



**Downtown Reno Partnership
Board of Directors Meeting Agenda
April 18, 2024 | 8:30 – 10:30 a.m.
National Auto Museum, 1 Museum Drive, Reno**

- | | |
|---|--------------------|
| 1. Attendance | Shanks |
| 2. Approval of Agenda (action item - attached) | Shanks |
| 3. Review and Approval of Minutes for Feb. (action item - attached) | Shanks |
| 4. Welcome Eaton Dunkelberger, non-profit seat | Shanks |
| 5. Treasury Report (attached) | Rossman |
| 6. Ambassador update | Bartolomeo |
| 7. Reno Police Department Update | Lt. Johnson |
| 8. Chair Update | Shanks |
| 9. Executive Director Update | Jardon |
| a. Council Presentation | |
| b. Railroad issues | |
| c. Pavilion B improvements | |
| 10. State of Downtown (presentation) | Digangi |
| 11. City Council Update | Taylor |
| 12. County Commissioner Update | Garcia |
| 13. Announcements and Future Agenda Items | Shanks |
| 14. Next Board Meeting | Shanks |
| 15. Public Comments (limited to 3 minutes) | |



**Downtown Reno Partnership
Board of Directors Meeting Agenda
February 15, 2024 | 8:30 – 10:30 a.m.
National Auto Museum, 1 Museum Drive, Reno**

Attendance

Members:

Kaya Stanley, Jonathan Boulware, Jim Gallaway, Chris Phillips, Mark Reece, Kathleen Taylor, Courtney Meredith, Troy Miller, Eric Lerude, Steve Polikalas, Par Tolles, Tony Marini, Jeff Siri, Neoma Jardon, Chris Shanks, Mike Rossman, Mariluz Garcia, Lt. Trenton Johnson. Gary Bartolomeo, Nathan Digangi.

Approval of Agenda (action)

Motion by Jim, second by Troy - Approved

Review and Approval of Minutes for Dec. (action item/attachment)

Motion by Eric, second by Jonathan - Approved

Eaton Dunkelberger, non-profit seat (action item)

Motion by Par, second by Eric

Eaton's info was shared – approved unanimously.

Treasury Report (attachment)

Mike – review of attached numbers. Nothing out of the ordinary. The DRP is in good financial shape and operating as it's intended.

We have 3 more years until we need to be reapproved by city council.

Board member updates

Chris: City Center going into receivership is probably a good thing because forces things to happen.

Kaya TEDxReno: 5-6 headliner speakers. One is Jacko's co-author. In 2022 we had 4 of the top 100 tops including 3 of the top 40 according to YouTube video views. Troy helped get the event at Lawlor happening April 6, expecting 2500. Students subsidized to \$25. Check the TedXReno.org website for tickets and sponsorship opportunities. Speaker dinner will be at the Auto Museum. The caliber of speakers at the next event will be huge and provide great value to sponsors. Troy: Sponsor it, bring big groups, and get to campus. J-Resort is hosting the speakers and doing an after-party

Par: Hopes clinic next to CARES campus raised \$36 million. Soft opening in 30 days.

The centralized location of services is a huge help for the vulnerable population and the community.



Neoma: After the unsheltered survey study and ambassadors asking questions, we know that people are not coming here for the campus—it's not even on their radar.

Donations can go through the county community services dept. (HRS?)

Karma Box working on a video to educate responsible giving. That information needs to get out. Grace Church and the Hope House?

Neoma: Thankful Thursdays highlight ambassadors and we want to start including board members too.

Ambassador update

Gary went over ambassador stats. There was an uptick in graffiti when the weather was colder. Jim asked where people get all the stuff that is left behind when vacating a camp. Much of it is donated by non-profits and individuals. Every Saturday at Barbara Bennet Park, people bring donations.

Neoma: There is education for responsible giving that needs to be put out more. Everything should be funneled through the county and CARES campus, but there are organizations that don't believe in the shelter or are opposed to it.

Jim asked can the ambassadors stop those people from handing out things? We are not in the business of interfering with their rights to do so.

Steve asked do they need a permit? Not likely if it's free.

Kathleen commented that the city is looking into it as a possible special event requiring plans. Night crew is doing good and has definitely made an impact with the handoff to the day crew. They do not get out of their vehicle until daylight. They are in close contact with the police and have called in fires and other issues like fights or altercations.

Railroad tracks are the trending hotspots and working with UP has been difficult. We are not clearing those encampments currently in limbo.

They are not supposed to be within 20 feet of the track. We should be tracking our attempts to solve the safety issue it creates.

UP allegedly cleans the tracks once a quarter. We have been trying to find a better way working with the city and UP. If they can't clean it, maybe they could pay us to.

Reno Police Department Update

- a. Introduction
- b. Downtown Updates

Lt. Trent Johnson 20 years with RPD, investigations and tactics background. Open book and available.

Legal is working on a MOU with UP to get a solution for railroad encampments to address public safety concerns.

Crime analysis – Let him know if anyone has questions about trends. More warrant sweeps at hotspot locations to reduce calls. Lakemill Lodge had 13 arrests and produced dramatic reduction in calls for service



Conducting similar sting at the Nevada, where they have identified 21 individuals with warrants and unregistered offenders. They are working with management at Siegel, they are very police friendly and plan to work with code and CPTED.

Will soon be providing weekly calls and hotspots with property managers to get ahead of issues.

RMC passed a knock-code (not code?) to enforce against licensed individuals (in addition to unlicensed) operating against code. – This is for the food vendor issue. This does not apply to first amendment expressions that include bartering for services or goods.

Lake Mill Lodge does have code violations that are in various stages of enforcement.

Targeted warrant searches is a manual process. There is no database or registry. RPD looks at a handful of hotspot properties.

Eric – Many residents still have a perception of downtown being unsafe. What is the likelihood of additional police?

There has been a pilot system focusing on downtown and DEEDs is an enforcement strategy of focused resources based on calls for service and types of calls tracked over time to study how the additional presence will impact those calls. New program in addition to DET on bikes; there will be a new day shift and additional presence for events (coming summer 2024). Looking to add e-bikes to the vehicle inventory.

CAO working on goals for number of sweeps and occupied vehicle enforcement. There's a current back log of 330 RVs that are difficult and expensive to tow. 5+ new reports coming in a day. Parking enforcement has been encountering dangerous situations with occupied vehicles. When RPD is involved, individuals need to be removed or talked out of the vehicle before tow can happen. Vehicles need to be tagged twice before towing and the vehicle itself is the nuisance, so even moving across the street won't help them.

Kathleen – After council funds new police officers, it takes about a year for that person to get through academy and become an on-duty officer.

Neoma has weekly meetings with Lt. Johnson to coordinate hotspots, trends, and other issues.

Chair Update

- c. FY 24-25 Budget (Action item/attachment)

Motion to approve budget Kaya, seconded by Jonathan - Approved

Total assessments are going to go up even with the reduced rate.

Status of City Center assessments are unknown, but the property has gone into receivership. Most of increase will fund the security ambassadors program and potentially use surplus funds. We will not be paying the \$800k to police next fiscal. We have budget for Pavilion B improvements. RTC's offer to build us a spot should be finalized in the next few weeks, but wouldn't happen for 2-3 years.

Conversations with the city about increased cost of additional maintenance services.

Jim – Last meeting we noted that the assessments for residences decreased, but his went up.

Overall the average was down, but some still are up.



Doubled the budget for premium areas. We have budgeted a surplus of close to \$300k and we are looking at investing our rainy-day funds to provide a buffer for a downturn.

Eric asked what happened to the additional police funds. The city realized we should not pay that anymore. Presence will not be reduced and we will redeploy those funds to better serve stakeholders. Discussion continued with examples.

Security ambassadors can do more to help with the perception changes of dealing with nuisance crimes while police can deal with more serious crime.

Supplemental police services was a hold-over from the SAD.

Executive Director Update

a. Security Ambassadors

Security ambassadors have pepper spray, batons, carry handcuffs, and can issue summons. The uniform is a bit more intimidating and authoritative. They are essentially our own security guards. We need council support to make this happen.

We are in the process of getting all our ambassadors pepper spray, so they have some level of protection. We are going through the licensing and training needed.

Security ambassadors will be deployed to focus on the hotspots.

All 4 overnight ambassadors will be security licensed and will be able to get out of the vehicle at any time. There will be 4 additional security ambassadors rotating on dayshift.

Lunch and learns have been well-attended and well-received. Different groups have different sets of concerns and face different issues.

After the riverwalk lunch and learn, the next one will be focused on the arts industry.

We are launching a marketing campaign to help shift the perception of downtown. The data shows crime is down and downtown is safe, but people, especially students, don't see it that way.

Eric volunteers to be part of the perception marketing campaign.

Troy: the combo of security, overnight, the campaign, etc, will be a game changer for changing perception.

Augmenting the experiences of downtown with events will help dead zones of vacancies.

We'll have more about activation and events info at the next board meeting. Roller skating was a big success with a lot of great feedback, so something we'll do more of. We're looking at doing a Pup Crawl.

Courtney: Riverwalk is working with Rachel to activate West St Plaza with flicks on the bricks, philharmonic once a month with Taphouse beer garden, and artwalks, Pioneer Center is going through process to activate their plaza.

We met with Downtown Makeover Mike Van Houten for collaboration and promotion.

TEDxReno is doing great things to highlight the good.

Sign-up sheets for 3-minute public comment to council and commission meetings. It will help keep us top of mind.



Supreme Court will hear a case out of Grants Pass Oregon challenging the camping on public property issues created by the 9th Circuit Bose ruling. Hearing it Summer.

Louis' Basque Corner named one of the top restaurants in the nation by USA Today!

Pavilion B expansion will also allow us to have a spot where we can have larger meetings. We'll be able to utilize it as a welcome space for downtown and allow other groups to use it.

City Council Update

Kathleen – Facade program huge success. 72 applications in round 2, 13 are new businesses.

Placemaking coming up

Budget coming up in March, so let her know our priorities. What were those dates?

County Commissioner Update

Very interesting meeting on Tuesday looking at camping ordinance. Washoe County is the last of the local jurisdictions that has not updated their rules. They have an online platform to provide feedback, so please help spread the word. She would like to hear our thoughts.

November groundbreaking for permanent supportive housing 30 units being worked on. Next CARES campus update will be the welcome center open at the end of summer. Case managers will be moved out of the modules into the welcome center along with food service and other programs.

We are seeing a seasonal uptick with people using the campus and Our Center.

When will point in time count numbers be released? Unknown at this time.

Reno, Sparks, and Washoe County are a shining example of working together to make the CARES campus a success.

Announcements and Future Agenda Items

April 18 next meeting will cover budget presentation to council and possibly a speaker presentation.

Steve: Discovery museum has an interactive mental health display that could be a possible highlight. It's not just for kids either, it's a science museum. TEDx also has a lot of high-level mental health talk videos online.

There is a gap in our community for addressing serious mental health issues.

Public Comments (limited to 3 minutes)

none

Next Board Meeting April 18

Adjourned 10:30

Income Statement - Income Tax Basis

Downtown Reno Partnership

For the month ended March 31, 2024

| Account | Mar 2024 | FY 2024 Budget | Variance |
|---|-------------------|-----------------------|------------------|
| Income | | | |
| Assessment Collections | 204,861.62 | 204,861.00 | 0.62 |
| Supplemental Maintenance Service Assessments | 34,597.09 | 34,597.00 | 0.09 |
| Supplemental Police Service Assessments | 67,500.00 | 67,500.00 | - |
| Total Income | 306,958.71 | 306,958.00 | 0.71 |
| Cost of Program Services | | | |
| Ambassador Services | 115,558.32 | 145,779.00 | 30,220.68 |
| Premium Plus Services | 7,418.00 | 7,418.00 | - |
| Supplemental Maintenance Services | 34,597.09 | 34,597.00 | (0.09) |
| Supplemental Reno Police Services | 67,500.00 | 67,500.00 | - |
| Total Cost of Program Services | 225,073.41 | 255,294.00 | 30,220.59 |
| Income before Operating Expenses | 81,885.30 | 51,664.00 | 30,221.30 |
| Operating Expenses | | | |
| Cloud Hosting | - | 150.00 | 150.00 |
| Computer/IT Expenses | 500.00 | 791.00 | 291.00 |
| Consulting & Accounting | 2,000.00 | 2,000.00 | - |
| Depreciation and Amortization | 2,797.83 | - | (2,797.83) |
| Downtown Activation | 436.99 | 437.00 | 0.01 |
| Dues & Subscriptions | 664.31 | 500.00 | (164.31) |
| Economic Development | 1,088.00 | 1,088.00 | - |
| Interest Expense | 350.30 | 350.00 | (0.30) |
| Internship | - | 667.00 | 667.00 |
| Janitorial Expenses | 333.90 | 834.00 | 500.10 |
| Legal Expenses | 3,025.00 | - | (3,025.00) |
| Marketing | 13,121.91 | 13,072.00 | (49.91) |
| Meals | 154.30 | 834.00 | 679.70 |
| Miscellaneous Expenses | - | 416.00 | 416.00 |
| Office Expenses | 490.14 | 834.00 | 343.86 |
| Postage & Delivery | - | 375.00 | 375.00 |
| Rent | 2,133.35 | 2,168.00 | 34.65 |
| Salaries and Wages | 25,015.38 | 25,639.00 | 623.62 |
| Taxes (payroll) and Benefits | 5,535.60 | 7,155.00 | 1,619.40 |
| Telephone & Internet | 471.00 | 484.00 | 13.00 |
| Travel | 1,264.76 | 1,265.00 | 0.24 |
| Total Operating Expenses | 59,382.77 | 59,059.00 | (323.77) |
| Income (Loss) after Operating Expenses | 22,502.53 | (7,395.00) | 29,897.53 |
| Other Income / (Expense) | | | |
| Interest Income | 594.26 | - | 594.26 |
| Interest Income Savings | 471.58 | - | 471.58 |
| Total Other Income / (Expense) | 1,065.84 | - | 1,065.84 |
| Net Income (Loss) | 23,568.37 | (7,395.00) | 30,963.37 |

No assurance is provided on these financial statements. Substantially all disclosures required are omitted.

Balance Sheet - Income Tax Basis

Downtown Reno Partnership

As of March 31, 2024

| <u>Account</u> | <u>Mar 31, 2024</u> |
|---|---------------------|
| Assets | |
| Current Assets | |
| Cash and Cash Equivalents | |
| Meadows Checking | 633,443.75 |
| Money Market | 314,928.02 |
| Savings | 153,197.62 |
| Total Cash and Cash Equivalents | 1,101,569.39 |
| Prepaid Expenses | 17,929.50 |
| Total Current Assets | 1,119,498.89 |
| Fixed Assets | |
| Office Furniture | 8,552.98 |
| Land Improvements | 24,475.00 |
| Leasehold Improvements | 52,368.94 |
| Contract Equipment | 116,271.86 |
| Downtown Improvements | 7,860.80 |
| Vehicles | 71,176.29 |
| Software and Intangible Assets | 14,000.00 |
| Less Accumulated Depreciation on Office Furniture | (6,711.02) |
| Less Accumulated Depreciation on Land Improvements | (3,205.07) |
| Less Accumulated Depreciation on Leasehold Improvements | (29,308.13) |
| Less Accumulated Depreciation on Contract Equipment | (110,947.88) |
| Less Accumulated Depreciation on Downtown Improvements | (2,489.23) |
| Less Accumulated Depreciation on Vehicles | (14,429.45) |
| Less Accumulated Amortization | (1,866.64) |
| Total Fixed Assets | 125,748.45 |
| Long Term Assets | |
| Operating Lease Right-of-use Asset | 28,484.27 |
| Total Long Term Assets | 28,484.27 |
| Total Assets | 1,273,731.61 |
| Liabilities and Equity | |
| Liabilities | |
| Current Liabilities | |
| Accounts Payable | 126,491.80 |
| Other Payables | 666.66 |
| Operating Lease (ROU) - Current | 5,702.68 |
| Chase Credit Card | 8,795.67 |
| Total Current Liabilities | 141,656.81 |
| Long Term Liabilities | |
| EIDL Loan | 155,395.79 |
| Operating Lease (ROU) | 23,242.70 |
| Total Long Term Liabilities | 178,638.49 |
| Total Liabilities | 320,295.30 |
| Equity | |
| Current Year Earnings | 243,750.74 |
| Retained Earnings | 709,685.57 |
| Total Equity | 953,436.31 |
| Total Liabilities and Equity | 1,273,731.61 |

No assurance is provided on these financial statements. Substantially all disclosures required are omitted.

Income Statement - Income Tax Basis

Downtown Reno Partnership

For the 9 months ended March 31, 2024

| Account | Jul 2023 - Mar 2024 | YTD FY 2024 | Variance |
|---|--------------------------------|------------------------|--------------------|
| Income | | | |
| Assessment Collections | 1,843,754.58 | 1,843,755.00 | (0.42) |
| Supplemental Maintenance Service Assessments | 311,373.81 | 311,373.00 | 0.81 |
| Supplemental Police Service Assessments | 607,500.00 | 607,500.00 | - |
| Contributions - Businesses | 75,000.00 | 75,000.00 | - |
| Main Street Project Grant | 75.00 | - | 75.00 |
| Event and Program Revenue | 273.89 | - | 273.89 |
| Total Income | 2,837,977.28 | 2,837,628.00 | 349.28 |
| Cost of Program Services | | | |
| Ambassador Services | 1,078,436.60 | 1,312,024.00 | 233,587.40 |
| Premium Plus Services | 62,467.65 | 62,468.00 | 0.35 |
| Supplemental Maintenance Services | 311,373.81 | 311,373.00 | (0.81) |
| Supplemental Reno Police Services | 607,500.00 | 607,500.00 | - |
| Total Cost of Program Services | 2,059,778.06 | 2,293,365.00 | 233,586.94 |
| Income before Operating Expenses | 778,199.22 | 544,263.00 | 233,936.22 |
| Operating Expenses | | | |
| Audit Fees | 9,500.00 | 10,000.00 | 500.00 |
| Bank Service Charges | 95.00 | 95.00 | - |
| Cloud Hosting | - | 1,350.00 | 1,350.00 |
| Computer/IT Expenses | 5,635.00 | 7,125.00 | 1,490.00 |
| Conferences | 10,294.72 | 10,295.00 | 0.28 |
| Consulting & Accounting | 18,000.00 | 18,000.00 | - |
| Depreciation and Amortization | 24,947.14 | - | (24,947.14) |
| Downtown Activation | 9,978.72 | 9,979.00 | 0.28 |
| Dues & Subscriptions | 5,863.77 | 4,500.00 | (1,363.77) |
| Economic Development | 9,911.75 | 9,910.00 | (1.75) |
| Insurance | 5,212.00 | 5,212.00 | - |
| Interest Expense | 3,107.50 | 3,097.00 | (10.50) |
| Internship | - | 2,000.00 | 2,000.00 |
| Janitorial Expenses | 3,005.10 | 7,500.00 | 4,494.90 |
| Legal Expenses | 8,375.00 | 4,000.00 | (4,375.00) |
| Marketing | 41,950.46 | 41,900.00 | (50.46) |
| Meals | 3,518.35 | 7,500.00 | 3,981.65 |
| Miscellaneous Expenses | 831.04 | 3,750.00 | 2,918.96 |
| Office Expenses | 5,593.81 | 7,500.00 | 1,906.19 |
| Postage & Delivery | 14.88 | 390.00 | 375.12 |
| Printing & Stationery | 2,284.46 | 2,285.00 | 0.54 |
| Rent | 19,358.43 | 19,518.00 | 159.57 |
| Repairs and Maintenance | 7,690.90 | 2,500.00 | (5,190.90) |
| Salaries and Wages | 276,830.73 | 262,147.00 | (14,683.73) |
| Taxes (payroll) and Benefits | 53,828.69 | 70,136.00 | 16,307.31 |
| Strategic Planning | 7,500.00 | 7,500.00 | - |
| Telephone & Internet | 3,956.92 | 4,350.00 | 393.08 |
| Travel | 3,668.30 | 3,668.00 | (0.30) |
| Total Operating Expenses | 540,952.67 | 526,207.00 | (14,745.67) |
| Income (Loss) after Operating Expenses | 237,246.55 | 18,056.00 | 219,190.55 |
| Other Income / (Expense) | | | |
| Interest Income | 5,080.92 | - | 5,080.92 |
| Interest Income Savings | 1,423.27 | - | 1,423.27 |
| Total Other Income / (Expense) | 6,504.19 | - | 6,504.19 |
| Net Income (Loss) | 243,750.74 | 18,056.00 | 225,694.74 |

No assurance is provided on these financial statements. Substantially all disclosures required are omitted.

Treasury Report

Downtown Reno Partnership

For the month ended March 31, 2024

| <u>Account</u> | <u>Mar 2024</u> |
|--|---------------------|
| Operating Activities | |
| Receipts from customers | |
| Assessment Collections | 409,723.24 |
| Supplemental Maintenance Service Assessments | 34,597.09 |
| Contributions - Businesses | 25,000.00 |
| Supplemental Police Service Assessments | 67,500.00 |
| Total Receipts from customers | 536,820.33 |
| Payments to suppliers and employees | |
| Salaries and Wages | (25,015.38) |
| Taxes (payroll) and Benefits | (5,535.60) |
| Ambassador Services | (111,423.02) |
| Computer/IT Expenses | (500.00) |
| Consulting & Accounting | (2,000.00) |
| Downtown Activation | (436.99) |
| Dues & Subscriptions | (664.31) |
| Economic Development | (1,369.70) |
| Interest Expense | (350.30) |
| Janitorial Expenses | (333.90) |
| Legal Expenses | (3,025.00) |
| Marketing | (10,176.04) |
| Meals | (154.30) |
| Office Expenses | (490.14) |
| Rent | (1,937.77) |
| Telephone & Internet | (471.00) |
| Travel | (1,264.76) |
| Premium Plus Services | (7,418.00) |
| Supplemental Maintenance Services | (34,597.09) |
| Supplemental Reno Police Services | (67,500.00) |
| Total Payments to suppliers and employees | (274,663.30) |
| Cash receipts from other operating activities | |
| Interest Income | 594.26 |
| Interest Income Savings | 471.58 |
| Total Cash receipts from other operating activities | 1,065.84 |
| Cash payments from other operating activities | |
| Amortization | (233.33) |
| Depreciation | (2,564.50) |
| Total Cash payments from other operating activities | (2,797.83) |
| Net Cash Flows from Operating Activities | 260,425.04 |
| Investing Activities | |
| Proceeds from sale of property, plant and equipment | |
| Less Accumulated Depreciation on Office Furniture | 101.82 |
| Less Accumulated Depreciation on Leasehold Improvements | 497.70 |
| Less Accumulated Depreciation on Downtown Improvements | 43.67 |
| Less Accumulated Depreciation on Contract Equipment | 443.66 |
| Less Accumulated Depreciation on Vehicles | 1,186.28 |
| Less Accumulated Depreciation on Land Improvements | 291.37 |
| Less Accumulated Amortization | 233.33 |
| Total Proceeds from sale of property, plant and equipment | 2,797.83 |
| Other cash items from investing activities | |
| Prepaid Expenses | (12,400.00) |
| Operating Lease Right-of-use Asset | 1,860.68 |
| Total Other cash items from investing activities | (10,539.32) |
| Net Cash Flows from Investing Activities | (7,741.49) |

Treasury Report

Downtown Reno Partnership

For the month ended March 31, 2024

| Account | Mar 2024 |
|---|-------------------|
| Financing Activities | |
| Other cash items from financing activities | |
| Chase Credit Card | 1,752.08 |
| EIDL Loan | (290.70) |
| Other Payables | (333.90) |
| Operating Lease (ROU) - Current | (1,891.42) |
| Total Other cash items from financing activities | (763.94) |
| Net Cash Flows from Financing Activities | (763.94) |
| Net Cash Flows | |
| | 251,919.61 |
| Cash and Cash Equivalents | |
| Cash and cash equivalents at beginning of period | 849,649.78 |
| Meadows Checking | 251,635.47 |
| Bill.com Money Out Clearing | (781.70) |
| Money Market | 594.26 |
| Savings | 471.58 |
| Cash and cash equivalents at end of period | 1,101,569.39 |
| Net change in cash for period | 251,919.61 |

No assurance is provided on these financial statements. Substantially all disclosures required are omitted.

As of March 31st, 2024:

- Cash & Cash Equivalents \$1,101,569 / A/R \$0 / Prepaids= \$17,929 / Current Liabilities \$141,656 / Long Term Liabilities \$178,638
 - \$12,600 was prepaid to Placer Labs
- Total Income thru Assessments & Contributions for the month of **March** was \$306,958 w/
 Total Cost of Program Services of \$225,073.
- Noted Variances for the Month of **March**:
 - Ambassador Services: Favorable \$30,220
- Year To Date Notable Variances- Actual vs. Budget
 - Ambassador Services: Favorable \$233,587
- **Total Favorable Operating Year to Date Variance: \$219,190**
- **Estimated YTD Roll Over Funds Surplus (Shortfall): \$357,150**

| Roll Over Fund Calculation | |
|----------------------------|--|
| 1,101,569 | Cash Available |
| 17,929 | Add Accounts Receivable & Prepaids |
| (320,295) | Less Current / Long Term Liabilities |
| <hr/> | |
| 799,203 | Cash Available |
| | <u>Less:</u> |
| (100,000) | FY 2018-19 Premium Plus Services Carried Forward |
| (74,904) | FY 2019-20 Premium Plus Services Carried Forward |
| 0 | FY 2020-21 Premium Plus Services Carried Forward |
| 0 | FY 2021-22 Premium Plus |
| (65,121) | FY 2022-23 Premium Plus |
| 0 | FYTD 2023-24 Premium Plus |
| <hr/> | |
| (240,025) | Total Premium Plus Service Funds Set Aside |
| (202,028) | Anticipated Budget Shortfall for FY 2023-24 |
| | Est. YTD Roll Over Funds Surplus (Shortfall) at |
| 357,150 | 3/31/2024 |

Accountant’s Notes: Galen Broderick, CPA

4/8/2024

No material variances or areas of concern reported by Galen.

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Balance Sheet - Income Tax Basis

Downtown Reno Partnership

As of February 29, 2024

| <u>Account</u> | <u>Feb 29, 2024</u> |
|---|---------------------|
| Assets | |
| Current Assets | |
| Cash and Cash Equivalents | |
| Bill.com Money Out Clearing | 781.70 |
| Meadows Checking | 381,808.28 |
| Money Market | 314,333.76 |
| Savings | 152,726.04 |
| Total Cash and Cash Equivalents | 849,649.78 |
| Accounts Receivable | 229,861.62 |
| Prepaid Expenses | 5,529.50 |
| Total Current Assets | 1,085,040.90 |
| Fixed Assets | |
| Office Furniture | 8,552.98 |
| Land Improvements | 24,475.00 |
| Leasehold Improvements | 52,368.94 |
| Contract Equipment | 116,271.86 |
| Downtown Improvements | 7,860.80 |
| Vehicles | 71,176.29 |
| Software and Intangible Assets | 14,000.00 |
| Less Accumulated Depreciation on Office Furniture | (6,609.20) |
| Less Accumulated Depreciation on Land Improvements | (2,913.70) |
| Less Accumulated Depreciation on Leasehold Improvements | (28,810.43) |
| Less Accumulated Depreciation on Contract Equipment | (110,504.22) |
| Less Accumulated Depreciation on Downtown Improvements | (2,445.56) |
| Less Accumulated Depreciation on Vehicles | (13,243.17) |
| Less Accumulated Amortization | (1,633.31) |
| Total Fixed Assets | 128,546.28 |
| Long Term Assets | |
| Operating Lease Right-of-use Asset | 30,344.95 |
| Total Long Term Assets | 30,344.95 |
| Total Assets | 1,243,932.13 |
| Liabilities and Equity | |
| Liabilities | |
| Current Liabilities | |
| Accounts Payable | 119,830.65 |
| Other Payables | 666.66 |
| Operating Lease (ROU) - Current | 7,594.10 |
| Chase Credit Card | 7,043.59 |
| Total Current Liabilities | 135,135.00 |
| Long Term Liabilities | |
| EIDL Loan | 155,686.49 |
| Operating Lease (ROU) | 23,242.70 |
| Total Long Term Liabilities | 178,929.19 |
| Total Liabilities | 314,064.19 |
| Equity | |
| Current Year Earnings | 220,182.37 |
| Retained Earnings | 709,685.57 |
| Total Equity | 929,867.94 |
| Total Liabilities and Equity | 1,243,932.13 |

No assurance is provided on these financial statements. Substantially all disclosures required are omitted.

Income Statement - Income Tax Basis

Downtown Reno Partnership

For the month ended February 29, 2024

| Account | | Feb 2024 | FY 2024 Budget | Variance |
|---|-------------------|-------------------|-----------------------|-----------------|
| Income | | | | |
| Assessment Collections | 204,861.62 | 204,862.00 | (0.38) | |
| Supplemental Maintenance Service Assessments | 34,597.09 | 34,597.00 | 0.09 | |
| Supplemental Police Service Assessments | 67,500.00 | 67,500.00 | - | |
| Contributions - Businesses | 25,000.00 | 25,000.00 | - | |
| Total Income | 331,958.71 | 331,959.00 | (0.29) | |
| Cost of Program Services | | | | |
| Ambassador Services | 111,078.87 | 145,781.00 | 34,702.13 | |
| Premium Plus Services | 6,100.00 | 6,100.00 | - | |
| Supplemental Maintenance Services | 34,597.09 | 34,597.00 | (0.09) | |
| Supplemental Reno Police Services | 67,500.00 | 67,500.00 | - | |
| Total Cost of Program Services | 219,275.96 | 253,978.00 | 34,702.04 | |
| Income before Operating Expenses | 112,682.75 | 77,981.00 | 34,701.75 | |
| Operating Expenses | | | | |
| Cloud Hosting | - | 150.00 | 150.00 | |
| Computer/IT Expenses | 500.00 | 792.00 | 292.00 | |
| Consulting & Accounting | 2,000.00 | 2,000.00 | - | |
| Depreciation and Amortization | 2,797.83 | - | (2,797.83) | |
| Downtown Activation | 3,153.87 | 3,154.00 | 0.13 | |
| Dues & Subscriptions | 645.04 | 500.00 | (145.04) | |
| Economic Development | 1,023.00 | 1,023.00 | - | |
| Insurance | 1,533.00 | 1,533.00 | - | |
| Interest Expense | 327.70 | 319.00 | (8.70) | |
| Internship | - | 667.00 | 667.00 | |
| Janitorial Expenses | 333.90 | 833.00 | 499.10 | |
| Marketing | 2,526.76 | 2,527.00 | 0.24 | |
| Meals | 267.85 | 833.00 | 565.15 | |
| Miscellaneous Expenses | - | 417.00 | 417.00 | |
| Office Expenses | 358.75 | 833.00 | 474.25 | |
| Rent | 2,123.45 | 2,169.00 | 45.55 | |
| Repairs and Maintenance | 804.23 | - | (804.23) | |
| Salaries and Wages | 38,223.07 | 38,282.00 | 58.93 | |
| Taxes (payroll) and Benefits | 8,043.47 | 8,672.00 | 628.53 | |
| Telephone & Internet | 701.60 | 483.00 | (218.60) | |
| Total Operating Expenses | 65,363.52 | 65,187.00 | (176.52) | |
| Income (Loss) after Operating Expenses | 47,319.23 | 12,794.00 | 34,525.23 | |
| Other Income / (Expense) | | | | |
| Interest Income | 554.90 | - | 554.90 | |
| Total Other Income / (Expense) | 554.90 | - | 554.90 | |
| Net Income (Loss) | 47,874.13 | 12,794.00 | 35,080.13 | |

No assurance is provided on these financial statements. Substantially all disclosures required are omitted.

Income Statement - Income Tax Basis

Downtown Reno Partnership

For the 8 months ended February 29, 2024

| Account | Jul 2023 - Feb 2024 | YTD FY 2024 | Variance |
|---|------------------------|---------------------|--------------------|
| Income | | | |
| Assessment Collections | 1,638,892.96 | 1,638,894.00 | (1.04) |
| Supplemental Maintenance Service Assessments | 276,776.72 | 276,776.00 | 0.72 |
| Supplemental Police Service Assessments | 540,000.00 | 540,000.00 | - |
| Contributions - Businesses | 75,000.00 | 75,000.00 | - |
| Main Street Project Grant | 75.00 | - | 75.00 |
| Event and Program Revenue | 273.89 | - | 273.89 |
| Total Income | 2,531,018.57 | 2,530,670.00 | 348.57 |
| Cost of Program Services | | | |
| Ambassador Services | 962,878.28 | 1,166,245.00 | 203,366.72 |
| Premium Plus Services | 55,049.65 | 55,050.00 | 0.35 |
| Supplemental Maintenance Services | 276,776.72 | 276,776.00 | (0.72) |
| Supplemental Reno Police Services | 540,000.00 | 540,000.00 | - |
| Total Cost of Program Services | 1,834,704.65 | 2,038,071.00 | 203,366.35 |
| Income before Operating Expenses | 696,313.92 | 492,599.00 | 203,714.92 |
| Operating Expenses | | | |
| Audit Fees | 9,500.00 | 10,000.00 | 500.00 |
| Bank Service Charges | 95.00 | 95.00 | - |
| Cloud Hosting | - | 1,200.00 | 1,200.00 |
| Computer/IT Expenses | 5,135.00 | 6,334.00 | 1,199.00 |
| Conferences | 10,294.72 | 10,295.00 | 0.28 |
| Consulting & Accounting | 16,000.00 | 16,000.00 | - |
| Depreciation and Amortization | 22,149.31 | - | (22,149.31) |
| Downtown Activation | 9,541.73 | 9,542.00 | 0.27 |
| Dues & Subscriptions | 5,199.46 | 4,000.00 | (1,199.46) |
| Economic Development | 8,823.75 | 8,822.00 | (1.75) |
| Insurance | 5,212.00 | 5,212.00 | - |
| Interest Expense | 2,757.20 | 2,747.00 | (10.20) |
| Internship | - | 1,333.00 | 1,333.00 |
| Janitorial Expenses | 2,671.20 | 6,666.00 | 3,994.80 |
| Legal Expenses | 5,350.00 | 4,000.00 | (1,350.00) |
| Marketing | 28,828.55 | 28,828.00 | (0.55) |
| Meals | 3,364.05 | 6,666.00 | 3,301.95 |
| Miscellaneous Expenses | 831.04 | 3,334.00 | 2,502.96 |
| Office Expenses | 5,103.67 | 6,666.00 | 1,562.33 |
| Postage & Delivery | 14.88 | 15.00 | 0.12 |
| Printing & Stationery | 2,284.46 | 2,285.00 | 0.54 |
| Rent | 17,225.08 | 17,350.00 | 124.92 |
| Repairs and Maintenance | 7,690.90 | 2,500.00 | (5,190.90) |
| Salaries and Wages | 251,815.35 | 236,508.00 | (15,307.35) |
| Taxes (payroll) and Benefits | 48,293.09 | 62,981.00 | 14,687.91 |
| Strategic Planning | 7,500.00 | 7,500.00 | - |
| Telephone & Internet | 3,485.92 | 3,866.00 | 380.08 |
| Travel | 2,403.54 | 2,403.00 | (0.54) |
| Total Operating Expenses | 481,569.90 | 467,148.00 | (14,421.90) |
| Income (Loss) after Operating Expenses | 214,744.02 | 25,451.00 | 189,293.02 |
| Other Income / (Expense) | | | |
| Interest Income | 4,486.66 | - | 4,486.66 |
| Interest Income Savings | 951.69 | - | 951.69 |
| Total Other Income / (Expense) | 5,438.35 | - | 5,438.35 |
| Net Income (Loss) | 220,182.37 | 25,451.00 | 194,731.37 |

No assurance is provided on these financial statements. Substantially all disclosures required are omitted.

Treasury Report

Downtown Reno Partnership

For the month ended February 29, 2024

| <u>Account</u> | <u>Feb 2024</u> |
|--|---------------------|
| Operating Activities | |
| Receipts from customers | |
| Supplemental Maintenance Service Assessments | 34,597.09 |
| Supplemental Police Service Assessments | 67,500.00 |
| Total Receipts from customers | 102,097.09 |
| Payments to suppliers and employees | |
| Salaries and Wages | (38,223.07) |
| Taxes (payroll) and Benefits | (8,043.47) |
| Ambassador Services | (117,501.27) |
| Computer/IT Expenses | (500.00) |
| Consulting & Accounting | (2,000.00) |
| Downtown Activation | (3,153.87) |
| Dues & Subscriptions | (645.04) |
| Economic Development | (1,023.00) |
| Insurance | (1,533.00) |
| Interest Expense | (327.70) |
| Marketing | (2,472.63) |
| Meals | (267.85) |
| Office Expenses | (358.75) |
| Rent | (2,123.45) |
| Repairs and Maintenance | (804.23) |
| Telephone & Internet | (551.43) |
| Premium Plus Services | (6,100.00) |
| Supplemental Maintenance Services | (34,597.09) |
| Supplemental Reno Police Services | (67,500.00) |
| Total Payments to suppliers and employees | (287,725.85) |
| Cash receipts from other operating activities | |
| Interest Income | 554.90 |
| Total Cash receipts from other operating activities | 554.90 |
| Cash payments from other operating activities | |
| Amortization | (233.33) |
| Depreciation | (2,564.50) |
| Total Cash payments from other operating activities | (2,797.83) |
| Net Cash Flows from Operating Activities | (187,871.69) |
| Investing Activities | |
| Proceeds from sale of property, plant and equipment | |
| Less Accumulated Depreciation on Office Furniture | 101.82 |
| Less Accumulated Depreciation on Leasehold Improvements | 497.70 |
| Less Accumulated Depreciation on Downtown Improvements | 43.67 |
| Less Accumulated Depreciation on Contract Equipment | 443.66 |
| Less Accumulated Depreciation on Vehicles | 1,186.28 |
| Less Accumulated Depreciation on Land Improvements | 291.37 |
| Less Accumulated Amortization | 233.33 |
| Total Proceeds from sale of property, plant and equipment | 2,797.83 |
| Other cash items from investing activities | |
| Prepaid Expenses | 282.25 |
| Operating Lease Right-of-use Asset | 1,855.96 |
| Total Other cash items from investing activities | 2,138.21 |
| Net Cash Flows from Investing Activities | 4,936.04 |

Treasury Report

Downtown Reno Partnership

For the month ended February 29, 2024

| Account | Feb 2024 |
|---|---------------------|
| Financing Activities | |
| Other cash items from financing activities | |
| Chase Credit Card | 2,015.68 |
| EIDL Loan | (313.30) |
| Other Payables | (1,968.51) |
| Operating Lease (ROU) - Current | (1,886.70) |
| Total Other cash items from financing activities | (2,152.83) |
| Net Cash Flows from Financing Activities | (2,152.83) |
| Net Cash Flows | |
| | (185,088.48) |
| Cash and Cash Equivalents | |
| Cash and cash equivalents at beginning of period | 1,034,738.26 |
| Meadows Checking | (185,643.38) |
| Money Market | 554.90 |
| Cash and cash equivalents at end of period | 849,649.78 |
| Net change in cash for period | (185,088.48) |

No assurance is provided on these financial statements. Substantially all disclosures required are omitted.

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 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 January 2024 - March 2024. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



Street Team on our city walk

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)

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.

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)

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.

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)



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

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)

FEBRUARY HIGHLIGHTS:

Closing out the month of February we are still in the ebbs and flows of Spring trying to make its big debut. Of course, the Biggest Little City had other plans and we are welcoming a blizzard coming into the month of March! One thing the shortest month of the year has taught us is perseverance; with warmer temps in the midday and falling quickly into the sunset, we have experienced a larger number of unsheltered individuals needing assistance. We continue to assist our downtown community with safe walks and helping those less fortunate get to shelter in this extreme weather. Like a well-oiled machine, our Hospitality Ambassadors have been working in tandem with our Outreach Ambassadors to continue to keep our downtown area safe and clean for everyone. We look forward to the upcoming warmer months and working toward our goals of improving the Downtown Reno core.

Employee of the Month: Ambassador Gonzales is new to the hospitality team and has hit the ground running. Intensive training in the field prepares one for a variety of transferable skill sets they will need to call upon and hone in on. Gonzales can be seen demonstrating patience and safety, executing the policies and procedures that keep our StreetPlus Ambassadors safe. In the long run this type of attitude and work ethic is valuable in the daily activities Ambassadors face in the field dealing with such a diverse crowd and everchanging environments. Her ability to pivot from assisting tourists with directions and recommendations to our local businesses, to then assisting various agencies in communicating unwanted behavior such as panhandling, trespassing, public intoxication, etc. has been key in her role as a Hospitality Ambassador. The team is especially thankful for all her services and agrees she is our best choice for Employee of the Month! Thank you for all you do, you're already such an integral part of our team, keep it up!

Customer Service Award: Outreach Ross, one of our superstar Outreach Ambassadors, has always had a way of working with others living and working in the downtown area. If she's not assisting in a transport to Cares Campus, Our Place, or Reno Behavioral Health, she can be found making a presence along our business improvement

district detouring behaviors that adversely impact the district or those working, living and visiting. She is best described as a fierce Outreach advocate; she works hard to assist the unhoused by educating and connecting them to available resources. She works hard to help others into treatment programs. She is a gem and super unique and while she maintains a tough shell, she can also be found handing out generous smiles and hugs, making light of dark situations, and our team is happy to acknowledge her customer service to our downtown area.

Caught Doing Something Right: Ambassador Hinshaw is always willing to go above and beyond, for example, on an outreach transport, he was seen carrying a large bag of trash he had been amassing on his zone check. This isn't an isolated occasion, he can usually be seen going above and beyond to help the people who live and work in the downtown area, regardless of recognition, whether it's helping a local on a safe walk or giving directions to area new comers. The team is happy to point him out doing something right, and carrying out the StreetPlus objectives he's been employed to do!

HOSPITALITY SUCCESS STORIES

- Ambassador Miller, a seasoned Hospitality Lead, is well versed with our BID. He has a unique ability to be "in the right place at the right time," and has a keen eye for keeping our downtown district safe, clean and welcoming for everyone. While patrolling his zone, he radioed into dispatch for an outreach transport to Our Place while Ambassadors were in route to an encampment clean up. Initially, the client was hesitant to ask for help after arriving in Reno. Her purse was stolen including her identification, bank, and credit cards. Considering she is from Santa Barbara and has a home there where she resides, we were able to get her connected to our Outreach team and led her to the proper sources for shelter in the upcoming storm until she could make it back home.
- Like dropping a pebble into the water, the ripple effect of small acts of kindness goes a long way. Empathy and compassion for our fellow human are at the core of what we do. Many people talk about changing the world, but it's those small atomic habits that accumulate creating steady progress over time by consistently working

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)

towards our goals. These are the small wins that support our community, and end up making the big wins. A big win for us is when we are able to connect locals to our Outreach Ambassadors and supportive services that many times are a matter of a simple ride to visit their caseworker to renew paperwork, etc. Our hospitality ambassadors, including Ambassadors Roper and Day Baxter, are always on the front lines trying their best to create a safe and clean environment for everyone living and working or visiting the downtown area of our Biggest Little City!

- During a zone patrol, Hospitality Hinshaw encountered a local client that is currently 44 days sober. Many of the issues facing the unhoused is alcohol or substance abuse. After checking in with Gospel Mission, he was able to walk the client to Life Changes, a sober living program. From there, the client was able to get on the waiting list to start their treatment program. Life Changes was also able to refer him to Thrift Depot, where he now has a job that will help keep him busy, working, and sober past the 44 days. These small increments of change that our Hospitality Ambassadors and Outreach team contribute to the vision of the Downtown Reno Partnership are vital to keeping our areas of Reno safe and welcoming for all.

OUTREACH SUCCESS STORIES

- On February 12, 2024, Outreach Hultsman worked with a social worker Renown Regional Medical Center in getting a blind client back home to Roseberg, Oregon. The client was dropped off at our base and that day we purchased him a ticket and got him on a Greyhound Bus back home.
- On February 24, 2024, Outreach Ross responded to a call from the Reno Police regarding a female in need of getting into Our Place Women's Shelter. Upon Ross' arrival, RPD informed her that this client was a victim of sex trafficking and in need of safe and stable shelter. Ross took the time to build rapport with the client and transported the client safely to Our Place where she was able to get a bed.
- Throughout the month of February, the Outreach Ambassadors had been working with a client who was stranded in Reno to get back home to Seattle, Washington. When luck was running out, Outreach Ross didn't give up hope and successfully contacted a social worker in Seattle to verify the client's residence. On February 15, 2024, Ross got the client a ticket home, getting the client back to his social worker and his house.



Ambassadors not only keep Reno clean and safe, but help our unhoused community in any way possible!



Ambassadors loving what they do while keeping Reno clean and safe!

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)



Encampment found and cleared (Before/After)



Another encampment cleared, another beautiful area in Downtown.

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)

MARCH HIGHLIGHTS:

It's safe to say that Spring is definitely no longer just in the air for Reno but finally has arrived. The trees have started their bloom and you might have even smelled in the air with the promise of warmer, longer days approaching; which serves as a reminder of just how beautiful & vibrant each new spring is for Downtown Reno.

Looking back at this past winter we can say it had its challenges and some unforgettable storms that brought plenty of snow on a several occasions with freezing temps and plenty of wind. During this, the Ambassador Team met each challenge and focused our resources towards where they were most needed. The less fortunate were a big concern when it came to those storms but we were diligent ensuring that our houseless community would have what was needed to get through all the freezing nights we endured this past winter and we can claim that we succeeded in all area's keeping busy with helping many in various ways. We also made sure our services were available as much as possible for our Downtown Reno businesses over the past months, responding to all the service requests in a timely manner regardless of how bad the weather was being or how cold it got.

Overall, we can claim that this winter was a success getting through it safe and sound and for this, we are thankful. We want to thank the great men and women that work in the Reno Police Department as well as for REMSA and the Emergency Services of Washoe County for all the times you responded when we needed your services and came to help us! We look forward to the coming months and will continue to do our best for the people of Reno, their businesses' and also all the people that come here on vacation to enjoy what our little slice of heaven offered here in Downtown Reno.

MARCH AWARDS

Employee Of the Month:

Ambassador Day is one of our newer team members to join the Reno Ambassadors and has quickly proved her worth in all areas becoming an important part of this team and someone that we are thankful to have on this team. She has shown herself to be hard working, dependable and reliable, possessing good ethics as well as having compassion for those less fortunate on our streets as well and for all people. These things are all much needed traits for anyone wanting to be an effective Ambassador and is

what we look for in a person when hiring for this position. Ambassador Day you are a great addition to our growing team and you also are who we have picked to be March's Employee of the Month. Congratulations!

Customer Service Award:

March's customer service award goes to Ambassador Jimenez. Ambassador Jimenez has become the much-needed fit for a hard position to fill due to reasons that most can understand. He has shown to be the perfect choice for the second Cleaning Ambassador position working in tandem with Ambassador Yonker becoming an effective element of the Downtown Reno Partnerships Ambassadors Team. He is reliable and hardworking, it's obvious that this job matters to him, therefore, he is our pick for March's Customer Service Award! Keep up the good work.

Caught Doing Something Right:

The Ambassador who this goes to is another important part of this Ambassador team. He takes this job and what we do seriously, he is always making sure that he's there to help out whenever and wherever its needed and has proven himself to be a reliable part of this team over and over. He's one of the first to volunteer whenever any extra responsibilities come up and doing so without complaint. As a swing shift lead, he has been a positive example for what we all should strive at becoming when it comes to the type of employee to be for Street Plus. The month of March's Caught Doing Something Right goes to the man we all know as "X." Ambassador House always has the right attitude and work ethic and if that isn't being "Caught Doing Something Right," I don't know what is!

HOSPITALITY SUCCESS STORIES:

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STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)

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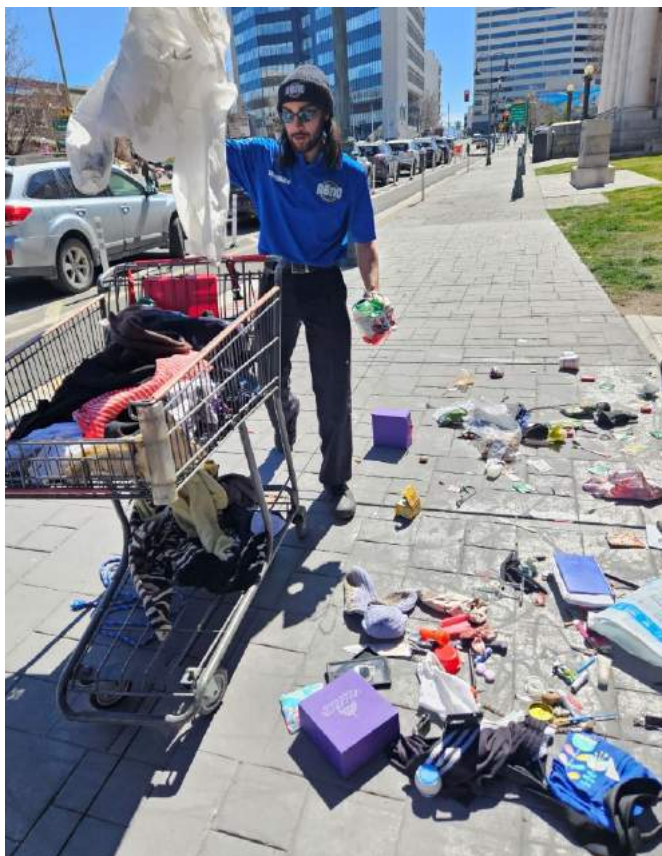
STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)



Railroad tracks (Before/After)



Ambassadors working hard to keep Reno clean!



"Scrubbs" out cleaning the streets!

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)



ATT (Before/After)



Ambassadors keeping our river clean!

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)

DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

| | |
|--------------------|-----------------|
| January | 1,796.62 |
| February | 1,663.00 |
| March | 1,809.17 |
| 3rd Quarter | 5,241.79 |

LICENSED OUTREACH COORDINATOR

| | |
|--------------------|---------------|
| January | 341.94 |
| February | 304.00 |
| March | 160.00 |
| 3rd Quarter | 805.94 |

SOCIAL SERVICE OUTREACH SPECIALIST

| | |
|--------------------|---------------|
| January | 319.00 |
| February | 304.00 |
| March | 360.00 |
| 3rd Quarter | 983.00 |

CLEANING AMBASSADORS

| | |
|--------------------|---------------|
| January | 133.00 |
| February | 266.50 |
| March | 336.00 |
| 3rd Quarter | 735.50 |

TEAM LEADER

| | |
|--------------------|---------------|
| January | 46.75 |
| February | 151.00 |
| March | 129.50 |
| 3rd Quarter | 327.25 |

OVERNIGHT PATROL

| | |
|--------------------|-----------------|
| January | 551.20 |
| February | 504.00 |
| March | 408.00 |
| 3rd Quarter | 1,458.20 |

OPERATIONS MANAGER

| | |
|--------------------|---------------|
| January | 160.00 |
| February | 248.00 |
| March | 176.00 |
| 3rd Quarter | 584.00 |

OPERATIONS SUPERVISOR

| | |
|--------------------|---------------|
| January | 167.50 |
| February | 153.00 |
| March | 105.00 |
| 3rd Quarter | 425.50 |

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | QUARTER 3 (JANUARY - MARCH 2024)

STATISTICS

| | | | | | | | |
|--------------------------------------|------------|------------|------------|-------------------------------|------------|------------|------------|
| 311 REPORTS | JAN | FEB | MAR | SOCIAL SERVICE | JAN | FEB | MAR |
| Bulky Items | 11 | 16 | 27 | Referral - Clothing | 48 | 15 | 6 |
| Encampment Reporting | 198 | 437 | 462 | Referral - Food | 5 | 3 | 3 |
| Graffiti Removal | 89 | 37 | 35 | Referral - Medical | 0 | 0 | 0 |
| 3rd Quarter | 298 | 494 | 524 | Refferal - Shelter | 0 | 11 | 4 |
| CRIMES | JAN | FEB | MAR | Refferal - Detox/Treatment | 48 | 43 | 72 |
| Aggravated Assault | 0 | 0 | 0 | Refferal- Van Rides Given | 99 | 85 | 109 |
| Assault | 11 | 4 | 3 | Rides To Shelter | 0 | 22 | 37 |
| Battery | 3 | 1 | 1 | Rides To Services | 0 | 63 | 72 |
| Threat | 0 | 0 | 0 | HMIS Enteries | 0 | 58 | 88 |
| Hate Crime | 0 | 0 | 0 | Outreach | 1,000 | 800 | 856 |
| Stalking | 3 | 1 | 2 | 3rd Quarter | 1,200 | 1,100 | 1,247 |
| Domestic Violence | 23 | 16 | 6 | TRASH-REPORTED | JAN | FEB | MAR |
| Harassment | 4 | 0 | 0 | Litter | 2,108 | 1,886 | 3,004 |
| Burglary | 0 | 0 | 0 | Debris | 472 | 562 | 593 |
| Robbery | 0 | 0 | 0 | Bulky Items | 11 | 16 | 27 |
| 3rd Quarter | 44 | 22 | 10 | Trash Bags Filled | 632 | 563 | 894 |
| WASTE - REPORTED | JAN | FEB | MAR | Illigal Dumping - Sidewalk | 5 | 3 | 6 |
| Feces | 29 | 22 | 31 | Illigal Dumping - Alley | 4 | 1 | 2 |
| Syringe | 16 | 9 | 10 | 3rd Quarter | 3,232 | 3,031 | 4,526 |
| Urine | 24 | 40 | 50 | HOT SPOTS | JAN | FEB | MAR |
| 3rd Quarter | 69 | 71 | 91 | Checks | 1,362 | 1,722 | 2,492 |
| CALL TO EMS | JAN | FEB | MAR | 3rd Quarter | 1,362 | 1,722 | 2,492 |
| Police | 61 | 29 | 47 | HOSPITALITY | JAN | FEB | MAR |
| Fire | 9 | 3 | 1 | Engagement | 3,411 | 2,640 | 3,700 |
| Ambulance | 35 | 7 | 11 | 3rd Quarter | 3,411 | 2,640 | 3,700 |
| 3rd Quarter | 105 | 39 | 59 | EVENT SUPPORT | JAN | FEB | MAR |
| STAKEHOLDER CHECK-IN | JAN | FEB | MAR | Service Hours | 7 | 26 | 28 |
| Business | 2,778 | 2,823 | 3,633 | Cleanup | 7 | 6 | 0 |
| Property Owner | 1,917 | 2,016 | 2,418 | 3rd Quarter | 14 | 32 | 28 |
| Residential Property | 357 | 296 | 452 | MATERIALS DISTRIBUTION | JAN | FEB | MAR |
| 3rd Quarter | 5,052 | 5,135 | 6,503 | Collateral Marketing Material | 7 | 5 | 6 |
| INCOMING CALLS | JAN | FEB | MAR | 3rd Quarter | 7 | 5 | 6 |
| Nuisances | 51 | 47 | 62 | SAFE WALKS | JAN | FEB | MAR |
| Outreach | 54 | 63 | 40 | All | 63 | 47 | 63 |
| Cleanliness | 46 | 34 | 41 | 3rd Quarter | 63 | 47 | 63 |
| Other | 4 | 13 | 3 | CLEANING | JAN | FEB | MAR |
| 3rd Quarter | 155 | 157 | 146 | Pressure Washes | 107 | 95 | 89 |
| QUALITY OF LIFE | JAN | FEB | MAR | Lbs of Trash Collected | 15,321 | 13,708 | 18,884 |
| Incidents - Public Intoxication | 183 | 148 | 235 | 3rd Quarter | 15,238 | 13,803 | 18,973 |
| Incidents - Public Indecency | 18 | 14 | 16 | PROPERTY | JAN | FEB | MAR |
| Incidents - Public Urination | 24 | 40 | 50 | Abandoned | 4 | 6 | 8 |
| Incidents - Trespassing | 453 | 378 | 238 | Found | 2 | 33 | 21 |
| Incidents - Disturbance | 299 | 154 | 177 | Lost | 6 | 3 | 9 |
| Incidents - Noise Complaint | 51 | 47 | 50 | Shopping Carts - recovered | 109 | 46 | 92 |
| Incidents - Open Container | 168 | 107 | 117 | 3rd Quarter | 121 | 88 | 130 |
| Incidents - Panhandling Passive | 51 | 60 | 57 | DIRECTIONS | JAN | FEB | MAR |
| Incidents - Panhandling - Aggressive | 16 | 15 | 9 | All | 660 | 228 | 355 |
| Incidents - Suspicious Person | 115 | 52 | 82 | 3rd Quarter | 660 | 228 | 355 |
| Incidents - Suspicious Vehicle | 2 | 1 | 4 | | | | |
| Conditions - Blocking Sidewalk | 463 | 457 | 511 | | | | |
| Conditions - Benches Cleared | 254 | 248 | 312 | | | | |
| Conditions - Encampment | 198 | 437 | 462 | | | | |
| Conditions - Wellness Check | 349 | 347 | 358 | | | | |
| 3rd Quarter | 2,644 | 2,505 | 2,678 | | | | |

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | MARCH 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 March 2024. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



Ambassadors keeping our river clean!

STREET REPORT



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

MARCH HIGHLIGHTS:

It's safe to say that Spring is definitely no longer just in the air for Reno but finally has arrived. The trees have started their bloom and you might have even smelled in the air with the promise of warmer, longer days approaching; which serves as a reminder of just how beautiful & vibrant each new spring is for Downtown Reno.

Looking back at this past winter we can say it had its challenges and some unforgettable storms that brought plenty of snow on a several occasions with freezing temps and plenty of wind. During this, the Ambassador Team met each challenge and focused our resources towards where they were most needed. The less fortunate were a big concern when it came to those storms but we were diligent ensuring that our houseless community would have what was needed to get through all the freezing nights we endured this past winter and we can claim that we succeeded in all area's keeping busy with helping many in various ways. We also made sure our services were available as much as possible for our Downtown Reno businesses over the past months, responding to all the service requests in a timely manner regardless of how bad the weather was being or how cold it got.

Overall, we can claim that this winter was a success getting through it safe and sound and for this, we are thankful. We want to thank the great men and women that work in the Reno Police Department as well as for REMSA and the Emergency Services of Washoe County for all the times you responded when we needed your services and came to help us! We look forward to the coming months and will continue to do our best for the people of Reno, their businesses' and also all the people that come here on vacation to enjoy what our little slice of heaven offered here in Downtown Reno.

MARCH AWARDS

Employee Of the Month:

Ambassador Day is one of our newer team members to join the Reno Ambassadors and has quickly proved her worth in all areas becoming an important part of this team and someone that we are thankful to have on this team. She has shown herself to be hard working, dependable and reliable, possessing good ethics as well as having compassion for those less fortunate on our streets as well and for all people. These things are all much needed traits for anyone wanting to be an effective Ambassador and is

what we look for in a person when hiring for this position. Ambassador Day you are a great addition to our growing team and you also are who we have picked to be March's Employee of the Month. Congratulations!

Customer Service Award:

March's customer service award goes to Ambassador Jimenez. Ambassador Jimenez has become the much-needed fit for a hard position to fill due to reasons that most can understand. He has shown to be the perfect choice for the second Cleaning Ambassador position working in tandem with Ambassador Yonker becoming an effective element of the Downtown Reno Partnerships Ambassadors Team. He is reliable and hardworking, it's obvious that this job matters to him, therefore, he is our pick for March's Customer Service Award! Keep up the good work.

Caught Doing Something Right:

The Ambassador who this goes to is another important part of this Ambassador team. He takes this job and what we do seriously, he is always making sure that he's there to help out whenever and wherever its needed and has proven himself to be a reliable part of this team over and over. He's one of the first to volunteer whenever any extra responsibilities come up and doing so without complaint. As a swing shift lead, he has been a positive example for what we all should strive at becoming when it comes to the type of employee to be for Street Plus. The month of March's Caught Doing Something Right goes to the man we all know as "X." Ambassador House always has the right attitude and work ethic and if that isn't being "Caught Doing Something Right," I don't know what is!

HOSPITALITY SUCCESS STORIES:

On **Thursday March 14th, 2024**, Ambassadors House and Gonzales went on a safety & welfare call at the Amtrak Station. When they arrived, they were directed towards a gentleman that had become stuck in Reno and needed assistance. What they found out was that he could only afford a ticket as far as Reno on his attempt to go home so he arrived with no money and did not know anyone or even his way around Reno as this was the first time he had been here. The man was in a very bad situation and he knew it and was thankful for any help that he could get. Ambassadors House and Gonzales talked with him to get an idea of how they could best help him out so after having a good conversation with him, they learned he was

STREET REPORT



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

in need of a meal and directed him to a restaurant for a meal. Next, they brought the man back to the ambassador base to make some phone calls for him in hopes of finding a way to get him the rest of the way home. Finally, they got him a place to stay for the night and linked him up with Outreach Ambassador Ross who then transported him to the Cares Campus ensuring that the gentleman was able to have a bed for that night with plans to work on figuring out more the following day.

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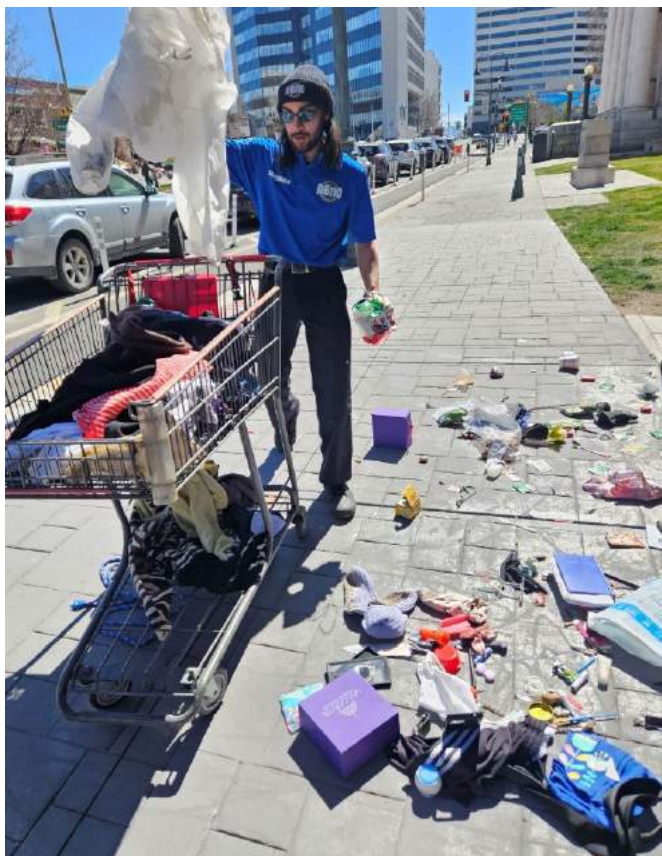
STREET REPORT



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



Railroad tracks (Before/After)



Ambassadors working hard to keep Reno clean!



"Scrubbs" out cleaning the streets!

STREET REPORT



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



ATT (Before/After)

STREET REPORT



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

DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

| | |
|--------------------|-----------------|
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| March | 1,809.17 |
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| | |
|--------------------|---------------|
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STREET REPORT



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

STATISTICS

| | | | | | | | |
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| 311 REPORTS | JAN | FEB | MAR | SOCIAL SERVICE | JAN | FEB | MAR |
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| Encampment Reporting | 198 | 437 | 462 | Referral - Food | 5 | 3 | 3 |
| Graffiti Removal | 89 | 37 | 35 | Referral - Medical | 0 | 0 | 0 |
| 2nd Quarter | 298 | 494 | 524 | Refferal - Shelter | 0 | 11 | 4 |
| CRIMES | JAN | FEB | MAR | Refferal - Detox/Treatment | 48 | 43 | 72 |
| Aggravated Assault | 0 | 0 | 0 | Refferal- Van Rides Given | 99 | 85 | 109 |
| Assault | 11 | 4 | 3 | Rides To Shelter | 0 | 22 | 37 |
| Battery | 3 | 1 | 1 | Rides To Services | 0 | 63 | 72 |
| Threat | 0 | 0 | 0 | HMIS Enteries | 0 | 58 | 88 |
| Hate Crime | 0 | 0 | 0 | Outreach | 1,000 | 800 | 856 |
| Stalking | 3 | 1 | 2 | 2nd Quarter | 1,200 | 1,100 | 1,247 |
| Domestic Violence | 23 | 16 | 6 | TRASH-REPORTED | JAN | FEB | MAR |
| Harassment | 4 | 0 | 0 | Litter | 2,108 | 1,886 | 3,004 |
| Burglary | 0 | 0 | 0 | Debris | 472 | 562 | 593 |
| Robbery | 0 | 0 | 0 | Bulky Items | 11 | 16 | 27 |
| 2nd Quarter | 44 | 22 | 10 | Trash Bags Filled | 632 | 563 | 894 |
| WASTE - REPORTED | JAN | FEB | MAR | Illlgal Dumping - Sidewalk | 5 | 3 | 6 |
| Feces | 29 | 22 | 31 | Illlgal Dumping - Alley | 4 | 1 | 2 |
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| Urine | 24 | 40 | 50 | HOT SPOTS | JAN | FEB | MAR |
| 2nd Quarter | 69 | 71 | 91 | Checks | 1,362 | 1,722 | 2,492 |
| CALL TO EMS | JAN | FEB | MAR | 2nd Quarter | 1,362 | 1,722 | 2,492 |
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| Ambulance | 35 | 7 | 11 | 2nd Quarter | 3,411 | 2,640 | 3,700 |
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| Nuisances | 51 | 47 | 62 | SAFE WALKS | JAN | FEB | MAR |
| Outreach | 54 | 63 | 40 | All | 63 | 47 | 63 |
| Cleanliness | 46 | 34 | 41 | 2nd Quarter | 63 | 47 | 63 |
| Other | 4 | 13 | 3 | CLEANING | JAN | FEB | MAR |
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| QUALITY OF LIFE | JAN | FEB | MAR | Lbs of Trash Collected | 15,321 | 13,708 | 18,884 |
| Incidents - Public Intoxication | 183 | 148 | 235 | 2nd Quarter | 15,238 | 13,803 | 18,973 |
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| Incidents - Public Urination | 24 | 40 | 50 | Abandoned | 4 | 6 | 8 |
| Incidents - Trespassing | 453 | 378 | 238 | Found | 2 | 33 | 21 |
| Incidents - Disturbance | 299 | 154 | 177 | Lost | 6 | 3 | 9 |
| Incidents - Noise Complaint | 51 | 47 | 50 | Shopping Carts - recovered | 109 | 46 | 92 |
| Incidents - Open Container | 168 | 107 | 117 | 2ndQuarter | 121 | 88 | 130 |
| Incidents - Panhandling Passive | 51 | 60 | 57 | DIRECTIONS | JAN | FEB | MAR |
| Incidents - Panhandling - Aggressive | 16 | 15 | 9 | All | 660 | 228 | 355 |
| Incidents - Suspicious Person | 115 | 52 | 82 | 2nd Quarter | 660 | 228 | 355 |
| Incidents - Suspicious Vehicle | 2 | 1 | 4 | | | | |
| Conditions - Blocking Sidewalk | 463 | 457 | 511 | | | | |
| Conditions - Benches Cleared | 254 | 248 | 312 | | | | |
| Conditions - Encampment | 198 | 437 | 462 | | | | |
| Conditions - Wellness Check | 349 | 347 | 358 | | | | |
| 2nd Quarter | 2,644 | 2,505 | 2,678 | | | | |

STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT HOSPITALITY AND STREET OUTREACH PROGRAM | FEBRUARY 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 February 2024. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.



Another encampment cleared, another beautiful area in Downtown.

STREET REPORT



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

FEBRUARY HIGHLIGHTS:

Closing out the month of February we are still in the ebbs and flows of Spring trying to make its big debut. Of course, the Biggest Little City had other plans and we are welcoming a blizzard coming into the month of March! One thing the shortest month of the year has taught us is perseverance; with warmer temps in the midday and falling quickly into the sunset, we have experienced a larger number of unsheltered individuals needing assistance. We continue to assist our downtown community with safe walks and helping those less fortunate get to shelter in this extreme weather. Like a well-oiled machine, our Hospitality Ambassadors have been working in tandem with our Outreach Ambassadors to continue to keep our downtown area safe and clean for everyone. We look forward to the upcoming warmer months and working toward our goals of improving the Downtown Reno core.

Employee of the Month: Ambassador Gonzales is new to the hospitality team and has hit the ground running. Intensive training in the field prepares one for a variety of transferable skill sets they will need to call upon and hone in on. Gonzales can be seen demonstrating patience and safety, executing the policies and procedures that keep our StreetPlus Ambassadors safe. In the long run this type of attitude and work ethic is valuable in the daily activities Ambassadors face in the field dealing with such a diverse crowd and everchanging environments. Her ability to pivot from assisting tourists with directions and recommendations to our local businesses, to then assisting various agencies in communicating unwanted behavior such as panhandling, trespassing, public intoxication, etc. has been key in her role as a Hospitality Ambassador. The team is especially thankful for all her services and agrees she is our best choice for Employee of the Month! Thank you for all you do, you're already such an integral part of our team, keep it up!

Customer Service Award: Outreach Ross, one of our superstar Outreach Ambassadors, has always had a way of working with others living and working in the downtown area. If she's not assisting in a transport to Cares Campus, Our Place, or Reno Behavioral Health, she can be found making a presence along our business improvement

district detouring behaviors that adversely impact the district or those working, living and visiting. She is best described as a fierce Outreach advocate; she works hard to assist the unhoused by educating and connecting them to available resources. She works hard to help others into treatment programs. She is a gem and super unique and while she maintains a tough shell, she can also be found handing out generous smiles and hugs, making light of dark situations, and our team is happy to acknowledge her customer service to our downtown area.

Caught Doing Something Right: Ambassador Hinshaw is always willing to go above and beyond, for example, on an outreach transport, he was seen carrying a large bag of trash he had been amassing on his zone check. This isn't an isolated occasion, he can usually be seen going above and beyond to help the people who live and work in the downtown area, regardless of recognition, whether it's helping a local on a safe walk or giving directions to area new comers. The team is happy to point him out doing something right, and carrying out the StreetPlus objectives he's been employed to do!

HOSPITALITY SUCCESS STORIES

- Ambassador Miller, a seasoned Hospitality Lead, is well versed with our BID. He has a unique ability to be "in the right place at the right time," and has a keen eye for keeping our downtown district safe, clean and welcoming for everyone. While patrolling his zone, he radioed into dispatch for an outreach transport to Our Place while Ambassadors were in route to an encampment clean up. Initially, the client was hesitant to ask for help after arriving in Reno. Her purse was stolen including her identification, bank, and credit cards. Considering she is from Santa Barbara and has a home there where she resides, we were able to get her connected to our Outreach team and led her to the proper sources for shelter in the upcoming storm until she could make it back home.
- Like dropping a pebble into the water, the ripple effect of small acts of kindness goes a long way. Empathy and compassion for our fellow human are at the core of what we do. Many people talk about changing the world, but it's those small atomic habits that accumulate creating steady progress over time by consistently working

STREET REPORT



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

towards our goals. These are the small wins that support our community, and end up making the big wins. A big win for us is when we are able to connect locals to our Outreach Ambassadors and supportive services that many times are a matter of a simple ride to visit their caseworker to renew paperwork, etc. Our hospitality ambassadors, including Ambassadors Roper and Day Baxter, are always on the front lines trying their best to create a safe and clean environment for everyone living and working or visiting the downtown area of our Biggest Little City!

- During a zone patrol, Hospitality Hinshaw encountered a local client that is currently 44 days sober. Many of the issues facing the unhoused is alcohol or substance abuse. After checking in with Gospel Mission, he was able to walk the client to Life Changes, a sober living program. From there, the client was able to get on the waiting list to start their treatment program. Life Changes was also able to refer him to Thrift Depot, where he now has a job that will help keep him busy, working, and sober past the 44 days. These small increments of change that our Hospitality Ambassadors and Outreach team contribute to the vision of the Downtown Reno Partnership are vital to keeping our areas of Reno safe and welcoming for all.

OUTREACH SUCCESS STORIES

- On February 24, 2024, Outreach Ross responded to a call from the Reno Police regarding a female in need of getting into Our Place Women's Shelter. Upon Ross' arrival, RPD informed her that this client was a victim of sex trafficking and in need of safe and stable shelter. Ross took the time to build rapport with the client and transported the client safely to Our Place where she was able to get a bed.
- Throughout the month of February, the Outreach Ambassadors had been working with a client who was stranded in Reno to get back home to Seattle, Washington. When luck was running out, Outreach Ross didn't give up hope and successfully contacted a social worker in Seattle to verify the client's residence. On February 15, 2024, Ross got the client a ticket home, getting the client back to his social worker and his house.



Ambassadors not only keep Reno clean and safe, but help our unhoused community in any way possible!



Ambassadors loving what they do while keeping Reno clean and safe!

STREET REPORT



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



Encampment found and cleared (Before/After)

STREET REPORT



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

DEPLOYED LABOR HOURS

HOSPITALITY AMBASSADOR

| | |
|--------------------|-----------------|
| January | 1,796.62 |
| February | 1,663.00 |
| March | — |
| 3rd Quarter | 3,432.62 |

LICENSED OUTREACH COORDINATOR

| | |
|--------------------|---------------|
| January | 341.94 |
| February | 304.00 |
| March | — |
| 3rd Quarter | 645.94 |

SOCIAL SERVICE OUTREACH SPECIALIST

| | |
|--------------------|---------------|
| January | 319.00 |
| February | 304.00 |
| March | — |
| 3rd Quarter | 623.00 |

CLEANING AMBASSADORS

| | |
|--------------------|---------------|
| January | 133.00 |
| February | 266.50 |
| March | — |
| 3rd Quarter | 399.50 |

TEAM LEADER

| | |
|--------------------|---------------|
| January | 46.75 |
| February | 151.00 |
| March | — |
| 3rd Quarter | 197.75 |

OVERNIGHT PATROL

| | |
|--------------------|-----------------|
| January | 551.20 |
| February | 504.00 |
| March | — |
| 3rd Quarter | 1,050.20 |

OPERATIONS MANAGER

| | |
|--------------------|---------------|
| January | 160.00 |
| February | 248.00 |
| March | — |
| 3rd Quarter | 408.00 |

OPERATIONS SUPERVISOR

| | |
|--------------------|---------------|
| January | 167.50 |
| February | 153.00 |
| March | — |
| 3rd Quarter | 320.50 |

STREET REPORT



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

STATISTICS

| | | | | | | | |
|--------------------------------------|--------------|--------------|------------|-------------------------------|---------------|---------------|------------|
| 311 REPORTS | JAN | FEB | MAR | SOCIAL SERVICE | JAN | FEB | MAR |
| Bulky Items | 11 | 16 | — | Referral - Clothing | 48 | 15 | — |
| Encampment Reporting | 198 | 437 | — | Referral - Food | 5 | 3 | — |
| Graffiti Removal | 89 | 37 | — | Referral - Medical | 0 | 0 | — |
| Gutter Repair | 0 | 0 | — | Refferal - Shelter | 0 | 11 | — |
| Illegal Dumping | 0 | 4 | — | Refferal - Detox/Treatment | 48 | 43 | — |
| Sidewalk Repair | 0 | 0 | — | Refferal - Housing | 0 | 0 | — |
| Streetlight Issue | 0 | 0 | — | Refferal - Insurance | 0 | 0 | — |
| 2nd Quarter | 298 | 494 | — | Refferal- Van Rides Given | 99 | 85 | — |
| CRIMES | JAN | FEB | MAR | Rides To Shelter | 0 | 22 | — |
| Aggravated Assault | 0 | 0 | — | Rides To Services | 0 | 63 | — |
| Assault | 11 | 4 | — | HMIS Enteries | 0 | 58 | — |
| Battery | 3 | 1 | — | Outreach | 1,000 | 800 | — |
| Threat | 0 | 0 | — | 2nd Quarter | 1,200 | 1,100 | — |
| Hate Crime | 0 | 0 | — | TRASH-REPORTED | JAN | FEB | MAR |
| Stalking | 3 | 1 | — | Litter | 2,108 | 1,886 | — |
| Domestic Violence | 23 | 16 | — | Debris | 472 | 562 | — |
| Harassment | 4 | 0 | — | Bulky Items | 11 | 16 | — |
| Burglary | 0 | 0 | — | Trash Bags Filled | 632 | 563 | — |
| Robbery | 0 | 0 | — | Illigal Dumping - Sidewalk | 5 | 3 | — |
| 2nd Quarter | 44 | 22 | — | Illigal Dumping - Alley | 4 | 1 | — |
| WASTE - REPORTED | JAN | FEB | MAR | 2nd Quarter | 3,232 | 3,031 | — |
| Feces | 29 | 22 | — | HOT SPOTS | JAN | FEB | MAR |
| Syringe | 16 | 9 | — | Checks | 1,362 | 1,722 | — |
| Urine | 24 | 40 | — | 2nd Quarter | 1,362 | 1,722 | — |
| 2nd Quarter | 69 | 71 | — | HOSPITALITY | JAN | FEB | MAR |
| CALL TO EMS | JAN | FEB | MAR | Engagement | 3,411 | 2,640 | — |
| Police | 61 | 29 | — | 2nd Quarter | 3,411 | 2,640 | — |
| Fire | 9 | 3 | — | EVENT SUPPORT | OCT | NOV | DEC |
| Ambulance | 35 | 7 | — | Service Hours | 7 | 26 | — |
| 2nd Quarter | 105 | 39 | — | Cleanup | 7 | 6 | — |
| STAKEHOLDER CHECK-IN | JAN | FEB | MAR | 2nd Quarter | 14 | 32 | — |
| Business | 2,778 | 2,823 | — | MATERIALS DISTRIBUTION | JAN | FEB | MAR |
| Property Owner | 1,917 | 2,016 | — | Collateral Marketing Material | 7 | 5 | — |
| Residential Property | 357 | 296 | — | 2nd Quarter | 7 | 5 | — |
| 2nd Quarter | 5,052 | 5,135 | — | SAFE WALKS | JAN | FEB | MAR |
| INCOMING CALLS | OCT | NOV | DEC | All | 63 | 47 | — |
| Nuisances | 51 | — | — | 2nd Quarter | 63 | 47 | — |
| Outreach | 54 | — | — | CLEANING | JAN | FEB | MAR |
| Cleanliness | 46 | — | — | Pressure Washes | 107 | 95 | — |
| Other | 4 | — | — | Lbs of Trash Collected | 15,321 | 13,708 | — |
| 2nd Quarter | 155 | — | — | 2nd Quarter | 15,238 | 13,803 | — |
| QUALITY OF LIFE | JAN | FEB | MAR | PROPERTY | JAN | FEB | MAR |
| Incidents - Public Intoxication | 183 | 148 | — | Abandoned | 4 | 6 | — |
| Incidents - Public Indecency | 18 | 14 | — | Found | 2 | 33 | — |
| Incidents - Public Urination | 24 | 40 | — | Lost | 6 | 3 | — |
| Incidents - Trespassing | 453 | 378 | — | Shopping Carts - recovered | 109 | 46 | — |
| Incidents - Disturbance | 299 | 154 | — | 2ndQuarter | 121 | 88 | — |
| Incidents - Noise Complaint | 51 | 47 | — | DIRECTIONS | JAN | FEB | MAR |
| Incidents - Open Container | 168 | 107 | — | All | 660 | 228 | — |
| Incidents - Panhandling Passive | 51 | 60 | — | 2nd Quarter | 660 | 228 | — |
| Incidents - Panhandling - Aggressive | 16 | 15 | — | | | | |
| Incidents - Suspicious Person | 115 | 52 | — | | | | |
| Incidents - Suspicious Vehicle | 2 | 1 | — | | | | |
| Conditions - Blocking Sidewalk | 463 | 457 | — | | | | |
| Conditions - Benches Cleared | 254 | 248 | — | | | | |
| Conditions - Encampment | 198 | 437 | — | | | | |
| Conditions - Wellness Check | 349 | 347 | — | | | | |
| 2nd Quarter | 2,644 | 2,505 | — | | | | |

Meeting Minutes
Downtown Reno Partnership Economic Development Committee
3-20-2024

Called to order at 4:00pm via Zoom

Announcements, updates, & news

a) Planet Smoothie and Teriyaki Madness are coming to University Crossing at 705 N Virginia. Jacobs buys Bonanza Inn. Façade grant round two awarded. Birdeez indoor mini-golf coming to 151 N Sierra St. Yuzu Sushi & Bar coming to 440 N Virginia St. Dubs Sports Lounge moving into former The Stick location at 95 N Sierra St. Work underway at Tahoe AleWorx on 4th St. Wolf Den Bar and Grill coming to 501 Ralston. Jacobs demolishes Desert Rose Inn and plans parking lot w/ 207 spaces. Simons Properties buys Ballpark Tower from Basin Street. Ballpark Apartments leasing lobby is opening first week of April and providing tours. Keystone Commons residential still on hold until end of year as they are waiting to see what happens with new multi-family openings and interest rates. RTC and City of Reno are in early stages of \$72 million in updates. UNR is updating their 10-year master plan. Permits for the ReStore recipients must be in by July 1. RTC is exploring the idea of constructing a new building at the Downtown Bus Station that could include offices for the DRP.

b) January Property Sales were \$3,399,000 (\$424 avg) and February was \$3,318,500 (\$380 avg).

c) ULI Northern Nevada Kick-Off Event: Explore Emerging Trends in Urban Design Excellence - Tuesday April 2nd 5:30pm-7:30pm at the Virgil

New Business

a) The Main Street accreditation self-evaluation has been completed and will be used as a framework for a new 501(c)(3). The adopted Transformation Strategy will focus on Dining & Entertainment Districts—supporting and better connecting what we already have in the Riverwalk, Brewery, Neon Line, and Arch Districts. A downtown experience pass concept will be created, and support will be provided for the arts.

Other Business

a) The State of Downtown Report is in the final revision stages and will be sent to the committee for feedback before final publication.

b) Nathan and City of Reno staff will be attending the ICSC conference in Las Vegas May 19-21.

c) We applied for a \$2,500 AARP micro-grant to conduct walk audits and develop a plan to better connect districts.

Strategic Plan

A new strategic plan is being established along with a 501(c)(3) formation.

Next meeting time set for May 15, 2024 at 4:00pm.

Adjourned at 4:50 pm

Attendance: 8

Neoma Jardon
Nathan Digangi
Bryan McArdle
Samantha Ryan
Britton Griffith

Kaya Stanley
Chris Shanks
Blake Smith
Willie Carr

Submitted by Nathan Digangi – Economic Development Manager

Maintenance Committee

3.11.24

DRP office

Attendance: Kristen Saibini, Jim Gallaway, Eric Lerude, Neoma Jardon, Jonathan Boulware, Matt Basil, Tim Hendricks, Maria Flores, Matt Bow, Jason Collins.

Time Hendricks: Staffing. AFR wasn't approved yet. In discussions still. City is asking for it. Asking for one FT and one temp. Covering weekend now for OT. Looking for temp person for weekends. There is so much to do if we can get a person, I can always ask. Can request in July for original budget. Can also do one in January. Mulit-hog – not here and no update. Coming from Ireland.

Matt Bow: Trash cans. Called WM supervisors and brought it up that we have to dump and they have taken some action. Trash cans are a lot better. Unrelated to BID – 4 on 4th Street is constantly full and people are tampering with them. Constantly full. Kept about 12 as spares. Tim – they are hard to maintain. The software package is expensive, and they fade in the sun. Like \$5,000 a piece for the Big Bellies. Neoma – the trash cans in downtown now, are they used in other areas? Will be used in parks. Depends on the park with who is digging through them. Neoma – talk numerous times about downtown trash cans. Discussions about heavy duty (not big belly) lever type trash cans. \$1500 all in allow for artist application or branding for district. Executive cans currently will be going into parks. Eric – who is going to pay for those? Neoma – might be ARPA money that gets directed. Jim – ask the company for a sample. The graffiti team can only paint with three colors (white, grey and green) Neoma to share new track can link with the city to check durability. Tim said these would be a repair not a replacement.

Maria Flores: this is our new system service. There are no costs in here, it hasn't be input yet. The sums are hours. The map is last three months until today. Does this map minus out snow removal for city property? Same sidewalks what get pressure washing get snow shoveling. Litter – is driving around and also Reno Direct. Map doesn't back our base-level services so it's showing everything – it's not all BID-created work. Eric- Downtown Core doesn't fall within Virginia or Premium so it's the rest of downtown. (handout given)

Jason Collins: Parks. Portland Loo – still in the planning process. Maintained by other orgs. Coming in Believe Plaza. Looking at July 1. Clover installment lawn by dog park. Still in discussions. Park ranger update: they are going to start doing educations and tour leads with younger kids and schools next month.

Tree updates: Matt Basile. Has a map to do porous in tree wells. In Premium Plus and side streets 25 sites right now. The focus right now is on missing grates or damaged grates now. Have material. It has to be consistently 40 degrees. Almost done mulching midtown so want to move on to this next. Tim: Working on how to get irrigation through existing lines to Riverwalk fountains – will be this summer. Sierra and First planter hit by car. Got insurance. Got a quote from artist who mad Believe Sign downtown. Made out of steel that has trim and design plain side and wavy thing on top. Total per planter is \$1,750 with labor, material and paint. Have the insurance money. Public works doing

work on First between Sierra and Virginia, replacing irrigation. Can keep all trees there. Sidewalk and street will be new with pedestrian ramps. Will match new standard like on Lake Street. Scheduled to be done April 9. Replaced irrigation in Sierra between First and Second. Replacing a couple of the trees there in front of Birdeez. New trees in front of Visitors Center now that irrigation is fixed.

Code has been fining Union Pacific \$1,000 a day. Railroad said trash and people aren't their responsibility.

Neoma: AT&T grassy area with dog poop. Have been in discussions with contacts at AT&T. Pull fence out to curb. Last I heard I heard they were submitting a permit to do that.

Next meeting: May 13, 10 a.m. (either DRP or J Resort – depending on J Resort construction)

Safety and Security Meeting

2/13/24

Silver Legacy Silver Baron

Attendance: Tony Marini, Kristen Saibini, Zach Young, Jeff Siri, Ken Barlor, Kathleen Taylor, Eric Lerude, Sgt. Morris, Lt. Trenton Johnson, Sgt. Joey Hodges, Neoma Jardon, Jim Gallaway, Greg Doyle, Ben West, Brad Jensen, Gary Bartolomeo

Lt. Johnson, Reno Police

DEEDs deployment warrants from Lakemill resulted in a decrease in calls for service in the last 3 weeks which was the target. Hotpots of Nevadan and the Wonder Lodge. Operation to ID 21 people with warrants and an unregistered sex offender. Continuing with City walks and working on occupied vehicles. Backlogged about 300. Working on operation to get rid of backlog. Entered into agreement with Milne Tow out by Mounhouse. Have difficulty to tow RVs due to size and chemicals. Rotate through tow companies we use. Vendor licensing as of the morning it's on the books. First operation this Friday at the Convention Center to work with health department and business license we have code for a misdemeanor and can take action on those without license and those with license in restricted area. Neoma – what is the best way to report those types of activities late at night? Currently, the limitation is we don't have NOC code for RMC. We can enforce vending without license right now. As soon as we get NOC code, they can do that. Until then, use same route to report. Call our chain of command and we'll direct those officers who have been trained. Ken – if you need help with the Nevadan, let us know.

Brad Jensen, Reno Fire

With temperatures being colder, we are dealing with more homeless fires. Let them know it's not acceptable on City property and pass them to the Cares Campus. The old Harrah's does have heat on. John Beck fire prevention captain is new fire Marshall starting Feb. 22. Bring John next month to this meeting. Neoma – Does Reno fire have citing capability? Yes, but don't use it. RPD has said we can't enforce it since we don't have anywhere to put them. Direction from RPD. I will bring up with the Chief. Neoma – we are getting mixed messages of the familiar faces of who to cite and who we report it to. Jensen - We have more enforcement power on City property than private property. Fires along railroad they have one officer from Salt Lake to Sacramento. Told it's a million dollars an hour to stop and put fires out. Shriners are coming to town. Parade route. Downtown and using Veterans Day parade route. July 2, 2024. It's a national parade.

Ben West, Washoe County

Nothing to report from downtown properties. Cares Campus has a new resource center still open. Overflow beds for cold weather most nights. If there are no beds, still allow them to come into the resource center overnight. Increased security overnight. More takers this year for overnight. County moved single women over to Our Place.

Greg Doyle, Greg's Garage

Behind my property is parole and probation and they put new cameras up.

Zack Young, DAs Office

2023 for the DAs office – 90 total jury trials. Prior high was 51. Had 20% of 90 cases were post charging standards. Trials – top categories 12 domestic violence, 11 against children, 10 burglaries, 10 murder or

attempted murder. False narratives – office not offering plea deals. 80 of the 90 did have plea deals. Downtown cases – got kicked out of ER, threatened to blow up the hospital. Convicted at jury trial and sentenced to 4-10 years in prison. Convicted of murder downtown life without parole. Fight with pregnant GF. Jim- how is your staffing? We can always use more. We are going through the budget requesting more positions. Have one vacancy in the criminal attorney spot.

Ken Barlor, Siri's

Normal things. People trying to get out of the cold. People that refuse any type of service. Packed at the Super Bowl. Looking forward to March Madness. Jeff – doing a good job keeping the streets cleaned up.

Gary Bartolomeo, DRP Ambassadors

Almost fully staffed. We just had a new hire to complete our cleaning crew. Overnight is full and engaged. Major issue is the railroad, it's getting backed up horrifically. Like communities on the track. Know the City and RR trying to take care of it. Underpasses – Vine Street, Wells major issues. Got them cleaned. Record Streets. Got them cleared. Still have an issue with Hugo. Cart up and down Virginia Street all day. Jeff – what do you have to do to get the cart? Ambassadors are persistent and tried several things. Jim- can WalMart take back the cart? Sgt. Hodges – we can't take their cart and dump their stuff. We'd have to give them something to carry their stuff in.

Tony Marini, The ROW

No update.

Neoma Jardon, DRP

Welcome Lt. Trenton Johnson who is the new contact for downtown and great working with him. Overseeing downtown enforcement team. We have started to see people casing our facility. Rock thrown through window, breached the building and stole cell phones. We were waiting on the city to get order of cameras to install around our property. Can't wait. Need to get cameras now. The supreme court is going to take up the case out of Grants Pass if cities can ban or limit unhouses camping in public spaces. Working with the city to transition some responsibility from RPD to security Ambassadors and working out maintenance contracts.

Kathleen Taylor, City Council, DRP Board

Approaching budget. Flat budget. But what are your needs and wants? Trying to get weekend help with park rangers. Let me know what we can do with the cameras.

Eric Lerude, Montage Resident

Montage board approved the FUSUS cameras. Point in Time count? Neoma – they conducted it. Results usually takes a couple of months. I would guess given the warmer weather the day of the count the numbers will go up.

Jim – how often does RPD meet with the Sheriff's department? Can you follow up to see if he'll be at the next meeting.

Adjourned 10:40 a.m.

Safety and Security

3/12/24

Eldorado 25th Floor

Attendance: Jim Gallaway, Tony Marini, Sgt. Joey Hodges, Lt. Trent Johnson, Ben West, Gary Bartolomeo, Ken Barlor, Jeff Siri, Chris Nero, Kristen Saibini, Eric Lerude, Paul Irving, Guy Hyder. Zach Young, Berry Duplantis, Chris Harper.

Email update from Chief Jensen, Reno Fire:

As the weather remains cold at night, we continue to see an uptick in homeless fires. We continue to extinguish those on public land and we are looking at possibly using trespass laws on private land. I will have further information next month. We have no problems with the Harrah's property

Lt. Johnson, Reno Police

Warrant sweep at Nevadan. Handful of people into custody. Back up for one of the top hotspots and a lot of domestics. Also, Diamonds, J Resort. Conducting City Walks. Working with legal for shopping carts in downtown area. Working with park rangers to get additional training with crisis intervention teams. Working on training with RPD about Ambassadors and park rangers working together more closely. Eric – West 2nd Tonic and Eden. Hearing about gun incidents and fights. Code and compliance could answer about what a chronic nuisance is. Looking at calls for service. They don't represent true issues there. Would be an address in the street, across the street etc. Work with downtown enforcement observing and step-up enforcement and working with code to do CSASS operation at that location. Neoma-Councilwoman Taylor has a top priority to get more enforcement in that area. Jim – how many people were cited? Not familiar with that. Code enforcement has that information. Can look into citations for fights. More often than not, they don't sign complaints if the fight is over. Barry – depending on who is closest could be a fire vs. REMSA. RPD available for ride alongs. Zach – misdemeanor offenses the only way an arrest can occur (with DUI, DV exception) has to be in the officers presence. Jim – ever deploy ununiformed personnel? Downtown enforcement team can if they have a target to do surveillance. Tasked a week and a half ago to do that.

Chris Nero, UNR PD

Spring break is in two weeks. Been quiet.

Chris Harper, City of Reno Security

No update

Guy Hyder, The ROW

Still finding room squatters in the rooms. The municipal code has been helping. Got a guy two nights ago in a room not registered with a stolen gun, drugs etc. Fired a security officer who had befriended a woman who trains homeless people to do this. Has been a problem for the hotels. Those battery fights we don't detain anybody we break it up they never want to press charges.

Ben West, Washoe County

Nothing unique to downtown. Jim – what is camera status? Still don't have shared access working with RPD and Sheriffs for FUSUS.

Gary Bartolomeo, Ambassadors

Almost fully staffed. Hiring event today. Changing into summer hours next couple months for event season. Chasing down hotspots. Challenging with weather people in different areas. Tracks are better but still an issue. Lovers Lane is a hot spot and down Fourth Street. Issues over by Gospel Mission. Not a lot of turnover. Jim – when do we get licensed and security? Waiting for the council approval.

Barry Duplantis, RESMA

Not unique to our community but RPD and public service professionals are hard to come by. Fully staffed with REMSA. Big issue is MedTrans that invoiced a patient in Nashville that is the same aviation vendor that provides our helicopter support. They wanted more money in Oct. and per the contract we said no. We didn't give them more money and they terminated our contract. We have a new vendor. Saves the community money.

Zack Young, DAs office

No update.

Neoma Jardon, DRP

Security Ambassadors – planning, pending council blessing our plan for next FY, we will adding security ambassadors. They will be security licensed, and they will be under us. Tie them to hotspots and problem areas and interim stop between current Ambassadors and RPD. Want to be able to address issues in that gap without spending more of RPDs time. So, we are getting that licensed. 8 in total – 4 overnight, 2 day, 2 swing. Into spring and summer, modify engagement strategy. Used to be 15 minutes to clear items and move, Ambassador would walk away and come back, now we stay for the 15 minutes. Shopping carts will be huge. They are visual blight and give the impression of unsafe and unclean environment weapons are concealed in them and shopping cart is stolen. Working closely with RPD in compassionate yet effective way. We are getting outdoor FUSUS cameras on our property. Barry – is there a program to exchange carts for luggage? Yes – still active. We have wheeled luggage from Katie Grace Foundation but we take all they have, so we don't have a lot. But we do have Ikea bags. Ken – do you take luggage donations? Yes. Ken – working close with Officer Maxwell of graffiti has been able to make some arrests. He's doing a great job.

Eric Lerude, The Montage

No update

Paul Irving, Palladio

Couple meetings ago homeless activity on Riverwalk area. Ambassadors did a great job. Still have some activity in front of Smee's and Ole Bridge. Martin Ross does patrols. Looking to get security gates and working with City Building Code. Working to get FUSUS going.