



# AMBASSADOR STREET REPORT

APRIL 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 April 2026. The data and information is obtained from Ambassadors conducting patrols and entered in Statview.

# STREET REPORT | CLEANING SNAPSHOT

## Let's Talk Trash!



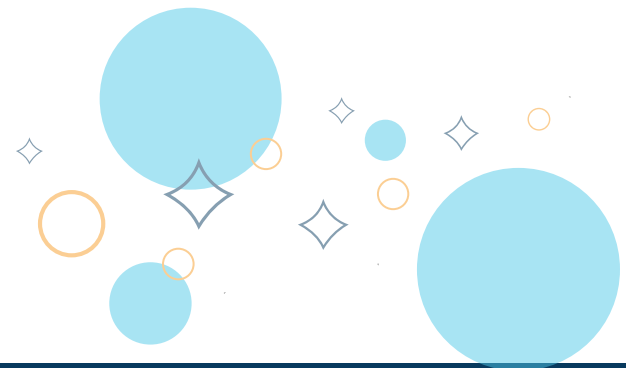
Trash removed in the month of **April**  
**74.1 Yards**  
**18,547 Pounds**



PREVIOUS MONTH:  
**March**  
**83.9 Yards**  
**20,993 Pounds**

### Total tasks completed

Cleaning Tasks	February	March	April
Power Washes	141	135	117
Block Faces Cleaned	219	213	229
Cubic Yards of trash collected	679	83.9	74.188
Shopping Carts Recovered	65	73	96
Transports to Services/ Shelter	64	80	75
Stakeholder Check-Ins	7,568	8,621	11,518



# STREET REPORT | CLEANING

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



Power Washes

**217**



Pan and Broom

**112**

# STREET REPORT | REQUESTS FOR SERVICES



Graffiti Removal

**13**



Cleaning Request Response Time:

WITHIN **30 min**



Scheduled Power Washes

**112**



**279**

Calls Made to Downtown Reno Partnership

**21** Calls for Cleanup - Special



## STREET REPORT | SUCCESS STORIES

### Hospitality Ambassador Mueller

While patrolling the 2nd Street area early one morning, Ambassador Mueller found a disoriented man sleeping in a school parking lot. The man explained he had gotten lost after a party and didn't remember how he ended up there. Mueller stayed with him and walked several blocks until he recognized his surroundings and was able to return home safely.



### Hospitality Ambassador Cooley

Ambassador Cooley responded to an unresponsive woman in Fireside Alley and quickly recognized the signs of an overdose. He radioed for backup and immediately began administering Narcan, continuing doses until she regained consciousness and began breathing on her own. Paramedics arrived shortly after, and the woman later expressed her gratitude—highlighting the life-saving impact of Cooley's actions.



## STREET REPORT | EMPLOYEE OF THE MONTH



### Ambassador of the Month: Hospitality Ambassador Florence

We're excited to recognize Ambassador Florence as our April Ambassador of the Month. In under a month, she has already shown a remarkable ability to build strong relationships and promote teamwork through her warm and professional approach.

Florence consistently supports both her teammates and our clients, always going above and beyond to exceed expectations. Her dedication, positive attitude, and commitment to service excellence make her a valuable member of our team.

Please join us in congratulating Ambassador Florence on her outstanding contributions this month.

## STREET REPORT | OUTREACH STORIES

### Social Services Geiger

Social Services Geiger met a man struggling with substance use and homelessness who was ready to make a change. After being connected to resources, he chose to stay at the CARES Campus, committed to sobriety, and made significant progress. Within days, he shared that he had been approved for Section 8 housing and secured a job at the Convention Center—an inspiring turnaround.



### Social Services Enderton

Social Services Enderton responded to a wellness check outside the Reno Bodega for a man experiencing homelessness. After it became clear he could not stand due to mobility issues, Enderton obtained consent and called for medical assistance. With support from the team and Reno Police, the individual was safely transported to the hospital.



## STREET REPORT | SECURITY SUCCESS STORIES

### Security Guard Bethea

Security Guard Bethea acted quickly during a recent community event when a disoriented driver entered a closed pedestrian area. He approached the vehicle, safely assisted the woman out of the area. Security Guard Bethea assisted getting the driver out of the vehicle and stayed with her until authorities arrived. His swift response prevented potential injuries and ensured the event remained safe for attendees.

### Security Guard Larsen

Security Guard Larsen responded to a disruptive individual near the Eldorado parking garage. After contacting emergency services, responders identified the woman as a missing person from Sacramento. She was safely transported to a hospital, helping reconnect her with authorities.



# STREET REPORT | QUALITY OF LIFE



**493**

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

## Quality of Life Incidents by Percentage

ENCAMPMENTS CLEARED

**4%**

WELLNESS CHECK

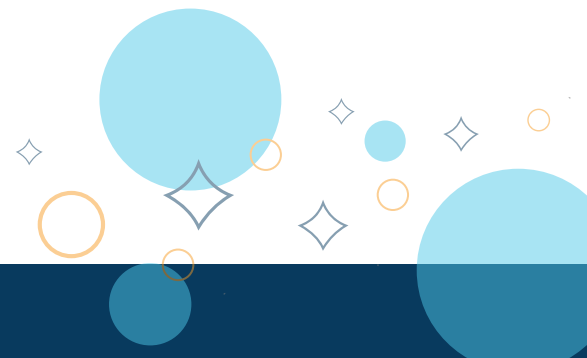
**90%**

PANHADLING

**6%**



Safety & Quality of Life Incidents	February	March	March
Panhandling	7	16	13
Public Disturbance	24	17	15
Encampments Cleared	20	13	11
Sit/Lie/Camp	238	203	115
Wellness Check	419	396	248



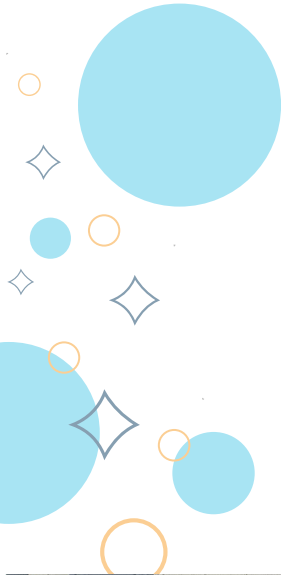
# STREET REPORT

# COMMUNITY ENGAGEMENT

Need directions? We'll be your guide!

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

Task	February	March	March
Directions	26	29	16
Safe Walks	5	11	25



# STREET REPORT | 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

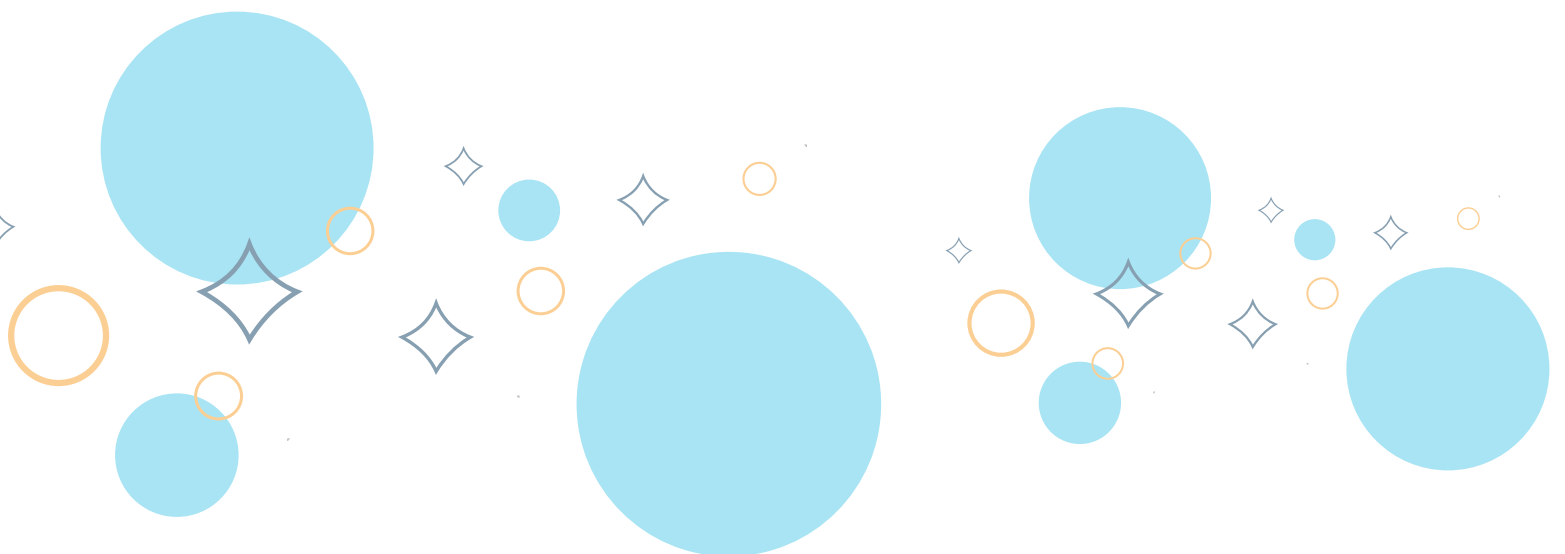
Restricts sitting or lying on sidewalks in Downtown.

### 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](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)

