



Ambassador Street Report

July 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 July 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 July

99 Yards
24,750 Pounds



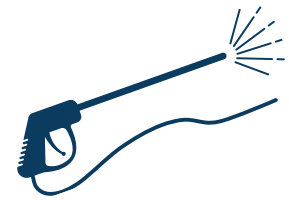
Previous Month: June

76 Yards
19,000 Pounds



Cleaning Tasks	May	June	July
Power Washes	191	281	232
Cubic Yards Of Trash Collected	79	76	99
Shopping Carts Recovered	51	34	40
Transports to Services/Shelters	56	49	93
Stakeholder Check-Ins	11,821	10,732	9,648





POWER WASHES

232



PAN AND BROOM

112



Graffiti Removal

306

Cleaning Request
Response Time

WITHIN:

30 MIN

Calls Made to
Downtown Reno
Partnership

449

Calls for
Cleaning/Special

75

Scheduled power
washes

112

**Ambassadors Najera and Holyfield**

Ambassador Najera and Ambassador Holyfield encountered a man in medical distress and immediately intervened. They administered Narcan, performed chest compressions, and contacted emergency services. Their quick actions stabilized the individual and ultimately saved his life.

**Ambassador Kissel**

Ambassador Kissel had just finished an RTC check when she saw a man overdosing near the Reno Aces Ballpark. Two men had already given him two doses of Narcan; she provided two more and called 911. After the fourth dose, the man regained consciousness, and she kept him stable until EMTs arrived. Thanks to their quick actions, the 65-year-old survived.

Ambassador Malone

Ambassador Malone encountered a man near the J Resort who was preparing to throw himself into traffic. She talked him down, learned he was struggling with job loss and financial stress, and called emergency services and Outreach. She stayed with him until REMSA arrived and transported him for help.

AMBASSADOR OF THE MONTH

AMBASSADOR GRAHEK



Ambassador Grahek, our Ambassador of the Month for July, plays a key role in the Downtown Reno Partnership's 24-hour operation.

As a Graveyard Ambassador, he keeps the BID clean and safe throughout the night, consistently earning praise from stakeholders for his friendly, helpful, and responsive approach. Known on the night crew for being proactive and supportive, he is always ready to offer assistance or guidance.

His commitment to helping the team succeed extends beyond graveyard hours, often taking on extra tasks to lighten the load for other shifts. Ambassador Grahek exemplifies true teamwork and dedication.

Thank you for your outstanding service!

Outreach Coordinator Tremaine

Outreach Coordinator Tremaine assisted a stranded father and son on July 14, 2026, after a car crash left them stuck in Reno. With no shelter able to take them and the father urgently wanting to reach family in Gridley, CA, Outreach Coordinator Tremaine coordinated with the Operations Manager and secured same-day Amtrak tickets to Chico. The father and son were relieved and grateful to be heading home.

Outreach Ambassador Fullen

Outreach Ambassador Fullen encountered a highly intoxicated young man during a patrol on Virginia Street and recognized him from her work at Cares Campus. Despite past challenges, he was unexpectedly open and willing to talk. Their conversation led to a breakthrough: he agreed to pursue detox and rehabilitation through Reno Behavioral Health and discarded all remaining substances. He is currently in treatment and doing well.



STREET REPORT

SECURITY SUCCESS STORY

Security Guard Pinkerton

Security Guard Pinkerton encountered a family visiting from Jalisco, Mexico while on patrol along Virginia Street. Noting that they spoke very limited English and were having difficulty locating a place to eat, he used his language abilities and professional hospitality skills to assist them in identifying an appropriate restaurant. To ensure their comfort and safety, Security Guard Pinkerton personally escorted the family to the establishment and confirmed they understood how to return to their hotel before concluding the interaction.



**605**

Total quality of life issues addressed for the month of July

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

ENCAMPMENTS CLEARED

4 %

WELLNESS CHECKS

28 %

PANHANDLING

4 %

PUBLIC DISTURBANCE

8 %

SIT/LIE/CAMP

56 %**SAFETY & QUALITY OF LIFE INCIDENTS**

Safety & Quality of Life Incidents	May	June	July
Panhandling	15	30	23
Public Disturbance	13	31	48
Encampments Cleared	12	20	21
Sit/Lie/Camp	159	162	341
Wellness Checks	322	141	172



Task	May	June	July
Directions	23	10	25
Safe Walks	18	20	17



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

