



C I T Y O F
RENO
Memorandum

DATE: April 6, 2026

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager

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

DEPT: Community Engagement and Services

SUBJECT: Clean and Safe Team Homeless Actions and Outcomes - February 2026

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 February 2026 data, actions, outcomes, and updates from the team:

February 2026 Key Highlights

- 8 community engagement and outreach efforts
- 55 outreach interactions
- 11 housing arrangements
- 91 citations
- 80 arrests

- 2 large encampment clean-ups
- 21 smaller encampment clean-ups
- 127 yards of trash collected
- 42 occupied vehicles posted
- 10 occupied vehicles towed
- 1 park exclusion
- 43 Code Enforcement cases
- 104 Allied Security site visits

February Updates

- **Reno Housing Authority Motel Assistance Program:** In February, Clean and Safe Outreach facilitated 7 individuals into the Motel Assistance program. Four individuals successfully transitioned out of the Motel Assistance Program into permanent housing.
- **Camera Mobile Trailers:** Clean and Safe’s Mobile Camera Trailer Pilot Program is ongoing. The mobile trailers continue to keep previously chronic areas clear and provide an extra tool for staff to monitor. The trailers are currently installed at Spokane Street, along the railroad and Galletti Way, along the railroad.

Community Engagement and Partnerships

Multiple departments partake in standing or topic specific meetings with regional partners to help address homelessness, identify support, and advance collaborative, solution-oriented initiatives. January highlights are as follows:

February Meeting	Department	Purpose and Outcomes
February 4: Moana, Kietzke, Gentry Business Center Meeting	Community Engagement and Services, Reno Police Department	Topics discussed at this meeting included Fusus Program, and reporting process for encampments and trespassing.
February 4: Washoe County Outreach Case Conferencing	Community Engagement and Services, Housing and Neighborhood Development	One individual was referred to Safe Camp and were approved by the outreach teams. The individual moved in on February 12.
February 10: Downtown Reno Partnership Security and Safety Collaboration	Code Enforcement, Community Engagement and Services, Reno Police Department	Clean and Safe, Reno Police, and Code Enforcement meet with residents, casino staff, and other jurisdictions to discuss issues, upcoming events, and ongoing activities in the downtown corridor.
February 12: Regional Alliance to end Homelessness (RAH)	Community Engagement and Services, and Housing and Neighborhood Development	A monthly meeting of stakeholders who work to end homelessness across the region to discuss issues and facilitate cross agency collaboration.
February 18: Washoe County Outreach Case Conferencing	Community Engagement and Services, Housing and Neighborhood Development	One individual was referred to Safe Camp and was approved by the outreach teams. The individual moved in on February 25.

February 23: City of Reno and Nevada Department of Transportation ILA Meeting	Community Engagement and Services	Established a response process for the City of Reno and Nevada Department of Transportation (NDOT) Interlocal Agreement to address encampments on NDOT Right-of-Ways.
February 26: School of Public Health Street Health Collaborative Meeting	Community Engagement and Services	A monthly meeting with street outreach workers and community providers who convene to discuss homeless-related concerns, review programs, and share community resources.
February 27: City of Reno and Cares Campus Collaboration	Community Engagement and Services, Housing and Neighborhood Development	Review shelter clients' housing plans for those with income and streamline efforts to transition them into permanent housing. Meetings launched in the Fall 2025.

Reno Direct Community Service Request Overview

February 2026

Service Request Type	Assigned Team	# of Requests	Percentage
Homeless Concerns	Clean and Safe	101	31.27%
Trespassing on Private Property	Code Enforcement	52	16.1%
Camping in City Parks	Parks Rangers	17	5.26%
Camping on Truckee River	River Rangers	5	1.55%
Occupied Vehicle Nuisance	Reno Police, Clean and Safe	148	45.82%
Total		323	100%

Month-over-Month Comparison

Service Request Type	January	February	Percentage Change
Homeless Concerns	85	101	19% Increase
Trespassing on Private Property	51	52	2% Increase
Camping in City Parks	8	17	113% Increase
Camping on Truckee River	15	5	67% Decrease
Occupied Vehicle Nuisance	166	148	11% Decrease
Total	325	323	1% Decrease

Outreach and Interactions

Clean and Safe

Interactions	Housing Arrangements	Shelter Arrangements	Identification Replacements	Family Reunification	Resources Accessed
55	11	2	0	0	36

Outreach Interactions

Location	Individual Interactions	Service Acceptance	Outcomes
City Hall	1	1	<p>Client arrived at City Hall to inquire about the Permanent Supportive Housing waitlist status, no updates at this time.</p> <p>Client is currently staying at El Cortez and asked about the next steps for housing. Discussed Safe Camp as an interim option and the client wants to proceed. Client will be brought forward for approval at the next Safe Camp meeting.</p>
Oddie Blvd & Silverada Blvd	0	0	Arrived on site for the City Walk to assist with trash and debris removal.
6 th Street & Elko Avenue	1	1	Met with client to fill out Safe Camp paperwork. Client moved in on February 2.
Siegel Suites - Victorian	1	1	Extended client's motel stay, as the new projected move-in date to Silverada Manor is on February 18.
Washoe County: Case Conferencing	0	1	Brought a client forward for approval at the Safe Camp meeting. She was approved by the case conferencing group and moved into Safe Camp on February 12.
Teams Meeting	2	2	Met with Washoe County Guardian's Office to discuss two clients who have reached the limit of Reno Housing Authority's Motel Assistance Program and discussed next steps. The Guardian's Office agreed to take over motel payments until they move-in to their permanent housing unit.
Siegel Suites - Nevadan	1	1	Informed client they have been approved for a move-in on February 5 at the Village on Sage Street through the City of Reno's Rapid Rehousing Program.
Village on Sage Street	1	1	Facilitated a successful move-in to the Village on Sage Street.
Siegel Suites – Nevadan	1	1	Extended client's stay at the Siegel Suites Nevadan, while they await move-in to their permanent housing unit.
Phone Call	1	1	Connected with the client by phone while they were in the hospital to confirm their interest in moving to Safe Camp. They confirmed and move-in scheduled for February 12.

Highland Avenue & Evans Avenue	1	0	Scheduled clean-up. Individual declined services.
Railroad, from Record Street to Park Street	2	0	Scheduled clean-up. Spoke with two individuals about Cares Campus. They declined a ride and stated they would get there on their own.
Ramada Inn - Diamond's	0	0	Received updated receipts from Ramada Inn and submitted to Reno Housing Authority.
Sage St/Railroad	4	0	Scheduled clean-up. Spoke with four individuals; they declined services.
Siegel Suites - Nevadan	1	1	Extended motel stay for client while he awaits approval for Lucky Motel through HUD-VASH voucher.
Lucky Motel	1	1	Facilitated move-in for client at the Lucky Motel through the HUD-VASH voucher.
Wells Avenue & Kuenzli Street	4	2	Spoke with 4 individuals in the area. One individual requested a Verification of Homelessness letter to begin housing process. Clean and Safe will write this letter and deliver to client. One individual requested a new ID, so he can start the housing process. Scheduled a DMV appointment through Cares Campus on February 17.
Sage St/Railroad	1	0	Spoke with one individual camping on the side of the road. He declined services and agreed he would vacate the area.
Safe Camp	1	1	Facilitated a successful move-in to Safe Camp.
Siegel Suites - Nevadan	1	1	Assisted AG with moving into the Siegel Suites while she awaits placement at the Village on Sage through the City of Reno's Rapid Rehousing Program.
Teams Meeting	0	0	Sat in on client's Competency Court hearing to determine whether they could move in with their mom. It was determined they cannot live together long-term. The plan is to find a new housing plan for mom.
CARES Campus	1	1	Returned personal property to client that was stored after they were arrested.
EconoLodge	3	3	Facilitated a successful move to Econo Lodge through the Reno Housing Authority's Motel

			Assistance program for two adults and one minor child.
Washoe County: Case Conferencing	0	1	Brought a client forward for approval at the Safe Camp meeting. She was approved by the outreach teams and moved into Safe Camp on February 25.
Siegel Suites - Victorian	1	1	Extended motel stay client as his move-in to Silverada Manor had been pushed back again.
Phone Call	0	0	Spoke with the Washoe County Guardian's Office about a mom and son to review their case plan. The Guardian's Office will now cover their motel costs since they are no longer eligible for Reno Housing Authority's Motel Assistance program.
EconoLodge	2	2	Facilitated a move-in at the Econo Lodge through RHA's Motel Assistance Program for a couple after being evicted from the Cheryl Apartments. Plan is to identify and submit applications for alternative housing options.
Siegel Suites - Nevadan	1	1	Facilitated a move-in for a client at the Village on Sage Street through the Rapid Rehousing Program.
Siegel Suites - Victorian	1	1	Extended a client's motel stay through February 26 at the Siegel Suites and confirmed their move-in to Silverada Manor apartments that same day.
Lemmon Drive	2	0	Arrived on-site per a Service Request for a young woman in the area. Unable to locate the individual described but engaged with one male who declined services and one woman who was selling flowers to earn rent money. Referred the woman to Housing and Neighborhood Development for rental assistance.
Brodhead Park	1	1	Followed up with a client who had previously requested a Verification of Homelessness letter for housing. Letter was provided to the client and submitted to Reno Housing Authority.
Sutro Street & Commercial Row	2	0	Scheduled clean-up. Engaged with a couple - one adult male and one adult female, who was 8 months pregnant. The couple was interested in reuniting with family in Sacramento, California. Karma Box was deployed to purchase a bus ticket,

			however the couple declined services, stating they were not ready to proceed at that time.
CARES Campus	1	1	Met with a client to fill out paperwork for the Motel Assistance program and discuss housing options for the future. Plan is to submit paperwork and get the client moved into a motel within the next couple of days.
La Rue Avenue & Virginia Street	1	0	An encampment was located on both public and private property. Outreach was provided and the individual declined services.
Wedekind Road	2	1	Scheduled clean-up. Engaged with two individuals: one individual who declined services and the other individual explained they were working with Washoe County HOPE team but lost contact. Contacted the HOPE team and got them connected. They scheduled time to meet and further discuss housing options.
6 th Street & Eureka Avenue	1	0	Outreach provided and the individual declined services.
7th Street & Sutro Street	1	0	Outreach provided and the individual declined services.
Sutro Street & Commercial Row	1	0	Arrived on site to reconnect with the couple from the previous day. Spoke with the male, who reported he had taken the pregnant woman to the hospital the night before. Revisited reunification options and other available services, however he reiterated that they are not ready to access services.
4 th Street & Ferrari Street	3	1	<p>Arrived on site for the City Walk and engaged with 3 individuals. A couple explained they were on the RHA waitlist and awaiting a follow-up. After contacting RHA, educated the couple on the steps to maintain their spot on the waitlist, and the benefits of working with a case manager at CARES to obtain their essential documents and support communication with RHA. The couple declined services.</p> <p>The third individual was on a 30-day sit out from CARES and expressed interest in substance-use treatment to reconnect with family. Coordinated with Karma Box to transport the individual to Mill Street Care Center.</p>

CARES Campus	1	1	Returned personal belongings that were stored after an arrest.
EconoLodge	1	1	Connected with a client to discuss the RHA waitlist and the Rapid Rehousing Program, and assisted them with signing up for the RHA waitlist for subsidized housing.
Siegel Suites - Nevadan	1	1	Checked client into the Siegel Suites for the Motel Assistance program while awaiting to hear back on applications at the Vintage at Washington and the Point Apartments.
Siegel Suites - Victorian	2	2	Successfully facilitated a move in for client and his new live-in caregiver at Silverada Manor.
Virginia Lake Park	1	0	Arrived on site and observed an individual in the playground who appeared semi-conscious. Provided outreach, the individual declined services. Encouraged him to leave the playground and they vacated.
CARES Campus	0	1	Arrived on site to pick-up a client's belongings to store as she is currently hospitalized and property cannot be stored past 7 days in Safe Camp storage.
Gentry Way & Kietzke Lane	0	0	Arrived on site to search for a family with a child that was s location by reportedly seen at this location. Unable to locate the family.
Total	55	36	

Enforcement and Compliance

Reno Police Department

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

- Unsheltered Contacts: 15
- Posted Occupied Vehicles: 42
- Vehicles Towed: 10
- Citations: 84
- Felony Arrests: 17
- Misdemeanor Arrests: 63

Park and River Rangers

In February, the Park and River Rangers conducted 761 site-visits. The Park and River Rangers made 71 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: 7
 - 7 citations issued for sitting, lying, sleeping, or camping on a public place

- Park exclusions issued: 1

- 1 Mira Loma Park

Code Enforcement

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

- Code Enforcement Cases: 43
- Courtesy Letters: 15
- Warning of Violation: 8
- First Administrative Citation: 3
- Second Administrative Citation: 2
- Third Administrative Citation: 1

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. Notices support expediting enforcement efforts.

Location	Site Visits	Individual Interactions	Notices Issued
Sierra Center Parkway bridge culvert	9	0	0
Sage Street & Railroad	8	5	3
Oddie Blvd & Silverada Blvd	12	6	5
Fantastic Drive & Cannan Street	4	0	0
Gentry Way & Kietzke Lane	8	11	0
Highland Avenue & Evans Avenue	10	14	16
Neil Road & Delucchi Lane culvert	6	5	4
Footpath from Valley Road to Wells Avenue	10	17	11
Pueblo Street & Wells Avenue	4	5	4
McCarran Blvd & 7 th Street, culvert	2	0	0
5 th Street & Tacchino Street	3	0	0
4 th Street & Ferrari Street	3	9	8
North Virginia Street & McCarran Blvd	1	1	1
Culvert behind Costco	2	0	1
7 th Street & Wells Avenue	5	11	2
7884 Security Circle	1	0	0
5 th Street & Wells Avenue	2	4	0
598 Vine Street	1	0	0
4050 Market Street	1	0	0
Third Street & Vine Street	2	0	0
1790 Wells Avenue	1	0	0
Wedekind Road & Sutro Street	1	0	1
Wells Avenue & Kuenzli Street	2	1	1
135 Vesta Street	1	0	0
Hubbard Way & Wrondele Way	1	0	0
La Rue Avenue & Virginia Street	2	3	3
Linden Street & Wrondele Way	1	0	0
1025 North Hills Blvd	1	0	0
Total	104	92	60

Maintenance and Restoration

In February, field coordination included 58 activities, including cleanup efforts (21), issuing notices (14), site assessments (19), and storing personal property (4).

Team	Cleanups	Notices Issued	Yards of Trash
Clean and Safe	21	37	43
Park and River Rangers	N/A	N/A	47
Qual-Econ (Service Provider)	2	N/A	37
Total	23	37	127

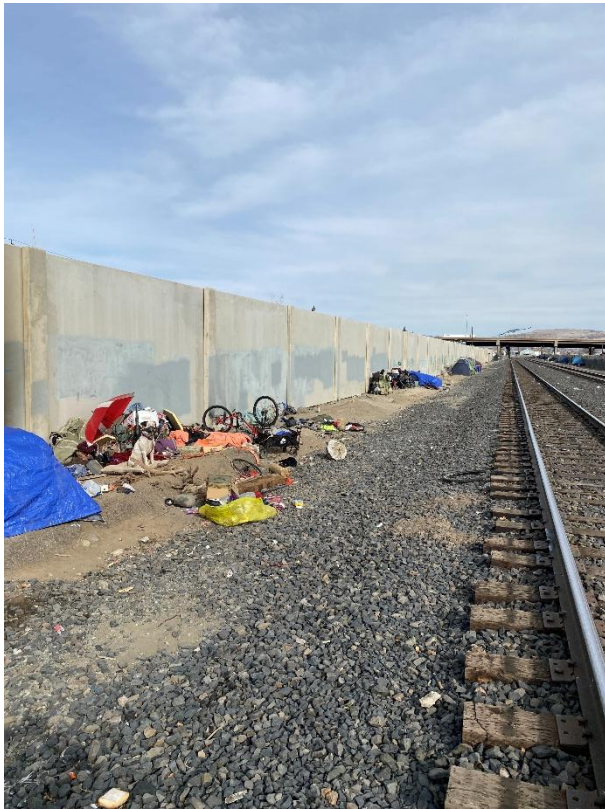
Location	Dates Visited	Visits
Sage Street & Railroad	2/9, 2/10	2
Railroad from Record Street to Park Street	2/9, 2/10	2
Oddie Blvd & Silverada Blvd	2/2, 2/5, 2/27	3
Fantastic Drive & Cannan Street	2/23, 2/27	2
Paradise Drive	2/5, 2/18	2
Highland Avenue & Evans Avenue	2/9, 2/10, 2/13, 2/24	4
5 th Street & Tacchino Street	2/18, 2/23	2
Gentry Way & Kietzke Lane	2/6	1
4 th Street & Stoker Avenue	2/27	1
4 th Street & Ferrari Street	2/25	1
2 nd Street & Galletti Way	2/26, 2/27	2
7 th Street & Wells Avenue	2/6, 2/23, 2/24	3
7 th Street & Sutro Street	2/25	1
6 th Street & Eureka Avenue	2/25	1
5 th Street & Wells Avenue	2/23	1
Wedekind Road & Sutro Street	2/2, 2/23, 2/24	3
Sutro Street & Commercial Row Road	2/24, 2/25	2
West 4 th Street & Del Curto Drive	2/18	1
Pueblo Street & Wells Avenue	2/9, 2/25	2
La Rue Avenue & Virginia Street	2/4, 2/23, 2/24	3
Pueblo Street & Virginia Street	2/23	1
Virginia Street & Moana Lane	2/9	1
Virginia Street & Meadowood Mall Way	2/9	1
Kuenzli Street & Wells Avenue	2/9	1
Aitken Street Alleyway	2/4	1
Beech Street	2/4	1
4 th Street & Record Street	2/5	1
4495 Pinehaven Court	2/18	1
4050 Market Street	2/26, 2/27	2
135 Vesta Street	2/23	1
Connex Box (Property Storage)	2/6, 2/25	2
Total		52

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 provider's services.

Sage Street & Railroad and Highland Avenue & Evans Avenue

- Number of Notices Issued: 21
- Number of Yards of Trash Collected: 20



Sutro Street & Railroad, Sutro Street & Wedekind Road, Highland Avenue & Evans Avenue, and 7th Street & Wells Avenue

- Number of Notices Issued: 6
- Number of Yards of Trash Collected: 17



Union Pacific Clean-Up

The City of Reno has monthly coordinated clean-up efforts with Union Pacific. Due to inclement weather in February, Union Pacific was unable to travel over the mountain pass, resulting in the cancellation of the scheduled clean-up.