



Ambassador Street Report

May 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 May 2026. The data and information is obtained from Ambassadors conducting patrols and entered into the SMART system.

LET'S TALK TRASH!



Trash removed in the month of May

79 Yards
19,800 Pounds



Previous Month: April

74 Yards
18,547 Pounds



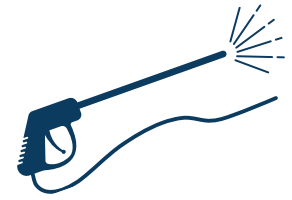
Cleaning Tasks	March	April	May
Power Washes	135	117	191
Block Faces Cleaned	213	229	228
Cubic Yards Of Trash Collected	84	74	79
Shopping Carts Recovered	73	96	51
Transports to Services/Shelters	80	75	56
Stakeholder Check-Ins	8,621	11,518	11,821



STREET REPORT

CLEANING

The Downtown Reno Partnership power washes the sidewalks throughout the district as needed.



POWER WASHES

191



PAN AND BROOM

112

STREET REPORT

REQUESTS FOR SERVICE



Graffiti Removal

123



Cleaning Request
Response Time

WITHIN:

30 MIN



Calls Made to
Downtown Reno
Partnership

319



Calls for
Cleaning/Special

26



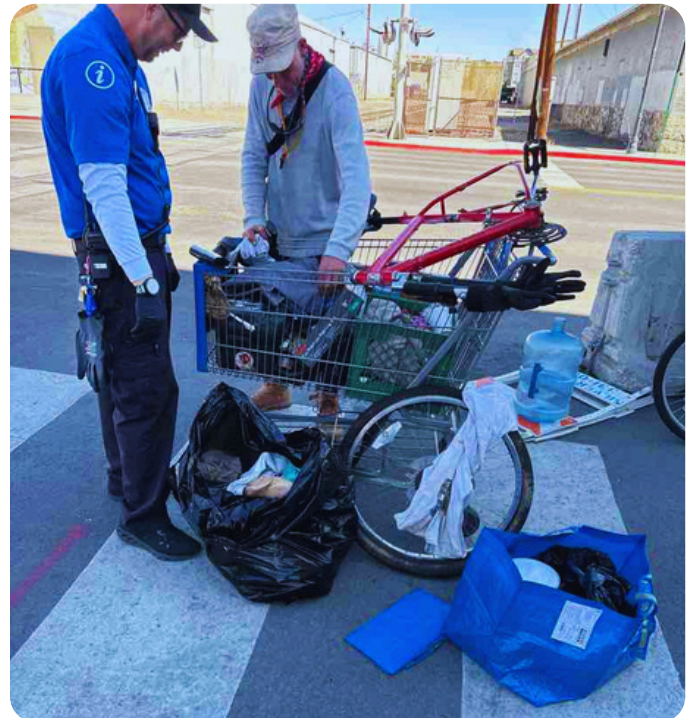
Scheduled power
washes

112



Ambassador Lucier

During her training, Hospitality Ambassador Lucier learned the importance of providing exceptional hospitality in every interaction. On her first solo day in the field, she put that training into practice when she assisted a married couple visiting from Europe who spoke very little English. Despite the language barrier, Ambassador Lucier was able to help them find a nearby restaurant where they could enjoy a steak dinner, ensuring they had a positive experience while visiting Downtown Reno.



Ambassador King

Near the end of a quiet graveyard shift, Ambassador King conducted a check of hotspot areas near Court and Hill Streets and found several individuals sleeping on a business porch. When one individual became aggressive, King remained calm, maintained a safe distance, and successfully de-escalated the situation. After learning the group had recently arrived from Idaho, he provided information about local resources, directed them to CARES Campus, and coordinated transportation through the Outreach team to ensure they could access services safely.

Ambassador Kissel

While conducting an evening patrol, Ambassador Kissel encountered a woman lying on the sidewalk near the Amtrak station. The woman explained that she had become dizzy and ill while leaving a nearby casino. Ambassador Kissel promptly contacted emergency services and remained with her until first responders arrived, ensuring she received the care and assistance she needed.



AMBASSADOR OF THE MONTH

AMBASSADOR MORAN

As a Dispatcher, Ambassador Moran plays a vital role in the daily success of our operations by organizing, coordinating, and documenting the activities of field Ambassadors. Her ability to prioritize tasks, manage information, and communicate clearly ensures that team members are equipped to perform at their highest level throughout each shift.

While much of her work takes place behind the scenes, Ambassador Moran is always willing to step into the field to assist with cleaning projects, respond to service calls, and provide hospitality to visitors throughout Downtown Reno. Her dedication, teamwork, and commitment to service make a meaningful impact on both our team and the community we serve. Thank you, Ambassador Moran, for your continued hard work and for helping the Downtown Reno Partnership achieve its mission every day.

Social Services Enderton

Social Services Coordinator Enderton responded to an individual requesting assistance with a bus ticket. After reviewing the situation, he determined the individual did not meet the eligibility requirements for the program. Rather than ending the interaction there, Enderton explored alternative resources and offered transportation to the Cares Campus to connect the individual with KarmaBox services. The individual accepted the offer, and Social Services Coordinator Enderton, along with Hospitality Ambassador Florence, provided transportation and ensured the client was successfully connected to available support. Upon arrival, the team completed a warm handoff and verified that the individual was engaged with the appropriate services before returning to base.



STREET REPORT

SECURITY SUCCESS STORY

Security Guard Brink

While conducting a patrol along the river corridor, Security Guard Brink encountered a young woman sleeping outdoors with her dog. During their conversation, she shared that she had recently fled an abusive relationship and had been unable to access shelter services because many facilities could not accommodate pets. Recognizing the need for immediate assistance, Security Guard Brink connected the woman with an Outreach Ambassador, who worked to secure placement at Our Place and connect her with additional support services. Through this coordinated effort, the woman was able to access a safe environment and begin receiving the assistance she needed.

Several days later, the woman returned to thank Security Guard Brink for his help and shared that she was making positive progress. Her gratitude served as a powerful reminder of the impact that compassionate engagement and resource connections can have on individuals facing difficult circumstances.





521

Total quality of life issues addressed for the month of May

Total quality of life incidents by percentage addressed for the month of May

ENCAMPMENTS CLEARED

2.3%

WELLNESS CHECKS

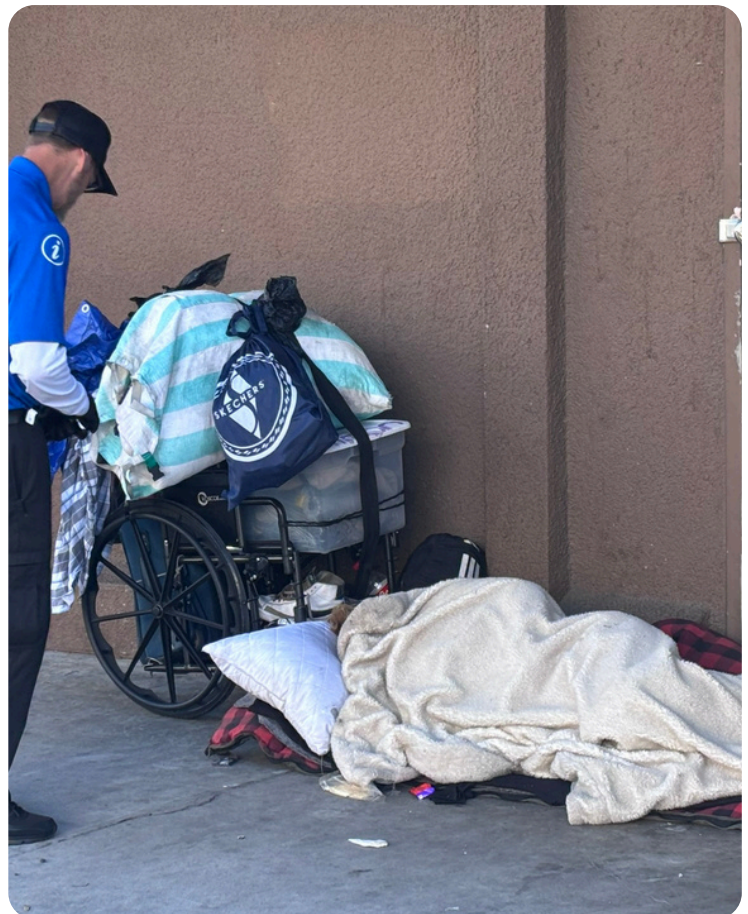
61.8%

PANHANDLING

2.9%

SAFETY & QUALITY OF LIFE INCIDENTS

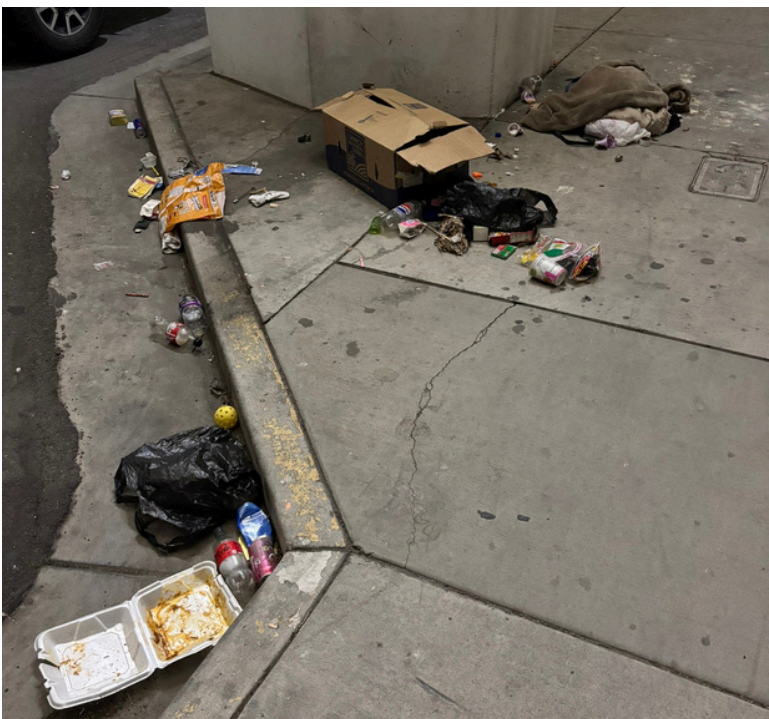
Safety & Quality of Life Incidents	March	April	May
Panhandling	16	13	15
Public Disturbance	17	11	13
Encampments Cleared	13	11	12
Sit/Lie/Camp	203	115	159
Wellness Checks	396	248	322



Task	March	April	May
Directions	29	16	23
Safe Walks	11	25	18



BEFORE & AFTER



For the terms used in the statistics

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, 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

Individuals(s) that is/are 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 persona 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!

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DowntownReno.org

