STREET REPORT OF THE SERVICE OF THE

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







NOVEMBER HIGHLIGHTS:

Hospitality:

During November of 2020, the U.S. has reported considerably elevated adverse mental health conditions associated with COVID – 19. In response, Hospitality Ambassadors have had to increase our efforts to help address these conditions with various communication strategies.

- On November 11th, a call came in to our Hotline in regards to a man camped out in the restroom at the Amtrak station. Upon arrival Ambassadors Tabatha and Maria found a 38 year old man named Joseph H. who vacated the restroom with tears in his eyes. At that point they could sense something was wrong. They exited Amtrak with him and sparked up a conversation. He told them that he just arrived here from Oregon and was going through a lot in his head, just trying to figure out his next move, which he then stated was to end his life. They also learned he was not on the medication he was prescribed. With a little convincing, he agreed to go to the hospital for medical attention. A call was placed to nonemergency and REMSA responded to get him the help he needed. Joseph was a humble, quiet man, who touched there hearts.
- On November 17th, Ambassador Chris was conducting a wellness check outside of the Gold N' Silver on a lady named Jasmine M. After talking with her about sleeping on a bench she told him that her husband just passed and since then she's been hearing his voice in her head telling her to commit suicide. She agreed that she needed medical attention and a call was placed to non-emergency, REMSA responded to assist. Jasmine was seen two weeks later at a grocery store, Jasmine told Ambassador Chris that she was taking medications and was very grateful someone was there at that moment.
- On November 28th, Ambassador Jason was on Virginia Street when he came across a distressed older gentleman standing by an ATM. He turned to him and said the machine kept his card. Jason assured Mr. Williams that his problem could be taken care of inside the bank. Upon his insistence, Jason escorted him inside and spoke with Mrs. Harris about this dilemma. After verifying his identity and the video , his card was returned to him. Mr. Williams was quite relieved and very grateful for the assistance.

DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | NOVEMBER 2020

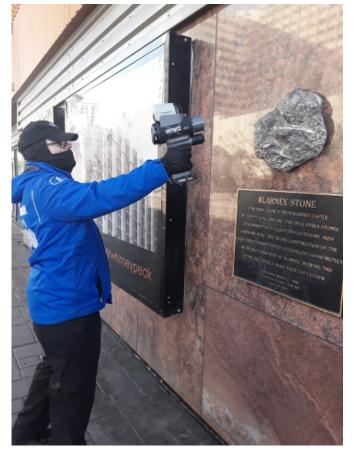




Ambassador Juan taking a picture of excited new UNR students.



Ambassador Serge cleaning Graffiti in Fulton Alley.



Ambassador Tye Sanitizing the Blarney stone with an E-mist sanitizing gun.

TRICT

DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | NOVEMBER 2020



Grant Denton from the Karma Box project provided training on working with our homeless population.



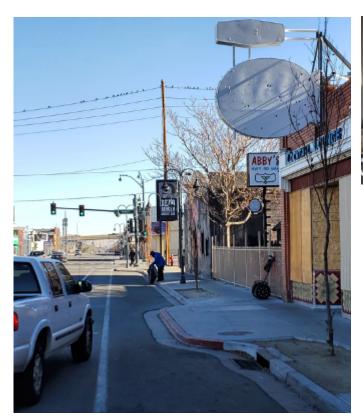
Narcan training hosted by Lisa.

DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | NOVEMBER 2020





While enjoying lunch, Ambassador Tabatha Reid was seen doing a stake-holder check in.



Ambassador Juan Rodriguez helping clear the street and sidewalk of litter.



Illegal camp (before)



Illegal camp (after)









DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR	
October	1,518
November	1,922.5
December	_
4th Quarter	3,440.5
SOCIAL SERVICE OUTREACH SPECIAL	IST
October	413
November	448.5
December	_
4th Quarter	861.5
TEAM LEADER	
October	156
November	125
December	_
4th Quarter	281
OPERATIONS MANAGER	
October	1/0
	160
November	160
November	
November December	160
November December 4th Quarter	160
November December 4th Quarter LICENSED SOCIAL WORKER	160 — 320
November December 4th Quarter LICENSED SOCIAL WORKER October	160 — 320
November December 4th Quarter LICENSED SOCIAL WORKER October November	160 — 320
November December 4th Quarter LICENSED SOCIAL WORKER October November December	160 — 320 16 8 —
November December 4th Quarter LICENSED SOCIAL WORKER October November December 4th Quarter	160 — 320 16 8 —
November December 4th Quarter LICENSED SOCIAL WORKER October November December 4th Quarter OPERATIONS SUPERVISOR	160 — 320 16 8 —
November December 4th Quarter LICENSED SOCIAL WORKER October November December 4th Quarter OPERATIONS SUPERVISOR October	160 — 320 16 8 — 24

DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | NOVEMBER 2020

STATISTICS

			•
311 REPORTS	ОСТ	NOV	DEC
Bulky Items	12	4	_
Encampment Reporting	12	6	_
Graffiti Removal	38	16	_
Gutter Repair	1 4	0 2	_
Illegal Dumping Sidewalk Repair	3	0	
Streetlight Issue	0	2	
4th Quarter	70	30	_
CRIMES	ОСТ	NOV	DEC
Aggravated Assault	1	1	_
Assault	1 3	3 2	_
Battery Burglary	2	1	_
Domestic Violence	0	0	
Grand Theft	0	0	
Harassment	Ö	0	_
Theft	2	1	_
Robbery	0	0	_
Threat	Ö	1	_
4th Quarter	9	9	
WASTE - REPORTED	ОСТ	NOV	DEC
Feces	5	2	_
Syringe	9	6	_
Urine	0	0	_
4th Quarter	14	8	_
DIRECTIONS	ОСТ	NOV	DEC
All	510	_	_
4th Quarter	519	_	
STAKEHOLDER CHECK-IN	ОСТ	NOV	DEC
Business	3,208	5,812	_
Property Owner	157	179	_
Residential Property	66	41	_
4th Quarter	3,431	6,032	
ANIMAL		NOV	DEC
Dead - disposed of	. 0	6	_
Dead - reported to Animal Contro	I 0	1 	
4th Quarter	0	7	_
PROPERTY	OCT	NOV	DEC
Abandoned	0	23	_
Found	0	1	_
Lost	0	1	_
Shopping Carts - recovered	31	52	
4th Quarter	31	77	_
SAFE WALKS	OCT	NOV	DEC
All	232	131	_
4th Quarter	232	131	_

TICS			
INCOMING CALLS Nuisances Outreach Cleanliness Other	234 27 8 5	NOV 176 8 34 7	DEC
4th Quarter	274	225	_
QUALITY OF LIFE Incidents - Public Intoxication Incidents - Public Indecentcy Incidents - Public Urination Incidents - Trespassing Incidents - Disturbance Incidents - Noice Complaint Incidents - Open Container Incidents - Panhandling Passive Incidents - Panhandling - Aggres Incidents - Suspicious Person Incidents - Suspicious Vehicle Conditions - Blocking Sidewalk Conditions - Benches Cleared	0CT 154 0 0 0 8 0 59 89 ssive 2 0 0 562 11	NOV 72 0 8 18 74 0 51 36 8 1 0 374 78	DEC
Conditions - Encampment Conditions - Wellness Check	0	20 276	_
4th Quarter	885	1016	
Referral - Clothing Referral - Food Referral - Medical Referral - Shelter Referral - Detox/Treatment Referral - Housing Referral - Insurance	12 26 24 48 7 10	72 10 13 39 5 2	DEC
4th Quarter	128	141	
TRASH-REPORTED Litter Debris Bulky Items Illegal Dumping - Alley Illegal Dumping - Sidewalk	OCT 421 154 54 13 66	NOV 778 307 15 9	DEC
3rd Quarter	708	1,111	_
HOT SPOTS Checks	OCT 5,066	NOV 3,676	DEC
4th Quarter EVENT SUPPORT Service Hours Cleanup	5,066 OCT 10 0	3,676 NOV 5 0	DEC
4th Quarter MATERIALS DISTRIBUTION Collateral Material	10 OCT 97	5 NOV 41	DEC
4th Quarter HOSPITALITY Engagement	97 OCT 2,079	41 NOV 3,999	DEC
4th Quarter	2,079	3,999	