

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | JANUARY 2024

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 2024. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



Street Team on our city walk

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JANUARY HIGHLIGHTS:

This past month can be remembered as being cold and quiet with one really good storm that stood out because it left well over a half foot of beautiful snow that only hung around for a few days before leaving us completely. This has been an odd winter for us here in the city of Reno, the weather has kept a consistency of highs and lows but the bite still remains, especially as the temps fall entering the evening. Ambassadors with the Downtown Reno Partnership have stayed busy committed to the vision and improvement of the district and continuing to make downtown a safe and clean environment for everyone. Getting the unhoused connected to the proper services for warmth and shelter as well as the resources they need for recovery and self-sufficiency also remains an important task that takes us into the month of February, the shortest month in the year, but also closer to spring and all the events that will be taking place in our district.

Employee of the Month: Hospitality Mitchell is our choice for Employee of the Month, as he is super friendly, ready to help, and always punctual. One of Hospitality Mitchell's strong suits is that he shows initiative and can work independently or as a team. Any hotline call that comes his way he is ready to tackle and puts StreetPlus policies and procedures at the forefront of each call. His interpersonal skills include patience, making him a great ambassador and team member.

Customer Service Award: Hospitality Miller is a natural leader, stepping up into a team lead position recently and the ambassadors are thankful to have his direction. Hospitality Miller is always looking out for the businesses in the downtown area and he is known for his repertoire with the unhoused treating everyone respectfully and always staying level headed regardless of the situation or circumstance. Hospitality Miller is intricately woven into the team's organization and his customer service has been exemplary; Reno Ambassadors are thankful for his service.

Caught Doing Something Right: We want to recognize Outreach Reyes for his dedication to the team and mission we strive towards. He has made it his personal mission to

know the resources we have at our disposal and how to best utilize them with our clientele. He has proven himself an asset not only to this team but also the Downtown Reno area we serve.

SUCCESS STORIES FOR THE MONTH OF JANUARY

Hospitality Success Stories

- An infamous individual having a long-running abrasive relationship with the ambassador team has finally come full circle with the streets of Reno and surrendered. He is now in a program and doing good with the help he needs for the long battle still in front of him. This client is well known for his aggressiveness towards the Reno Ambassadors. We never lost hope with him and continued to encourage him to make the decisions that would get him back on his feet. Today he holds a job, is clean, and sober, moving forward in life with new hope and that is why we strive to provide the best help we can to everyone even when they are less than cordial with us and test our resolve.
- The month of January was not able to claim any new victims in the downtown area due to the cold as the Ambassador team made it our mission to ensure that our houseless community were provided adequate clothing and directed to the proper shelters needed to get through those bitterly cold nights. We pledge to continue to offer whatever resources that we can where ever we can over the following months with the main goal of not losing anyone to the elements this winter.
- On Wednesday, **January 17th, 2024**, two individuals showed up at the ambassador base having been stranded here when their car broke down. Not knowing anyone and having little to no funds they were in a desperate situation and needed help. In the end we were able to help them contact their family and get a room at one of the local hotels for the night with a ride arriving the following morning back to the city that they live in and a tow truck following with their vehicle.

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Outreach Success Stories

- On **January 12, 2024**, Outreach Hultsman had a breakthrough with a client who she has known for the three years she has been with this organization. The client has always been resistant of services, and hardly had interest in talking with anyone. He reached out to Rainey, who attempted to keep a good rapport with him, and requested information on getting into Safe Camp. The client even went as far as to open up about their personal life with Rainey. Rainey is happy to announce that she successfully got the client nominated into Safe Camp on January 17, 2024. The client is set to move in on January 23rd.
- On **January 8, 2024**, Outreach Tremaine and Outreach Reyes helped get a client into Cares Campus. The woman was sitting in front of the Wild River Grille camped out with a cart full of belongings. The Graveyard Ambassadors informed her that someone from Outreach will come talk to her, that's where Outreach Tremaine and Outreach Reyes took over. After talking to the client about going to the shelter for a while, she was willing to go. Outreach Tremaine and Outreach Reyes informed the client that she would have to down size her items in order for her to get into Cares Campus. They gave her 20 minutes to down size. After the 20 minutes were up, she had downsized a little.
- Outreach Reyes then reached out to the DRPs cleaning team to come pick up the rest of her items. Outreach Tremaine and Outreach Reyes took the client and her belongings to Cares Campus. She was able to get in and did the assessment for Cares Campus.
- On **January 6th 2024**, Outreach Reyes and Hospitality Mueller went on a call about a man in a wheelchair who was out in the snow in front of Fosters Sierra Auto Service. As we showed up, they saw the man that was in a very cold state. By the way he appeared we could see he had been outside for some time. Despite his physical and mental state, he was grateful for the help we provided. The man told us he would have frozen if we didn't provide the transport.
- On **January 19th 2024**, Outreach Reyes and Hospitality Miller were walking and patrolling zone 2. We see a man in between the Cal Neva parking garage and the Pawn shop in the distance sitting down. As we are walking up to him, he then falls over from sitting down. I started calling out to him and he seemed to be intoxicated and in and out of consciousness. I knew he wasn't in a good state so I called Non Emergency and was able to talk to the operator. She then proceeded in telling me how to help the individual while paramedics showed up to the scene. The paramedics showed up and were able to give the man assistance.



Always helping people to get off the streets.

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Street team hard at work cleaning up encampments (before/after)

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DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

January	1,796.62
February	—
March	—
3rd Quarter	5,439.62

LICENSED OUTREACH COORDINATOR

January	341.94
February	—
March	—
3rd Quarter	341.94

SOCIAL SERVICE OUTREACH SPECIALIST

January	319.00
February	—
March	—
3rd Quarter	319.00

CLEANING AMBASSADORS

January	133.00
February	—
March	—
3rd Quarter	133.00

TEAM LEADER

January	46.75
February	—
March	—
3rd Quarter	46.75

OVERNIGHT PATROL

January	551.20
February	—
March	—
3rd Quarter	551.20

OPERATIONS MANAGER

January	160.00
February	—
March	—
3rd Quarter	160.00

OPERATIONS SUPERVISOR

January	167.50
February	—
March	—
3rd Quarter	167.50

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STATISTICS

311 REPORTS	JAN	FEB	MAR	SOCIAL SERVICE	JAN	FEB	MAR
Bulky Items	11	—	—	Referral - Clothing	48	—	—
Encampment Reporting	198	—	—	Referral - Food	5	—	—
Graffiti Removal	89	—	—	Referral - Medical	0	—	—
Gutter Repair	0	—	—	Refferal - Shelter	0	—	—
Illegal Dumping	0	—	—	Refferal - Detox/Treatment	48	—	—
Sidewalk Repair	0	—	—	Refferal - Housing	0	—	—
Streetlight Issue	0	—	—	Refferal - Insurance	0	—	—
2nd Quarter	298	—	—	Refferal- Van Rides Given	99	—	—
CRIMES	JAN	FEB	MAR	Outreach	800	—	—
Aggravated Assault	0	—	—	2nd Quarter	1,000	—	—
Assault	11	—	—	TRASH-REPORTED	JAN	FEB	MAR
Battery	3	—	—	Litter	2,108	—	—
Threat	0	—	—	Debris	472	—	—
Hate Crime	0	—	—	Bulky Items	11	—	—
Stalking	3	—	—	Trash Bags Filled	632	—	—
Domestic Violence	23	—	—	Illigal Dumping - Sidewalk	5	—	—
Harassment	4	—	—	Illigal Dumping - Alley	4	—	—
Burglary	0	—	—	2nd Quarter	3,232	—	—
Robbery	0	—	—	HOT SPOTS	JAN	FEB	MAR
2nd Quarter	44	—	—	Checks	362	—	—
WASTE - REPORTED	JAN	FEB	MAR	2nd Quarter	362	—	—
Feces	29	—	—	HOSPITALITY	JAN	FEB	MAR
Syringe	16	—	—	Engagement	3,411	—	—
Urine	24	—	—	2nd Quarter	3,411	—	—
2nd Quarter	69	—	—	EVENT SUPPORT	OCT	NOV	DEC
CALL TO EMS	JAN	FEB	MAR	Service Hours	7	—	—
Police	61	—	—	Cleanup	7	—	—
Fire	9	—	—	2nd Quarter	14	—	—
Ambulance	35	—	—	MATERIALS DISTRIBUTION	JAN	FEB	MAR
2nd Quarter	105	—	—	Collateral Marketing Material	7	—	—
STAKEHOLDER CHECK-IN	JAN	FEB	MAR	2nd Quarter	7	—	—
Business	2,778	—	—	SAFE WALKS	JAN	FEB	MAR
Property Owner	1,917	—	—	All	63	—	—
Residential Property	357	—	—	2nd Quarter	63	—	—
2nd Quarter	5,052	—	—	CLEANING	JAN	FEB	MAR
INCOMING CALLS	OCT	NOV	DEC	Pressure Washes	107	—	—
Nuisances	51	—	—	Lbs of Trash Collected	15,321	—	—
Outreach	54	—	—	2nd Quarter	15,238	—	—
Cleanliness	46	—	—	ANIMAL	JAN	FEB	MAR
Other	4	—	—	Dead - disposed of	0	0	0
2nd Quarter	155	—	—	Dead - reported to Animal Control	0	0	0
QUALITY OF LIFE	JAN	FEB	MAR	2nd Quarter	0	—	—
Incidents - Public Intoxication	183	—	—	PROPERTY	JAN	FEB	MAR
Incidents - Public Indecency	18	—	—	Abandoned	4	—	—
Incidents - Public Urination	24	—	—	Found	2	—	—
Incidents - Trespassing	453	—	—	Lost	6	—	—
Incidents - Disturbance	299	—	—	Shopping Carts - recovered	109	—	—
Incidents - Noise Complaint	51	—	—	2ndQuarter	121	—	—
Incidents - Open Container	168	—	—	DIRECTIONS	JAN	FEB	MAR
Incidents - Panhandling Passive	51	—	—	All	660	—	—
Incidents - Panhandling - Aggressive	16	—	—	2nd Quarter	660	—	—
Incidents - Suspicious Person	115	—	—				
Incidents - Suspicious Vehicle	2	—	—				
Conditions - Blocking Sidewalk	463	—	—				
Conditions - Benches Cleared	254	—	—				
Conditions - Encampment	198	—	—				
Conditions - Wellness Check	349	—	—				
2nd Quarter	2,644	—	—				