

# STREET REPORT



## DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | JANUARY, 2021

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 January 2021. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



*Ambassadors Steve, Amanda and Frosty.*

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Neither snow, nor rain, nor heat, nor gloom of night keeps these Ambassadors from the swift completion of their appointed duties. With the winter season comes heavier challenges, freezing temperatures and a still looming pandemic are just some of the obstacles they endure. Yet the Hospitality Ambassadors continue on with smiles and open hearts to help keep Downtown Reno Clean, Safe, and friendly.

## Ambassador Success Stories

- January 4th, 2021 Ambassador Chris and Ambassador Amanda were along the Riverwalk when they came across a man named D, who was overdosing on heroin. They stayed calm and sprang into action with Ambassador Amanda administering NARCAN while Ambassador Chris was on the phone with emergency dispatch. He came out of the overdose as REMSA was fortunately getting to this hard-to-reach place. A life was saved this day.
- January 18th, 2021 A lady approached Ambassador Tye to return a wallet that was lost. With a few phone calls and a little social media investigation, we were able to return the wallet to its owner with all its contents including her bill money accounted for.
- January 29th, 2021 Ambassador Kris was walking by the 2nd Street bridge when he noticed a lady sitting atop the guard rail, and immediately realized this individual was in distress. He approached her and started a conversation. Using some of the training the Ambassadors received Kris was able to contact 911, then learn the individual's name and ultimately get her to come down off the railing allowing for RPD to arrive and take over the situation.
- She said her name was M. and he made sure to use her name while talking to her and dialed 911. She finally came off the railing and Reno Police arrived to take over the situation.

## Outreach Success Stories:

- During outreach to an encampment on 6th and Vine, our outreach made contact with an individual who was in need of his social security card, a phone, Nevada ID, and housing since he was ready to get off the streets. We were able to reconnect him with Project Restart who provided him with a case manager. After his first meeting he was able to get a phone, access mail, he has been placed on multiple housing lists, we got him to the DMV with support from Volunteers of America to get a new ID. He has since found a more stable place to stay and has begun applying to various jobs.
- In the month of January our outreach team has successfully enrolled 3 individuals into a Medicaid plan. This has become a major initiative of our outreach, Medicaid provides services and support to the population we serve. Insuring everyone we encounter has active insurance or Medicaid will not only save our community money, but it also opens a lot of doors to get the services they need when they are ready.



Ambassadors Serge and Kris assisting the National Bowling Stadium after a snow storm blew light covers off the roof.

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*Before and after of a camp clean up.*



*Group of Ambassadors cleaning up Art Plaza.*

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*Ambassador team cleaning up next to businesses along the railroad tracks.*



*Outreach Specialist Donald Griffin addressing someone camping and offering resources.*



*Social Outreach Landon Bissett helped a local fisherman land his catch.*

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## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

January	2,597
February	—
March	—
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1st Quarter	2,597

### SOCIAL SERVICE OUTREACH SPECIALIST

January	514
February	—
March	—
<hr/>	
1st Quarter	514

### TEAM LEADER

January	160
February	—
March	—
<hr/>	
1st Quarter	160

### OPERATIONS MANAGER

January	160
February	—
March	—
<hr/>	
1st Quarter	160

### LICENSED OUTREACH

January	336
February	—
March	—
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1st Quarter	336

### OPERATIONS SUPERVISOR

January	170
February	—
March	—
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1st Quarter	170

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## STATISTICS

<b>311 REPORTS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>INCOMING CALLS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Bulky Items	3	—	—	Nuisances	198	—	—
Encampment Reporting	7	—	—	Outreach	39	—	—
Graffiti Removal	56	—	—	Cleanliness	22	—	—
Gutter Repair	1	—	—	Other	3	—	—
Illegal Dumping	3	—	—	<b>1st Quarter</b>	<b>262</b>	—	—
Sidewalk Repair	2	—	—	<b>QUALITY OF LIFE</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Streetlight Issue	0	—	—	Incidents - Public Intoxication	93	—	—
<b>1st Quarter</b>	<b>72</b>	—	—	Incidents - Public Indecency	0	—	—
<b>CRIMES</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Incidents - Public Urination	1	—	—
Aggravated Assault	0	—	—	Incidents - Trespassing	5	—	—
Assault	1	—	—	Incidents - Disturbance	96	—	—
Battery	0	—	—	Incidents - Noise Complaint	1	—	—
Threat	0	—	—	Incidents - Open Container	139	—	—
Hate Crime	0	—	—	Incidents - Panhandling Passive	74	—	—
Stalking	0	—	—	Incidents - Panhandling - Aggressive	17	—	—
Domestic Violence	0	—	—	Incidents - Suspicious Person	0	—	—
Grand Theft	0	—	—	Incidents - Suspicious Vehicle	1	—	—
Harassment	0	—	—	Conditions - Blocking Sidewalk	355	—	—
Burglary	1	—	—	Conditions - Benches Cleared	31	—	—
Robbery	0	—	—	Conditions - Encampment	19	—	—
<b>1st Quarter</b>	<b>1</b>	—	—	Conditions - Wellness Check	185	—	—
<b>WASTE - REPORTED</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>1st Quarter</b>	<b>1,017</b>	—	—
Feces	23	—	—	<b>SOCIAL SERVICE</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Syringe	57	—	—	Referral - Clothing	18	—	—
Urine	6	—	—	Referral - Food	41	—	—
<b>1st Quarter</b>	<b>86</b>	—	—	Referral - Medical	44	—	—
<b>DIRECTIONS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Referral - Shelter	102	—	—
All	559	—	—	Referral - Detox/Treatment	19	—	—
<b>1st Quarter</b>	<b>559</b>	—	—	Referral - Housing	24	—	—
<b>STAKEHOLDER CHECK-IN</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Referral - Insurance	26	—	—
Business	8,638	—	—	<b>1st Quarter</b>	<b>274</b>	—	—
Property Owner	129	—	—	<b>TRASH-REPORTED</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Residential Property	86	—	—	Litter	1,588	—	—
<b>1st Quarter</b>	<b>8,853</b>	—	—	Debris	220	—	—
<b>ANIMAL</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Bulky Items	40	—	—
Dead - disposed of	9	—	—	Illegal Dumping - Alley	0	—	—
Dead - reported to Animal Control	1	—	—	Illegal Dumping - Sidewalk	0	—	—
<b>1st Quarter</b>	<b>10</b>	—	—	<b>1st Quarter</b>	<b>1,848</b>	—	—
<b>PROPERTY</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>HOT SPOTS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
Abandoned	10	—	—	Checks	4,660	—	—
Found	0	—	—	<b>1st Quarter</b>	<b>4,660</b>	—	—
Shopping Carts - recovered	73	—	—	<b>EVENT SUPPORT</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
<b>1st Quarter</b>	<b>84</b>	—	—	Service Hours	19	—	—
<b>SAFE WALKS</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	Cleanup	0	—	—
All	153	—	—	<b>1st Quarter</b>	<b>19</b>	—	—
<b>1st Quarter</b>	<b>153</b>	—	—	<b>MATERIALS DISTRIBUTION</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>
				Collateral Material	41	—	—
				<b>1st Quarter</b>	<b>41</b>	—	—