

STREET REPORT



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

FROM OUR FAMILY TO YOURS

HAPPY HOLIDAYS

Downtown Reno Partnership



Downtown Reno Partnership Holiday Card



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2020 has been a challenging year, and some of it is going to spill over into the New Year. We are going to have to face the bitter truth that the pandemic is going to continue, and it may take some time for things to get back to normal but that will not change the dedication and passion our team of Ambassadors has for our beautiful city. We look forward to 2021 and the opportunity to continue serving our community.

Hospitality Ambassador Success Stories

- **December 9th, 2020** Ambassador Jason came across a man named Jesse who had all of his property stolen, the only thing they left was canned goods, which he had no way to open them. Later that morning while cleaning out a recovered shopping cart, Ambassador Jason came across a brand-new can opener. He was able to track down Jesse by the river, who was very thankful for the opener saying the canned goods would get him through at least a week.
- **December 21st, 2020** A lady named Jessica H. got in touch with Ambassador Chris in regards to getting clean and sober. After safe walking her to detox at Well Care, he got in touch with Jillian at Ridge house, and was able to secure her a bed where she checked in on December 23rd and is currently doing great.
- **December 30th, 2020** Ambassador Tye was giving directions to 5 ladies by the river at West plaza, after he departed and was a few blocks away, he noticed a purse hanging on the side of a local Brewhouse fence. He checked for identification and noticed that the lady in the picture, Janice W., was one of the ladies he gave directions to a few minutes before. He went back to the river walk and found them just before they entered a movie theatre. She was very happy as she was from out of town and that purse contained all her cards and her cell phone. All in a day's work.

Outreach Success Stories

- **Since August 19, 2020**, Social Outreach Griffin and the team of Ambassadors has provided Robert a homeless 72-year-old, white male adult in a wheelchair, with clean clothes from Catholic Charities, emergency showers at Volunteers of America, and pushed Robert in his wheelchair to four of his doctor's appointments @ Community Health Alliance {CHA}. Robert has received permanent housing, Social Security card, and is awaiting his Birth Certificate.

- **December 29th** Outreach engaged a single female standing on 4th St, near RR tracks, across from VOA asking if she needed assistance. The request was made to go to the shelter. Outreach contacted Our Place & spoke with Andy who requested name. It turned out the unsheltered female who gave her name had been a "missing person". Andy arranged a LYFT driver to pick her up & transport her to the women's shelter where she could reunite with her guardian. After following up we found that she had been reunited and is back at the group home.
- **December 15th** Outreach made contact with a couple who were in need of a wheel chair for the woman due to hers being stolen. They both had lost their beds at the local shelter and have been sleeping down on the river. We were able to connect with Care Chest of Reno and help get a new wheel chair as well a make a referral to Well Care for other services. A few days later we were able to connect them with the Community Outreach Crisis center for day labor. With support of these agencies, we were able to help the couple get into a hotel room, find work, and be seen by a doctor for ongoing medical issues.

Employee Awards

Employee of the year - Christopher Reardon has been instrumental in the growth and success of our team. He goes above and beyond as a leader which was noted in many of the votes that were cast by fellow team members.

Employee of the quarter - Donald Griffin has delivered top notch outreach and support to many in our community. Over these last 3 months Donald has multiple success stories that have changed the lives of many.

Employee of the month - Darryn Johnson. He has continually switched shifts to help with the loss of supervisors and to help train people to step into that role. He also has a perfect attendance record.

Caught doing something right - Donald Griffin. For his continuous service with Robert, helping to get him into housing.

Customer Service - Juan Rodriguez. For his always positive attitude and great feedback from stakeholders. He goes above and beyond with people, working closely with Licensed Outreach as of late.

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Operations Supervisor Chris Reardon speaking with people at an encampment prior to a clean-up.



Ambassador team cleaning abandoned property.



Ambassador Steven Laforet handing out bags of necessities that were donated by a local group.

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Ambassador Amanda Hogan disposing of syringes found on patrol.



Outreach Donald Griffin with Robert, a client he has helped over the last few months with the support of various agencies go from the streets to assisted living.

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

October	1,518
November	1,922.5
December	2281.75
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4th Quarter	5,722.25

SOCIAL SERVICE OUTREACH SPECIALIST

October	413
November	448.5
December	504
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4th Quarter	1,365.5

TEAM LEADER

October	156
November	125
December	96
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4th Quarter	377

OPERATIONS MANAGER

October	160
November	160
December	160
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4th Quarter	480

LICENSED SOCIAL WORKER

October	16
November	8
December	370
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4th Quarter	394

OPERATIONS SUPERVISOR

October	179
November	152
December	185.5
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4th Quarter	516.5

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STATISTICS

311 REPORTS	OCT	NOV	DEC	INCOMING CALLS	OCT	NOV	DEC
Bulky Items	12	4	13	Nuisances	234	176	206
Encampment Reporting	12	6	5	Outreach	27	8	24
Graffiti Removal	38	16	39	Cleanliness	8	34	16
Gutter Repair	1	0	0	Other	5	7	6
Illegal Dumping	4	2	5	4th Quarter	274	225	246
Sidewalk Repair	3	0	1	QUALITY OF LIFE	OCT	NOV	DEC
Streetlight Issue	0	2	2	Incidents - Public Intoxication	154	72	39
4th Quarter	70	30	65	Incidents - Public Indecency	0	0	0
CRIMES	OCT	NOV	DEC	Incidents - Public Urination	0	8	7
Aggravated Assault	1	1	0	Incidents - Trespassing	0	18	5
Assault	1	3	1	Incidents - Disturbance	8	74	27
Battery	3	2	0	Incidents - Noise Complaint	0	0	2
Burglary	2	1	8	Incidents - Open Container	59	51	51
Domestic Violence	0	0	2	Incidents - Panhandling Passive	89	36	45
Grand Theft	0	0	1	Incidents - Panhandling - Aggressive	2	8	5
Harassment	0	0	0	Incidents - Suspicious Person	0	1	0
Theft	2	1	4	Incidents - Suspicious Vehicle	0	0	2
Robbery	0	0	0	Conditions - Blocking Sidewalk	562	374	291
Threat	0	1	0	Conditions - Benches Cleared	11	78	18
4th Quarter	9	9	16	Conditions - Encampment	0	20	10
WASTE - REPORTED	OCT	NOV	DEC	Conditions - Wellness Check	0	276	181
Feces	5	2	11	4th Quarter	885	1016	683
Syringe	9	6	8	SOCIAL SERVICE	OCT	NOV	DEC
Urine	0	0	2	Referral - Clothing	12	72	9
4th Quarter	14	8	21	Referral - Food	26	10	22
DIRECTIONS	OCT	NOV	DEC	Referral - Medical	24	13	31
All	510	504	404	Referral - Shelter	48	39	54
4th Quarter	519	504	404	Referral - Detox/Treatment	7	5	16
STAKEHOLDER CHECK-IN	OCT	NOV	DEC	Referral - Housing	10	2	22
Business	3,208	5,812	7,862	Referral - Insurance	1	0	12
Property Owner	157	179	84	4th Quarter	128	141	166
Residential Property	66	41	52	TRASH-REPORTED	OCT	NOV	DEC
4th Quarter	3,431	6,032	7,998	Litter	421	778	680
ANIMAL	OCT	NOV	DEC	Debris	154	307	104
Dead - disposed of	0	6	3	Bulky Items	54	15	34
Dead - reported to Animal Control	0	1	1	Illegal Dumping - Alley	13	9	49
4th Quarter	0	7	4	Illegal Dumping - Sidewalk	66	2	31
PROPERTY	OCT	NOV	DEC	3rd Quarter	708	1,111	898
Abandoned	0	23	33	HOT SPOTS	OCT	NOV	DEC
Found	0	1	2	Checks	5,066	3,676	4,139
Lost	0	1	0	4th Quarter	5,066	3,676	4,139
Shopping Carts - recovered	31	52	65	EVENT SUPPORT	OCT	NOV	DEC
4th Quarter	31	77	102	Service Hours	10	5	6
SAFE WALKS	OCT	NOV	DEC	Cleanup	0	0	0
All	232	131	91	4th Quarter	10	5	6
4th Quarter	232	131	91	MATERIALS DISTRIBUTION	OCT	NOV	DEC
				Collateral Material	97	41	45
				4th Quarter	97	41	45
				HOSPITALITY	OCT	NOV	DEC
				Engagement	2,079	3,999	3,211
				4th Quarter	2,079	3,999	3,211