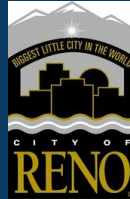


# Creating a Safer, Cleaner and Vibrant Downtown Reno

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/Email the Ambassador Hotline at  
**775-313-4080** or  
**drpdispatch@streetplus.net**  
Daily Hours 24/7 | [www.DowntownReno.org](http://www.DowntownReno.org)

### Contact the Ambassador Team for assistance **in the public realm\*** with:

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

\*Public realm is public-space areas including sidewalks, alleys, the Riverwalk etc.

## 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. You can also chat With Reno Direct online at [Reno.gov](http://Reno.gov).*

### Contact Reno Direct for assistance with:

- Graffiti removal
- 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)

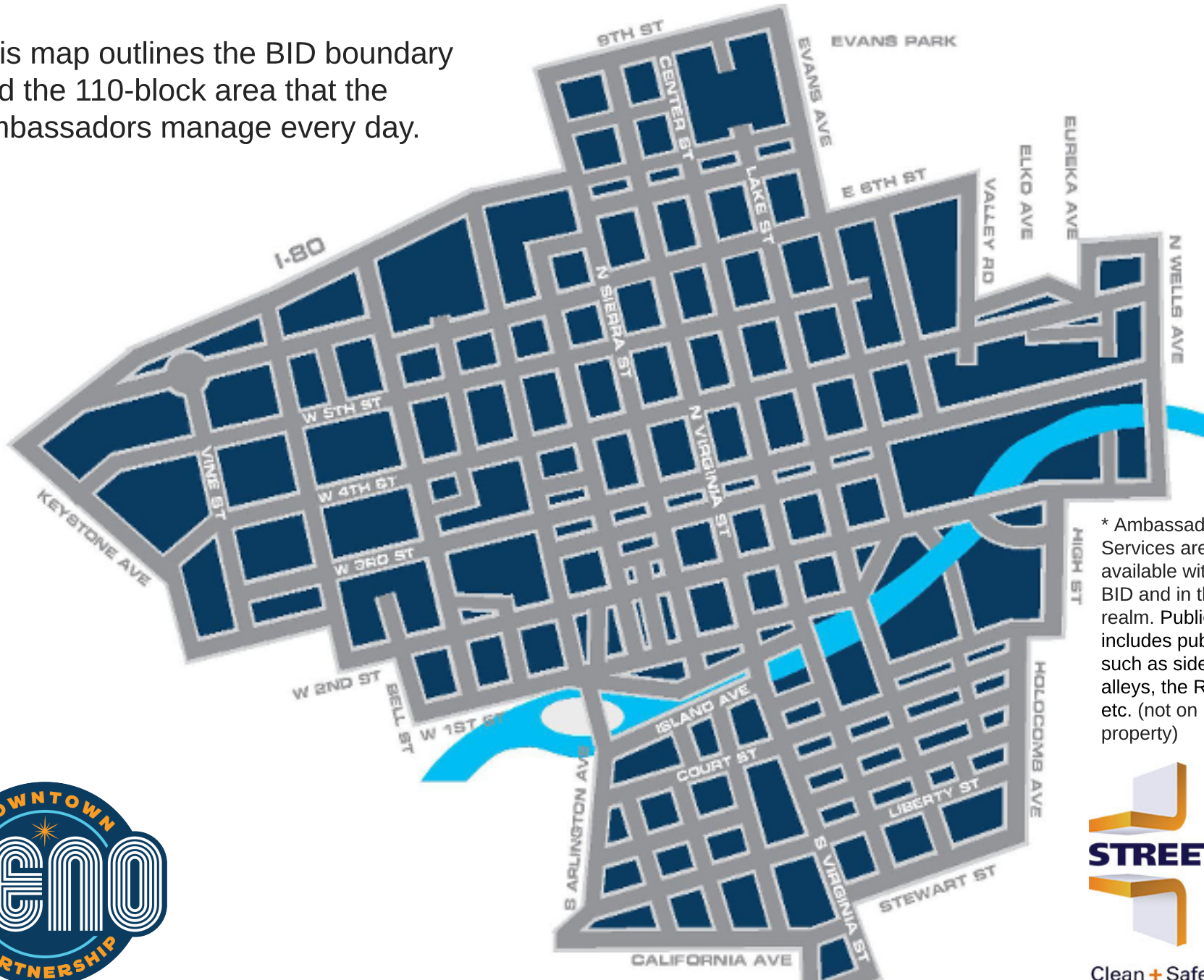
Dispatch non-emergency number  
**775-334-2677**  
24 Hours a Day, 7 Days a Week

### Contact RPD non-emergency for:

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

# Downtown Reno Business Improvement District (BID)

- This map outlines the BID boundary and the 110-block area that the Ambassadors manage every day.



\* Ambassador Services are only available within the BID and in the public realm. Public realm includes public space such as sidewalks, alleys, the Riverwalk etc. (not on private property)



Clean + Safe + Friendly