



AMBASSADOR STREET REPORT

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



Let's Talk Trash!



Trash removed in the month of November
90 Yards
22,519 Pounds



PREVIOUS MONTH:
October
97 Yards
25,259 Pounds

Total tasks completed

Cleaning Tasks	September	October	November
Power Washes	245	226	157
Block Faces Cleaned	116	92	131
Cubic Yards of trash collected	102	97	90
Shopping Carts Recovered	91	115	93
Transports to Services/ Shelter	116	129	156
Stakeholder Check-Ins	2,279	2,290	2,144



STREET REPORT | CLEANING

The Downtown Reno Partnership regularly power washes the sidewalks throughout the district.



Power Washes

157



Pan and Broom Blocks

865

STREET REPORT | REQUESTS FOR SERVICES



Graffiti Removal

54



Cleaning Request Response Time:

WITHIN **30 min**

53 Calls for Cleanup - Special

104

Scheduled Power Washes



308

Calls Made to Downtown Reno Partnership

STREET REPORT | SUCCESS STORIES

- For the month of November, Social Services Ambassador Tremaine has been working with a client who is a United States Veteran and has been unhoused for nearly two years. Although the client has been working with Capitol Hill, he has still been on the waitlist for housing. While he waits, Social Services Tremaine Believed the next best course of action was to nominate the client for Safe Camp. The client was successfully voted in and moved into Safe Camp on November 25th. This new housing provides the client with a safe place to live while he is waiting for Veteran Housing.
- On November 20, 2024, Social Services Ambassador Hultsman was conducting a wellness check on 3rd and Washington when she met a man with a dog, who had an encampment built on that street. Upon speaking with the man, Social Services Hultsman found that the man was wanting to utilize Cares Campus for shelter, but not only have there been no beds available, but his dog is also in need of vaccinations. Social Services Hultsman explained to the man that Cares Campus will be opening their overflow shelter within 10 days and he could receive a vaccination voucher for his pup to get the ball rolling. The man agreed and the following week he advised Social Services Ambassador Hultsman know that his dog is now vaccinated.

STREET REPORT | AMBASSADOR OF THE MONTH



Ambassador of the Month - Ambassador House

We are proud to recognize Ambassador House as our Ambassador of the Month! Ambassador House has consistently gone above and beyond in his role, providing outstanding service to our local businesses and creating a welcoming environment for everyone who visits our district.

Since joining the team Ambassador House, has demonstrated a strong commitment to improving the district. Whether it's assisting visitors with directions, supporting businesses with day-to-day needs, or ensuring our public spaces remain clean and safe, Ambassador House always does so with a smile and positive attitude.

STREET REPORT | QUALITY OF LIFE



1,362

total quality of life issues addressed for the month of **November**



Quality of Life Incidents by Percentage

ENCAMPMENTS CLEARED

43%

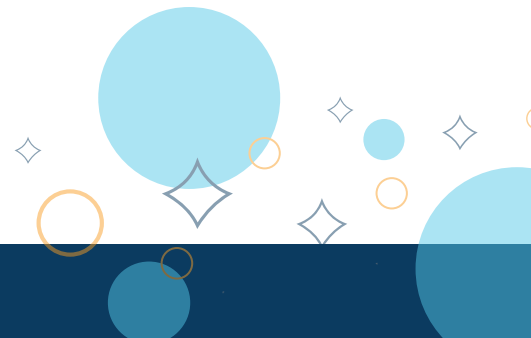
PANHADLING

25%

WELLNESS CHECK

32%

Safety & Quality of Life Incidents	September	October	November
Panhandling	145	87	112
Public Disturbance	198	220	234
Encampments Cleared	458	492	492
Sit/Lie/Camp	85	96	96
Wellness Check	325	332	430



STREET REPORT

COMMUNITY
ENGAGEMENT

Need directions? We'll be your guide!

Downtown Reno Partnership provided directions to 463 district visitors during the month of November.

Task	September	October	November
Business Checks	760	760	714
Directions	484	608	463
Engagements	5,180	5,641	3,945
Safe Walks	38	50	54



STREET REPORT | BEFORE & AFTER

Before



After



Before



After



Before



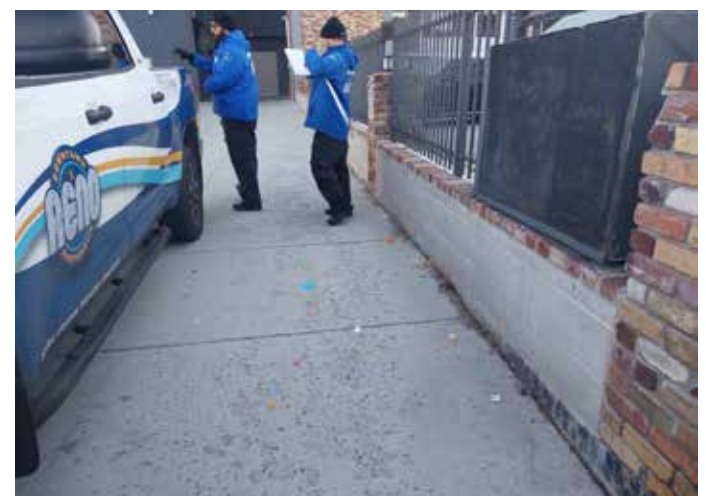
After



Before



After



STREET REPORT | BEFORE & AFTER

Before



After



Before



After



Before



After



Business Checks

Contact with a merchant or property owner to either;

- A) Conduct periodic visits to merchants to provide materials and check in on businesses.
- B) Respond to a merchant request for service.

Directions

Directions provided by Ambassadors to any person requesting information.

Engagements

Any contact with a person who may be experiencing homelessness, state visitors, guests, and stakeholders including directions.

Public Disturbance

Individuals behaving in a verbally threatening or aggressive manner towards unwilling recipients, such as yelling at, threatening, or slandering in public.

Public Intoxication

Individual(s) that is/are publicly intoxicated, as determined by law enforcement on the scene.

Referrals Made

Referral to service provider for clothing, food or shelter.

Sit/Lie/Camping Violations

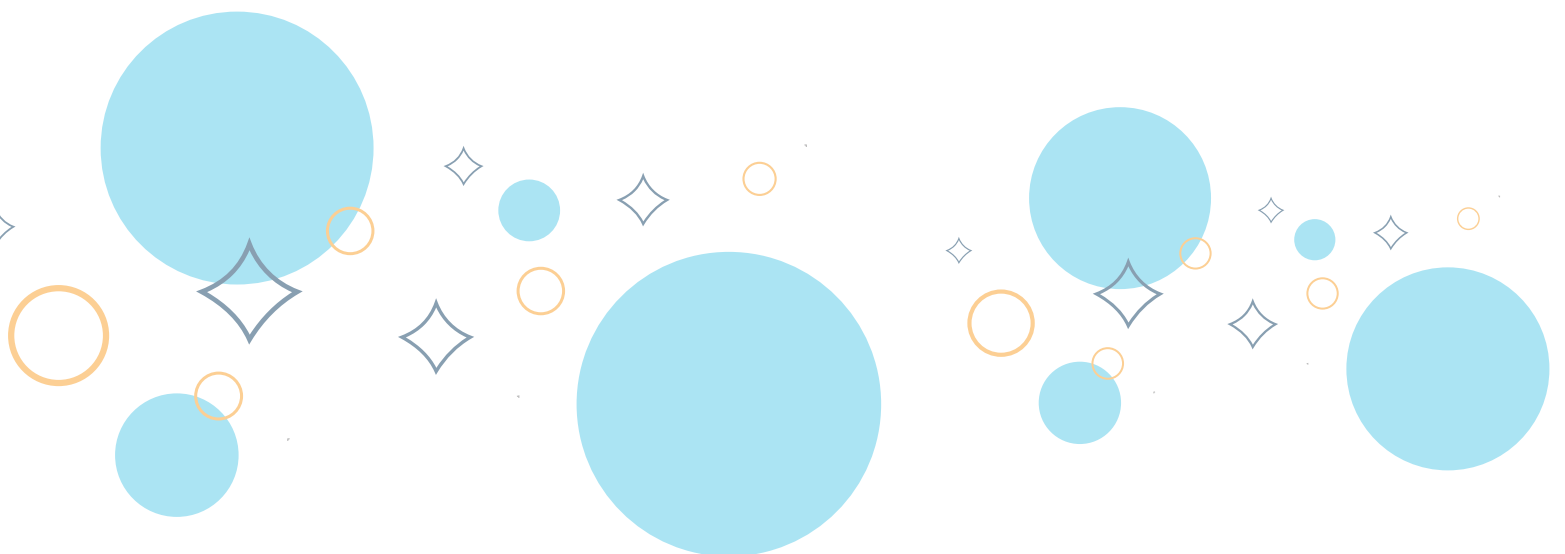
Restricts sitting or lying on sidewalks in Downtown.

Trespassing

Downtown Reno provides that no person shall willfully remain upon any private property or business premises after being notified to leave by the owner.

Wellness Checks

Verbal or visual check to ensure an individual's safety and well-being.



Did You Know?

Ways to request cleaning and safety services.



24/7:
Hotline [775-313-4080](tel:775-313-4080)



Hours of Operation:
[24/7](#)



Be In The Know!

Sign up for our e-newsletter at
DowntownReno.org

