

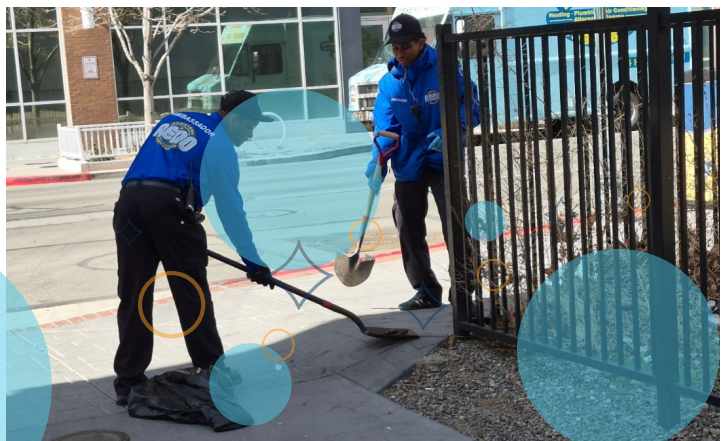
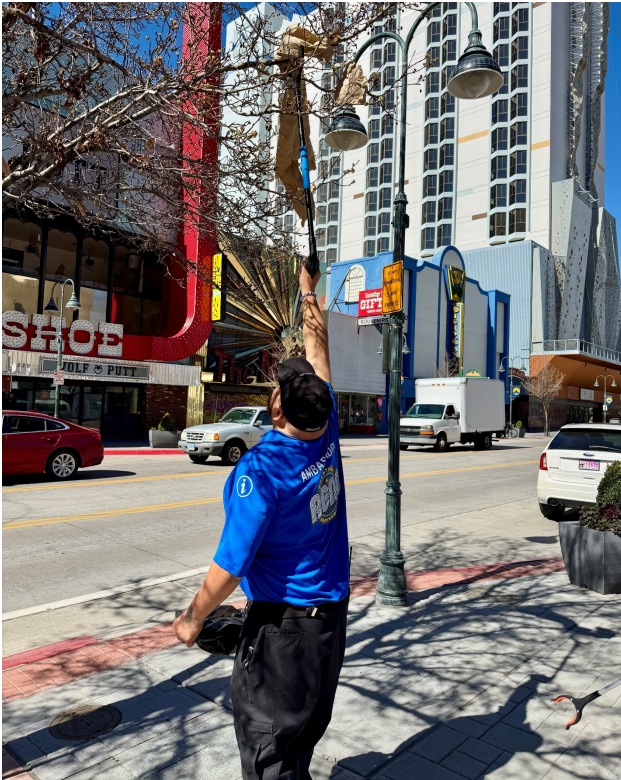


AMBASSADOR STREET REPORT

MARCH 2026

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 March 2026. 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 March
83.9 Yards
20,993 Pounds



PREVIOUS MONTH:
February
67.9 Yards
16,975 Pounds

Total tasks completed

Cleaning Tasks	January	February	March
Power Washes	188	141	135
Block Faces Cleaned	222	219	213
Cubic Yards of trash collected	80.3	67.9	83.9
Shopping Carts Recovered	87	65	73
Transports to Services/ Shelter	70	64	80
Stakeholder Check-Ins	9,245	7,568	8,621



STREET REPORT | CLEANING

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



Power Washes

135



Pan and Broom

112

STREET REPORT | REQUESTS FOR SERVICES



Graffiti Removal

24



Cleaning Request Response Time:

WITHIN **30 min**



Scheduled Power Washes

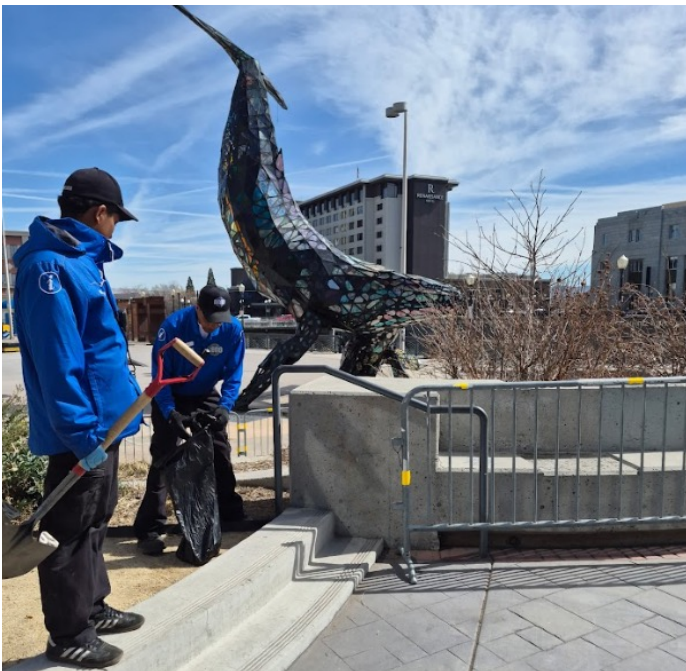
112



250

Calls Made to Downtown Reno Partnership

25 Calls for Cleanup - Special



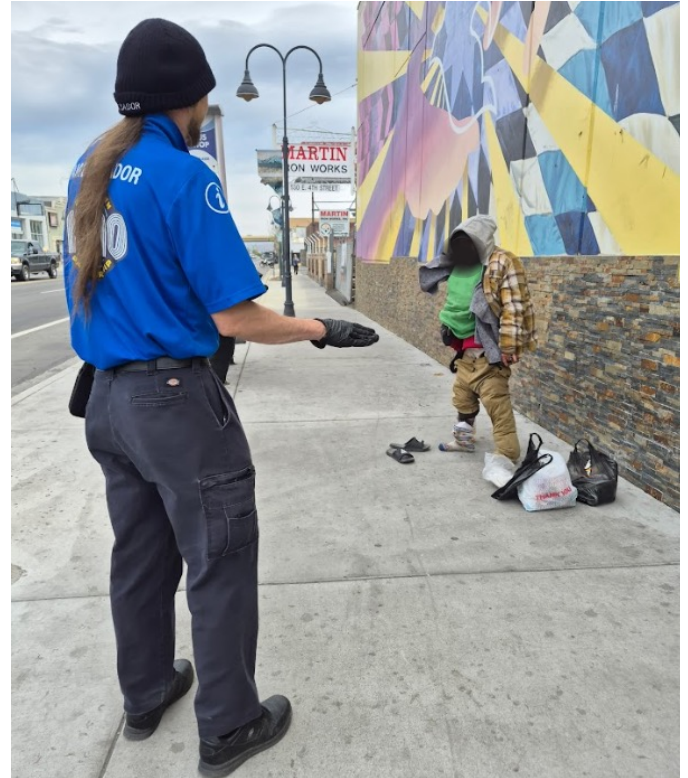
STREET REPORT | SUCCESS STORIES

Ambassador Ortega

Ambassador Ortega successfully defused a tense encounter with a verbally aggressive veteran who had trespassed. Drawing on his military experience, he connected with the individual through shared experiences, calming the situation. His empathetic approach persuaded the veteran to leave voluntarily, highlighting the effectiveness of rapport in conflict resolution.

Ambassador Kulikowski

Ambassador Kulikowski came across a group of unhoused individuals with a dog in poor condition and at risk of being surrendered to animal services. Recognizing the urgency, he intervened to ensure the animal received proper care. His efforts resulted in the dog being placed in a permanent, safe home, transforming a challenging situation into a positive outcome.



STREET REPORT | EMPLOYEE OF THE MONTH



Ambassador of the Month: Social Services Enderton

Social Services Enderton recently joined the Downtown Reno Partnership, bringing deep experience serving underserved communities. In a short time, he's built trust with many individuals our Ambassadors encounter, earning praise for his kindness, patience, and approachable demeanor.

As our Ambassador of the Month, Social Services Enderton shows how empathy and professionalism create stronger connections and meaningful outcomes in every interaction.

STREET REPORT | OUTREACH STORIES

Social Services Tremaine

Social Services Tremaine assisted a man who had missed his scheduled bus home—a trip originally arranged by Social Services Enderton. Upon learning the bus had departed early, Tremaine contacted Greyhound to advocate for him. After a lengthy call, she secured a new ticket, giving the man time to coordinate plans with his family. He expressed deep gratitude for her support as he prepared for a fresh start back home.

Social Services Geiger

Over several days, Social Services Geiger assisted a client seeking safe shelter while addressing her concerns about being separated from her dogs. When the client later disclosed she was carrying a handgun and expressed suicidal thoughts, Geiger immediately activated safety protocols. REMSA coordinated with RPD, officers secured the firearm, and the MOST team placed the client on a 72-hour mental health hold, ensuring her safety. Geiger's diligence and quick action prevented harm and guided the client to professional support.

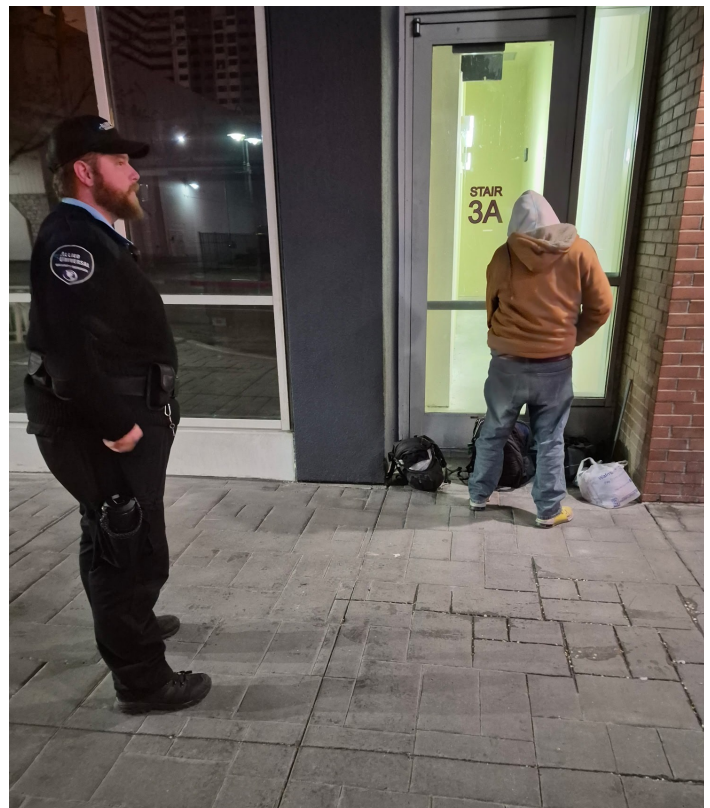
STREET REPORT | SECURITY SUCCESS STORIES

Security Guard Williams

During a late-night shift, Security Guard Williams responded to an older man in distress near the Reno Sparks Gospel Mission train tracks. The man had been attacked earlier and lost his wallet containing funds for a housing deposit. Williams helped recover the lost wallet and coordinated with the on-duty Ambassador to safely transport the man to the Cares Campus Resource Center, enabling him to keep his housing appointment the next morning.

Security Guard Sazo

While patrolling 4th Street during the USBC Open Championships, Security Guard Sazo encountered a group of out-of-state visitors wanting to explore the river walk. He volunteered to safely escort the group and provided simple instructions to return to their hotel, ensuring they could enjoy their time in Reno with confidence and safety.



STREET REPORT | QUALITY OF LIFE



919

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

Quality of Life Incidents by Percentage

ENCAMPMENTS CLEARED

3%

WELLNESS CHECK

93%

PANHADLING

4%



Safety & Quality of Life Incidents	January	February	March
Panhandling	26	7	16
Public Disturbance	25	24	17
Encampments Cleared	26	20	13
Sit/Lie/Camp	453	238	203
Wellness Check	538	419	396



STREET REPORT

COMMUNITY
ENGAGEMENT

Need directions? We'll be your guide!

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

Task	January	February	March
Directions	26	26	29
Safe Walks	5	5	11



STREET REPORT | BEFORE & AFTER

Before



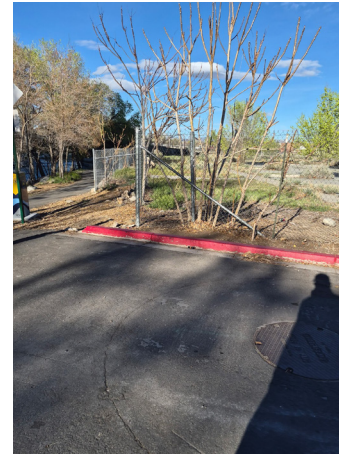
After



Before



After



Before



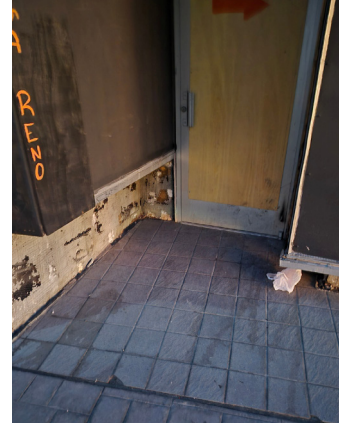
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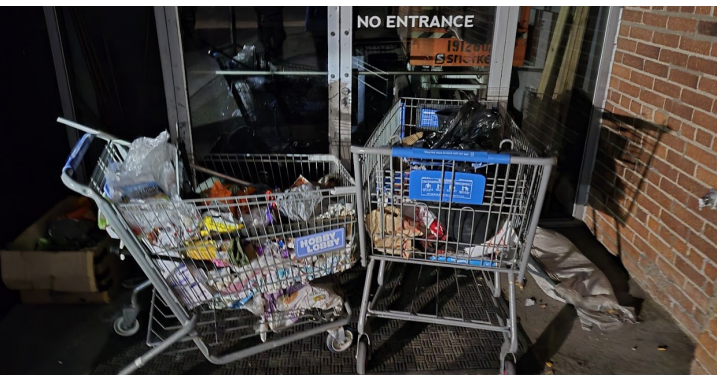
Before



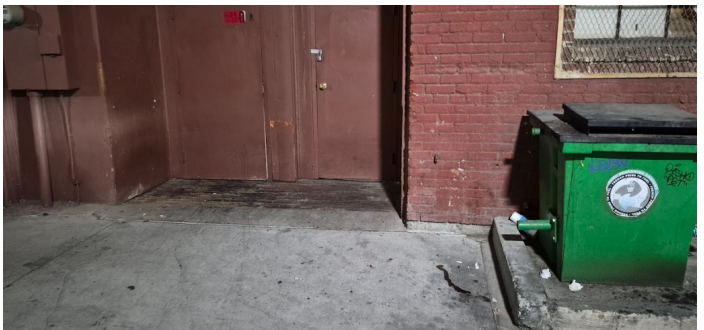
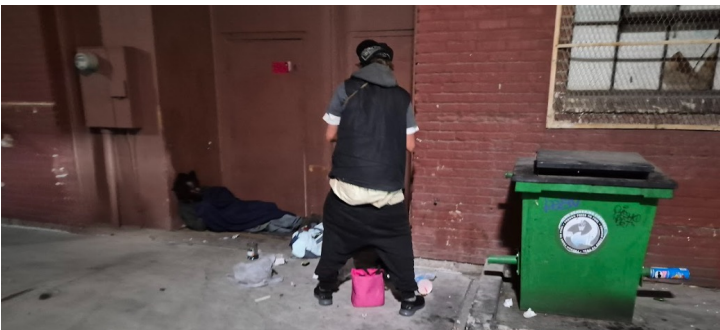
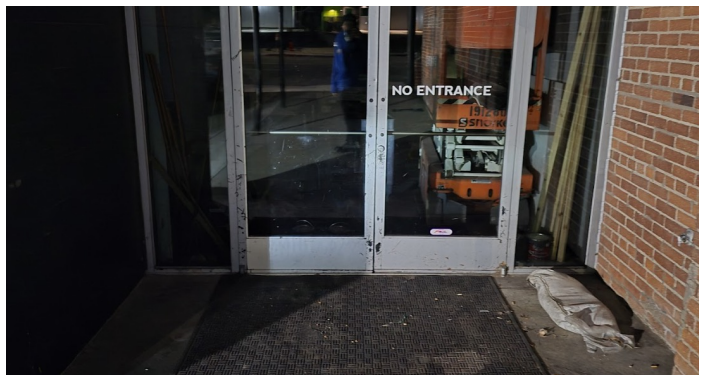
After



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

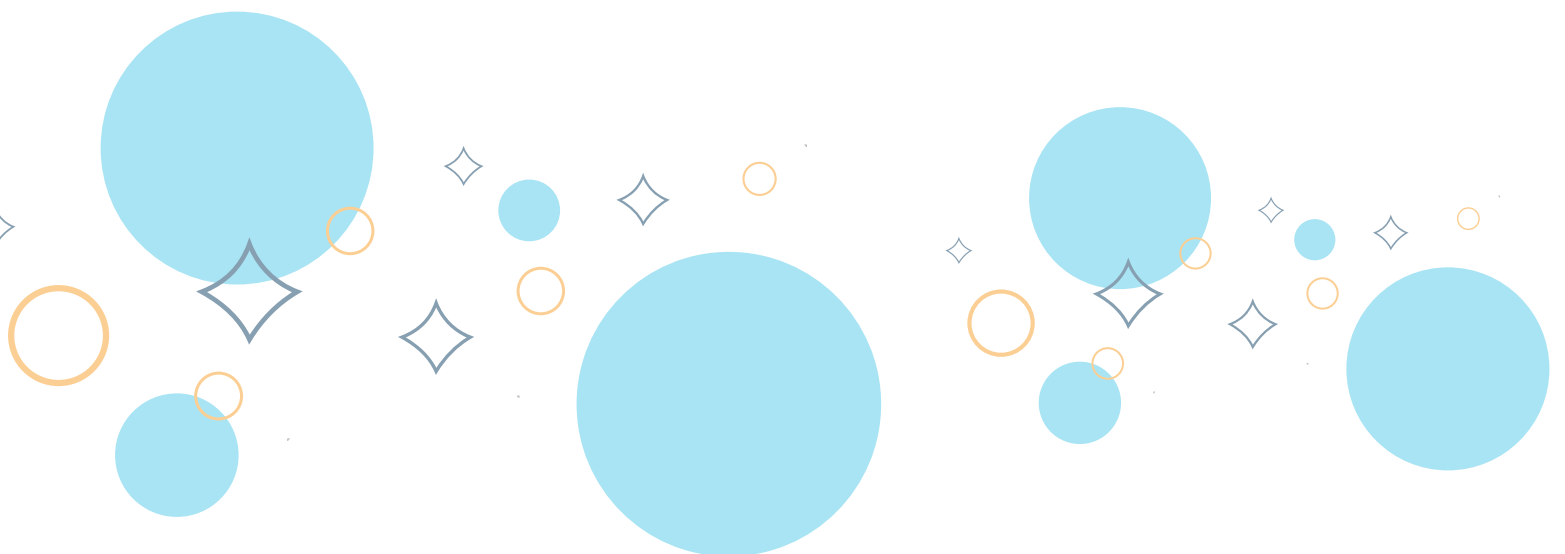
Restricts sitting or lying on sidewalks in Downtown.

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

