



C I T Y O F
RENO
Memorandum

DATE: April 22, 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 – March 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
- Clean and Safe, Reno Direct - Community Engagement and Services
- Security - City Manager’s Office
- Housing and Neighborhood Development
- Maintenance and Operations
- Parks and Recreation
- Community Action and Outreach (CAO), Mobile Engagement Team (MET), Parking Enforcement -Reno Police

The following is an overview of March 2026 data, actions, outcomes, and updates from the team:

March 2026 Key Highlights

- 6 community engagement and outreach efforts
- 41 outreach interactions
- 4 housing arrangements
- 176 citations
- 96 arrests
- 3 large encampment clean-ups
- 19 smaller encampment clean-ups

- 164 yards of trash collected
- 50 occupied vehicles posted
- 15 occupied vehicles towed
- 6 park exclusions
- 33 Code Enforcement cases
- 138 Allied Security site visits

March Updates

- **Reno Housing Authority Motel Assistance Program:** In March, Clean and Safe Outreach facilitated 1 individual into the Motel Assistance program. One individual 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 serve as a deterrent. 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. March highlights are as follows:

March Meetings	Departments	Purpose and/or Outcomes
March 4: Washoe County Outreach Case Conferencing	Community Engagement and Services	Two individuals were referred to Safe Camp and were approved by the outreach teams. One individual moved in on March 11, while the other opted to move in with friends.
March 5: Moana, Kietzke, Gentry Business Center Meeting	Community Engagement and Services, Reno Police Department, Redevelopment Agency	Topics discussed at this meeting included the Redevelopment Agency and updates from the businesses.
March 6: University of Nevada Reno Police Department and Clean and Safe Introduction	Community Engagement and Services, Reno Police	Clean and Safe and Reno Police met with University of Nevada Reno Police to provide an overview of operations and to discuss opportunities for collaboration regarding problem areas surrounding the University.
March 10: Downtown Reno Partnership Security Safety Collaboration Monthly Meeting	Code Enforcement, Community Engagement and Services, Reno Police, Security Services	Clean and Safe, Reno Police, Code Enforcement, and Security Department meet with residents, casino staff, and other jurisdictions to discuss issues, upcoming events, and ongoing activities in the downtown corridor.
March 12: Regional Alliance to end Homelessness (RAH)	Community Engagement and Services, and Housing and	A monthly meeting of stakeholders who work to end homelessness across the region

	Neighborhood Development	to discuss issues and facilitate cross agency collaboration.
March 16: Community Homelessness Advisory Board (CHAB)	Community Engagement and Services	Clean and Safe provided an overview of operations and outcomes in fiscal year 24/25, highlighting the collaborative efforts among City departments, including Clean and Safe, Reno Police, Parks and Recreation, Code Enforcement, Maintenance and Operations, Security Department, and Housing and Neighborhood Development.

Reno Direct Community Service Request Overview

March 2026

Service Request Type	Assigned Team	# of Requests	Percentage
Homeless Concerns	Clean and Safe	93	26.5%
Trespassing on Private Property	Code Enforcement	42	11.97%
Camping in City Parks	Parks Rangers	9	2.56%
Camping on Truckee River	River Rangers	7	1.99%
Occupied Vehicle Nuisance	Reno Police, Clean and Safe	200	56.98
Total		351	100%

Month-over-Month Comparison

Service Request Type	February	March	Percentage Change
Homeless Concerns	101	93	8% Decrease
Trespassing on Private Property	52	42	19% Decrease
Camping in City Parks	17	9	47% Decrease
Camping on Truckee River	5	7	40% Increase
Occupied Vehicle Nuisance	148	200	35% Increase
Total	323	351	9% Increase

Outreach and Interactions

Clean and Safe

Interactions	Housing Arrangements	Shelter Arrangements	Identification Replacements	Family Reunification	Resources Accessed
41	4	1	0	0	20

Outreach Interactions

Location	Individual Interactions	Service Acceptance	Outcomes
Phone Call	1	0	Clean and Safe Outreach spoke with a father who was seeking motel assistance for himself, daughter, and granddaughter. Our Place was suggested and the father agreed to explore the option. After connecting with Our Place, staff confirmed the daughter and granddaughter are on the Our Place waitlist. Clean and Safe followed up with the father to inquire if they are interested in reuniting with family in Sacramento, as his daughter has a plan moving forward. Father declined reunification and plans to stay with daughter until they move into Our Place.
EconoLodge	2	2	Clean and Safe Outreach transported a couple's personal belongings from Siegel Suites - Nevadan to EconoLodge, as they did not qualify for Siegel Suites - Nevadan. The couple was housed through the Reno Housing Authority Motel Assistance Program, while they await permanent housing in April.
Siegel Suites - Nevadan	1	1	Clean and Safe Outreach connected with a client enrolled in the Reno Housing Authority Motel Assistance Program to discuss housing options. During the check-in, the client shared their medical concerns. Plan is to have UNR StreetMed Team follow up to treat wounds.
Housing and Homeless Services Case Conferencing	0	0	Clean and Safe Outreach referred two individuals to Safe Camp and were approved by the outreach teams. One individual moved in on March 11, while the other opted to move in with friends.
McCarran Blvd & Summit Ridge	1	1	Clean and Safe Outreach connected with a client to fill out Safe Camp Paperwork. Client moved into Safe Camp on March 11.

Email	2	2	Clean and Safe Outreach sent an email to Siegel Suites - Nevada to extend the stay for two clients who are enrolled in the Reno Housing Authority Motel Assistance Program. They are waiting to move into Village on Sage Street in April.
Ferrari Street & 4 th Street	1	1	Clean and Safe Outreach spoke with an individual at Ferrari Street and 4 th Street, who explained they are currently staying at Cares Campus and their thumb was amputated recently due to an infection. Referred individual to the Telemedicine Kiosk at Cares Campus for ongoing concerns.
Siegel Suites - El Cortez	1	1	Clean and Safe Outreach returned belongings to client that were stored at Safe Camp, as the client was unable to retrieve them within the 7-day window due to being hospitalized.
4 th Street & Stoker Avenue	1	1	Clean and Safe Outreach spoke with an individual during a scheduled clean-up. The individual shared they previously worked with RISE and are interested in reconnecting. Clean and Safe Outreach reconnected the individual with their previous outreach worker to follow up and explore potential housing options.
Safe Camp	1	1	Clean and Safe Outreach transported a client and their dog to Cares Campus for a Safe Camp intake. The client and their dog successfully moved into Safe Camp on March 11.
Sage Street & Railroad	2	0	The Reno Police Department requested Clean and Safe Outreach for a veteran seeking services. The individual reported being on a 30-day sit-out from the Cares Campus and stated they are not interested in permanent housing, as they have a vacant lot in Winnemucca, Nevada, where they plan to build housing. Clean and Safe offered a bus ticket for reunification with proof of ownership of the property, but the individual declined as they are waiting for a friend who will provide transportation. The individual is not interested in services. Both individuals

			on-site were informed that camping on the train tracks is not permitted.
Sage Street & Railroad	5	0	Clean and Safe Outreach arrived on site for the scheduled clean-up. Individuals declined services.
West 4 th Street & Del Curto Drive	4	0	Clean and Safe Outreach arrived on site for the scheduled clean-up. Individuals declined services.
Siegel Suites	0	1	Clean and Safe Outreach facilitated move-in through Reno Housing Authority Motel Assistance Program at Siegel Suites on March 13.
Email	1	1	Clean and Safe Outreach was working with a client to facilitate a move-in to Cares Campus Permanent Supportive Housing. Clean and Safe requested a verification of homelessness letter from the Sparks HOPE team, as they have been working with the client for two years, which is the minimum length of time needed to work with a client. In result, client moved into Permanent Supportive Housing on March 27.
Siegel Suites - Nevadan	1	1	Clean and Safe Outreach secured a motel room for client through the Reno Housing Authority Motel Assistance program, while they wait for a unit at Village on Sage Street. The individual moved into Siegel Suites - Nevadan on March 13.
North Virginia Street & McCarran Blvd	2	0	Clean and Safe Outreach met with a couple who were camping along McCarran Blvd. The husband has dementia and depends on his wife for care. They recently stayed at Cares Campus; however, the setting was not appropriate for their needs due to the husband requiring continuous support and the couple being separated. They are awaiting disability and Supplemental Security Income (SSI) eligibility. Clean and Safe will follow up with the couple to explore potential housing or program options.
4 th Street & Stoker Avenue	0	0	Clean and Safe Outreach arrived on site to follow up on the encampment from the previous day. Area was clear.

Siegel Suites - Nevadan	2	2	Clean and Safe Outreach arrived on-site to assist a mother and son with moving from the Siegel Suites Nevadan into their permanent housing unit at the Cheryl Apartments.
Trident Way & 9 th Street	1	1	Clean and Safe Outreach arrived on-site with Reno Police to engage with an individual whose vehicle was being towed. The individual shared they are interested in accessing substance use treatment and insurance. Clean and Safe referred the individual to the Cares Campus Resource Center and shared the days Department of Welfare Supportive Service (DWSS) are on-site. Plan is to follow up to discuss treatment programs once the individual has received insurance.
Model Way & Airway Drive	2	0	Clean and Safe arrived on site for clean-up operation with Reno Police. Clean and Safe Outreach spoke with two individuals on-site and they declined services.
Kuenzli Street & Brodhead Park	1	0	Clean and Safe Outreach arrived on-site with RPD to engage with an individual whose vehicle was being towed. The individual expressed initial interest in services, then identified a private property for the RV to be towed to. The individual accompanied the tow truck driver to provide payment for the tow. The individual declined services.
Kuenzli Street & Kietzke Lane	1	0	Clean and Safe Outreach arrived on-site with RPD to engage with an individual whose vehicle was being towed. Services were offered and the individual declined. The individual's stepfather was on-site to assist with moving belongings, but stated he was not willing to take the individual in.
Cadillac Place	0	0	Clean and Safe Outreach responded to a service request requesting outreach. The area was assessed and no individuals were on-site.
Reno Housing Authority, Main Office	1	0	Clean and Safe Outreach meet with Reno Housing Authority staff to review clients enrolled in the Motel Assistance Program and to determine if additional information is needed.

W 4 th Street & McCarran Blvd	1	0	Clean and Safe Outreach responded to a service request requesting outreach. Services were offered and the individual declined. Clean and Safe contacted Veterans Affairs (VA) to request additional outreach, after the individual reported being a veteran.
W 4 th Street & McCarran Blvd	2	2	Clean and Safe Outreach responded to a service request, requesting outreach for an encampment along the Truckee River. Clean and Safe Outreach scheduled a DMV appointment for the couple to get IDs to work on a housing plan.
Lemmon Drive	2	1	Clean and Safe Outreach responded to a service request, requesting outreach at Lemmon Drive. Spoke with two individuals on-site. One individual was referred to Housing and Neighborhood Development for rental assistance and the other individual declined services.
Phone Call	1	0	Clean and Safe Outreach was provided with the phone number of an individual who is living in their vehicle. Services were offered and the individual declined.
White Fir Street	0	0	Clean and Safe Outreach assessed the area and identified two occupied vehicles on-site. Attempted to make contact, but there was no answer.
CARES Campus	1	1	Clean and Safe Outreach and the Sparks HOPE team facilitated a move-in to the Cares Campus Permanent Supportive Housing facility on March 27. Clean and Safe and the Sparks HOPE team were working with this client for the last four years as they camped on the Reno and Sparks border.
Total	41	20	



March 11, 2026 - Clean and Safe Outreach facilitated a move-in to Safe Camp.



March 27, 2026 - Clean and Safe Outreach and Sparks Hope Team facilitated a move-in to Cares Campus Permanent Supportive Housing (PSH) unit.

Enforcement and Compliance

Reno Police Department

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

- Unsheltered Contacts: 24
- Posted Occupied Vehicles: 50
- Vehicles Towed: 15
- Citations: 171
- Felony Arrests: 18
- Misdemeanor Arrests: 78

Park and River Rangers

In March, the Park and River Rangers conducted 872 site-visits. The Park and River Rangers made 115 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: 5
 - 4 citations issued for sitting, lying, sleeping, or camping on a public place
 - 1 citation issued for unauthorized removal of a shopping cart
- Park exclusions issued: 6
 - 2 Mira Loma Park
 - 2 Stewart Park
 - 1 Dick Taylor Park
 - 1 Brodhead Park

Code Enforcement

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

- Code Enforcement Cases: 33
- Courtesy Letters: 14
- Warning of Violation: 4
- First Administrative Citation: 5
- Second Administrative Citation: 1
- Third Administrative Citation: 3

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	5	0	0
Sage Street & Railroad	3	6	5
Oddie Blvd & Silverada Blvd	16	3	2
Fantastic Drive & Cannan Street	15	0	1
Gentry Way & Kietzke Lane	14	8	7
Highland Avenue & Evans Avenue	14	16	2
Neil Road & Delucchi Lane culvert	6	4	7
Footpath from Valley Road to Wells Avenue	7	1	1
Pueblo Street & Wells Avenue	7	2	0
Virginia Street & Pueblo Street	1	0	0
Virginia Street & Delucchi Lane	1	0	1
West 4 th Street & Del Curto Drive	1	1	0
5 th Street & Tacchino Street	5	0	0
Ferrari Street & 4 th Street	12	24	7
McCarran Blvd & 7 th Street, Culvert	1	0	0
2212 Harvard Way, Culvert behind Costco	6	0	0
7 th Street & Wells Avenue	5	7	2
Warren Way & Moana Lane	1	0	1
La Rue Avenue & Virginia Street	1	0	0
Linden Street & Wrondel Way	1	0	0
6 th Street & Elko Street	2	2	2
4 th Street & Stoker Avenue	4	4	3
5 th Street & Wells Avenue	2	0	0
Gentry Way & Virginia Street	1	0	1
Galletti Way & Train Tracks	1	0	1
Mira Loma Park	6	3	0
Total	138	81	43

Maintenance and Restoration

In March, field coordination included 78 activities, including cleanup efforts (22), issuing notices (17), site assessments (35), and storing personal property (4).

Team	Cleanups	Notices Issued	Yards of Trash
Clean and Safe	22	42	28
Park and River Rangers	N/A	N/A	87
Qual-Econ (Service Provider)	3	N/A	49
Total	25	42	164

Location	Dates Visited	Visits
Boynton Slough	3/2, 3/3, 3/16	3
7 th Street & McCarran Blvd	3/2, 3/3	2
Virginia Street & McCarran Blvd	3/2, 3/5	2
Neil Road & Delucchi Lane, Culvert	3/2, 3/31	2
La Rue Avenue & Virginia Street	3/2	1
6 th Street & Vine Street	3/2	1
Delucchi Lane & Virginia Street	3/3	1
Oddie Blvd & Silverada Blvd	3/4, 3/24, 3/27	3
4 th Street & Stoker Avenue	3/5, 3/11, 3/12, 3/16, 3/17, 3/31	6
929 Willow Street	3/5, 3/16	2
Airway Drive	3/5, 3/16	2
Cheney Street & Wells Avenue	3/5, 3/24	2
875 E Plumb Lane	3/5	1
1700 Wells Avenue	3/5	1
Connex Box (Property Storage)	3/6, 3/23	2
5 th Street & Wells Avenue	3/6	1
9 th Street & Sutro Street	3/6	1
Sage Street & Railroad	3/9, 3/11, 3/12, 3/30	4
Highland Avenue & Evans Avenue	3/9, 3/11	2
599 Center Street	3/11, 3/12	2
Galletti Way, along the Railroad	3/11	1
West 4 th Street & Del Curto Drive	3/11	1
4 th Street & Morrill Avenue	3/11	1
9 th Street & Record Street	3/16	1
5475 Louie Lane	3/16	1
2700 Socrates Drive	3/16	1
2700 North Virginia Street	3/17	1
4 th Street & Ferrari Street	3/18, 3/23, 3/30	3
5 th Street & Lake Street	3/18	1
9 th Street & Trident Way	3/18	1
1575 Nannette Circle	3/18	1
6190 Virginia Street	3/19	1
5250 Virginia Street	3/19	1
435 Kuenzli Street	3/19	1
2165 Kietzke Lane	3/19	1
1745 Kuenzli Street	3/19	1
845 Aitken Street	3/24, 3/26	2

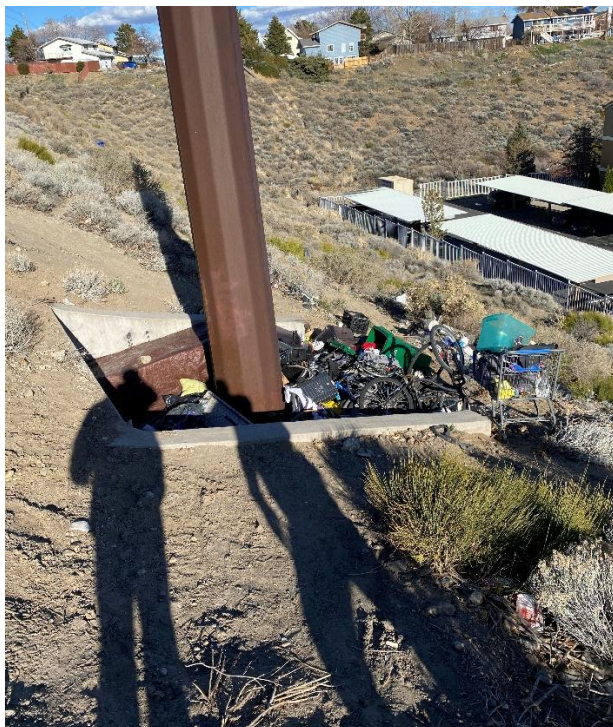
6 th Street & Elko Avenue	3/24	1
348 ½ Wheeler Avenue	3/24	1
Brodhead Park	3/25	1
Mira Loma Park	3/25	1
3490 Virginia Street	3/25	1
Northtowne Lane & McCarran Blvd	3/26	1
668 Mill Street	3/26	1
Paradise Drive	3/26	1
538 Virginia Street	3/26	1
Stewart Park	3/26	1
2 nd Street & Dickerson Avenue	3/27	1
4 th Street & Summit Ridge Drive	3/27	1
1439 7 th Street	3/30	1
2890 Northtowne Lane	3/31	1
2200 Harvard Way	3/31	1
Total		76

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.

Neil Road & Delucchi Lane and McCarran Blvd & 7th Street

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





Sage Street & Railroad, Galletti Way & Railroad, and 4th Street & Stoker Avenue

- Number of Notices Issued: 18
- Number of Yards of Trash Collected: 20





Northtowne Lane & Orr Ditch, 4th Street & Stoker Avenue, Neil Road & Delucchi Lane, and Culvert behind Costco

- Number of Notices Issued: 5
- Number of Yards of Trash Collected: 25





Union Pacific Clean-Up

The City of Reno has monthly coordinated clean-up efforts with Union Pacific. Areas addressed in March include Highland Avenue & Evans Avenue, ReTrac Corridor from Chism Street to Commercial Row, and along the train tracks from Dickerson Road to Del Curto Drive.