



# AMBASSADOR STREET REPORT

---

DECEMBER 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 December 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 December

**93.5 Yards**  
**23,375 Pounds**

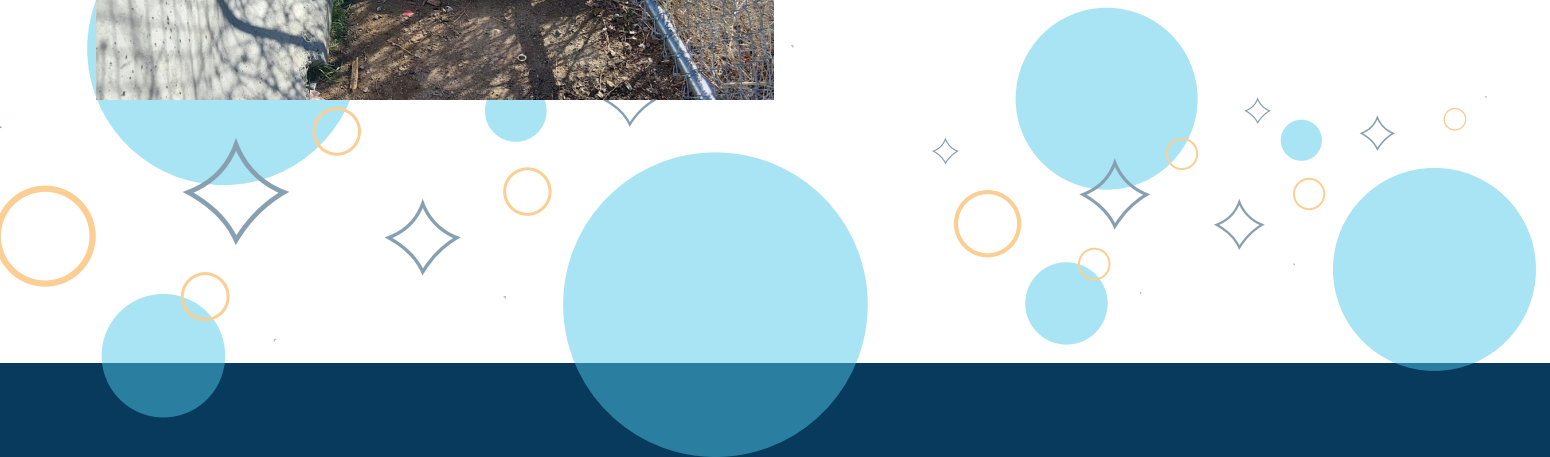


PREVIOUS MONTH:  
November

**91 Yards**  
**22,750 Pounds**

### Total tasks completed

Cleaning Tasks	October	November	Deember
Power Washes	470	168	151
Block Faces Cleaned	112	224	220
Cubic Yards of trash collected	110	91	93.5
Shopping Carts Recovered	27	83	79
Transports to Services/ Shelter	40	19	12
Stakeholder Check-Ins	3,352	7,042	8,817





# STREET REPORT | CLEANING

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



Power Washes

**151**



Pan and Broom

**112**

# STREET REPORT | REQUESTS FOR SERVICES



Graffiti Removal

**8**



Cleaning Request Response Time:

WITHIN **30 min**



Scheduled Power Washes

**112**



**337**

Calls Made to Downtown Reno Partnership

**20** Calls for Cleanup - Special



## STREET REPORT | SUCCESS STORIES

### Ambassador Holyfield

While on patrol, Ambassador Holyfield discovered an unconscious man behind a dumpster after a group dispersed from drug use. He quickly administered Narcan, called for backup, and continued care until emergency services arrived, exemplifying the Ambassador Program's commitment to public safety.

### Ambassador Mojica

On Christmas Eve in Reno, Ambassador Mojica assisted a stranded single mother and her six children after a weather delay disrupted their travel. With no funds or lodging, she helped secure an Amtrak-paid hotel room, assisted with luggage, ensured a smooth check-in, and then resumed her patrol.

The women later expressed deep gratitude, believing the intervention prevented a potential sexual assault. This incident underscores the critical role of visible patrols, swift response, and effective verbal de-escalation in maintaining public safety.



## STREET REPORT | EMPLOYEE OF THE MONTH



### Ambassador Cotter

Ambassador Cotter consistently demonstrates a strong work ethic, reliability, and professionalism. He maintains excellent attendance, follows direction well, and takes pride in his role. Always willing to step in where needed, he supports teammates and engages positively with the public. His dedication, positive attitude, and enjoyment of his work make him a valuable asset and a clear example of what it means to be an ambassador.



## STREET REPORT | OUTREACH STORIES

### Social Services Ambassador Tremaine

Social Services Tremaine assisted a stranded woman in Reno. She had missed her bus to Susanville, CA after getting off the train with her sister, who then left her

alone without money for food or lodging. The woman was distressed when Tremaine met her. With the help of the Resource Center, they were able to help her get to her final destination.

## STREET REPORT | SECURITY SUCCESS STORIES

### Operations Supervisor Clark and Security Guard Brink

On Monday, December 15, at approximately 8:00 PM, Operations Supervisor Clark and Security Guard Brink observed an older male harassing young woman near the RTC bus stop. The subject solicited sexual favors, became aggressive when refused, grabbed a woman's hoodie, and chased her. Clark and Brink intervened, de-escalated the

situation after the subject made verbal threats, including claiming he had a knife, and then the subject left the area before police arrived. The women later expressed gratitude, noting that the intervention likely prevented a sexual assault. The incident highlights the importance of visible patrols, quick response, and effective verbal de-escalation in maintaining public safety.





## STREET REPORT

## QUALITY OF LIFE



# 1,501

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

Quality of Life Incidents  
by Percentage

ENCAMPMENTS  
CLEARED

## 10%

WELLNESS CHECK

## 85%

PANHANDLING

## 5%



Safety & Quality of Life Incidents	October	November	December
Panhandling	47	25	18
Public Disturbance	396	30	21
Encampments Cleared	154	64	58
Sit/Lie/Camp	610	403	350
Wellness Check	286	635	468





## STREET REPORT

COMMUNITY  
ENGAGEMENT

Need directions? We'll be your guide!

Downtown Reno Partnership provided directions to 26 district visitors during the month of December

Task	October	November	December
Business Checks	1,271	529	550
Directions	150	60	26
Safe Walks	34	4	5





# STREET REPORT | BEFORE & AFTER

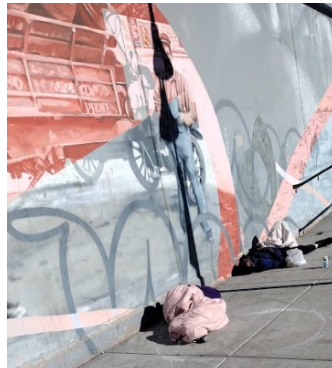
Before



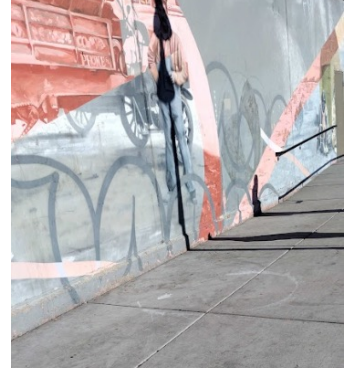
After



Before



After



Before



After



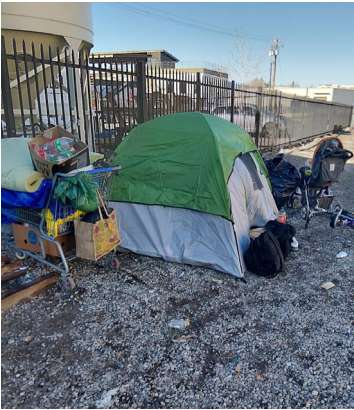
Before



After



Before



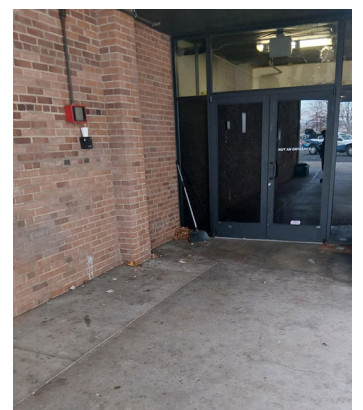
After



Before



After



Before



After





# STREET REPORT | 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**

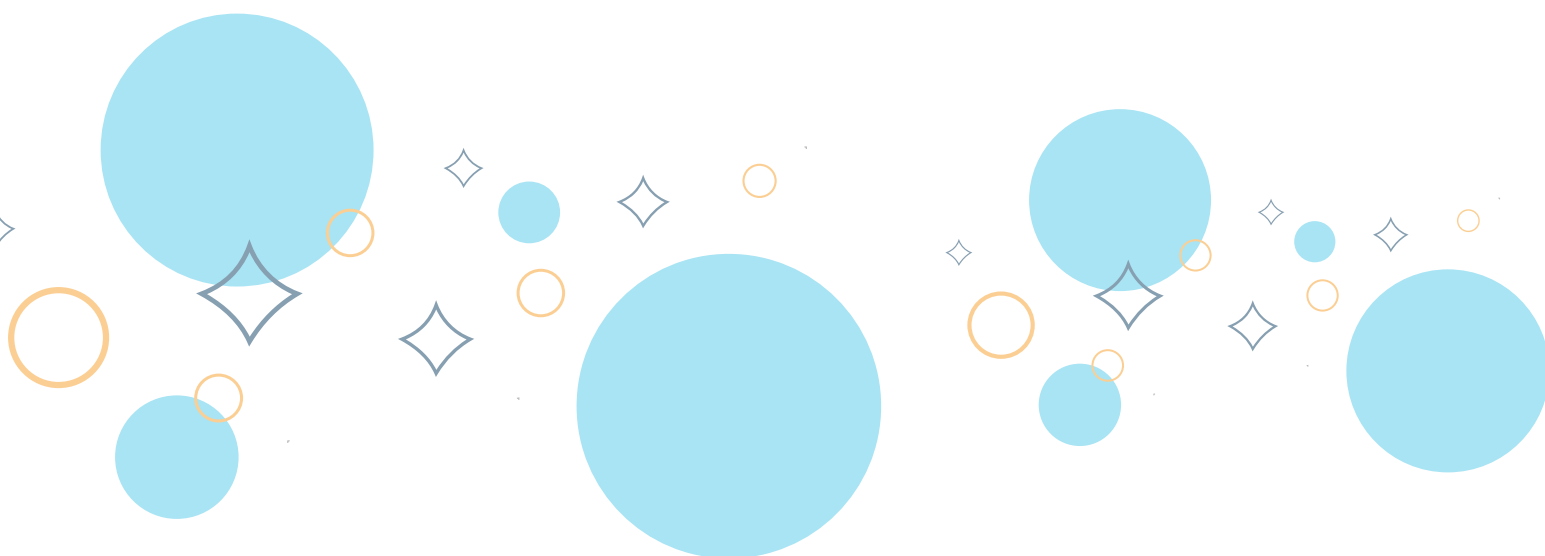
Restricts sitting or lying on sidewalks in Downtown.

**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](mailto:Hotline@downtownreno.org)



Hours of Operation:

**24/7**



## Be In The Know!

Sign up for our e-newsletter at

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

