

# STREET REPORT



## DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | OCTOBER 2023

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 October 2023. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



*Ambassadors Eddie and Roscoe hard at work keeping Reno clean.*

# STREET REPORT



**DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT  
HOSPITALITY AND STREET OUTREACH PROGRAM | OCTOBER 2023**

## **OCTOBER HIGHLIGHTS:**

Fall is quickly fading into winter with shorter days and colder nights. For those of us who call Reno home, we can say that this year has been another shining example of just how amazing the seasons are and were left feeling optimistic of what 2024 will be like. Many of us will be pulling out our snowboards and ski's before too long to take advantage of being located so close to some of the best ski resorts in the world. Winter brings with her challenges that we have to deal with as there are some who will spend this winter out on the streets as we experience some harsh temperatures and therefore our Ambassadors make it a priority to make sure that those who will be exposed have what they need to get through winter. We continue to offer services to those at risk throughout the coming months and promise to always put forth our best effort to make sure those with needs get help with anything that is asked of us. We want to thank everyone that we share this great Downtown Reno area with. It's been our pleasure to be able to be of service to some of the finest people in the world and will continue to diligently strive at keeping Downtown Reno clean. We are always looking for ways to better improve downtown Reno and help serve this community.

## **EMPLOYEE OF THE MONTH: EDDIE KULIKNOWSKI**

Eddie is larger than life with a love for his community and a passion for what we do. He is upbeat and positive and lifts everyone that he's around. He works hard at anything he does and is a strong element to the Ambassador team. We think he is an excellent example of what an Ambassador should be and are proud to claim him as one of our team members.

## **CUSTOMER SERVICE AWARD: DANIELLE ROSS**

Danielle has many strengths as an outreach ambassador but the one thing that stands out the most by far is her passion and willingness to fight for some of the clients she takes on. If she's working to help you there is no length she won't go to ensure her clients get what is needed. Whether she is out in the field or driving the van doing

escorts, know that her focus is on what she is going to do to fix the clients situation. If you ever witness her working to help someone that she has taken on as her client, you will see just how much she will do to move mountains for that client.

## **CAUGHT DOING SOMETHING RIGHT: KEVIN REYES**

Kevin is the newest addition to the Ambassador Team and arrived with both feet running. From the very first day on the job he's done everything he could to learn what it is we do and since that first day, he hasn't slowed down a bit. He has become a great example of what Outreach should be and has already taken on a position in the Ambassador family that is one we can't imagine being without. Welcome to this family and thank you for being so driven at becoming the best Outreach Ambassador you can be. This is what doing something right is all about.

## **SUCCESS STORIES FOR THE MONTH OF OCTOBER:**

### **Hospitality Success Stories**

- Ambassadors Edgar and Jason cleaned are cleared out Record St and other local businesses in the area. There were around forty unhomed individuals who became very belligerent and disruptive to the businesses in the area. With tireless efforts by our Ambassador team, they were able to clear the area which made business owners very happy.
- Ambassador Daniel and Latish were responding to a service call near Keystone and the locksmith. The store owner called for some help and support regarding homeless, trash, and disturbances. Daniel and Latish were able to resolve the situation. Upon arrival they were both able to clear the locksmith as a team and also help a client who was in need of services.
- Ambassador Marlon received a call from RTC to move an unhoused person to a hotel. The man was partially deaf and older in age. When Ambassador Marlon asked if he was lost or had family in the Reno area the man replied "no." The man said he had gotten into a fight with his wife and had come from San Francisco on a Greyhound bus. With little to no more information about this man,

# STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT  
HOSPITALITY AND STREET OUTREACH PROGRAM | OCTOBER 2023

REMSA was called for support. When REMSA showed up they took him to the hospital. One week later this man was on the news as a person that had nee missing and the Ambassador team helped find him.

## Outreach Success Stories

- On October 3, 2023 Outreach Ambassador Dani came across a regular client who expressed how tired she was of being homeless, and was willing to do anything to get off the street. Outreach Ambassador Dani was on the phone with Our Place Women's Shelter when she inquired about where the client was on the waiting list for Safecamp. Outreach Ambassador Dani was able to reach Karma Box and found out that they were looking for her as she was up for the next pod. We found the client and was able to get her moved in the next day.
- On October 12, 2023, Outreach Ambassador Dani was on Fourth Street when she ran into a former client who was houseless again. The client is well known by our team and is completely blind. The client expressed that her purse and belongings had been stolen and the client needed help calling to cancel her old cards, order new cards, as well as get some clothing. Outreach Ambassador Dani assisted with the phone calls as well as helped this woman secure new clothing.
- On October 25, 2023, the Outreach Ambassador team received a phone call from a woman who is a double amputee. The client was living out of her car with her husband on Fourth Street. The client was abandoned for two days with no food, water, or a means to get around. Outreach Ambassadors made sure she received food and water until a bed was available at the shelter. Outreach Ambassadors took the clients dog down to the Options Vet Clinic to get updated on its vaccines (a requirement for Our Place Women's Shelter.) The client is now housed at the shelter with her pup.



*Ambassadors cleaning encampments at the railroad tracks.*

# STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT  
HOSPITALITY AND STREET OUTREACH PROGRAM | OCTOBER 2023



*Keeping Reno safe and clean is a team effort.*

# STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT  
HOSPITALITY AND STREET OUTREACH PROGRAM | OCTOBER 2023

## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

October	1,863.5
November	—
December	—
<b>2nd Quarter</b>	<b>1,863.5</b>

### SOCIAL SERVICE OUTREACH SPECIALIST

October	269
November	—
December	—
<b>2nd Quarter</b>	<b>269</b>

### TEAM LEADER

October	59.52
November	—
December	—
<b>2nd Quarter</b>	<b>59.52</b>

### OPERATIONS MANAGER

October	160
November	—
December	—
<b>2nd Quarter</b>	<b>160</b>

### LICENSED OUTREACH COORDINATOR

October	317.75
November	—
December	—
<b>2nd Quarter</b>	<b>317.75</b>

### CLEANING AMBASSADORS

October	160
November	—
December	—
<b>2nd Quarter</b>	<b>160</b>

### OVERNIGHT PATROL

October	601
November	—
December	—
<b>2nd Quarter</b>	<b>601</b>

# STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT  
HOSPITALITY AND STREET OUTREACH PROGRAM | OCTOBER 2023

## STATISTICS

<b>311 REPORTS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>SOCIAL SERVICE</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Bulky Items	41	—	—	Referral - Clothing	51	—	—
Encampment Reporting	316	—	—	Referral - Food	0	—	—
Graffiti Removal	22	—	—	Referral - Medical	0	—	—
Gutter Repair	0	—	—	Refferal - Shelter	10	—	—
Illegal Dumping	0	—	—	Refferal - Detox/Treatment	33	—	—
Sidewalk Repair	0	—	—	Refferal - Housing	2	—	—
Streetlight Issue	0	—	—	Refferal - Insurance	0	—	—
<b>2nd Quarter</b>	<b>379</b>	<b>—</b>	<b>—</b>	Refferal- Van Rides Given	89	—	—
<b>CRIMES</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	Outreach	923	—	—
Aggravated Assault	0	—	—	<b>2nd Quarter</b>	<b>1,108</b>	<b>—</b>	<b>—</b>
Assault	3	—	—	<b>TRASH-REPORTED</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Battery	2	—	—	Litter	2,119	—	—
Threat	0	—	—	Debris	415	—	—
Hate Crime	0	—	—	Bulky Items	41	—	—
Stalking	39	—	—	Trash Bags Filled	412	—	—
Domestic Violence	12	—	—	Illigal Dumping - Sidewalk	0	—	—
Harassment	4	—	—	Illigal Dumping - Alley	0	—	—
Burglary	0	—	—	<b>2nd Quarter</b>	<b>2,987</b>	<b>—</b>	<b>—</b>
Robbery	0	—	—	<b>HOT SPOTS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
<b>2nd Quarter</b>	<b>60</b>	<b>—</b>	<b>—</b>	Checks	1,284	—	—
<b>WASTE - REPORTED</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>2nd Quarter</b>	<b>1,284</b>	<b>—</b>	<b>—</b>
Feces	33	—	—	<b>HOSPITALITY</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Syringe	7	—	—	Engagement	3,154	—	—
Urine	63	—	—	<b>2nd Quarter</b>	<b>3,154</b>	<b>—</b>	<b>—</b>
<b>2nd Quarter</b>	<b>103</b>	<b>—</b>	<b>—</b>	<b>EVENT SUPPORT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
<b>CALL TO EMS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	Service Hours	70	—	—
Police	61	—	—	Cleanup	0	—	—
Fire	9	—	—	<b>2nd Quarter</b>	<b>70</b>	<b>—</b>	<b>—</b>
Ambulance	35	—	—	<b>MATERIALS DISTRIBUTION</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
<b>2nd Quarter</b>	<b>105</b>	<b>—</b>	<b>—</b>	Collateral Marketing Material	15	—	—
<b>STAKEHOLDER CHECK-IN</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>2nd Quarter</b>	<b>15</b>	<b>—</b>	<b>—</b>
Business	1,684	—	—	<b>SAFE WALKS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Property Owner	214	—	—	All	89	—	—
Residential Property	33	—	—	<b>2nd Quarter</b>	<b>89</b>	<b>—</b>	<b>—</b>
<b>2nd Quarter</b>	<b>1,931</b>	<b>—</b>	<b>—</b>	<b>CLEANING</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
<b>INCOMING CALLS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	Pressure Washes	979	—	—
Nuisances	146	—	—	Lbs of Trash Collected	9,359	—	—
Outreach	61	—	—	<b>2nd Quarter</b>	<b>10,338</b>	<b>—</b>	<b>—</b>
Cleanliness	51	—	—	<b>ANIMAL</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Other	3	—	—	Dead - disposed of	0	—	—
<b>2nd Quarter</b>	<b>261</b>	<b>—</b>	<b>—</b>	Dead - reported to Animal Control	0	—	—
<b>QUALITY OF LIFE</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>2nd Quarter</b>	<b>0</b>	<b>—</b>	<b>—</b>
Incidents - Public Intoxication	93	—	—	<b>PROPERTY</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Incidents - Public Indecency	18	—	—	Abandoned	46	—	—
Incidents - Public Urination	63	—	—	Found	14	—	—
Incidents - Trespassing	319	—	—	Lost	11	—	—
Incidents - Disturbance	214	—	—	Shopping Carts - recovered	131	—	—
Incidents - Noise Complaint	64	—	—	<b>2ndQuarter</b>	<b>202</b>	<b>—</b>	<b>—</b>
Incidents - Open Container	161	—	—	<b>DIRECTIONS</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Incidents - Panhandling Passive	67	—	—	All	630	—	—
Incidents - Panhandling - Aggressive	23	—	—	<b>2nd Quarter</b>	<b>630</b>	<b>—</b>	<b>—</b>
Incidents - Suspicious Person	110	—	—				
Incidents - Suspicious Vehicle	6	—	—				
Conditions - Blocking Sidewalk	536	—	—				
Conditions - Benches Cleared	63	—	—				
Conditions - Encampment	316	—	—				
Conditions - Wellness Check	230	—	—				
<b>2nd Quarter</b>	<b>2,283</b>	<b>—</b>	<b>—</b>				