



AMBASSADOR STREET REPORT

NOVEMBER 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 November 2025. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.

STREET REPORT



Let's Talk Trash!



Trash removed in the
month of November

91 Yards
22,750 Pounds

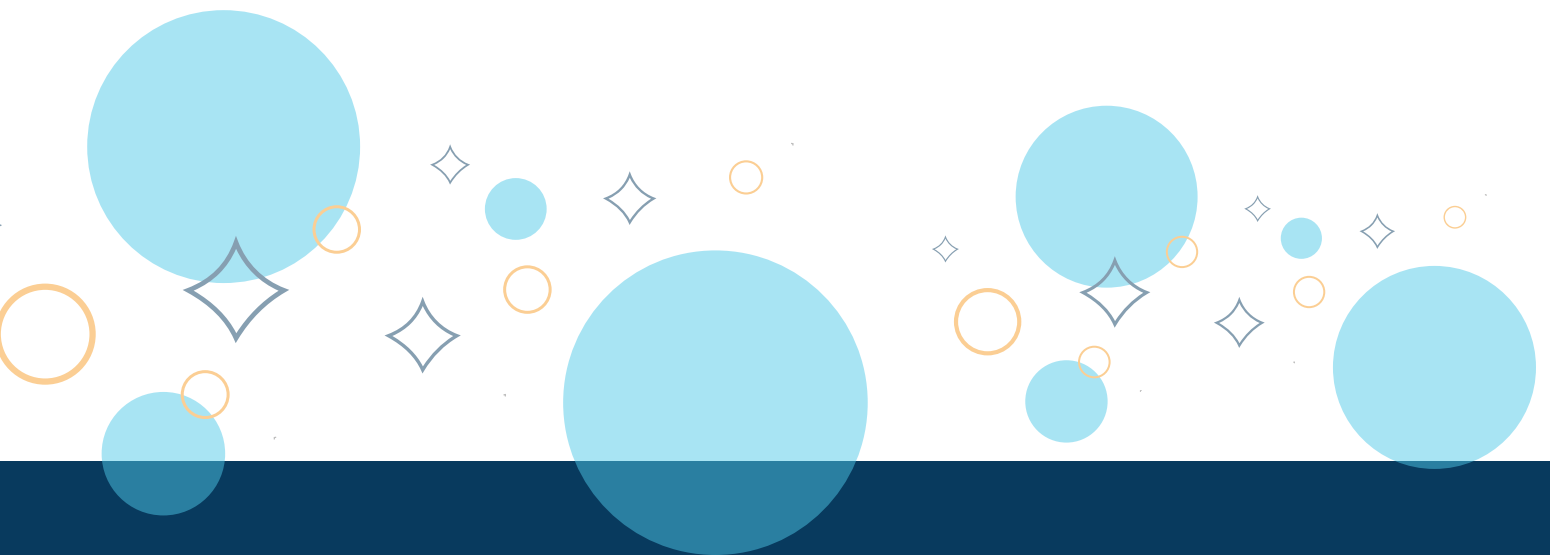


PREVIOUS MONTH:
October

85 Yards
21,160 Pounds

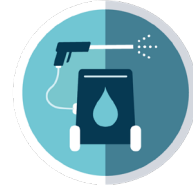
Total tasks completed

Cleaning Tasks	September	October	November
Power Washes	378	470	168
Block Faces Cleaned	224	112	224
Cubic Yards of trash collected	110	110	91
Shopping Carts Recovered	19	27	83
Transports to Services/ Shelter	53	40	19
Stakeholder Check-Ins	2,796	3,352	7,042



STREET REPORT | CLEANING

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



Power Washes

168



Pan and Broom

112

STREET REPORT | REQUESTS FOR SERVICES



Graffiti Removal

16



Cleaning Request Response Time:

WITHIN **30 min**



Scheduled Power Washes

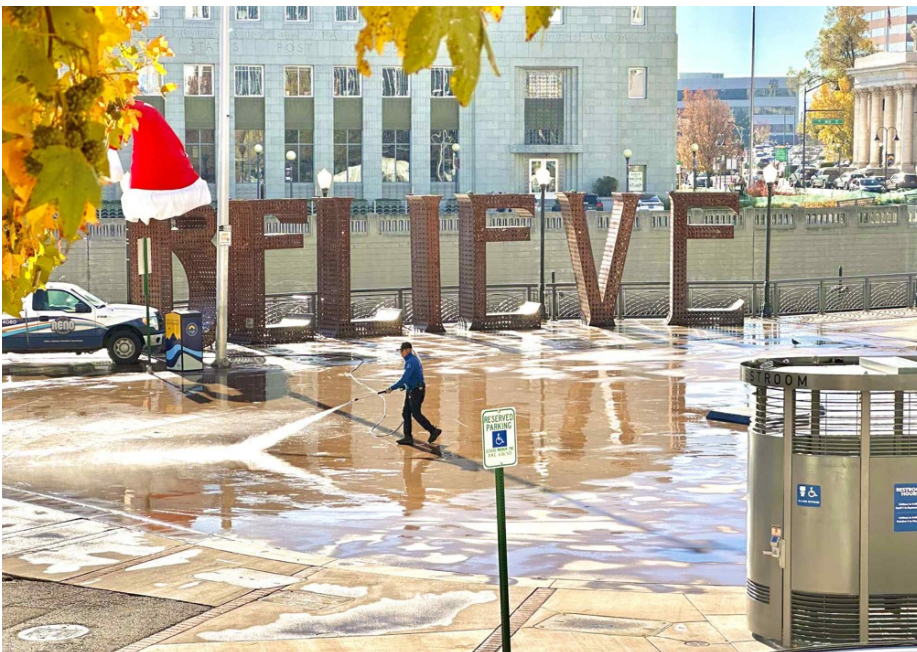
112



331

Calls Made to Downtown Reno Partnership

18 Calls for Cleanup - Special



STREET REPORT

SUCCESS STORIES

Cleaning Ambassador Jimenez

During a Fireside Alley cleanup, Cleaning Ambassador Jimenez discovered an unresponsive individual. Ambassador Jimenez immediately called for assistance, initiated CPR, and continued lifesaving efforts until paramedics arrived. With Operations Supervisor Zamora calling 911 and the team providing support, Jimenez's quick and decisive actions helped ensure the individual was breathing by the time emergency personnel reached the scene.

Hospitality Ambassador Chester

Hospitality Ambassador Chester warmly welcomed members of the Mopa Valley High School volleyball team during their first visit to Reno. When the students asked for suggestions on how to explore the city, he gladly offered guidance. Drawing on his local knowledge, Chester recommended scenic parks and popular attractions. The team appreciated his thoughtful suggestions, leaving them delighted and grateful for such a memorable introduction to Reno.

STREET REPORT

EMPLOYEE OF THE MONTH

**Cleaning Ambassador Jimenez**

We are proud to celebrate Cleaning Ambassador Jimenez as November's Employee of the Month! His dedication, teamwork, and positive attitude shine daily as he helps keep the BID clean and welcoming. Ambassador Jimenez approaches every task with pride and consistently goes above and beyond, supporting fellow Ambassadors in the field. His commitment reflects the very best of our values, and we are grateful to have him representing the Ambassador program with excellence.

STREET REPORT | OUTREACH STORIES

Social Services Ambassador Tremaine

Monday November 3, 2025, Social Services Tremaine helped a man get a one-way ticket home to Sacramento, CA. He was headed there to get into Progress House, a residential treatment facility.

STREET REPORT | SECURITY SUCCESS STORIES

Security Guard Santos

Security Guard Santos showed compassion by helping a woman in distress behind a 4th Street brewery, guiding her to the Cares Campus Resource Center, where she received support and secured long-term housing. His actions demonstrate the team's role in connecting people to essential resources.



STREET REPORT

QUALITY OF LIFE



2,010

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



Quality of Life Incidents by Percentage

ENCAMPMENTS
CLEARED

10%

WELLNESS CHECK

85%

PANHANDLING

5%

Safety & Quality of Life Incidents	September	October	November
Panhandling	41	47	25
Public Disturbance	259	396	30
Encampments Cleared	85	154	64
Sit/Lie/Camp	409	610	403
Wellness Check	306	286	635



STREET REPORT

COMMUNITY
ENGAGEMENT

Need directions? We'll be your guide!

Downtown Reno Partnership provided directions to 60 district visitors during the month of November

Task	September	October	November
Directions	198	150	60
Safe Walks	5	34	4



STREET REPORT | BEFORE & AFTER

Before



After



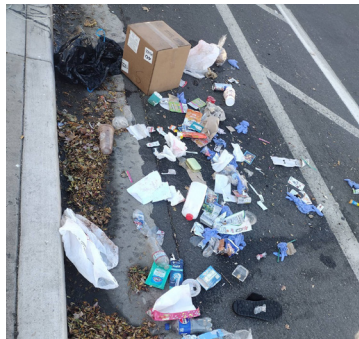
Before



After



Before



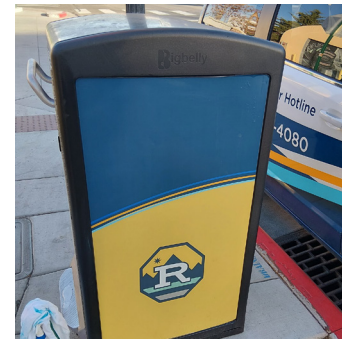
After



Before



After



Before



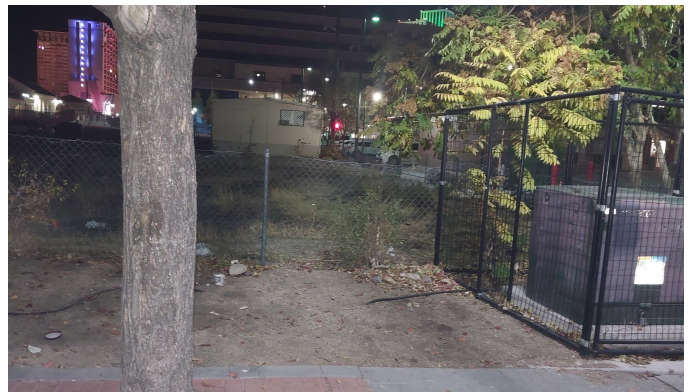
After



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

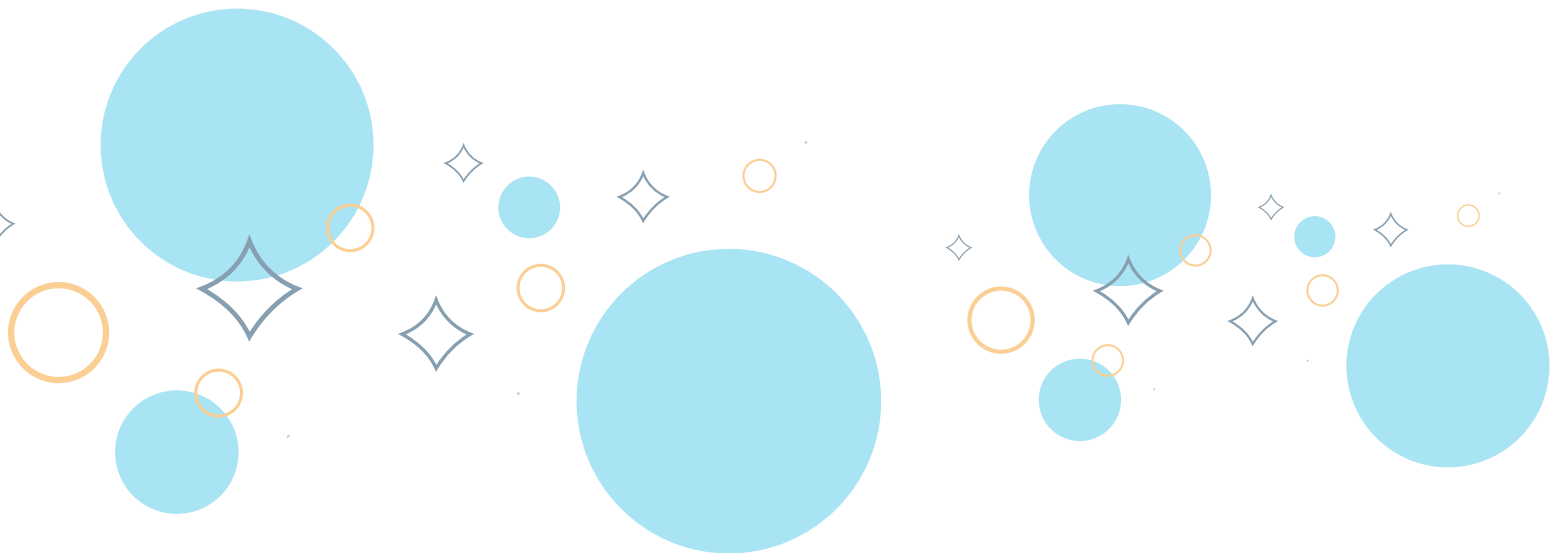
Restricts sitting or lying on sidewalks in Downtown.

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**

Email Hotline@downtownreno.org



Hours of Operation:

24/7



Be In The Know!

Sign up for our e-newsletter at
DowntownReno.org

