

STREET REPORT



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.



Operations Manager Austin Pollard and the City of Sparks PD Hope team shared best practices with outreach approaches.

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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 non-emergency 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.

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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.

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



Narcotics training hosted by Lisa.

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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)



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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

| | |
|----------|---------|
| October | 1,518 |
| November | 1,922.5 |
| December | — |

| | |
|-------------|---------|
| 4th Quarter | 3,440.5 |
|-------------|---------|

SOCIAL SERVICE OUTREACH SPECIALIST

| | |
|----------|-------|
| October | 413 |
| November | 448.5 |
| December | — |

| | |
|-------------|-------|
| 4th Quarter | 861.5 |
|-------------|-------|

TEAM LEADER

| | |
|----------|-----|
| October | 156 |
| November | 125 |
| December | — |

| | |
|-------------|-----|
| 4th Quarter | 281 |
|-------------|-----|

OPERATIONS MANAGER

| | |
|----------|-----|
| October | 160 |
| November | 160 |
| December | — |

| | |
|-------------|-----|
| 4th Quarter | 320 |
|-------------|-----|

LICENSED SOCIAL WORKER

| | |
|----------|----|
| October | 16 |
| November | 8 |
| December | — |

| | |
|-------------|----|
| 4th Quarter | 24 |
|-------------|----|

OPERATIONS SUPERVISOR

| | |
|----------|-----|
| October | 179 |
| November | 152 |
| December | — |

| | |
|-------------|-----|
| 4th Quarter | 331 |
|-------------|-----|

STREET REPORT



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STATISTICS

311 REPORTS

| | OCT | NOV | DEC |
|----------------------|-----|-----|-----|
| Bulky Items | 12 | 4 | — |
| Encampment Reporting | 12 | 6 | — |
| Graffiti Removal | 38 | 16 | — |
| Gutter Repair | 1 | 0 | — |
| Illegal Dumping | 4 | 2 | — |
| Sidewalk Repair | 3 | 0 | — |
| Streetlight Issue | 0 | 2 | — |

| | | | |
|-------------|----|----|---|
| 4th Quarter | 70 | 30 | — |
|-------------|----|----|---|

CRIMES

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

| | | | |
|-------------|---|---|---|
| 4th Quarter | 9 | 9 | — |
|-------------|---|---|---|

WASTE - REPORTED

| | OCT | NOV | DEC |
|---------|-----|-----|-----|
| Feces | 5 | 2 | — |
| Syringe | 9 | 6 | — |
| Urine | 0 | 0 | — |

| | | | |
|-------------|----|---|---|
| 4th Quarter | 14 | 8 | — |
|-------------|----|---|---|

DIRECTIONS

| | OCT | NOV | DEC |
|-----|-----|-----|-----|
| All | 510 | — | — |

| | | | |
|-------------|-----|---|---|
| 4th Quarter | 519 | — | — |
|-------------|-----|---|---|

STAKEHOLDER CHECK-IN

| | OCT | NOV | DEC |
|----------------------|-------|-------|-----|
| Business | 3,208 | 5,812 | — |
| Property Owner | 157 | 179 | — |
| Residential Property | 66 | 41 | — |

| | | | |
|-------------|-------|-------|---|
| 4th Quarter | 3,431 | 6,032 | — |
|-------------|-------|-------|---|

ANIMAL

| | OCT | NOV | DEC |
|-----------------------------------|-----|-----|-----|
| Dead - disposed of | 0 | 6 | — |
| Dead - reported to Animal Control | 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 | — |
|-------------|-----|-----|---|

INCOMING CALLS

| | OCT | NOV | DEC |
|-------------|-----|-----|-----|
| Nuisances | 234 | 176 | — |
| Outreach | 27 | 8 | — |
| Cleanliness | 8 | 34 | — |
| Other | 5 | 7 | — |

| | | | |
|-------------|-----|-----|---|
| 4th Quarter | 274 | 225 | — |
|-------------|-----|-----|---|

QUALITY OF LIFE

| | OCT | NOV | DEC |
|--------------------------------------|-----|-----|-----|
| Incidents - Public Intoxication | 154 | 72 | — |
| Incidents - Public Indecency | 0 | 0 | — |
| Incidents - Public Urination | 0 | 8 | — |
| Incidents - Trespassing | 0 | 18 | — |
| Incidents - Disturbance | 8 | 74 | — |
| Incidents - Noise Complaint | 0 | 0 | — |
| Incidents - Open Container | 59 | 51 | — |
| Incidents - Panhandling Passive | 89 | 36 | — |
| Incidents - Panhandling - Aggressive | 2 | 8 | — |
| Incidents - Suspicious Person | 0 | 1 | — |
| Incidents - Suspicious Vehicle | 0 | 0 | — |
| Conditions - Blocking Sidewalk | 562 | 374 | — |
| Conditions - Benches Cleared | 11 | 78 | — |
| Conditions - Encampment | 0 | 20 | — |
| Conditions - Wellness Check | 0 | 276 | — |

| | | | |
|-------------|-----|------|---|
| 4th Quarter | 885 | 1016 | — |
|-------------|-----|------|---|

SOCIAL SERVICE

| | OCT | NOV | DEC |
|----------------------------|-----|-----|-----|
| Referral - Clothing | 12 | 72 | — |
| Referral - Food | 26 | 10 | — |
| Referral - Medical | 24 | 13 | — |
| Referral - Shelter | 48 | 39 | — |
| Referral - Detox/Treatment | 7 | 5 | — |
| Referral - Housing | 10 | 2 | — |
| Referral - Insurance | 1 | 0 | — |

| | | | |
|-------------|-----|-----|---|
| 4th Quarter | 128 | 141 | — |
|-------------|-----|-----|---|

TRASH-REPORTED

| | OCT | NOV | DEC |
|----------------------------|-----|-----|-----|
| Litter | 421 | 778 | — |
| Debris | 154 | 307 | — |
| Bulky Items | 54 | 15 | — |
| Illegal Dumping - Alley | 13 | 9 | — |
| Illegal Dumping - Sidewalk | 66 | 2 | — |

| | | | |
|-------------|-----|-------|---|
| 3rd Quarter | 708 | 1,111 | — |
|-------------|-----|-------|---|

HOT SPOTS

| | OCT | NOV | DEC |
|--------|-------|-------|-----|
| Checks | 5,066 | 3,676 | — |

| | | | |
|-------------|-------|-------|---|
| 4th Quarter | 5,066 | 3,676 | — |
|-------------|-------|-------|---|

EVENT SUPPORT

| | OCT | NOV | DEC |
|---------------|-----|-----|-----|
| Service Hours | 10 | 5 | — |
| Cleanup | 0 | 0 | — |

| | | | |
|-------------|----|---|---|
| 4th Quarter | 10 | 5 | — |
|-------------|----|---|---|

MATERIALS DISTRIBUTION

| | OCT | NOV | DEC |
|---------------------|-----|-----|-----|
| Collateral Material | 97 | 41 | — |

| | | | |
|-------------|----|----|---|
| 4th Quarter | 97 | 41 | — |
|-------------|----|----|---|

HOSPITALITY

| | OCT | NOV | DEC |
|------------|-------|-------|-----|
| Engagement | 2,079 | 3,999 | — |

| | | | |
|-------------|-------|-------|---|
| 4th Quarter | 2,079 | 3,999 | — |
|-------------|-------|-------|---|