



# AMBASSADOR STREET REPORT

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FEBRUARY 2025

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 February 2025. The data and information is obtained from Ambassadors conducting patrols and entered in TrackTik.





## Let's Talk Trash!



Trash removed in the month of February  
**116 Yards**  
**29,020 Pounds**



PREVIOUS MONTH:  
 January  
**107 Yards**  
**26,859 Pounds**

### Total tasks completed

Cleaning Tasks	December	January	February
Power Washes	119	84	91
Block Faces Cleaned	69	36	39
Cubic Yards of trash collected	111	107	116
Shopping Carts Recovered	149	209	176
Transports to Services/ Shelter	155	104	93
Stakeholder Check-Ins	3,737	2,933	3,153





# STREET REPORT | CLEANING

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



Power Washes

**91**



Pan and Broom

**695**

# STREET REPORT | REQUESTS FOR SERVICES



Graffiti Removal

**218**



Cleaning Request Response Time:

WITHIN **30 min**

**39** Calls for Cleanup - Special

**54**

Scheduled Power Washes



**393**

Calls Made to Downtown Reno Partnership



## STREET REPORT | SUCCESS STORIES

- On Wednesday, February 12, 2025, Social Services Hultsman met with a client who explained that she is on a sit-out from Our Place and is now ready to go back home to California. With the help of Social Services Tremaine, the client was transported to Our Place to pick up her belongings and transported directly to the Amtrak Station to catch the Greyhound bus back home.
- On Friday, February 14, 2025, Social Services Ross was contacted by a local church who informed her of an ongoing issue where an elderly female client was continuing to seek shelter at their church but was awaiting a bed at Our Place Women's Shelter. Social Services Ross worked with the client for several days, as well as assisted the client with transportation to the Cares Campus Resource Center while she awaited a bed at Our Place. On Tuesday, February 18, 2024 Social Services Ross successfully placed the client into Our Place.

## STREET REPORT | AMBASSADOR OF THE MONTH



### Ambassador Ross

We're excited to recognize Social Services Ambassador Ross as our **Ambassador of the Month**. As a dedicated **Social Services Ambassador**, Ambassador Ross has gone above and beyond to support our community members in need. There is no task too small or too large, she is always hard working and dedicated. Thank you, for your unwavering commitment to making Downtown Reno Partnership a better and supportive place for all. Your dedication does not go unnoticed, and we are grateful to have you on our team!



# STREET REPORT | SECURITY SUCCESS STORIES

- On February 11th Security Guard Christopher was walking his usual patrol route when he received a call there was a woman laying down at the pioneer center property to see if we could ask the woman to get up and leave as they were preparing for a show. He then went over to the client and woke her up and explained they she could not sleep on their property. The woman was upset as she was unhoused and did not know where she could go. He explained to the woman that she had many options of where she could go and receive help. He then went back inside and spoke with the caller and explained all the services that we could help and assist with. The stakeholder explained that she was unaware of this and thanked me for letting her know and for responding to the call.
- Security Guard Greg has been getting to know a lot of the unhoused and sometimes they are unaware of what services we provide. He had a few clients he had been talking to for a few months. Both of them just had a string of bad luck. After talking with them he found out they were just trying to save any money they could to get back home. Security Guard Greg was able to inform them that a Social Services Ambassador might be able to help them with bus tickets home if they qualified. Within the next few days, they had been given bus tickets to get home. After a couple snow delays, they got on a bus and went back home to their families. The job we do is challenging at times so it really feels great when you get to help out.



# STREET REPORT | QUALITY OF LIFE



**1,075**

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



## Quality of Life Incidents by Percentage

ENCAMPMENTS CLEARED

**55%**

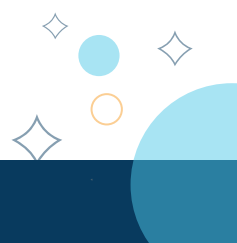
WELLNESS CHECK

**22%**

PANHADLING

**23%**

Safety & Quality of Life Incidents	December	January	February
Panhandling	140	114	84
Public Disturbance	183	169	151
Encampments Cleared	489	397	424
Sit/Lie/Camp	93	127	162
Wellness Check	505	414	254





## STREET REPORT

COMMUNITY  
ENGAGEMENT

Need directions? We'll be your guide!

Downtown Reno Partnership provided directions to 401 district visitors during the month of February.

Task	December	January	February
Business Checks	1,245	977	1,051
Directions	658	761	401
Engagements	3,574	3,777	3,685
Safe Walks	97	82	53





# STREET REPORT | BEFORE & AFTER

Before



After



Before



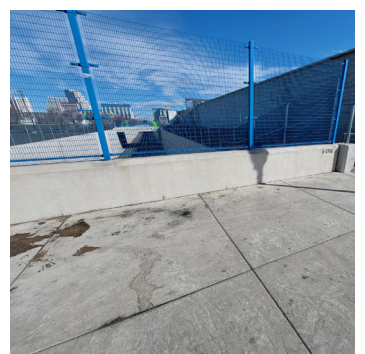
After



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

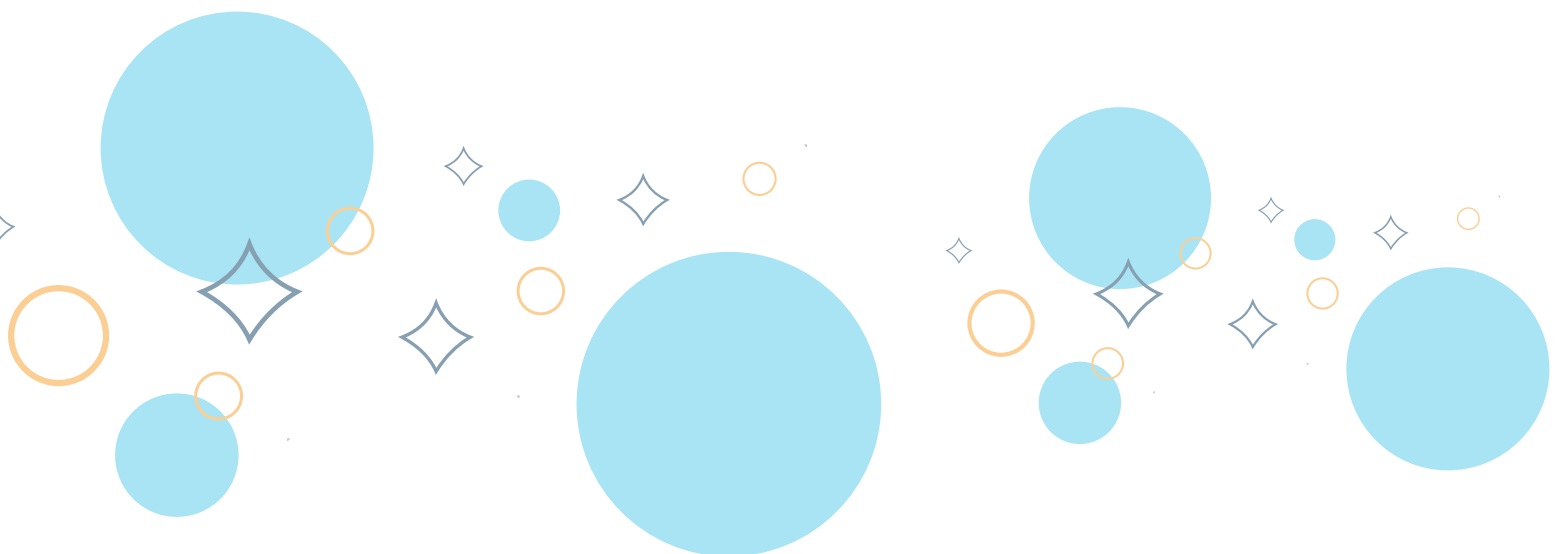
Restricts sitting or lying on sidewalks in Downtown.

### 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.



# STREET REPORT | CONTACT INFORMATION

## Did You Know?

Ways to request cleaning and safety services: call, text or email.



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



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



## Be In The Know!

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

