



# City Manager's Office

---

## MEMORANDUM

**DATE:** March 15, 2022

**TO:** Mayor and City Council

**THROUGH:** Doug Thornley, City Manager

**FROM:** Jeff Limpert, Revitalization Manager

**SUBJECT:** Downtown Reno Partnership – Quarterly Report – FY22 Q2

---

As required by the DRP's Professional Service Agreement, the DRP is required to submit a quarterly progress report describing the general actions of the DRP related to BID services and a report of all related records of financial transactions that took place in the preceding fiscal quarter, including any modifications to the Operating Budget. The reports are due to the City Manager and City Clerk's Office on or before the 15<sup>th</sup> day of October, January, April, and July of each fiscal year.

Additionally, within 90 days following the close of each fiscal year, the DRP is required to submit to the City Clerk their annual report.

Attached is the DRP's FY22 Q2 Quarterly Report for your records. Staff has reviewed the submission and has determined that the DRP has satisfactorily met the reporting requirements. The only concern staff has noted within the report is the balance of unspent funds; however, the DRP anticipates these funds are necessary to cover costs for operations and projects in the ensuing fiscal year (FY23).

**ENCLOSURE:** Downtown Reno Partnership FY22 Q2 Quarterly Report



January 17, 2022

Dear Mayor, City Council, City Manager and City Clerk,

The Downtown Reno Business Improvement District, dba Downtown Reno Partnership continues to support the community through its Clean & Safe, Marketing, and Economic Development programs. We have successfully utilized the new van, which is relieving REMSA and other agencies. Here are a few highlights for the second quarter of 2021/22:

- ❖ Ambassador Program
  - 733 calls were logged, 660 of which were nuisance related calls
  - Referred 995 individuals outreach services
  - 4,536 trash related incidents reported and removed
  - Over 3,226 quality of life incidents addressed, including 468 wellness checks
  - 7,656 hot spot checks performed
  - 11 people into long term housing or treatment
  - 6,364 engagements
  - 114 van rides
  
- ❖ Marketing
  - Completed, printed and distributed annual report and created a digital version
  - Distributed postcards for all addresses in downtown to inform them of annual report
  - Recruited 25 businesses to participate with Holiday Deal Hunt
  - Created new holiday deal hunt landing page
  - Printed and distributed deal hunt cards to the 25 participating businesses
  - Promoted game and maintained contact with businesses
  - Coordinated new photos of staff and ambassadors
  - 5,583 page views
  - 24,042 combined social media reach
  
- ❖ Economic Development:
  - \$38,035,503 in property sales
  - 43 letters sent to new property owners
  - Participated in the Nevada Main Street Fall Tour
  - Attended IDA Conference in Tampa, FL



Challenges:

In partnership with the City of Reno and Washoe County, the DRP has been successful managing the homeless community in downtown Reno – the opening of the Cares Campus has been a game changer. Many of the houseless individuals found shelter in one of the two shelters we now have. The biggest challenge is to manage the individuals that are left in downtown, who are extremely service resistant. It takes our social outreach team much longer to get them to move into spaces that are healthier for them. The collaboration with RPD is critical at this point, where enforcement may be needed to address some of the cleanliness and safety issues created by some of the individuals.

The new park ambassador program will help keep the parks adjacent to the BID managed and will be a great complement to what the ambassadors and the City's Clean & Safe team are doing.

We are looking forward to continued support of the community with our programs.

Warm regards,

A handwritten signature in black ink, appearing to read "Alex Stettinski", with a long horizontal line extending to the right.

Alexander Stettinski  
Executive Director

# Downtown Reno Partnership

## Quarterly Fiscal Report - Q2 - FY22

	BUDGET/ FUNDS AVAILABLE	ACTUALS						ESTIMATE TO COMPLETE						ESTIMATE AT COMPLETE	BALANCE
		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN		
<b>STANDARD SERVICES</b>	<b>\$ 2,828,650</b>	<b>\$ 178,660</b>	<b>\$ 195,304</b>	<b>\$ 201,228</b>	<b>\$ 194,988</b>	<b>\$ 206,523</b>	<b>\$ 190,691</b>	<b>\$ 214,158</b>	<b>\$ 214,158</b>	<b>\$ 214,158</b>	<b>\$ 214,158</b>	<b>\$ 214,158</b>	<b>\$ 214,158</b>	<b>\$ 2,452,344</b>	<b>\$ 376,306</b>
Ambassador Services (Safety Ambassadors, Case Workers, maintenance patrols, related expenses)	\$ 1,142,166	\$ 84,720	\$ 85,989	\$ 72,973	\$ 76,000	\$ 82,826	\$ 81,658	\$ 95,181	\$ 95,181	\$ 95,181	\$ 95,181	\$ 95,181	\$ 95,181	\$ 1,055,250	\$ 86,916
Enhanced/Supplemental Reno Police Services <sup>1</sup> BID Program Staff, Marketing and Development <sup>2</sup>	\$ 810,000	\$ 67,500	\$ 67,500	\$ 67,500	\$ 67,500	\$ 67,500	\$ 67,500	\$ 67,500	\$ 67,500	\$ 67,500	\$ 67,500	\$ 67,500	\$ 67,500	\$ 810,000	\$ -
(Executive Director, administrative overhead, administrative staff, marketing and related expenses)	\$ 617,734	\$ 26,439	\$ 41,815	\$ 60,755	\$ 51,488	\$ 56,197	\$ 41,533	\$ 51,478	\$ 51,478	\$ 51,478	\$ 51,478	\$ 51,478	\$ 51,478	\$ 587,094	\$ 30,640
Contingency Funds	\$ 258,750	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 258,750
<b>PREMIUM SERVICES</b>	<b>\$ 400,000</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 33,333</b>	<b>\$ 400,000</b>	<b>\$ -</b>
Supplemental Maintenance Services <sup>1</sup>	\$ 400,000	\$ 33,333	\$ 33,333	\$ 33,333	\$ 33,333	\$ 33,333	\$ 33,333	\$ 33,333	\$ 33,333	\$ 33,333	\$ 33,333	\$ 33,333	\$ 33,333	\$ 400,000	\$ -
<b>PREMIUM PLUS SERVICES</b>	<b>\$ 336,504</b>	<b>\$ 50,525</b>	<b>\$ 3,957</b>	<b>\$ -</b>	<b>\$ 1,640</b>	<b>\$ 1,280</b>	<b>\$ 7,381</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 64,783</b>	<b>\$ 271,721</b>
Enhanced Daily Services - Virginia Street	\$ 100,000	\$ 50,525	\$ 3,957	\$ -	\$ 1,640	\$ 1,280	\$ 7,381	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 64,783	\$ 35,217
Contingency Funds	\$ 236,504	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 236,504
<b>TOTAL ASSESSMENT BUDGET / EXPENSES</b>	<b>\$ 3,565,154</b>	<b>\$ 262,518</b>	<b>\$ 232,594</b>	<b>\$ 234,562</b>	<b>\$ 229,962</b>	<b>\$ 241,136</b>	<b>\$ 231,406</b>	<b>\$ 247,492</b>	<b>\$ 247,492</b>	<b>\$ 247,492</b>	<b>\$ 247,492</b>	<b>\$ 247,492</b>	<b>\$ 247,492</b>	<b>\$ 2,917,127</b>	<b>\$ 648,027</b>
<b>ASSESSMENTS LEVIED<sup>3</sup></b>	<b>\$ 2,797,465</b>														
<b>OUTSIDE INCOME/EXPENSE REPORTING</b>	<b>PY BALANCE</b>														
<b>OTHER INCOME<sup>4</sup></b>	<b>\$ 54,523</b>	\$ 996	\$ 65	\$ 139	\$ 65	\$ 63	\$ 40,027							\$ 95,877	\$ 41,834
<b>OTHER EXPENSES<sup>5</sup></b>		\$ 4,192	\$ 425	\$ 278	\$ 355	\$ 36,686	\$ 12,107							\$ 54,043	

1. Services provided by the City of Reno. Expenses prorated evenly across 12 months.

2. Decreased budget from FY22 Ensuing Fiscal Year Report

3. Does not include rollover/contingency funds - assessments levied as part of the public hearing and final approved Assessment Roll.

4. Income from sources outside of property assessments. Includes EIDL loan that is being held for contingency and supplemental contracts outside of assessment collections.

5. Expenses from sources outside of management plan or budget.

Previous Year Rollover/Contingency - Standard:	\$ 531,185
PY Rollover/Contingency Reallocated to CY Budget- Standard:	\$ 272,435
Previous Year Rollover/Contingency - Premium Plus:	\$ 236,504
PY Rollover/Contingency Reallocated to CY Budget- Premium Plus:	\$ -
Previous Year Rollover/Contingency - Other Income:	\$ 54,523

# Income Statement - Income Tax Basis

Downtown Reno Partnership

For the 3 months ended December 31, 2021

Accrual Basis

Account	Oct-Dec 2021	Dec 2021	Nov 2021	Oct 2021
<b>Income</b>				
Assessment Collections	396,866.31	132,288.77	132,288.77	132,288.77
Supplemental Maintenance Service Assessments	99,999.99	33,333.33	33,333.33	33,333.33
Supplemental Police Service Assessments	202,500.00	67,500.00	67,500.00	67,500.00
Park Ambassador Contract Revenue	39,885.95	39,885.95	-	-
<b>Total Income</b>	<b>739,252.25</b>	<b>273,008.05</b>	<b>233,122.10</b>	<b>233,122.10</b>
<b>Cost of Program Services</b>				
Ambassador Services	239,595.30	81,312.15	82,503.23	75,779.92
Premium Plus Services	10,301.19	7,381.19	1,280.00	1,640.00
Supplemental Maintenance Services	99,999.99	33,333.33	33,333.33	33,333.33
Supplemental Reno Police Services	202,500.00	67,500.00	67,500.00	67,500.00
Virginia St. Projects	28,425.00	1,769.98	26,655.02	-
Park Ambassador Services	19,836.09	10,081.58	9,754.51	-
<b>Total Cost of Program Services</b>	<b>600,657.57</b>	<b>201,378.23</b>	<b>221,026.09</b>	<b>178,253.25</b>
<b>Income before Operating Expenses</b>	<b>138,594.68</b>	<b>71,629.82</b>	<b>12,096.01</b>	<b>54,868.85</b>
<b>Operating Expenses</b>				
Audit Fees	9,500.00	-	-	9,500.00
Bank Service Charges	95.00	95.00	-	-
Cloud Hosting	375.00	125.00	125.00	125.00
Computer/IT Expenses	2,013.00	505.00	505.00	1,003.00
Conferences	1,394.95	-	-	1,394.95
Consulting & Accounting	4,700.00	1,500.00	1,500.00	1,700.00
Depreciation	2,094.89	698.28	698.26	698.35
Dues & Subscriptions	1,249.35	381.42	373.37	494.56
Economic Development	400.00	400.00	-	-
Insurance	1,075.00	(64.00)	1,139.00	-
Interest Expense - Park Ambassador Services	36.99	17.71	19.28	-
Janitorial Expenses	1,237.18	637.18	300.00	300.00
Legal Expenses	137.50	-	137.50	-
Marketing	3,975.85	2,484.15	-	1,491.70
Meals	1,960.81	780.04	331.03	849.74
Miscellaneous Expenses	325.00	-	-	325.00
Office Expenses	1,788.44	808.00	733.99	246.45
Postage & Delivery	89.60	11.60	78.00	-
Rent	3,600.00	1,200.00	1,200.00	1,200.00
Repairs and Maintenance	260.00	125.00	135.00	-
Salaries and Wages	92,843.38	26,473.76	41,079.22	25,290.40
Taxes (payroll) and Benefits	19,696.63	5,666.84	7,138.50	6,891.29
Telephone & Internet	1,374.03	458.01	458.01	458.01
Travel	217.93	-	-	217.93
<b>Total Operating Expenses</b>	<b>150,440.53</b>	<b>42,302.99</b>	<b>55,951.16</b>	<b>52,186.38</b>
<b>Income after Operating Expenses</b>	<b>(11,845.85)</b>	<b>29,326.83</b>	<b>(43,855.15)</b>	<b>2,682.47</b>
<b>Other Income / (Expense)</b>				
Interest Income	192.75	64.96	62.86	64.93
Interest Income Savings	75.80	75.80	-	-
<b>Total Other Income / (Expense)</b>	<b>268.55</b>	<b>140.76</b>	<b>62.86</b>	<b>64.93</b>
<b>Net Income</b>	<b>(11,577.30)</b>	<b>29,467.59</b>	<b>(43,792.29)</b>	<b>2,747.40</b>

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

Oct-Dec 2021      Dec 2021      Nov 2021      Oct 2021

**Reconciliation to cash outlay for Ambassador Services:**

Total Ambassador Services (from above):	239,595.30	81,312.15	82,503.23	75,779.92
Plus:				
Capital Outlay - Ambassador Equipment (From Balance Sheet)	1,738.94	583.50	579.64	575.80
Less:				
Ambassador expenses paid with non-assessment dollars (expenses listed in Other Expense)	(849.81)	(237.57)	(256.98)	(355.26)
Total cash expense for Ambassador Services to Quarterly Fiscal Report:	240,484.43	81,658.08	82,825.89	76,000.46

**Reconciliation to cash expenses for operations:**

Total Operating Expenses (from above):	150,440.53	42,302.99	55,951.16	52,186.38
Less:				
Depreciation expense (non-cash)	(2,094.89)	(698.28)	(698.26)	(698.35)
Interest Expense - Park Ambassador Services (expense listed in Other Expense)	(36.99)	(17.71)	(19.28)	-
Plus:				
Insurance (Prepaid Expense on balance sheet)	909.00	(54.00)	963.00	-
Total cash expense for operations to Quarterly Fiscal Report:	149,217.65	41,533.00	56,196.62	51,488.03

Note 1: Park Ambassador Contract Revenue and the related expense Park Ambassador Services are revenue and expense paid for separately from assessment dollars. These items will be reclassified to Other Income/Expense for the purpose of the quarterly report.

Note 2: Virginia St. Projects expense is paid for by dollars received from a State grant. This expense will be reclassified to Other Income/Expense for the purpose of the quarterly report.

# STREET REPORT



**DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT  
HOSPITALITY AND STREET OUTREACH PROGRAM | DECEMBER, 2021**

The following data and information is provided to the Downtown Reno Business Improvement District for tracking purposes. The information contained in this report is for activities reported in December 2021. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.

FROM OUR FAMILY TO YOURS

# HAPPY HOLIDAYS

Downtown Reno Partnership





# STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT  
HOSPITALITY AND STREET OUTREACH PROGRAM | DECEMBER 2021

In 2021, the pandemic has dominated everyone in our community. We've all had to adapt, especially our amazing Ambassador team. Like every previous month, our team must keep learning and continuously overcome new obstacles. With December setting records for snowfall in Northern Nevada, our team continued to hit the streets serving all within the downtown area. As our team grows, we have proven that our program is needed. Collaboration has been key through the year and as 2021 came to an end, one thing is certain, the work will go on.

## HOSPITALITY SUCCESS STORIES:

**12-07-2021** Hospitality Ambassador Tye was able to help get 2 RVs and an abandoned car removed from 6th Street.

**12-13-2021** Hospitality Ambassador Sadie was able to return a cell phone and a purse via Social media to a tourist from Oregon.

**12-19-2021** Hospitality Ambassador Angel and Eric saved a man who was overdosing by administering Narcan until paramedics could arrive.

**11-28-2021** Hospitality Ambassador Chris helped a man by cleaning his encampment and getting him moved into the Puff House.

## OUTREACH SUCCESS STORIES:

**12/11/2021** Responded to a call at Wright Way for client in need. Reno Police had already spoken with her in regard to trespassing and loitering with an open container at the Wright Way just moments before hand. We safe walked her to WellCare to detox, she is a client of the WellCare system and has a case manager at PUF house. Upon arriving at CTC, they refused her, she was not in need of any treatment. We called the CARES campus to check for any open beds due to her not being allowed back at the Our Place women's shelter. CARES said to please bring her down. We transported her down there in the company vehicle where she would be sheltered and out of the cold.

**12/23/2021** On the 23rd of December we received a call from RTC bus station in regard to a male adult stranded here in Reno. He originally was giving Security a tough time and was asked to please leave the area. Upon hearing that he may possibly be stranded Security then contacted the Ambassador Hotline for Outreach. The client was from Washington was trying to get to Las Vegas with his friend and unfortunately, they became separated, we tried calling customer service but kept getting passed around. Eventually we got the situation ironed out and he was able to go to Las Vegas through a bus ticket provided by the DRP.

## EMPLOYEE AWARD RECOMMENDATIONS:

**Employee of the Year:** Yvonne Deslongchamp is our Licensed Social Outreach and has played a key role in establishing and maintaining relationships with service providers in the Reno area. Her work has been instrumental in helping our vulnerable populations get the services needed and find more stable secure housing for many of them.

**Employee of the Quarter:** Joy Klingenfuss is a Social Outreach specialist who takes on the task of everything from getting people into Detox to helping people get insurance, ID's, and Social Security cards. Joy goes above and beyond with everyone she serves and has become a major asset to our team.

**Employee of the Month:** Sadie Elias has stepped up as a leader and somebody the Hospitality Ambassadors look up to. She has an excellent attendance record and answers hotline calls in a timely and effective manner.

**Caught Doing Something Right:** Jonathan Delacour is a Hospitality Ambassador who takes on jobs without being asked. You can find him picking up trash in his Zone consistently.

**Customer Service Award:** Edward Roddy is a park Ambassador who goes above and beyond, you often find him pushing 3 shopping carts in snow to keep the parks clean and safe.



# STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT  
HOSPITALITY AND STREET OUTREACH PROGRAM | DECEMBER 2021



*Outreach Ambassador Rainey offering services.*



*Ambassador Sadie offering services.*



*Ambassadors Erik and Sadie picking up trash.*

# STREET REPORT



## DEPLOYED LABOR HOURS

### HOSPITALITY AMBASSADOR

October	1,567.75
November	1,729.25
December	1,700.08
<hr/>	
4th Quarter	4,997.05

### SOCIAL SERVICE OUTREACH SPECIALIST

October	512.50
November	421.00
December	405.50
<hr/>	
4th Quarter	1,439.00

### TEAM LEADER

October	160
November	128
December	129
<hr/>	
4th Quarter	417

### OPERATIONS MANAGER

October	168
November	168
December	184
<hr/>	
4th Quarter	520

### LICENSED SOCIAL WORKER

October	336.25
November	268.50
December	184.00
<hr/>	
4th Quarter	788.75

### OPERATIONS SUPERVISOR

October	182.00
November	202.00
December	195.50
<hr/>	
4th Quarter	579.50



# STREET REPORT



DOWNTOWN RENO BUSINESS IMPROVEMENT DISTRICT  
HOSPITALITY AND STREET OUTREACH PROGRAM | DECEMBER 2021

## STATISTICS

### 311 REPORTS

	OCT	NOV	DEC
Bulky Items	4	3	0
Encampment Reporting	2	3	2
Graffiti Removal	10	56	22
Gutter Repair	0	0	0
Illegal Dumping	4	5	0
Sidewalk Repair	0	0	1
Streetlight Issue	0	2	1

4th Quarter 20 69 26

### CRIMES

	OCT	NOV	DEC
Aggravated Assault	0	0	0
Assault	0	0	0
Battery	0	0	0
Burglary	1	0	1
Domestic Violence	0	2	0
Grand Theft	0	0	0
Harassment	0	1	0
Theft	0	0	0
Robbery	1	0	0
Threat	0	0	0

4th Quarter 2 3 1

### WASTE - REPORTED

	OCT	NOV	DEC
Feces	60	39	34
Syringe	38	46	33
Urine	0	0	0

4th Quarter 98 85 67

### DIRECTIONS

All	OCT	NOV	DEC
	353	261	0

4th Quarter 353 161 0

### STAKEHOLDER CHECK-IN

	OCT	NOV	DEC
Business	3,156	3,018	3,316
Property Owner	24	21	55
Residential Property	60	63	11

4th Quarter 3,240 3,102 3,362

### ANIMAL

	OCT	NOV	DEC
Dead - disposed of	2	1	0
Dead - reported to Animal Control	1	0	0

4th Quarter 3 1 0

### PROPERTY

	OCT	NOV	DEC
Abandoned	5	2	2
Found	0	1	1
Lost	0	0	0
Shopping Carts - recovered	36	37	22

4th Quarter 41 40 25

### SAFE WALKS

All	OCT	NOV	DEC
	109	68	69

4th Quarter 109 68 69

### MATERIALS DISTRIBUTION

	OCT	NOV	DEC
Marketing	4	2	17
Trash Bags	8	4	1

4th Quarter 12 6 18

### INCOMING CALLS

	OCT	NOV	DEC
Nuisances	207	212	241
Outreach	10	10	11
Cleanliness	4	13	19
Other	1	3	3

4th Quarter 222 238 274

### QUALITY OF LIFE

	OCT	NOV	DEC
Incidents - Public Intoxication	163	73	35
Incidents - Public Indecency	1	0	0
Incidents - Public Urination	4	0	1
Incidents - Trespassing	7	3	3
Incidents - Disturbance	64	48	58
Incidents - Noise Complaint	0	0	0
Incidents - Open Container	149	68	51
Incidents - Panhandling Passive	25	11	2
Incidents - Panhandling - Aggressive	5	0	1
Incidents - Suspicious Person	2	0	0
Incidents - Suspicious Vehicle	2	1	0
Conditions - Blocking Sidewalk	603	668	578
Conditions - Benches Cleared	13	9	14
Conditions - Encampment	34	32	30
Conditions - Wellness Check	94	31	343

4th Quarter 1166 944 1,116

### SOCIAL SERVICE

	OCT	NOV	DEC
Referral - Clothing	51	26	10
Referral - Food	55	46	32
Referral - Medical	45	29	20
Referral - Shelter	83	50	51
Referral - Detox/Treatment	13	9	7
Referral - Housing	37	10	24
Referral - Insurance	18	6	1
Referral - Van Ride	45	33	36
Referral - Transportation	37	17	11
Referral - Employment	17	19	15
Referral - Other	64	40	38

4th Quarter 465 285 245

### TRASH-REPORTED

	OCT	NOV	DEC
Litter	946	1573	1,171
Debris	133	83	68
Bulky Items	21	24	16
Illegal Dumping - Alley	26	21	5
Illegal Dumping - Sidewalk	19	7	8
Trash Bags Filled	—	0	412
Trash Bags Given	—	0	3

3rd Quarter 1,145 1,708 1,683

### HOT SPOTS

Checks	OCT	NOV	DEC
	2,393	2,698	2,555

4th Quarter 2,393 2,698 2,555

### EVENT SUPPORT

	OCT	NOV	DEC
Service Hours	6	6	0
Cleanup	7	0	0

4th Quarter 13 6 0

### HOSPITALITY

Engagement	OCT	NOV	DEC
	1,934	2,292	2,138

4th Quarter 1,934 2,292 2,138