

# Creating a Safer, Cleaner and Vibrant Downtown Reno

Welcome to the **Biggest Little City in the World!** The Downtown Reno Partnership, City of Reno and the Reno Police Department are working hard to provide residents, visitors and businesses with a safe, clean and welcoming environment for those in our downtown core. Below are several services to help facilitate a safe, clean and vibrant Downtown Reno. Below is a list of services each organization offers and how to contact them directly.



## Downtown Reno Partnership

Call/Text the Ambassador Hotline at  
**775-313-4080**

Winter hours 7 a.m. to 8 p.m.; 11 p.m. to 7:30 a.m.  
[www.DowntownReno.org](http://www.DowntownReno.org)

### Contact the Ambassador Team for assistance with:

- Nuisance calls
- Safe walks
- Cleaning up trash/litter
- Removing toxic waste
- Initiating graffiti removal
- On-call pressure washing
- Illegal camping prevention
- Picking up abandoned shopping carts
- Social outreach
- De-escalation
- Assist with reporting code violations
- Van rides to the DMV, social services etc. (appointment required through the Ambassador team)

## City of Reno – Reno Direct

Call Reno Direct at  
**775-334-4636**

M-F 9 a.m. to 4 p.m.  
[www.Reno.gov](http://www.Reno.gov)

*Contact Reno Direct to report non-emergency concerns or utilizing the "chat" function on [www.Reno.gov](http://www.Reno.gov).*

### Contact the Reno Direct for assistance with:

- Illegal dumping
- Graffiti removal
- Abandoned cars and RVs
- Illegal encampments
- Nuisance properties
- Requesting police patrols
- Road hazards
- Overflowing trash cans
- Parking/Code violations

## Reno Police Department

For emergency situations call **911**  
[www.RenoPD.com](http://www.RenoPD.com)

24 Hours a Day, 7 Days a Week

### Contact 911 for emergency help with:

- All crimes in progress
- Major crimes that have just occurred
- Any call with the potential for injury or death
- Any medical emergency
- Any type of fire

### Reno Police Department (Non-Emergency)

Dispatch non-emergency number

**775-334-2677**

24 Hours a Day, 7 Days a Week

### Contact RPD non-emergency for:

- Noise disturbances
- Reporting non-active crimes
- Welfare checks
- Trespassing on private property