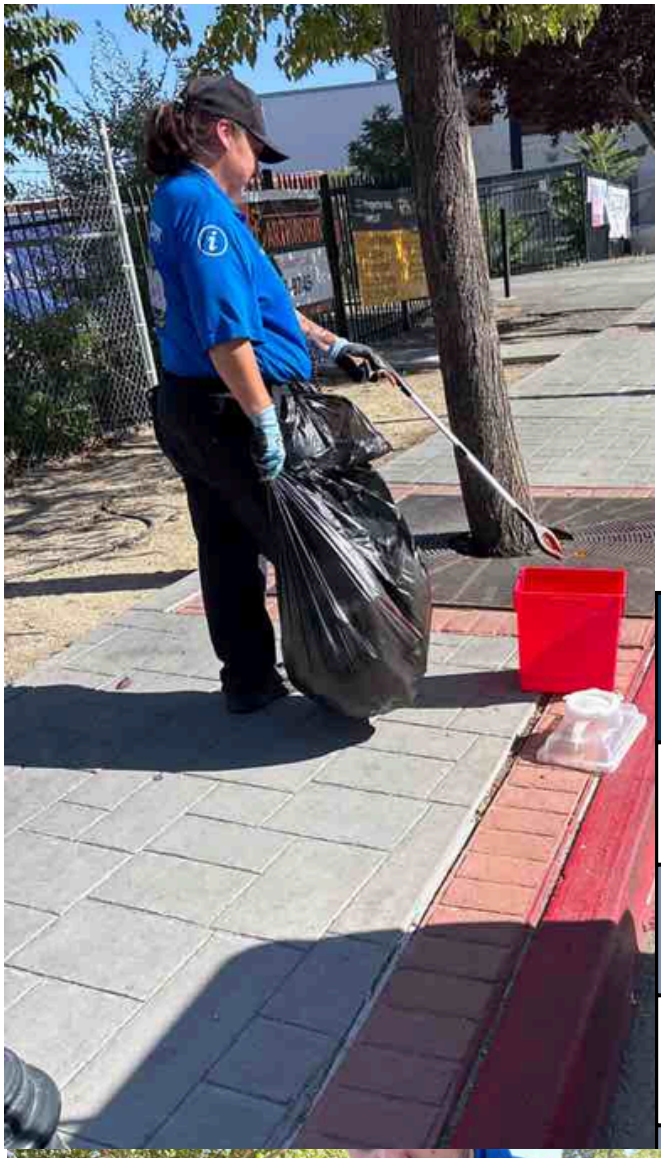


Ambassador Street Report

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

STREET REPORT



LET'S TALK TRASH!

Trash removed in the month of September

55 Yards

13,850 Pounds

Previous Month: August

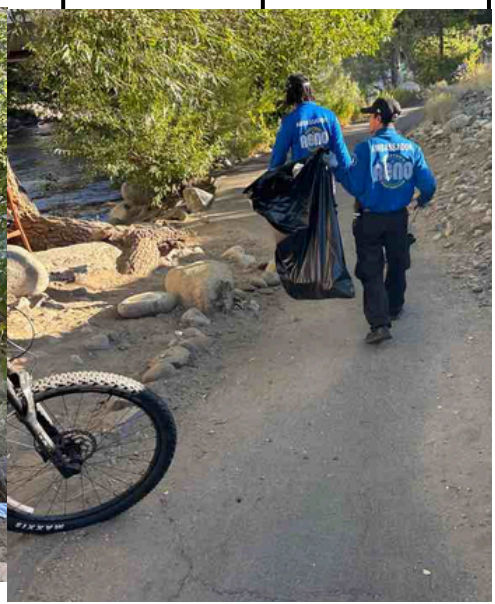
77 Yards

19,150 Pounds

Cleaning Tasks	JULY	AUGUST	SEPTEMBER
Power Washes	232	192	142
Cubic Yards Of Trash Collected	99	77	55
Shopping Carts Recovered	40	38	43
Transports to Services/Shelters	93	39	41
Stakeholder Check-Ins	9,648	10,189	9,955

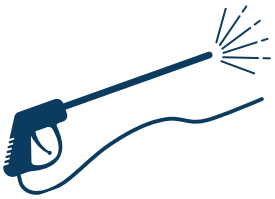






STREET REPORT | CLEANING





POWER WASHES

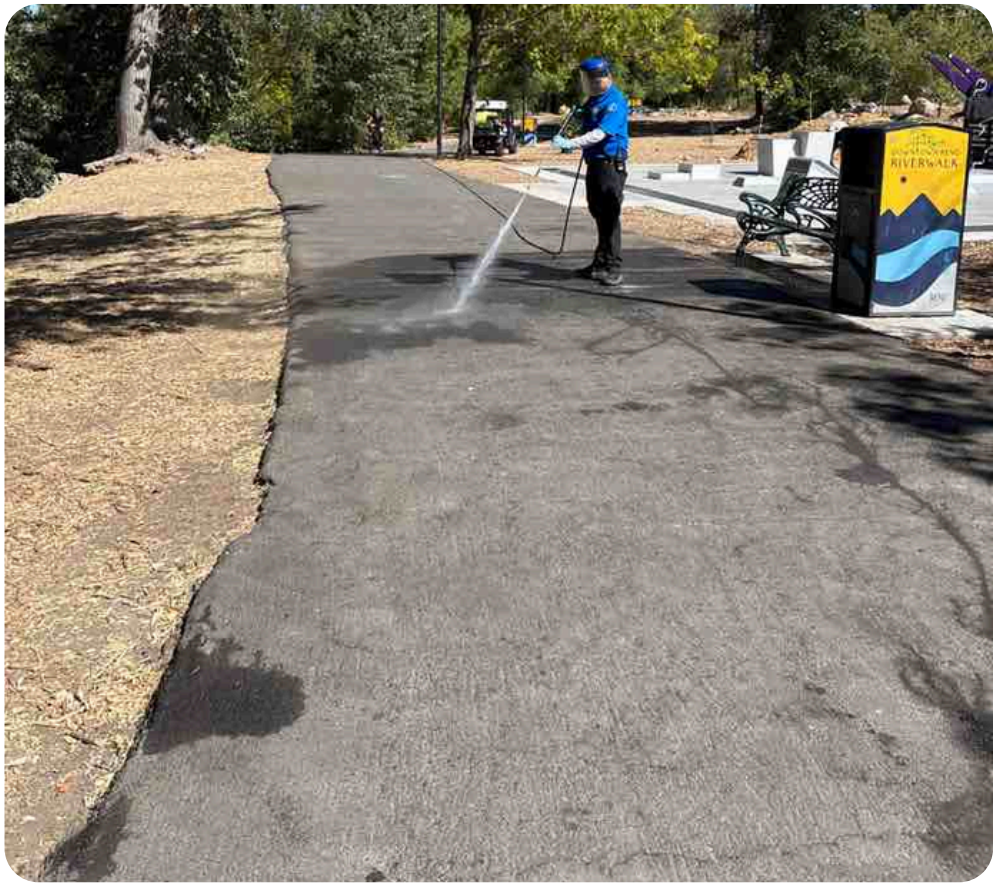
142



PAN AND BROOM

112

STREET REPORT | REQUESTS FOR SERVICE





Graffiti Removal

204



Cleaning Request Response Time

WITHIN:

30 MIN



Calls Made to Downtown Reno Partnership

232



Calls for Cleaning/Special

115



Scheduled power washes

112

STREET REPORT

SUCCESS STORIES



AMBASSADOR HOUSE

Ambassador House went above and beyond while assisting a group of tourists who were unable to find parking because they were traveling with a trailer. He directed them to the nearest public parking area and asked the valet whether their trailer would fit. He stayed with them until the situation was resolved.



AMBASSADOR FLORENCE

Ambassador Florence assisted an unhoused individual who was sleeping near the Amtrak Station. He told her that his wheelchair had been stolen, along with his backpack, which contained his prescription medication and food. He also stated that he was having difficulty breathing and that his heart medication was in the stolen backpack. Florence contacted Outreach to arrange transportation for him to receive medical attention. She stayed with him and accompanied Outreach to ensure he was okay.



TEAM LEAD MUELLER

During a city walk, Team Lead Mueller noticed an individual walking a dog along the Riverwalk. The dog appeared to be severely dehydrated and in need of attention. Mueller took proactive action by notifying the team and involving Outreach to determine whether the individual and his dog needed water or other resources. He helped ensure that both the individual and his dog received the care and support they needed.



AMBASSDOR OF THE MONTH

AMBASSDOR PACKER

Ambassador Packer consistently goes above and beyond to support both his fellow Ambassadors and the Downtown Reno Partnership account. Whether helping with complete field tasks, communicating with people , or maintain a clean zone he can always be counted on to find solutions and keep the team moving forward.

His hands-on support and dependability helps ensure that daily operations run smoothly and that the account is well cared for. Ambassador Packer approaches every challenge with patience, professionalism, and a positive attitude, always offering assistance with a smile. His dedication, resourcefulness, and commitment to our team makes him an invaluable part of the Ambassador program.

OUTREACH STORY

Outreach Ambassador Fullen

Throughout September, Outreach Ambassador Fullen went above and beyond while assisting a couple who needed help returning home. After taking the time to listen to their situation and understand their needs, Fullen connected them with appropriate resources and guided them through the next steps. The couple felt comfortable with Fullen because of her patience, kindness, and compassionate approach. They specifically requested her continued assistance and expressed how much they appreciated the care and respect she showed them. Their gratitude reflected the trust Fullen builds with the people she serves and the meaningful impact she makes through outreach. Her dedication helped the couple move closer to returning home while ensuring they felt heard, valued, and supported.

Outreach Ambassador Espinoza

Throughout September, Outreach Ambassador Espinoza went above and beyond while assisting an unhoused woman who was cold and appeared intoxicated. Recognizing that she needed immediate support and transportation assistance, Espinoza approached her with patience and compassion, took the time to listen, and helped arrange transportation to RBH. Espinoza treated her with dignity and respect throughout the interaction, focusing on her immediate needs and helping her reach a safer, more supportive environment. Her calm approach, dedication, and willingness to assist during a difficult moment reflect the true impact of compassionate outreach and her commitment to supporting vulnerable individuals in the downtown community.





SECURITY SUCCESS STORY

Security Guard Mello

Throughout September, Security Guard Mello consistently went above and beyond in supporting an individual he regularly encountered downtown. By taking the time to listen, build trust, and offer steady encouragement, Mello helped the individual feel seen and respected during a difficult period. He also helped connect the individual with appropriate community resources and support services. Mello's patience, professionalism, and compassionate approach made a meaningful difference. Through his continued follow-up and genuine care, he helped the individual take positive steps toward greater stability and hope for the future. This success story reflects Mello's commitment to serving the downtown community with dignity, respect, and compassion.

STREET REPORT

QUALITY OF LIFE

628

Total quality of life issues addressed for the month of September

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

ENCAMPMENT CLEARED
7%

WELLNESS CHECKS
37%

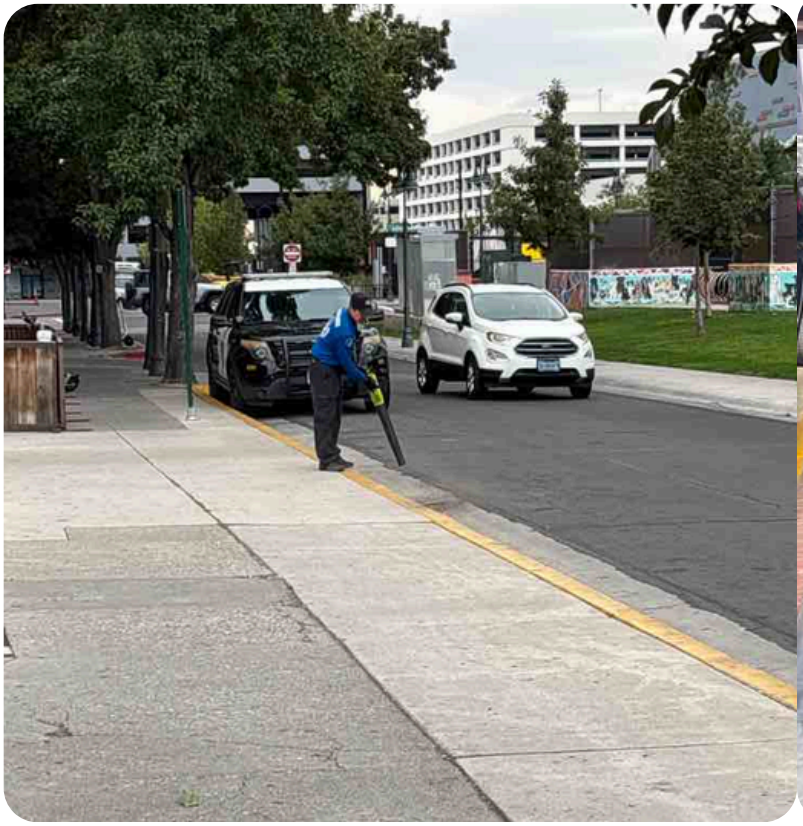
PANHANDLING
3%

PUBLIC DISTURBANCE
4%

SIT/LIE/CAMP
49 %

SAFETY & QUALITY OF LIFE INCIDENTS

Safety & Quality of Life Incidents	JULY	AUGUST	SEPTEMBER
Panhandling	23	17	8
Public Disturbance	48	46	24
Encampments Cleared	21	37	46
Sit/Lie/Camp	341	270	329
Wellness Checks	172	213	245





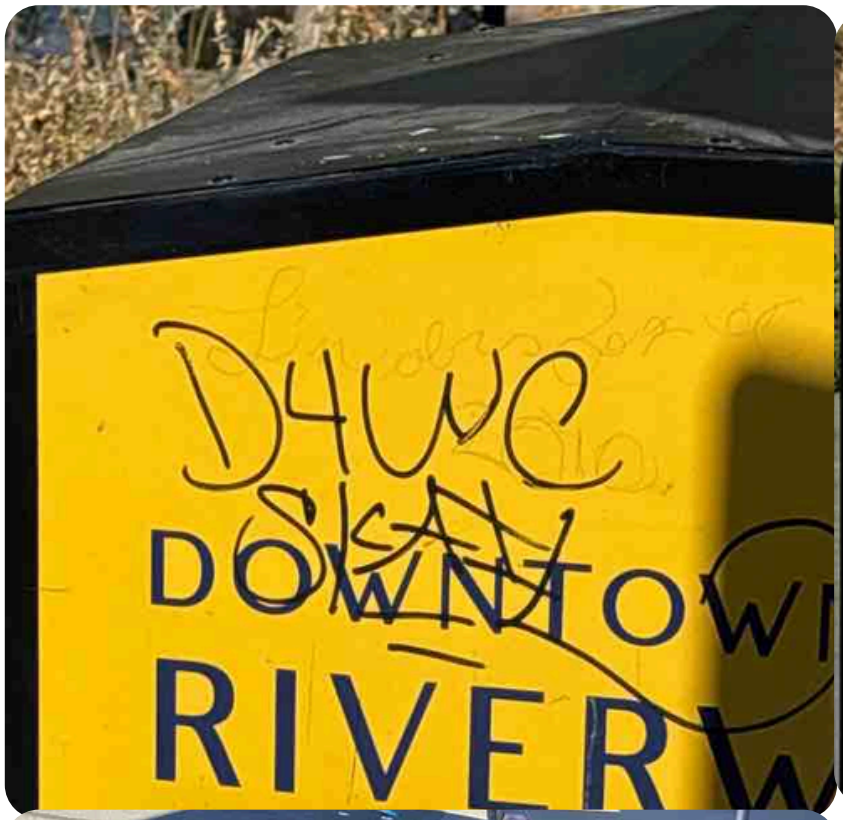
COMMUNITY ENGAGEMENT

Task	July	August	September
Directions	25	7	4
Safe Walks	17	25	23



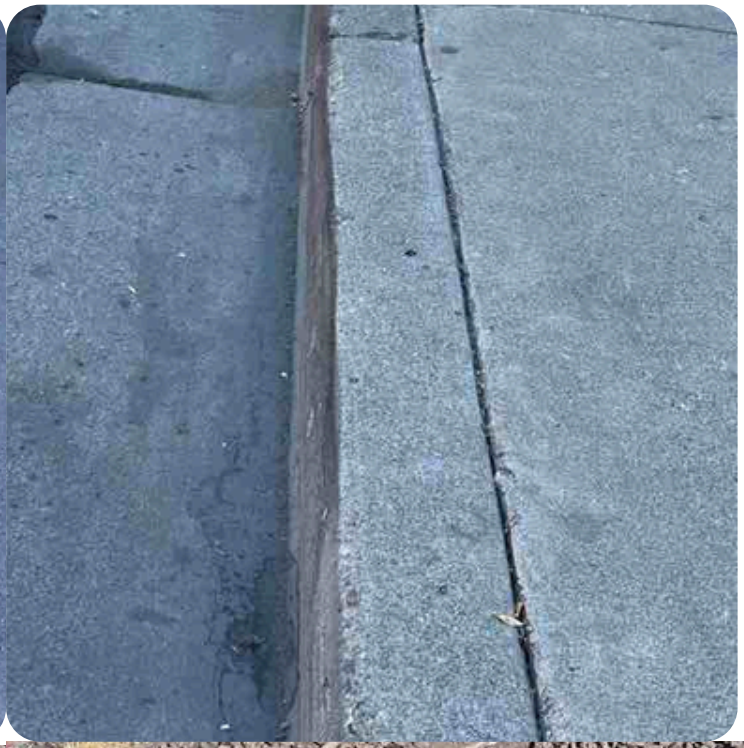


BEFORE & AFTER













DEFINITIONS

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 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 Call or Text
Email: hotline@downtownreno.org

Hours of Operation:
24/7

Be In The Know!
Sign up for our e-newsletter at
DowntownReno.org

