

# STREET REPORT



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



*Outreach Specialist Bisset providing Donald with his new walker.*

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## OCTOBER HIGHLIGHTS:

### Tickets home:

With the support of a private donor we are now able to help individuals who have been stranded here in Reno get back home. With it being the first month of offering this service to some individuals, we successfully helped 4 separate people get home to a better situation.

- After getting stranded in Reno, Christopher had been staying at the local shelter for 3 weeks and had multiple interactions with our Ambassador team for pan handling downtown. Once our team was able to connect him with our outreach we found out he was trying to raise enough money to get back home to Lodi, California but struggled to get enough after having to get himself food and water.
- Renown called our hotline about a patient they had that was experiencing some physical and mental health issues. He had been in and out of both of our local hospitals through the month and it was found that he had no local support. He did have a sister located in Fort Worth, Texas that had been willing to help him as long as he could get there. Renown social workers and our operations manager was able to secure a greyhound ticket for him to get to Fort Worth and our Outreach team was able to connect with Catholic Charities which provided the young man a box of food for his journey.

### Outreach:

Our outreach team continues to make huge impacts in our community one person at a time. Through the month of October, we were able to make life just a little easier for some of our most vulnerable. Richard is one of these individuals who struggles to do day to day routines since having a stroke and became wheelchair bound. Outreach Specialist Donald Griffin worked to connect him with Project Restart and ultimately Care Chest of Reno which was able to provide him with an electric wheelchair. For the last year Richard had to be pushed in his wheelchair to get places but now is more self sufficient in getting around. Another one of these individuals is Donald who requires a walker to get around. Unfortunately, his walker had broken. Outreach Bisset and Griffin teamed up to get him a new walker from Care Chest of Reno.

### Collaboration:

In the month of October, our Ambassador team has focused on collaboration. We have teamed up with the Eddie House to begin regular outreach in our community. Our team is assisting the Reno Police Department for the #Dusk2DawnNV pedestrian safety initiative, handing out reflective bracelets and bags. We hosted an in service from Health Plan of Nevada, to educate our team on ways to assist our homeless population get the medical services they need.



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After suffering a stroke Richard was wheelchair bound and required assistance to get around. Our outreach team worked with multiple agencies to provide him with a electric wheelchair.



Ambassador Lead Kawa helping move a tree branch that fell into the street disrupting traffic.

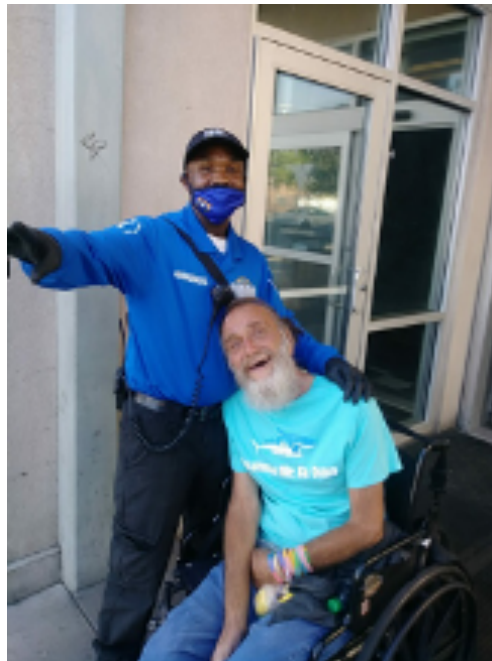


Ambassador Reid educating local children on pedestrian safety and providing reflective bracelets



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*Outreach Specialist went above and beyond to help with regular emergency showers, a haircut, beard trim, and lastly an electric wheelchair.*



*Health Plan of Nevada provided an in service to our team to educate on all the services available to our homeless population.*

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*Outreach Specialist Donald Griffin and Landon Bisset teamed up with the Eddie House outreach team to make a bigger impact in the community.*

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

October	1,518
November	—
December	—

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4th Quarter	1,518
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### SOCIAL SERVICE OUTREACH SPECIALIST

October	413
November	—
December	—

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4th Quarter	413
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### TEAM LEADER

October	156
November	—
December	—

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4th Quarter	156
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### OPERATIONS MANAGER

October	160
November	—
December	—

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4th Quarter	160
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### LICENSED SOCIAL WORKER

October	16
November	—
December	—

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4th Quarter	16
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### OPERATIONS SUPERVISOR

October	179
November	—
December	—

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4th Quarter	179
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## STATISTICS

### 311 REPORTS

	OCT	NOV	DEC
Bulky Items	12	—	—
Encampment Reporting	12	—	—
Graffiti Removal	38	—	—
Gutter Repair	1	—	—
Illegal Dumping	4	—	—
Sidewalk Repair	3	—	—
Streetlight Issue	0	—	—

4th Quarter 70 — —

### CRIMES

	OCT	NOV	DEC
Aggravated Assault	1	—	—
Assault	1	—	—
Battery	3	—	—
Burglary	2	—	—
Domestic Violence	0	—	—
Grand Theft	0	—	—
Harassment	0	—	—
Theft	2	—	—
Robbery	0	—	—
Threat	0	—	—

4th Quarter 9 — —

### WASTE - REPORTED

	OCT	NOV	DEC
Feces	5	—	—
Syringe	9	—	—
Urine	0	—	—

4th Quarter 14 — —

### DIRECTIONS

	OCT	NOV	DEC
All	510	—	—

4th Quarter 519 — —

### STAKEHOLDER CHECK-IN

	OCT	NOV	DEC
Business	3,208	—	—
Property Owner	157	—	—
Residential Property	66	—	—

4th Quarter 3,431 — —

### ANIMAL

	OCT	NOV	DEC
Dead - disposed of	0	—	—
Dead - reported to Animal Control	0	—	—

4th Quarter 0 — —

### PROPERTY

	OCT	NOV	DEC
Abandoned	0	—	—
Found	0	—	—
Lost	0	—	—
Shopping Carts - recovered	31	—	—

4th Quarter 31 — —

### SAFE WALKS

	OCT	NOV	DEC
All	232	—	—

4th Quarter 232 — —

### INCOMING CALLS

	OCT	NOV	DEC
Nuisances	234	—	—
Outreach	27	—	—
Cleanliness	8	—	—
Other	5	—	—

4th Quarter 274 — —

### QUALITY OF LIFE

	OCT	NOV	DEC
Incidents - Public Intoxication	154	—	—
Incidents - Public Indecency	0	—	—
Incidents - Public Urination	0	—	—
Incidents - Trespassing	0	—	—
Incidents - Disturbance	8	—	—
Incidents - Noise Complaint	0	—	—
Incidents - Open Container	59	—	—
Incidents - Panhandling Passive	89	—	—
Incidents - Panhandling - Aggressive	2	—	—
Incidents - Suspicious Person	0	—	—
Incidents - Suspicious Vehicle	0	—	—
Conditions - Blocking Sidewalk	562	—	—
Conditions - Benches Cleared	11	—	—
Conditions - Encampment	0	—	—
Conditions - Wellness Check	0	—	—

4th Quarter 885 — —

### SOCIAL SERVICE

	OCT	NOV	DEC
Referral - Clothing	12	—	—
Referral - Food	26	—	—
Referral - Medical	24	—	—
Referral - Shelter	48	—	—
Referral - Detox/Treatment	7	—	—
Referral - Housing	10	—	—
Referral - Insurance	1	—	—

4th Quarter 128 — —

### TRASH-REPORTED

	OCT	NOV	DEC
Litter	421	—	—
Debris	154	—	—
Bulky Items	54	—	—
Illegal Dumping - Alley	13	—	—
Illegal Dumping - Sidewalk	66	—	—

3rd Quarter 708 — —

### HOT SPOTS

	OCT	NOV	DEC
Checks	5,066	—	—

4th Quarter 5,066 — —

### EVENT SUPPORT

	OCT	NOV	DEC
Service Hours	10	—	—
Cleanup	0	—	—

4th Quarter 10 — —

### MATERIALS DISTRIBUTION

	OCT	NOV	DEC
Collateral Material	97	—	—

4th Quarter 97 — —

### HOSPITALITY

	OCT	NOV	DEC
Engagement	2,079	—	—

4th Quarter 2,079 — —