



C I T Y O F
RENO
Memorandum

DATE: February 11, 2025

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager

FROM: Cynthia Esparza, Director
Kaytlin Canner, Clean and Safe Manager

DEPT: Community Engagement & Services

SUBJECT: December 2025 Clean & Safe Team Homeless Actions & Outcomes

The City of Reno continues to address homeless-related concerns and provide outreach to the unsheltered community within city limits through the Clean and Safe Team. This interdepartmental team plays a critical role in addressing the multifaceted challenges and community impacts associated with homelessness, while coordinating multiple concurrent efforts and programs to ensure a comprehensive, citywide response.

Clean and Safe Team Departments

- Licensing and Code Enforcement
- Community Engagement and Services – Clean and Safe, Reno Direct
- City Manager’s Office - Security
- Housing and Neighborhood Development
- Maintenance and Operations
- Parks and Recreation
- Reno Police – Community Action and Outreach (CAO), Mobile Engagement Team (MET), Parking Enforcement

The following is an overview of December 2025 community reported concerns and Clean and Safe team outputs for outreach and interactions, enforcement and compliance, and maintenance and restoration.

December 2025 Key Highlights

- 69 Outreach Interactions
- 9 Individuals into Transitional Housing
- 201 Citations
- 127 Arrests

- 3 Large Encampment Clean-Ups
- 27 Smaller Encampment Clean-Ups
- 182 Yards of Trash Collected
- 42 Occupied Vehicles Posted
- 5 Occupied Vehicles Towed
- 4 Park Exclusions
- 40 Code Enforcement Cases
- 174 Allied Security Site Visit

Reno Direct Community Service Request Overview

December 2025

Service Request Type	Number of Requests	Percentage
Homeless Concerns	79	29.26%
Trespassing on Private Property	46	17.04%
Camping in City Parks	8	2.96%
Camping on Truckee River	8	2.96%
Occupied Vehicle Nuisance	129	47.78%
Total	270	100%

Month-over-Month Comparison

Service Request Type	November	December	Percentage Change
Homeless Concerns	95	79	17% Decrease
Trespassing on Private Property	57	46	19% Decrease
Camping in City Parks	14	8	43% Decrease
Camping on Truckee River	3	8	167% Increase
Occupied Vehicle Nuisance	127	129	2% Increase
Total	296	270	9% Decrease

Outreach & Interactions

Clean and Safe

Interactions	Housing Arrangements	Shelter Arrangements	Identification Replacements	Resources Accessed
69	9	2	1	26

Outreach Interactions

Location	# Interactions	# Accepted	Outcomes
West 4 th Street/Reno Rock	1	0	Arrived on site with Park Rangers to assess the area after receiving an escalated service request. Spoke with an individual about housing opportunities, as her partner receives SSDI.
8 th Street Park	1	1	Met with an individual who just left a 30-day program, who was interested in Safe Camp and services. Transported the individual to the Resource Center to

			access the overflow shelter.
Severn Drive	2	0	Met with client to fill out Safe Camp paperwork.
Sage Street & train tracks	6	0	Informed individuals on-site about the upcoming cleanup. They declined services.
Believe Plaza	8	5	Made an appointment with a family of 4 to fill out motel assistance paperwork. Made an appointment with a family of 5 to fill out motel assistance paperwork and Neighborly application.
Motel 6	4	4	Assisted family of 4 with moving and transport to a motel.
Resource Center	1	1	Facilitated move-in to Safe Camp.
City Hall	5	5	Assisted family of 5 in filling out motel assistance paperwork
Safe Street & train tracks	8	1	Transported an individual to the Resource Center for an intake assessment for the Permanent Supportive Housing program.
Resource Center	2	2	Met with a couple to fill out a housing application. Informed them they were approved for rental and deposit assistance.
Cheryl Apartments	3	2	Transported couple to Cheryl Apartments for scheduled move-in. Found out that the unit was on the 2nd floor and the couple could not go up and down the stairs. Diverted them into a motel room through the motel assistance program
Siegel Suites – Nevadan	5	5	Arrived on site with the check from RHA to pay for the family’s motel expense.
Motel 6	2	2	Met with a couple to fill out motel assistance paperwork. They could not find their award letter and will let me know once they find it.
Wells Footbridge	2	2	Met with 2 individuals to fill out paperwork for the Permanent Supportive Housing program as they are eligible. Both individuals need an ID and Social Security card.
Motel 6	2	2	Followed up with a couple to fill out paperwork for the RHA HPP program. They could not find updated award letter.

4 th Street & Sage Street	1	1	Spoke with one individual and discussed mental health treatment and getting them set up with Social Security Disability Insurance (SSDI) and case management at Safe Camp.
Resource Center	1	1	Met with client to fill out Safe Camp paperwork.
Dickerson/W 4 th Street	1	1	Arrived on site for cleanup operation along the W. 4th Street/Stoker area. Nobody was interested in services.
Department of Motor Vehicles (DMV)	2	1	Arrived on site to get a replacement ID for 2 individuals. One of the individuals never had an ID in Nevada, so they could not get a replacement.
Motel 6 on Wells	2	2	Extended a motel stay for two clients and received an updated photo of client's award letter.
Resource Center	1	1	Facilitated a Safe Camp move-in.
J Resort	1	1	Assisted a client with moving from the J Resort to the Siegel Suites, while he waits for a housing unit through Reno Housing Authority.
Hampton House	1	1	Met with a client who was on 30-day sit out from Cares Campus. Assisted them with filling out an appeal form.
Total	69	26	

Enforcement and Compliance

Reno Police Department

Reno Police Department's Community Action and Outreach (CAO) and Mobile Engagement Team (MET) outcomes:

- Unsheltered Contacts: 177
- Posted Occupied Vehicles: 42
- Vehicles Towed: 5
- Citations: 187
- Felony Arrests: 31
- Misdemeanor Arrests: 96

Park and River Rangers

In December, the Park and River Rangers conducted 605 site-visits. The Park and River Rangers made 111 interactions with unsheltered individuals, which included issuing warnings, citations, or providing service referrals.

Park and River Rangers enforcement efforts in City Parks and along the Truckee River:

- Citations issued: 14
 - 14 citations issued for sitting, lying, or camping on a public place
- Park exclusions issued: 4
 - 2 Stewart Park
 - 1 Brodhead Park
 - 1 Fisherman's Park #2

Code Enforcement

Code Enforcement cases related to homeless related concerns on private property:

- Code Enforcement Cases: 40
- Courtesy Letters: 21
- Warning of Violation: 10
- First Administrative Citation: 0
- Second Administrative Citation: 1
- Third Administrative Citation: 0

Allied Universal Security

There are two Allied Universal Security officers dedicated to Clean and Safe, patrolling chronic hotspots, monitoring recent cleanup efforts, and issue written notices to encampments in public spaces.

Location	# site-visits	# people spoken to	# notices issued
2700 Severn Drive	1	0	0
Third Street & Vine Street	0	0	0
4 th Street & Del Curto Drive	1	3	2
4 th Street & Summit Ridge Drive	1	2	6
4 th Street & Stoker Avenue	4	6	7
Ferrari Street	10	3	3
5 th Street & Tacchino Street	11	3	4
580 Moana Way	1	0	0
5 th Street & Wells Avenue	1	0	0
7 th Street & Wells Avenue	1	1	3
Valley Road to Wells Avenue footbridge	15	8	5
Aitken Street Alley	8	11	2
Keystone Avenue & California Avenue	1	0	0
Cadillac Place	1	0	0

Galletti Way & Railroad	2	0	0
Gentry Way & Kietzke Lane	20	15	1
Highland Ave & Evans Ave	17	6	12
Lund Lane & Wedekind Road	1	1	1
4 th Street & Keystone Avenue	1	0	0
Paradise Drive	1	4	2
Sierra Center Parkway, storm drain	13	0	0
Oddie Blvd & Silverada Blvd	20	14	10
Paradise Park	1	0	0
Poplar Street	5	1	5
Railroad at Sage Street	13	8	1
Railroad at Spokane Street	1	0	0
Stewart Park	8	0	0
Taylor Place Alleyway	5	3	3
Wells Underpass, from 4 th Street to 5 th Street	5	0	0
Whitaker Park	1	0	0
Wrondel Way & Hubbard Street	1	1	1
Walmart Culvert, 7 th Street	3	0	0
Total	174	91	66

Maintenance and Restoration

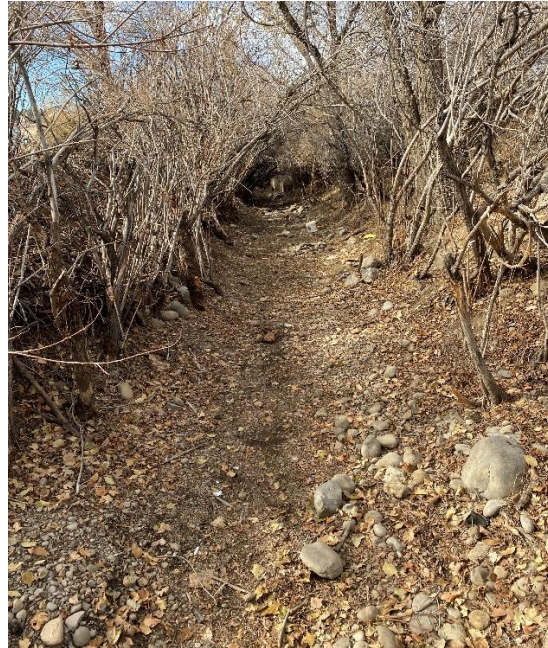
	# Cleanups	# Notices	# Yards of Trash
Clean and Safe	27	32	46
Park & River Rangers	N/A	N/A	95
Qual-Econ (Service Provider)	3	N/A	41
Total	30	32	182

Large Clean-Up Operations

Large clean-up operations include 3 or more established encampments and/or large amounts of debris, which require the Clean and Safe service provider's services.

4th Street & Del Curto and 4th Street & Summit Ridge Drive, Orr Ditch

- Number of Notices Issued: 7
- Number of Yards of Trash Collected: 7



Along the train tracks at Sage Street

- Number of Notices Issued: 26
- Number of Yards of Trash Collected: 30





Along the river, West 4th Street & McCarran Blvd and 4th Street & Stoker Avenue

- Number of Notices Issued: 3
- Number of Yards of Trash Collected: 4



Clean and Safe

In December, Clean and Safe conducted 61 activities, including cleanup efforts, issuing notices, site assessments, and storing personal property.

Location	Dates Visited
2000 Sierra Highlands Drive	12/2
Corporation Yard	12/3
2075 Patton Drive	12/4
Paradise Drive	12/4
4 th Street & Summit Ridge Drive	12/5
4 th Street & Del Curto Drive	12/5
Keystone Avenue & California Street	12/5
Raleigh Park	12/5
Lymbery Street & Eastshore Drive	12/8
4 th Street & Wells Avenue	12/9
7 th Street & Wells Avenue	12/9
Margrave Drive	12/9
Stewart Street Alleyway	12/9

2055 Valley Road	12/10
Cartwheel Drive	12/10
Wells Bridge footpath	12/10
Wells Avenue to Valley Road, footbridge	12/10
4 th Street & Eureka Avenue	12/16
Railroad, along Sage Street	12/9, 12/11, 12/12, 12/17
4 th Street & Stoker Avenue	12/18
655 Quincy Street	12/19
6 th Street & Elko Street	12/19
2700 Severn Drive	12/4, 12/19
3098 Kietzke Lane	12/19
5002 Summit Ridge Drive	12/4, 12/19
108 E Grove Street	12/19
Dickerson Road	12/19
845 Aitken Street	12/2, 12/19, 12/22
1025 North Hills Blvd	12/22
9 th Street & Wells Avenue	12/23
4 th Street & Ferrari Street	12/4, 12/22, 12/24
85 Gentry Way	12/26
400 Gentry Way	12/26
252 Winter Street Alleyway	12/26
154 E Arroyo Alleyway	12/26
Oddie Blvd & Silverada Blvd	12/19, 12/26
Peckham Lane & Smithridge Drive	12/26
Redfield Parkway	12/26
Pueblo Street	12/26
Oddie Blvd & Mall Drive	12/29, 12/30
Evans Avenue	12/31
Wrondel Way & Hubbard Way	12/17, 12/31
Sutro Street & Paintbrush Drive	12/31
Gentry Way & Kietzke Lane	12/4, 12/26, 12/30, 12/31