

COMMUNITY HOMELESSNESS ADVISORY BOARD MEETING AGENDA

WASHOE COUNTY COMMISSION CHAMBERS
1001 E. 9th Street, Reno, Nevada 89512

Monday, July 8, 2019
8:30 a.m.

Bob Lucey, Chair, County Commissioner, District 2, Washoe County
Marsha Berkbigler, County Commissioner, District 1, Washoe County
Neoma Jardon, Vice-Chair, Councilmember, Ward 5, City of Reno
Oscar Delgado, Councilmember, Ward 3, City of Reno
Kristopher Dahir, Councilmember, Ward 5, City of Sparks
Ed Lawson, Councilmember, Ward 2, City of Sparks

NOTE: Items on the agenda may be taken out of order; the Advisory Board may combine two or more agenda items for consideration; may remove an item from the agenda or may delay discussion relating to an item on the agenda at any item per NRS 241.020(2)(d)(6).

Accessibility. The Washoe County Commission Chambers are accessible to the disabled. If you require special arrangements for the meeting, call the Office of the County Manager, (775) 328-2000, 24-hours prior to the meeting.

Public Transportation. Public transportation is available to this meeting site: RTC Routes 2, 2S, 5 and 15 serve this location. For eligible RTC ACCESS reservations call (775) 348-5438.

Time Limits. Public comments are welcomed during the Public Comment periods for all matters, whether listed on the agenda or not, and are limited to three minutes per person. Additionally, public comment of three minutes per person will be heard during individually numbered items on the agenda which are designated for possible action. Persons are invited to submit comments in writing on the agenda items and/or attend and make comment on that item at the Advisory Board meeting. Persons may not allocate unused time to other speakers.

Forum Restrictions and Orderly Conduct of Business. The presiding officer may order the removal of any person whose statement or other conduct disrupts the orderly, efficient or safe conduct of the meeting. Warnings against disruptive comments or behavior may or may not be given prior to removal. The viewpoint of a speaker will not be restricted, but reasonable restrictions may be imposed upon the time, place and manner of speech. Irrelevant and unduly repetitious statements and personal attacks which antagonize or incite others are examples of speech that may be reasonably limited.

Pursuant to NRS 241.020, the Agenda for the Community Homelessness Advisory Board Meeting has been posted at the following locations: Washoe County Administration Building (1001 E. 9th Street, Bldg. A), Washoe County Courthouse-Second Judicial District Court (75 Court Street), Reno City Hall – Clerk’s Office (1 East First Street); Sparks City Hall (431 Prater Way); www.washoecounty.us/mgrsoff/board_committees/ and <https://notice.nv.gov>.

Support documentation for the items on the agenda, provided to the Community Homelessness Advisory Board Meeting is available to members of the public at the County Manager’s Office (1001 E. 9th Street, Bldg. A, 2nd Floor, Reno, Nevada) Marilyn Kramer, Assistant to the County Manager, (775) 328-2000 and on Washoe County’s website www.washoecounty.us/mgrsoff/board_committees/

- 8:30 a.m.
1. Salute to the flag.
 2. Roll call.
 3. Public Comment. Comment heard under this item will be limited to three minutes per person and may pertain to matters both on and off the Board agenda. The Board will also hear public comment during individual action items, with comment limited to three minutes per person. Comments are to be made to the Board as a whole.
 4. Approval of minutes of the June 3, 2019 meeting. FOR POSSIBLE ACTION
 5. Update, discussion, and possible direction regarding the Downtown Business Improvement Ambassador Program. Alex Stettinski, Executive Director of the Downtown Reno Partnership. FOR POSSIBLE ACTION
 6. Update, discussion, and possible direction a request for proposal process for Community Assistance Center and homeless operations and services. Elaine Wiseman, City of Reno. FOR POSSIBLE ACTION
 7. Update, discussion and possible direction on the Regional Community Outreach Team. Sheriff Darin Balaam, Washoe County. FOR POSSIBLE ACTION
 8. Update, discussion and possible direction on the Nutrition site establishment. Bill Thomas and Elaine Wiseman, City of Reno. FOR POSSIBLE ACTION
 9. Board members announcements, reports and updates to include requests for future board agenda items. FOR POSSIBLE ACTION
 10. Public Comment. Comment heard under this item will be limited to three minutes per person and may pertain to matters both on and off the Board agenda. The Board will also hear public comment during individual action items, with comment limited to three minutes per person. Comments are to be made to the Board as a whole.

Adjournment



Business Improvement District Overview

Presented by Executive Director Alex Stettinski

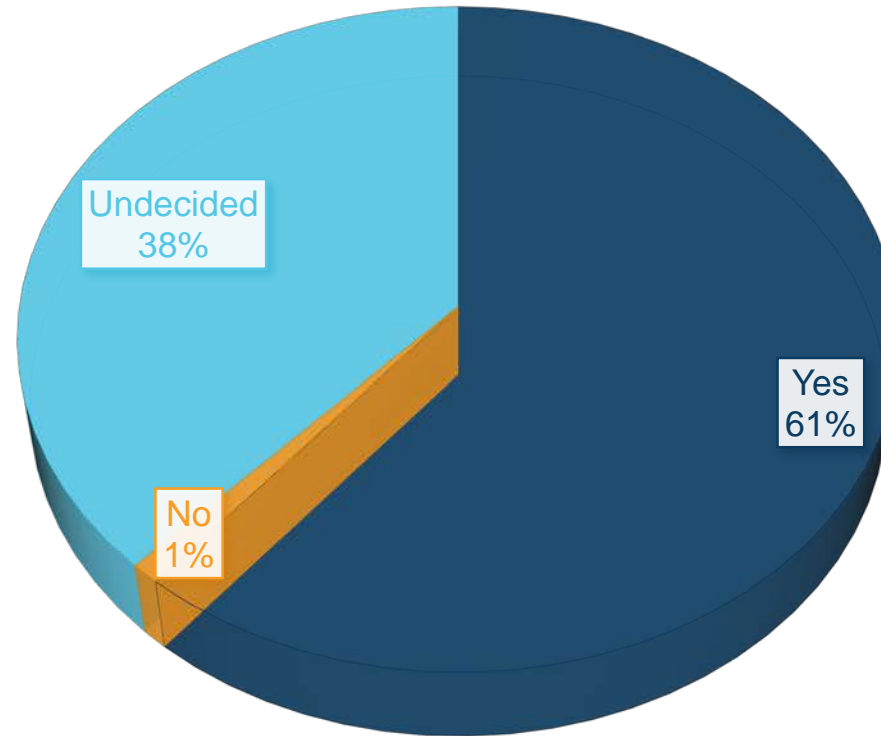


DOWNTOWN RENO PARTNERSHIP |
CHAB BOARD MEETING

| June 3, 2019

Petition Drive | By the numbers

SIGNATURES



Basic Concept

- Replace existing Police & Maintenance Special Assessment Districts (SADs) with a single non-profit 501c6 Business Improvement District (BID)
- Use teams of Ambassadors to augment Reno Police Department (RPD) to focus on hospitality, quality of life issues and social work
- Create a private, Downtown Management Organization (DMO) to oversee BID functions and services, market and champion downtown



Services

Standard

- Clean & Safe Program, introducing new safety ambassadors & case workers to augment Reno Police
- Support for downtown organization, including marketing, economic development & communications

Premium

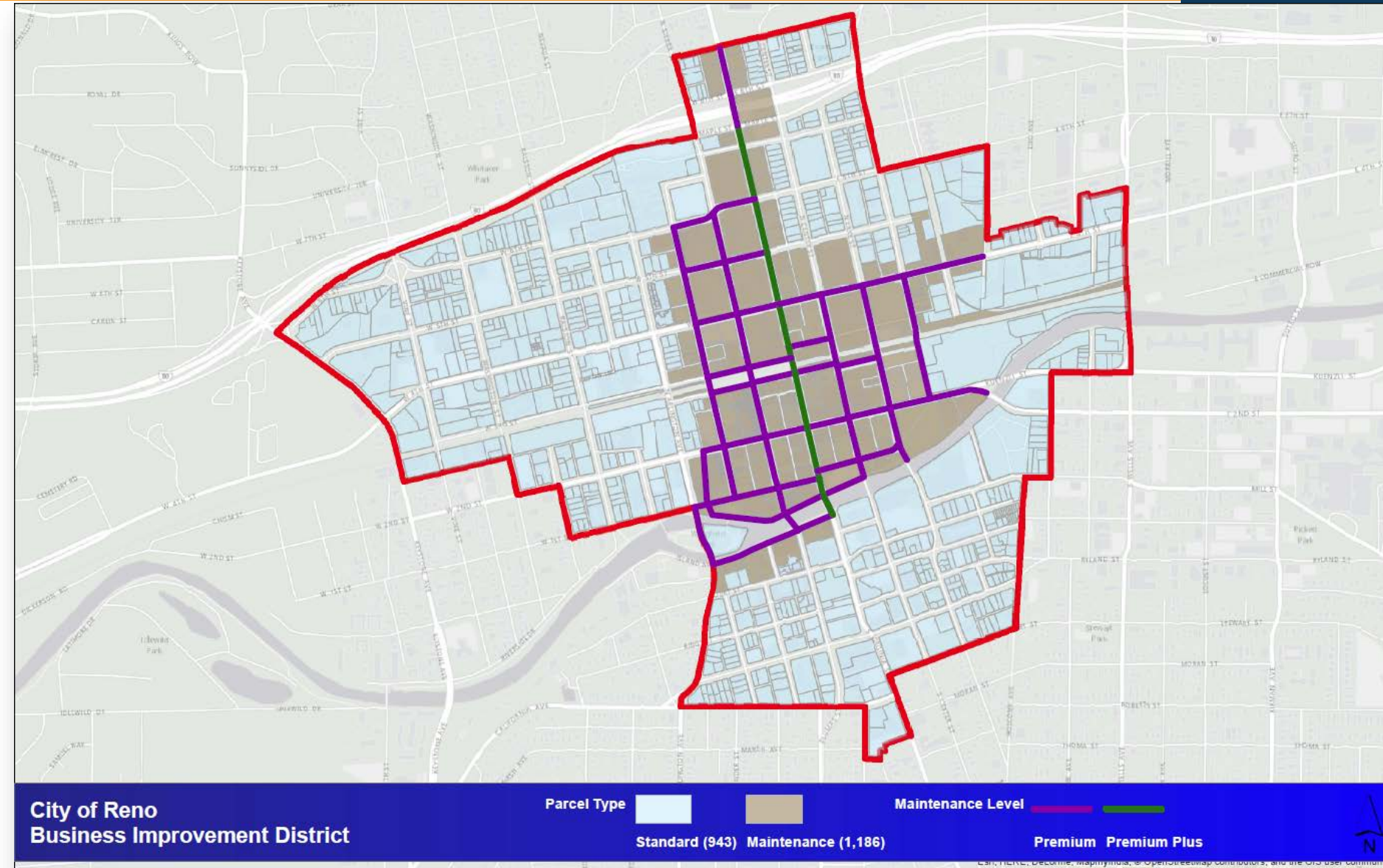
- Enhanced maintenance throughout downtown core – larger service area than maintenance SAD

Premium-Plus

- Daily maintenance services along Virginia Street corridor



BID Boundary & Service Zones



BID Vision and Mission

- Stabilize Downtown Streets
- Economic and Community Development
- Unified Voice and Champion for Downtown
- Accountability



Ambassador highlights

Training, statistics and accomplishments



Ambassador statistics

- Over 1,000 wellness checks
- Over 100 shelter referrals
- Placed 22 people into long-term care services
- 2 lives saved thanks to Narcan training
- Over 500 graffiti removals
- Over 100 sidewalk repair orders placed
- Over 10 street light issues reported
- Over 100 illegal dumping incidents reported
- Over 80 human feces incidents addressed
- 13 people were stopped from publicly urinating
- 350 syringe site clean-ups and assisted HOPES in their efforts to clean up needles
- Over 1,000 directions given per month
- Over 1,700 check-ins with businesses and stakeholders



Ambassador training

- Ride along training with Reno Police Department
- Tour of services by Reno-Sparks Gospel Mission
- Tour of services with Volunteers of America at the Community Assistance Center
- Tour of services with the VOA Resource Center
- Tour of services with the Community Health Alliance
- Tour of services with ReStart Program
- Tourism presentation by Reno-Sparks Visitor and Convention Authority



Ambassador training, cont.



- Received presentation by Veterans Resource Center
- Received presentation by City of Reno Code Enforcement Department
- Received crisis intervention training from the Reno Police Department and Mobile Outreach Safety Team
- Received training to work with people with mental illness by RPD
- The Life Change Center trained the ambassadors how to use Narcan
- HOPES trained ambassadors on needle pick-up and disposal

Ongoing training

- Ambassadors will receive “Get to Know Reno” training by historian Alicia Barber
- Ambassadors will receive sex trafficking awareness training by Safe Embrace
- Ongoing training by various groups, nonprofits and professionals





We collect abandoned carts

- Over 800 shopping carts collected in two months
- Each cart is already abandoned before being collected
- They represent a \$150-\$400 value, depending on materials

Cleaning up the streets

BEFORE



AFTER



BEFORE



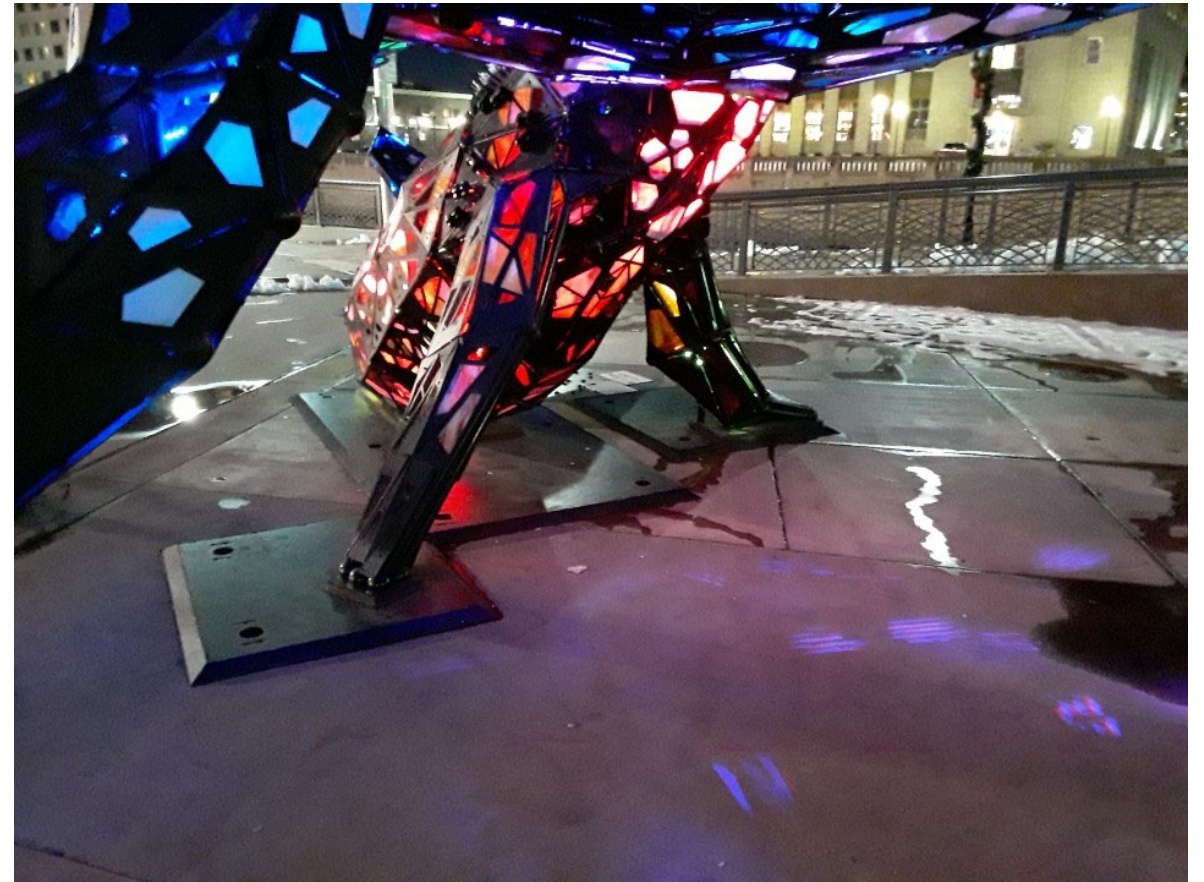
AFTER



BEFORE



AFTER



“I think it’s a great start to a really progressive idea and I look forward to connecting with the ambassador program”

Matt Polley, former owner of The Jungle

“Glad the ambassadors started coming around, it’s helped us out a lot.”

Anthony Valle, Antonio’s Mexican Grill



“I wanted to say thanks for directing me with information to get off the streets. I'm off the streets and into a program through the veterans resource center. ... I have a place over my head and food in my belly, which I'm grateful for, but feel I'm still far from where I need to be. If there were more people like Jeremy and the others (ambassadors) I met that day the world would be greater than it is.”

Brandon Bird, homeless veteran



Hospitality and visitor services

BID Vision and Mission



Make downtown feel approachable



Helping people navigate



RGJ photo



Ambassadors at special events



Economic & community development

BID Vision and Mission



What we've done so far

- Urban Main Street Committee received a \$35,000 state grant to beautify parts of Virginia Street
- *Two pop art projects, bike racks and brochure*
- Economic Development Committee
- Working with local services and businesses
- Opportunity zone task force



Marketing downtown

BID Vision and Mission



What we've done so far...

- Launched a complete website with news page and events calendar
- Launched a Facebook page
- Launched an email newsletter sign up
- Added location Google, Bing and Apple Maps
- Created Google and YouTube accounts
- Monthly newsletters
- Holiday campaigns to attract customers



Next steps

BID Vision and Mission



Future plans

Ambassador program

- Hire four more ambassadors
- Including one additional social outreach specialist
- Hospitality training with downtown businesses
- Strengthening relationships with Washoe Co. Jail, City Depts.



Future plans

Economic Development

- Create Economic Development Manager position
- Economic Development Roundtable, to facilitate the creation of a downtown vision by property owners
- Survey of residents, businesses and the university
- Develop strategy to recruit targeted businesses to downtown
- Mainstreet Program participation
- Townhall meetings



Future plans

Marketing

- Digital and Content Marketing
- Special marketing campaigns for downtown
- Outreach to residents and businesses
- Media relations and content creation



Questions?

Visit DowntownReno.org

Or find Downtown Reno Partnership on Facebook

