

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | NOVEMBER 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 November 2023. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



Ambassadors shining as bright as the tree lighting in Believe Plaza.

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NOVEMBER HIGHLIGHTS:

Once again, its that time of year that we try and spend with our families, coming together to enjoy each other's company usually late into the night while we eat and drink with loved ones. This is the time that we prepare large feasts made up of an assortment of traditional holiday dishes that we serve with candles lit and for those that have one, a fireplace well stocked, crackling in the background producing warmth and comfort. It's also a time to consider our friends and neighbors and what they mean to us. We also remind ourselves of all the things we have and should be thankful for. It is a time to acknowledge our blessings and attempt to spread to others our feelings of good cheer, and also a time that some of us are able to remember the things truly important to us that we hadn't thought about until now. This is the time of year that the Reno streets claims a few of our homeless due to the notoriously low temperatures we get. So many of our homeless don't have the adequate clothing or blankets to help them get through the long nights. We here at The Downtown Reno Partnership Ambassadors take this time of year as serious as we can and take preventive measures to get the unhoused to the warming center and shelter.

EMPLOYEE OF THE MONTH: JASON PORTER

Our choice for Employee of the Month is someone that's as solid as they come and has also been employed the longest here at the Reno division of Street Plus giving him the right to also claim himself as being the most experienced ambassador on this team. He is known for being a policy guy and is unwavering in his dedication and determination and recently made the decision to take on the role of Night Shift Lead taking the reins and helping to turn it into a successful addition to our team. If you have yet to figure out who were talking about it can only be Mr. Jason Porter. Jason, we thank you for your continued dedication to this company and the team and for staying focused on the goals we strive to reach.

CUSTOMER SERVICE AWARD: DANIEL MUELLER

Daniel Mueller came to us a few months ago but has steadily made himself a well-rounded Ambassador. He has

proven to be reliable and even more importantly, he has proven to have compassion for the people we serve, and the city we answer for.

CAUGHT DOING SOMETHING RIGHT: LATISH FORBES

This one goes to a miss Latish; she always steps up to whatever is asked of her regardless of what it is. She's the first to take overtime and she always has a can-do attitude. She takes her job seriously and is concerned about how we come across as to the city we are responsible for. Thank you for your dedication and service to "The Biggest Little City."

SUCCESS STORIES FOR THE MONTH OF NOVEMBER:

Hospitality Success Stories

- On Wed. November 8th Ambassador Hinshaw was able to see the fruit of the seeds he had planted a month back when he ran across one of the men that the Ambassadors have a long history of dealings with, someone who has a track record of being overly nasty towards our team members whenever we would get a call that required us to deal with him. Fast forward to this day and there would be an apology for past actions followed by a thanks for treating him fairly we he did not give us the same respect back. He, with the encouragement of Ambassador Hinshaw, went into a 30-day program and completed it the day prior. Now sober and hopeful, we wanted to make amends for how he was towards us and needed us to know that the respect we kept toward him regardless of his actions meant a lot to him once he became sober and he never forgot it. This is a perfect example of playing it forward and seeing why we must always be "Firm, Fair and Consistent!" Thank you, Ambassador Hinshaw, for your commitment to treating everyone with respect regardless of the circumstances.
- On Thursday November 16th Ambassador Manzo an Ambassador Ross had a situation where a woman was distraught enough. She felt there was no longer a reason to exist. She claimed that she had given up and wanted to fade away, she couldn't stand being homeless for one more day therefore suicide was the best option. Our team members knew the severity of this situation

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and acted as quickly as they could to get her calm enough that she would agree to an evaluation by Reno emergency services. They would be able to get her to also listen to them about their own past's and how they themselves overcame similar issues in their lives as well. In the end she would be admitted to the hospital but about a week later we were able to talk to her again and were relieved to know that she was in a much better place, she no longer wanted to fade away and was now hopeful again. Good job, guys.

Outreach Success Stories

- On November 19, 2023, Outreach Hultsman and Reyes spoke with a long-term client who had left her car parked under the Wells overpass. She needed assistance relocating her car because she was unable to drive the vehicle herself. Although she had a friend that could drive it, she needed assistance with putting gas in the tank and a jumpstart. The client gave us money to pick up gas, and we provided her with a jump start as well.
- On Friday November 24 2023, Outreach Tremaine received a call from the female client she took to the

hospital a few days earlier. The call was regarding how she was doing, and her asking for a few things that her partner was holding on to for her. The client also informed Outreach Tremaine that she was also being held for "observation" because the client reported that her partner was abusive and had attacked her. Outreach Tremaine promised that she would not give the partner any information past that she was being held for observation. Outreach Tremaine was able to obtain all but one item and delivered it to the client in the hospital. While visiting the client in the hospital, the client told Outreach Tremaine that she had saved the clients life. Besides getting the client away from an abusive relationship, the client had found out that she had pneumonia, laryngitis, strep throat, and a lump that might possibly be cancerous under her arm pit.

- On November 27, 2023, Outreach Reyes was assisting a client and determining if they were eligible to stay at Our Place Women's Shelter. Turns out, this client, who is usually resistant of services, is now sober and seeking resources to better their situation. Our Place confirmed that she is eligible to attend their program, so Outreach Hultsman and Reyes transported the woman there.



Ambassadors working hard to keep Reno clean (before). Nothing feels better than a hard day at work. (after).

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Another Tuck load of trash ready to head to the dump.



Truck is cleaned out and ready for another run!

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

October	1,863.50
November	1,577.75
December	—
2nd Quarter	3,441.25

SOCIAL SERVICE OUTREACH SPECIALIST

October	269
November	250
December	—
2nd Quarter	519

TEAM LEADER

October	59.52
November	60.50
December	—
2nd Quarter	119.52

OPERATIONS MANAGER

October	160
November	160
December	—
2nd Quarter	320

LICENSED OUTREACH COORDINATOR

October	317.75
November	257.00
December	—
2nd Quarter	574.75

CLEANING AMBASSADORS

October	160
November	130
December	—
2nd Quarter	290

OVERNIGHT PATROL

October	601
November	530
December	—
2nd Quarter	1,131

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STATISTICS

311 REPORTS	OCT	NOV	DEC	SOCIAL SERVICE	OCT	NOV	DEC
Bulky Items	41	54	—	Referral - Clothing	51	67	—
Encampment Reporting	316	301	—	Referral - Food	0	8	—
Graffiti Removal	22	84	—	Referral - Medical	0	1	—
Gutter Repair	0	0	—	Refferal - Shelter	10	5	—
Illegal Dumping	0	0	—	Refferal - Detox/Treatment	33	59	—
Sidewalk Repair	0	0	—	Refferal - Housing	2	1	—
Streetlight Issue	0	0	—	Refferal - Insurance	0	0	—
2nd Quarter	379	439	—	Refferal- Van Rides Given	89	98	—
CRIMES	OCT	NOV	DEC	Outreach	923	750	—
Aggravated Assault	0	0	—	2nd Quarter	1,108	989	—
Assault	3	12	—	TRASH-REPORTED	OCT	NOV	DEC
Battery	2	2	—	Litter	2,119	1,969	—
Threat	0	0	—	Debris	415	463	—
Hate Crime	0	0	—	Bulky Items	41	54	—
Stalking	39	24	—	Trash Bags Filled	412	706	—
Domestic Violence	12	9	—	Illigal Dumping - Sidewalk	0	6	—
Harassment	4	6	—	Illigal Dumping - Alley	0	3	—
Burglary	0	0	—	2nd Quarter	2,987	3,201	—
Robbery	0	0	—	HOT SPOTS	OCT	NOV	DEC
2nd Quarter	60	53	—	Checks	1,284	1,514	—
WASTE - REPORTED	OCT	NOV	DEC	2nd Quarter	1,284	1,514	—
Feces	33	46	—	HOSPITALITY	OCT	NOV	DEC
Syringe	7	6	—	Engagement	3,154	3,462	—
Urine	63	58	—	2nd Quarter	3,154	3,462	—
2nd Quarter	103	110	—	EVENT SUPPORT	OCT	NOV	DEC
CALL TO EMS	OCT	NOV	DEC	Service Hours	70	35	—
Police	61	—	—	Cleanup	0	0	—
Fire	9	—	—	2nd Quarter	70	35	—
Ambulance	35	—	—	MATERIALS DISTRIBUTION	OCT	NOV	DEC
2nd Quarter	105	—	—	Collateral Marketing Material	15	20	—
STAKEHOLDER CHECK-IN	OCT	NOV	DEC	2nd Quarter	15	20	—
Business	1,684	2,151	—	SAFE WALKS	OCT	NOV	DEC
Property Owner	214	226	—	All	89	79	—
Residential Property	33	38	—	2nd Quarter	89	79	—
2nd Quarter	1,931	2,415	—	CLEANING	OCT	NOV	DEC
INCOMING CALLS	OCT	NOV	DEC	Pressure Washes	979	871	—
Nuisances	146	99	—	Lbs of Trash Collected	9,359	15,089	—
Outreach	61	62	—	2nd Quarter	10,338	15,089	—
Cleanliness	51	21	—	ANIMAL	OCT	NOV	DEC
Other	3	1	—	Dead - disposed of	0	0	—
2nd Quarter	261	183	—	Dead - reported to Animal Control	0	0	—
QUALITY OF LIFE	OCT	NOV	DEC	2nd Quarter	0	0	—
Incidents - Public Intoxication	93	132	—	PROPERTY	OCT	NOV	DEC
Incidents - Public Indecency	18	33	—	Abandoned	46	23	—
Incidents - Public Urination	63	57	—	Found	14	3	—
Incidents - Trespassing	319	694	—	Lost	11	9	—
Incidents - Disturbance	214	220	—	Shopping Carts - recovered	131	125	—
Incidents - Noise Complaint	64	96	—	2ndQuarter	202	160	—
Incidents - Open Container	161	226	—	DIRECTIONS	OCT	NOV	DEC
Incidents - Panhandling Passive	67	77	—	All	630	537	—
Incidents - Panhandling - Aggressive	23	16	—	2nd Quarter	630	537	—
Incidents - Suspicious Person	110	178	—				
Incidents - Suspicious Vehicle	6	3	—				
Conditions - Blocking Sidewalk	536	821	—				
Conditions - Benches Cleared	63	84	—				
Conditions - Encampment	316	301	—				
Conditions - Wellness Check	230	288	—				
2nd Quarter	2,283	3,226	—				