



Ambassador Street Report

June 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 June 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 June

76 Yards

19,100 Pounds



Previous Month: May

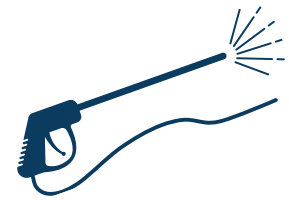
79 Yards

19,800 Pounds



Cleaning Tasks	April	May	June
Power Washes	117	191	281
Cubic Yards Of Trash Collected	74	79	76
Shopping Carts Recovered	96	51	34
Transports to Services/Shelters	75	56	49
Stakeholder Check-Ins	11,518	11,821	10,732





POWER WASHES

281



PAN AND BROOM

112



Graffiti Removal

95

Cleaning Request
Response Time

WITHIN:

30 MIN

Calls Made to
Downtown Reno
Partnership

477

Calls for
Cleaning/Special

169

Scheduled power
washes

112



Ambassador House

Ambassador House discovered a cat left in a carrier under direct sun at 6th and Virginia. He moved it to shade, provided water, and stayed until Animal Services arrived, ensuring the animal's safety despite a dubious ownership claim.



Ambassador Packer and Operations Supervisor Zamora

Operations Supervisor Zamora and Ambassador Packer found an unconscious man while cleaning near the Arlington Street bridge. They quickly administered Narcan, revived him, and stayed with him until REMSA arrived, ensuring he received proper medical care.

Ambassador Adams

Ambassador Adams conducted a wellness check on a man asleep in his wheelchair during the heat. The man was exhausted while trying to get home, so Ambassador Adams helped push him the remaining three blocks, ensuring he reached his residence safely.



AMBASSADOR OF THE MONTH AMBASSADOR MUELLER

There doesn't seem to be any challenge that Ambassador Mueller can't conquer! From keeping our equipment ready for service to helping our administrative staff in the office, Ambassador Mueller is always a reliable source of support and assistance for the entire staff at the Downtown Reno Partnership.

In the field, Ambassador Mueller is known to be responsive, respectful, and capable of handling any situation that he encounters. Stakeholders enjoy his professional and friendly manner and constantly compliment his work ethic and obvious enjoyment of his job.

Thank you, Ambassador Mueller, for using your unique talents to make the Downtown Reno area better!

STREET REPORT

OUTREACH STORY

5

Outreach Coordinator Tremaine

Outreach Coordinator Tremaine successfully secured a Safe Camp nomination for a long-term client who finally sought placement after losing her belongings. The client completed her application the next day and will enter as an alternate once a pod opens, with follow-up planned for next week.

Outreach Ambassador Enderton

Outreach Ambassador Enderton responded to a transport request to Reno Behavioral Health at approximately 1100 hours for an individual seeking detox services. Ambassador Najera initiated the contact, upon arrival, Outreach Ambassador Enderton recognized the individual from prior contacts and provided encouragement to follow through with treatment. As a result of the team's efforts, the individual agreed to be transported to Reno Behavioral Health to begin the detox process.



STREET REPORT

SECURITY SUCCESS STORY

Security Guard Blackshire

Security Guard Blackshire responded to a call at the RTC bus station regarding a man in a wheelchair who refused to leave the property. After speaking with him, Blackshire learned the man had been trying to get home but his electric wheelchair battery had died, leaving him stranded and unable to move.

Rather than escalate the situation or request police intervention, Blackshire chose a compassionate approach. He pushed the man's wheelchair several blocks to his residence, ensuring he reached home safely.





384

Total quality of life issues addressed for the month of June

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

ENCAMPMENTS CLEARED

5%

WELLNESS CHECKS

37%

PANHANDLING

8%

PUBLIC DISTURBANCE

8%

SIT/LIE/CAMP

42%

SAFETY & QUALITY OF LIFE INCIDENTS

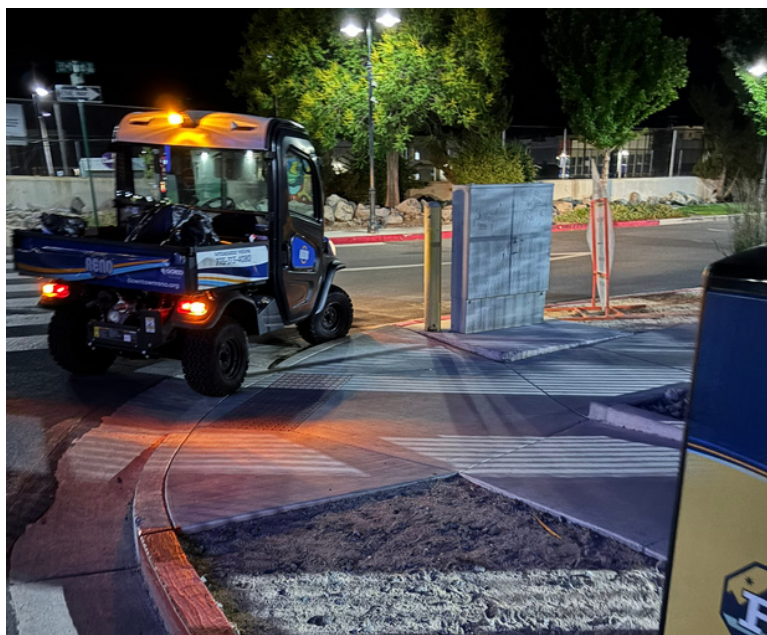
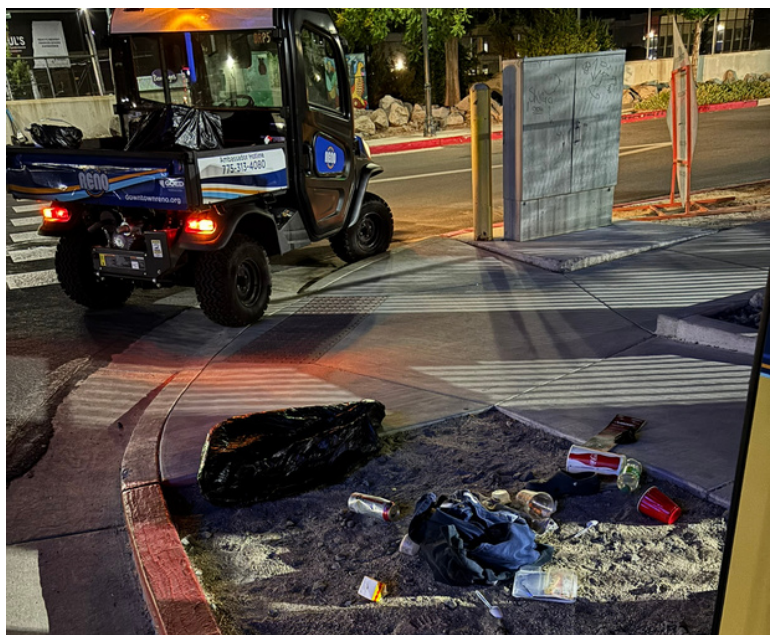
Safety & Quality of Life Incidents	April	May	June
Panhandling	13	15	30
Public Disturbance	11	13	31
Encampments Cleared	11	12	20
Sit/Lie/Camp	115	159	162
Wellness Checks	248	322	141



Task	April	May	June
Directions	16	23	10
Safe Walks	25	18	20



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, 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!

Sign up for our e-newsletter at
DowntownReno.org

