals vacated the property we assisted the property owners with clean up so they could install new fencing.*



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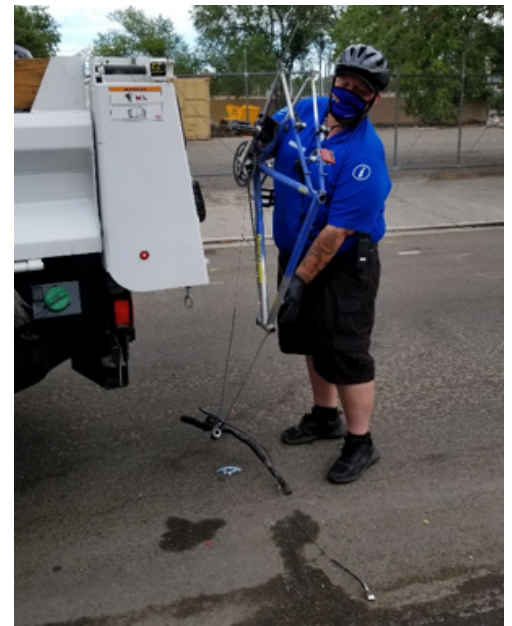
New Hospitality Ambassador Mark Kawa helping clean graffiti off a local business window.



During the Board Retreat for the Downtown Reno Partnership, our Operations Manager was asked to speak about the Ambassador program and what could be expected in the future.



Shift supervisor Chris Reardon assisting the city with removing trash and abandoned property.





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Our team received a call from a property owner who is currently out of the country. The property owner stated that he is having an issue with someone camping in the back door alleyway of his business. Our team was able to connect with the City of Reno Public Works and Reno Police Department. Together we offered the individual resources and support. Then our team was able to dispose of the trash and clean the area.



Before



After

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

July	1671.75
August	1428.50
September	—
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3rd Quarter	3100.25

### SOCIAL SERVICE OUTREACH SPECIALIST

July	369
August	289.50
September	—
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3rd Quarter	658.50

### SHIFT SUPERVISOR

July	379
August	436
September	—
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3rd Quarter	815

### OPERATIONS MANAGER

July	184
August	160
September	—
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3rd Quarter	344

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## STATISTICS

### 311 REPORTS

	JULY	AUG	SEPT
Bulky Items	2	2	—
Encampment Reporting	1	3	—
Graffiti Removal	20	18	—
Gutter Repair	1	0	—
Illegal Dumping	10	7	—
Sidewalk Repair	2	2	—
Streetlight Issue	0	1	—

2nd Quarter	36	33	—
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### CRIMES

	JULY	AUG	SEPT
Aggravated Assault	0	0	—
Assault	1	1	—
Battery	0	1	—
Burglary	1	4	—
Domestic Violence	0	0	—
Grand Theft	0	0	—
Harassment	2	0	—
Theft	0	1	—
Robbery	0	0	—
Threat	0	0	—

2nd Quarter	4	7	—
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### WASTE - REPORTED

	JULY	AUG	SEPT
Feces	22	20	—
Syringe	23	16	—
Urine	3	1	—

2nd Quarter	48	37	—
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### DIRECTIONS

	JULY	AUG	SEPT
All	217	421	—

2nd Quarter	217	—	—
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### STAKEHOLDER CHECK-IN

	JULY	AUG	SEPT
Business	4,002	3,826	—
Property Owner	28	20	—
Residential Property	46	58	—

2nd Quarter	4,076	3,904	—
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### ANIMAL

	JULY	AUG	SEPT
Dead - disposed of	3	4	—
Dead - reported to Animal Control	0	0	—

2nd Quarter	3	4	—
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### PROPERTY

	JULY	AUG	SEPT
Abandoned	5	2	—
Found	0	3	—
Lost	0	0	—
Shopping Carts - recovered	59	47	—

2nd Quarter	64	52	—
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### SAFE WALKS

	JULY	AUG	SEPT
All	65	53	—

2nd Quarter	65	53	—
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### INCOMING CALLS

	JULY	AUG	SEPT
Nuisances	382	351	—
Outreach	27	37	—
Cleanliness	2	8	—
Other	10	7	—

2nd Quarter	421	403	—
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### QUALITY OF LIFE

	JULY	AUG	SEPT
Incidents - Public Intoxication	64	136	—
Incidents - Public Indecency	0	0	—
Incidents - Public Urination	1	2	—
Incidents - Trespassing	0	3	—
Incidents - Disturbance	28	22	—
Incidents - Noise Complaint	2	2	—
Incidents - Open Container	23	97	—
Incidents - Panhandling Passive	24	109	—
Incidents - Panhandling - Aggressive	5	8	—
Incidents - Suspicious Person	1	0	—
Incidents - Suspicious Vehicle	0	1	—
Conditions - Blocking Sidewalk	203	456	—
Conditions - Benches Cleared	54	50	—
Conditions - Encampment	18	18	—
Conditions - Wellness Check	273	185	—

2nd Quarter	696	1089	—
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### SOCIAL SERVICE

	JULY	AUG	SEPT
Referral - Clothing	5	2	—
Referral - Food	10	4	—
Referral - Medical	21	4	—
Referral - Shelter	8	9	—
Referral - Detox/Treatment	6	6	—
Referral - Housing	4	0	—
Referral - Insurance	0	0	—

2nd Quarter	54	25	—
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### TRASH-REPORTED

	JULY	AUG	SEPT
Litter	421	367	—
Debris	154	151	—
Bulky Items	54	47	—
Illegal Dumping - Alley	13	9	—
Illegal Dumping - Sidewalk	66	43	—

2nd Quarter	708	617	—
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### HOT SPOTS

	JULY	AUG	SEPT
Checks	2,325	1,832	—

2nd Quarter	2,325	1,832	—
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### EVENT SUPPORT

	JULY	AUG	SEPT
Service Hours	29	5	—
Cleanup	0	0	—

2nd Quarter	29	5	—
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### MATERIALS DISTRIBUTION

	JULY	AUG	SEPT
Collateral Material	70	50	—

2nd Quarter	70	50	—
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### HOSPITALITY

	JULY	AUG	SEPT
Engagement	1,298	1056	—

2nd Quarter	1,298	1056	—
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