



# AMBASSADOR STREET REPORT

DECEMBER 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 December 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 December

**111 Yards**  
**27,854 Pounds**



PREVIOUS MONTH:  
November

**90 Yards**  
**22,519 Pounds**

### Total tasks completed

Cleaning Tasks	October	November	December
Power Washes	226	157	119
Block Faces Cleaned	92	131	69
Cubic Yards of trash collected	97	90	111
Shopping Carts Recovered	115	93	149
Transports to Services/ Shelter	129	156	155
Stakeholder Check-Ins	2,290	2,144	3,737



# STREET REPORT | CLEANING

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



Power Washes

**119**



Pan and Broom

**1,152**

# STREET REPORT | REQUESTS FOR SERVICES



Graffiti Removal

**120**



Cleaning Request Response Time:

WITHIN **30 min**

**57** Calls for Cleanup - Special

**55**

Scheduled Power Washes



**387**

Calls Made to Downtown Reno Partnership

## STREET REPORT | SUCCESS STORIES

- Throughout both November and December, Social Services Hultsman was working with a client to get into Safe Camp. This client was a particularly difficult case, as due to the client's criminal record, was unable to utilize treatment facilities, and was ordered to find housing through Community Court. Social Services Hultsman worked with both the client and the judge to have the client nominated for Safe Camp. After a few failed attempts, the client was accepted and moved in the last week of December. The client is now able to graduate from Community Court and obtain employment for long-term housing.
- On December 28, 2024, Social Services Ross came across an elderly woman, sleeping under the overpass at Wells and 4th St. When Social Services Ross conducted a wellness check on the woman, Ross found her to be badly bruised due to being assaulted the night prior. The woman explained to Social Services Ross that she had stayed at Our Place in the past but was unable to walk back to the location to get a bed. Social Services Ross transported the client to Our Place, where the woman received the last bottom bunk at Our Place.

## STREET REPORT | AMBASSADOR OF THE MONTH



### Ambassador of the Month - Social Services Tremaine

Social Services Tremaine has been a part of the Ambassador team for nearly three years and has never failed to uplift the spirits of her coworkers, as well as those she meets in Downtown Reno. Social Services Tremaine works alongside other outreach members of Reno, connecting clients with services and long-term housing, helping wherever she can to improve the lives of those around her. She also takes the time to treat the team to her delicious desserts and peaceful energy, making the work days rewarding and appreciated by everyone.

# STREET REPORT | QUALITY OF LIFE



**1,410**

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



## Quality of Life Incidents by Percentage

ENCAMPMENTS CLEARED

**41%**

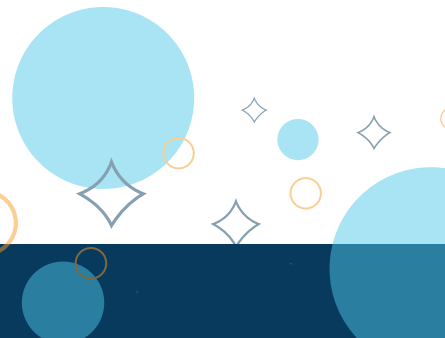
PANHADLING

**23%**

WELLNESS CHECK

**36%**

Safety & Quality of Life Incidents	October	November	December
Panhandling	87	112	140
Public Disturbance	220	234	183
Encampments Cleared	492	492	489
Sit/Lie/Camp	96	96	93
Wellness Check	332	430	505



## STREET REPORT

COMMUNITY  
ENGAGEMENT

Need directions? We'll be your guide!

Downtown Reno Partnership provided directions to 658 district visitors during the month of December.

Task	October	November	December
Business Checks	760	714	1,245
Directions	608	463	658
Engagements	5,641	3,945	3,574
Safe Walks	50	54	77



# STREET REPORT | BEFORE & AFTER

Before



After



Before



After



Before



After



Before



After



# STREET REPORT | BEFORE & AFTER

Dog Waste 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

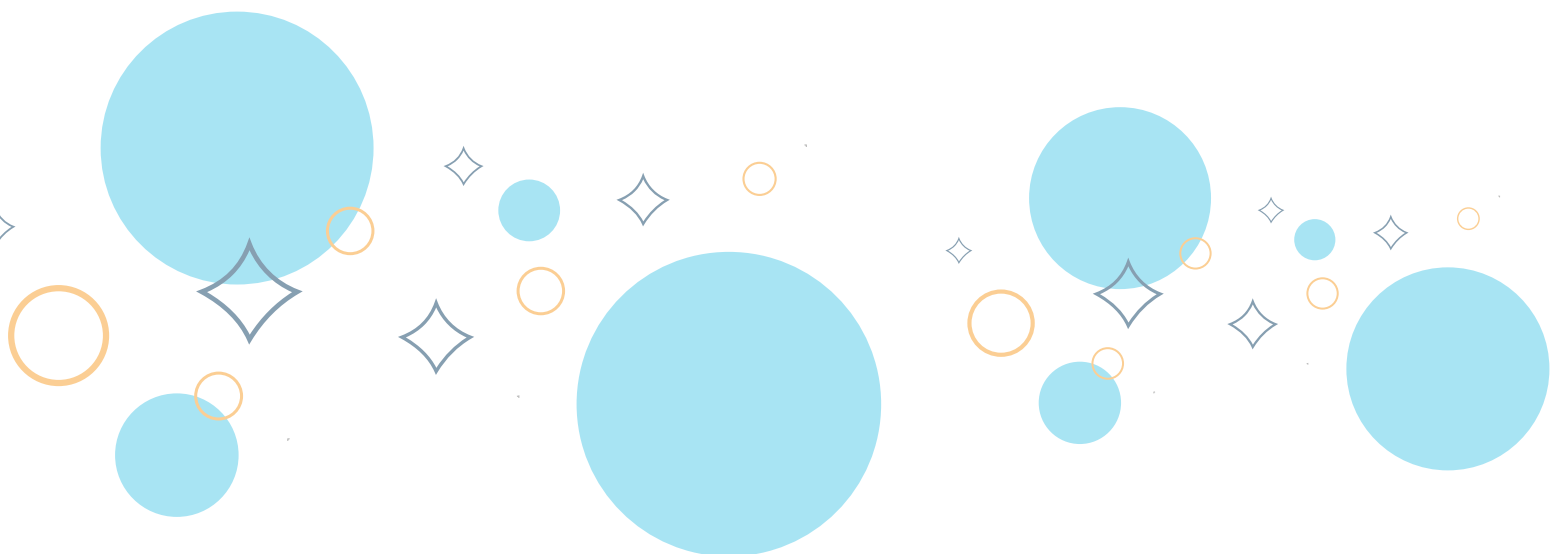
Restricts sitting or lying on sidewalks in Downtown.

### 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.



# STREET REPORT | CONTACT INFORMATION

## 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](http://DowntownReno.org)

