

STREET REPORT



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



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NOVEMBER HIGHLIGHTS:

The month of December has come and gone, officially closing out the 2023 year. 2023 was one of many positive changes and stories of success as our Ambassadors stayed focused on our mission of making the Reno streets safer and cleaner with many days filled with working one-on-one with the houseless community to find solutions for the unique issues that they bring to us that has them stuck on the streets. The year was filled with the many events unique to Downtown Reno leaving us with more meaningful memories just as the year before did and this coming year guarantees to bring us. At the Downtown Reno Partnership, we look forward to the challenges to come and we will continue with our commitment to the bettering of Reno's downtown area. We thank you for your continued support of the DRP Ambassadors and look forward to a new year of serving our community.

EMPLOYEE OF THE MONTH:

Outreach Ambassado Tremaine is our choice for employee of the month. She has been with us over a year and has proven herself an asset to the Ambassador team. She is dedicated to our mission and shows it daily through the efforts and time she spends looking for and figuring out which resources will best help each client with their unique circumstances and situations - a task which can be very burdensome at times - testing ones resolve and dedication when dealing with the more troubled clients we get at times. The Outreach department has become a very positive part of this team and a large amount of its success can directly be attributed to the work done by outreach Ambassador Tremaine. We thank you for your continued dedication to the team and the people we work with daily on the streets of Downtown Reno.

CUSTOMER SERVICE AWARD:

Ambassador Roper has continued to be a great example of what we strive to be and do every day as a DRP Ambassador. He has been dedicated to keeping the downtown area clean and safe for the last two years and is known for his ongoing commitment to Fourth Street and its businesses, having made it a personal priority

to know each one's name and some personal details for each of them when it comes to the houseless population we deal with each week. He has been a positive factor in the changes that can be seen taking place along Fourth Street over these past months and years, a process that's not been easy at times, but one that we've remained committed to. His dedication to the people we work with has earned him this month's Customer Service Award.

CAUGHT DOING SOMETHING RIGHT:

Ambassador Najera has been with the team now for almost two years, during this time he has proven himself to be reliable, dependable and committed to the long-term goals that we hold onto. He also was one of the first to agree to move onto the Night Shift when it first started up, helping to ensure that it became the positive addition that it is today. His continued commitment is absolutely doing something right not just for our team but for Reno as well. Thank you, Ambassador Najera, for being a part of the Ambassador family.

SUCCESS STORIES FOR THE MONTH OF NOVEMBER:

On **Tuesday, December 12th** Ambassador Hinshaw had a man approach him at our base who was clearly distraught and dealing with emotional trauma. Ambassador Hinshaw understood the situation and let the man know that he cared and was willing to help in any way possible. This time of year can be particularly hard for those that no longer have family or friends to spend the holidays with. Being homeless can make it very hard, which was the case for this gentleman. After talking with him for some time, the man had his spirits lifted and that was all he needed was for someone to just listen to him, and care. The man came back a few weeks later to let Ambassador Hinshaw know just how important it meant to him that day and wanted him to also know that he had been suicidal until he had talked with him. Just that small amount of time spent was enough to carry the man and gave him enough hope to get through the following weeks. That's a clear example of what little can be needed and just how big an impact it can bring for someone that needs it.

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On **Wednesday, December 20** Ambassador Miller was a witness to a domestic situation that almost became a violent altercation between two members of our houseless community. Ambassador Miller was able to mediate between the two men and bring their tempers down to a level that they then were able to work out their problem with one another instead of becoming physical, which it almost came to.

On **Friday, December 22** our Ambassadors were out in the field when they came across one of our long-term clients whom we've tried to help for the better part of two years. On this day we would find her stuck by the river having had her wheelchair stolen during the night and no real way of getting up to a busy street where she could reach out for some help. We frequently check along the river and in other known areas that are a little out of the way to ensure that everyone is doing ok. On this day we were able to make a bad situation turn into a good one. We had a wheelchair that had been donated to us just a few weeks earlier and we were more than happy to give it to her.

OUTREACH SUCCESS STORIES

On **December 6** there was a man near base who was disoriented and lost. Outreach Reyes approached him and kindly walked him to base. I called REMSA and made sure that he was able to get assisted and checked out.

On **December 15** the Outreach team were able to get a client back to Oregon after we were able to get a hold of their family member. They were happy to be able to restart their life and get support from family.

On **December 14** Ambassador Rivera ran into a young family with a 3-year-old daughter and brought them back to base for Ambassador Rodriguez to translate because they only spoke Spanish. We learned that they came to this country with a relative and to start work, but the relative then suddenly kicked them out. Outreach Ross and Ambassador Rodriguez transported them to Our Place Family Shelter where they were placed in a room until availability in the family shelter opened up.

On **December 22** Outreach Ross assisted a gentleman who was a frequent flyer of the streets get ahold of his brother in Salem, OR. After discovering that his brother wanted him to come stay with him, we were able to get him on the next bus to Salem.



Encampment under Vine St bridge (before/after).

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Scrubbs out keeping the streets clean.



Ambassador team working hard to keep Reno clean!

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

| | |
|--------------------|-----------------|
| October | 1,863.50 |
| November | 1,577.75 |
| December | 1,997.75 |
| 2nd Quarter | 5,439.00 |

LICENSED OUTREACH COORDINATOR

| | |
|--------------------|---------------|
| October | 317.75 |
| November | 257.00 |
| December | 284.00 |
| 2nd Quarter | 858.75 |

SOCIAL SERVICE OUTREACH SPECIALIST

| | |
|--------------------|---------------|
| October | 269.00 |
| November | 250.00 |
| December | 330.07 |
| 2nd Quarter | 849.07 |

CLEANING AMBASSADORS

| | |
|--------------------|------------|
| October | 160 |
| November | 130 |
| December | 169 |
| 2nd Quarter | 459 |

TEAM LEADER

| | |
|--------------------|---------------|
| October | 59.52 |
| November | 60.50 |
| December | 109.00 |
| 2nd Quarter | 228.52 |

OVERNIGHT PATROL

| | |
|--------------------|--------------|
| October | 601 |
| November | 530 |
| December | 661 |
| 2nd Quarter | 1,792 |

OPERATIONS MANAGER

| | |
|--------------------|------------|
| October | 160 |
| November | 160 |
| December | 160 |
| 2nd Quarter | 480 |

OPERATIONS SUPERVISOR

| | |
|--------------------|---------------|
| October | 146.75 |
| November | 88.00 |
| December | 151.50 |
| 2nd Quarter | 386.25 |

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STATISTICS

311 REPORTS

| | OCT | NOV | DEC |
|----------------------|------------|------------|------------|
| Bulky Items | 41 | 54 | 51 |
| Encampment Reporting | 316 | 301 | 431 |
| Graffiti Removal | 22 | 84 | 71 |
| Gutter Repair | 0 | 0 | 0 |
| Illegal Dumping | 0 | 0 | 0 |
| Sidewalk Repair | 0 | 0 | 0 |
| Streetlight Issue | 0 | 0 | 0 |
| 2nd Quarter | 379 | 439 | 533 |

CRIMES

| | OCT | NOV | DEC |
|--------------------|-----------|-----------|-----------|
| Aggravated Assault | 0 | 0 | 0 |
| Assault | 3 | 12 | 16 |
| Battery | 2 | 2 | 7 |
| Threat | 0 | 0 | 0 |
| Hate Crime | 0 | 0 | 0 |
| Stalking | 39 | 24 | 42 |
| Domestic Violence | 12 | 9 | 21 |
| Harassment | 4 | 6 | 0 |
| Burglary | 0 | 0 | 0 |
| Robbery | 0 | 0 | 0 |
| 2nd Quarter | 60 | 53 | 86 |

WASTE - REPORTED

| | OCT | NOV | DEC |
|--------------------|------------|------------|-----------|
| Feces | 33 | 46 | 28 |
| Syringe | 7 | 6 | 19 |
| Urine | 63 | 58 | 51 |
| 2nd Quarter | 103 | 110 | 98 |

CALL TO EMS

| | OCT | NOV | DEC |
|--------------------|------------|----------|----------|
| Police | 61 | — | — |
| Fire | 9 | — | — |
| Ambulance | 35 | — | — |
| 2nd Quarter | 105 | — | — |

STAKEHOLDER CHECK-IN

| | OCT | NOV | DEC |
|----------------------|--------------|--------------|--------------|
| Business | 1,684 | 2,151 | 2,593 |
| Property Owner | 214 | 226 | 256 |
| Residential Property | 33 | 38 | 56 |
| 2nd Quarter | 1,931 | 2,415 | 2,905 |

INCOMING CALLS

| | OCT | NOV | DEC |
|--------------------|------------|------------|------------|
| Nuisances | 146 | 99 | 82 |
| Outreach | 61 | 62 | 65 |
| Cleanliness | 51 | 21 | 28 |
| Other | 3 | 1 | 4 |
| 2nd Quarter | 261 | 183 | 179 |

QUALITY OF LIFE

| | OCT | NOV | DEC |
|--------------------------------------|--------------|--------------|--------------|
| Incidents - Public Intoxication | 93 | 132 | 122 |
| Incidents - Public Indecency | 18 | 33 | 26 |
| Incidents - Public Urination | 63 | 57 | 51 |
| Incidents - Trespassing | 319 | 694 | 593 |
| Incidents - Disturbance | 214 | 220 | 266 |
| Incidents - Noise Complaint | 64 | 96 | 82 |
| Incidents - Open Container | 161 | 226 | 173 |
| Incidents - Panhandling Passive | 67 | 77 | 66 |
| Incidents - Panhandling - Aggressive | 23 | 16 | 20 |
| Incidents - Suspicious Person | 110 | 178 | 99 |
| Incidents - Suspicious Vehicle | 6 | 3 | 1 |
| Conditions - Blocking Sidewalk | 536 | 821 | 803 |
| Conditions - Benches Cleared | 63 | 84 | 74 |
| Conditions - Encampment | 316 | 301 | 431 |
| Conditions - Wellness Check | 230 | 288 | 272 |
| 2nd Quarter | 2,283 | 3,226 | 3,079 |

SOCIAL SERVICE

| | OCT | NOV | DEC |
|----------------------------|--------------|------------|--------------|
| Referral - Clothing | 51 | 67 | 79 |
| Referral - Food | 0 | 8 | 6 |
| Referral - Medical | 0 | 1 | 1 |
| Refferal - Shelter | 10 | 5 | 24 |
| Refferal - Detox/Treatment | 33 | 59 | 69 |
| Refferal - Housing | 2 | 1 | 0 |
| Refferal - Insurance | 0 | 0 | 0 |
| Refferal- Van Rides Given | 89 | 98 | 143 |
| Outreach | 923 | 750 | 800 |
| 2nd Quarter | 1,108 | 989 | 1,122 |

TRASH-REPORTED

| | OCT | NOV | DEC |
|----------------------------|--------------|--------------|--------------|
| Litter | 2,119 | 1,969 | 1,896 |
| Debris | 415 | 463 | 429 |
| Bulky Items | 41 | 54 | 51 |
| Trash Bags Filled | 412 | 706 | 688 |
| Illigal Dumping - Sidewalk | 0 | 6 | 4 |
| Illigal Dumping - Alley | 0 | 3 | 2 |
| 2nd Quarter | 2,987 | 3,201 | 3,070 |

HOT SPOTS

| | OCT | NOV | DEC |
|--------------------|--------------|--------------|--------------|
| Checks | 1,284 | 1,514 | 1,820 |
| 2nd Quarter | 1,284 | 1,514 | 1,820 |

HOSPITALITY

| | OCT | NOV | DEC |
|--------------------|--------------|--------------|--------------|
| Engagement | 3,154 | 3,462 | 2,913 |
| 2nd Quarter | 3,154 | 3,462 | 2,913 |

EVENT SUPPORT

| | OCT | NOV | DEC |
|--------------------|-----------|-----------|-----------|
| Service Hours | 70 | 35 | 67 |
| Cleanup | 0 | 0 | 0 |
| 2nd Quarter | 70 | 35 | 67 |

MATERIALS DISTRIBUTION

| | OCT | NOV | DEC |
|-------------------------------|-----------|-----------|----------|
| Collateral Marketing Material | 15 | 20 | 6 |
| 2nd Quarter | 15 | 20 | 6 |

SAFE WALKS

| | OCT | NOV | DEC |
|--------------------|-----------|-----------|-----------|
| All | 89 | 79 | 71 |
| 2nd Quarter | 89 | 79 | 71 |

CLEANING

| | OCT | NOV | DEC |
|------------------------|---------------|---------------|---------------|
| Pressure Washes | 979 | 871 | 293 |
| Lbs of Trash Collected | 9,359 | 15,089 | 14,656 |
| 2nd Quarter | 10,338 | 15,089 | 14,949 |

ANIMAL

| | OCT | NOV | DEC |
|-----------------------------------|----------|----------|----------|
| Dead - disposed of | 0 | 0 | 0 |
| Dead - reported to Animal Control | 0 | 0 | 0 |
| 2nd Quarter | 0 | 0 | 0 |

PROPERTY

| | OCT | NOV | DEC |
|----------------------------|------------|------------|------------|
| Abandoned | 46 | 23 | 16 |
| Found | 14 | 3 | 4 |
| Lost | 11 | 9 | 7 |
| Shopping Carts - recovered | 131 | 125 | 77 |
| 2ndQuarter | 202 | 160 | 104 |

DIRECTIONS

| | OCT | NOV | DEC |
|--------------------|------------|------------|------------|
| All | 630 | 537 | 486 |
| 2nd Quarter | 630 | 537 | 486 |