

STAFF REPORT

Date: October 9, 2024

To: Mayor and City Council

Through: Jackie Bryant, Interim City Manager

Subject: Staff Report (For Possible Action): Presentation, discussion, and potential acceptance of the report regarding downtown updates for the month of August 2024.

From: Ashley Turney, Assistant City Manager

Department: City Manager's Office

Summary:

Council has identified the downtown core and Business Improvement District (BID) as priority areas in the 2020 to 2025 City of Reno Strategic Plan, the City of Reno Downtown Action Plan, and the City of Reno Master Plan. Through cross-departmental collaboration, investments prioritized by Council, innovative actions, and improved service delivery, staff continues to work to ensure the downtown core is clean, safe, livable, and vibrant. As directed by Council at the April 24, 2024, Reno City Council meeting, monthly reports are being brought forward to highlight the work being done in downtown.

Alignment with Strategic Plan:

Economic and Community Development

Public Safety

Infrastructure, Climate Change, and Environmental Sustainability

Previous Council Action:

August 28, 2024: Presentation, discussion, and potential acceptance of the report regarding downtown updates for the month of July 2024.

July 31, 2024: Presentation, discussion, and potential acceptance of the report regarding downtown updates for the month of June 2024.

June 12, 2024: Presentation, discussion, and potential acceptance of the report regarding downtown updates for the month of May 2024.

Background:

At the April 24, 2024, Reno City Council meeting, Council requested monthly presentations highlighting the work being done in downtown.

Discussion:

Six City of Reno departments/divisions (Police, Code Enforcement, Clean and Safe, Parks and Recreation, Maintenance and Operations, and Economic Development), and the BID managed and operated by the Downtown Reno Partnership (DRP) are key stakeholders in ensuring the downtown core is clean, safe, livable, and vibrant. They continue to collect data and make data-driven decisions to create initiatives and achievements month over month.

Metrics

Table 1 shows key metrics that were collected.

Table 1: Downtown Metrics for the Month of August and historical data from June and July.

Description of Metric	June Metric	July Metric	August Metric
Reno Police Department (RPD)			
Posted Occupied Vehicles	95 Posted	38 Posted	27 Posted
Towed Occupied Vehicles	14 Towed	3 Towed	2 Towed
Downtown Walking Contacts (Business and Citizen)	815 Contacts	1,124 Contacts	876 Contacts
Downtown Planned Operations (Enforcement and Outreach)	25 Operations	22 Operations	26 Operations
HELP Tickets	0 Tickets	3 Tickets	0 Tickets
Mobile Engagement Team Citizen Contacts	Not Reported	319 Contacts	446 Contracts
Mobile Engagement Team Misdemeanor Arrests	Not Reported	20 Arrests	14 Arrests
Mobile Engagement Team Felony Arrests	Not Reported	9 Arrests	9 Arrests
Mobile Engagement Team Citations	Not Reported	22 Citations	58 Citations
Code Enforcement			
Issued Parking Tickets	240 Tickets	196 Tickets	612 Tickets
Parking Enforcement Service Requests Received	23 Received	30 Received	32 Received

Parking Enforcement Service Requests Closed	21 Closed	27 Closed	35 Closed
Code Enforcement Cases Opened	3 Opened	19 Opened	19 Opened
Code Enforcement Cases Closed	9 Closed	17 Closed	23 Closed
Code Enforcement Proactive Cases	15 Cases	14 Cases	30 Cases
Clean and Safe			
Interactions with Unsheltered Individuals	47 Interactions	262 Interactions	233 Interactions
Individuals Connected to Services	0 Individuals	85 Individuals	46 Individuals
Yards of Trash Collected by Clean & Safe/Contractors	32 Yards	85 Yards	75 Yards
Parks and Recreation			
Downtown Park Site Visits by River Rangers	113 Visits	Not Reported	144 Visits
Yards of Debris Removed from River by River Rangers	21 Yards	7.5 Yards	52.25 Yards
Public Interactions by River Rangers	100 Interactions	Not Reported	156 Interactions
Service Referrals	Not Reported	20 Referrals	67 Referrals
Instances of All Clear Locations	Not Reported	27 Instances	50 Instances
Maintenance and Operations			
BID Area Service Requests Received	11 Received	14 Received	11 Received
BID Area Service Requests Closed	10 Closed	14 Closed	11 Closed
BID Area Miles of Roadway Swept	42 Miles	33 Miles	31 Miles
Staff Hours Spent Sweeping Roadway in BID	7 Hours	34 Hours	31 Hours
BID Area Sidewalk Blocks Cleaned	181 Blocks	163 Blocks	160 Blocks

Staff Hours Spent Cleaning Sidewalk in BID	168 Hours	173 Hours	176 Hours
BID Area Litter Removal Hours	310 Hours	174 Hours	163 Hours
BID Area Street Light Repairs	19 Repairs	11 Repairs	5 Repairs
DRP			
Shopping Carts Recovered	107 Carts	104 Carts	91 Carts
Pressure Washes Performed	256 Washes	234 Washes	255 Washes
Pounds of Trash Collected and Disposed	24,660 Pounds	22,973 pounds	29,339 pounds
Rides Provided to Shelters and Services	88 Rides	119 Rides	116 Rides
Economic Development			
Number of Restore Improvements Completed	9 Improvements	12 Improvements	12 Improvements
Number of New Residential Units Completed	34 Completed	34 Completed	34 Completed
Number of New Residential Units Under Construction	895 Units	895 Units	895 Units
Number of New Residential Units Planned	2,528 Units	2,528 Units	2,528 Units
Number of New Businesses Opened	1 Business	0 Businesses	0 Businesses
Percentage Change in Property Values (Year Over Year)	9.2%	9.2%	9.2%
City Activation Events	4 Events	31 Events	17 Events
City Activation Event Participants	4,556 Participants	Not Reported	538 Participants

Key Initiatives

Each key stakeholder also provides key initiatives for the month of August:

Reno Police Department:

- Initiative 1: Downtown walking assignment with concentration on increased community

- engagement, enhanced crime prevention, building community trust, support for local business owners, visitors, and locals in the downtown area.
- Initiative 2: After hours operations and enforcement.
- Initiative 3: Mobile Engagement Team mission.

Code Enforcement:

- Initiative 1: Proactively address parking violations.
- Initiative 2: Proactively address code violations.
- Initiative 3: Maintain a constant presence in the downtown area.

Clean and Safe:

- Initiative 1: Karma Box work crew continues to address Record Street & 4th Street every morning Monday-Friday at 7:30am.
- Initiative 2: Clean and Safe continues to provide peer-to-peer support to unsheltered individuals and assist them in accessing services.
- Initiative 3: Partner with the DRP to address concerns within the BID.

Parks and Recreation:

- Initiative 1: Engage in public through face-to-face interactions during walk or bike patrol.
- Initiative 2: Focus on the river and clean all debris possible.
- Initiative 3: Enhance our Jr. Ranger program by connecting with park users and advertising the program.

Maintenance and Operations:

- Initiative 1: Repair and repaint ADA ramp retaining wall on Island and Sierra.
- Initiative 2: Replace plastic covers on wayfinding maps.
- Initiative 3: Planting of riverwalk extension.

DRP:

- Initiative 1: Hosted a lunch & learn for the businesses and organizations who are a part of the arts/theater/museum realm to share more about what we do and how we can assist in their work and initiatives.
- Initiative 2: Ambassadors supported several events during the month including Hot August Nights (HAN), PAN AM Bowling and Reno Aces Games. Ambassador Wade was also interviewed by KTVN Channel 2 as part of HAN to showcase the ambassador's role in helping to keep the BID safe and clean for the visitors to enjoy.
- Initiative 3: Continued work on Positively Downtown Campaign including shooting 5 testimonials, a hype video, website, took kit, soliciting written testimonials etc.

Economic Development:

- Initiative 1: Relaunched the RDA.
- Initiative 2: Conducted retail assessment in Downtown Reno.
- Initiative 3: Began sale of the former Community Assistance Center.

Highlights & Objectives

Each key stakeholder also provides a highlight for the month of August and an objective for the month of September below:

Reno Police Department:

- August Highlight: Mobile Engagement Team enforced 58 community court cases and 25 arrests.
- September Objective: Ongoing collaboration with DRP, business owners, and unsheltered community.

Code Enforcement:

- August Highlight: Parking Enforcement Officers enhanced their presence downtown to address the Mayor's concern. Several overtime night operations were also conducted to address chronic violators; approximately five vehicles were towed.
- September Objective: Work with a new small business family to reopen the Ace Motel.

Clean and Safe:

- August Highlight: Clean and Safe coordinated outreach and cleanup efforts, with a primary focus on the Truckee River.
- September Objective: Ongoing collaboration with DRP, business owners, and the unsheltered community.

Parks and Recreation:

- August Highlight: Interviewed and hired 2 new river rangers. The City of Reno now has 5 total rangers on staff.
- September Objective: Increase visibility by the river and river adjacent parks. Now that we are in the on boarding process with the additional rangers, we will have a bigger impact visually.

Maintenance and Operations:

- August Highlight: Repainted base of Reno Arch; completed Truckee River; completed lighting upgrade
- September Objective: Refurbish commemorative plaques.

DRP:

- August Highlight: Launched a new-look monthly Ambassador report which is more visual and further puts the highlights of the Ambassador work in an easy to read, visual format.
- September Objective: Neoma Jardon and Nathan Digangi, Economic Development Director, are taking part in the September Reno Start Up Week. They are hosting a session to present on the DRP's first-ever State of Downtown Report and Taylor Adams from EDAWN is joining this session as well.

Economic Development:

- August Highlight: Re-energizing the Redevelopment Agency; disposition of the Record Street Properties; and redevelopment Agency Program Awareness.
- September Objective: Harrah's Bankruptcy Hearing; and implementation of the Truckee River Plan.

Financial Implications:

None at this time.

Legal Implications:

Legal review completed for compliance with City procedures and Nevada law.

Recommendation:

Staff recommends Council

Proposed Motion:

Staff recommends Council accept the report regarding downtown updates for the month of August 2024.

Attachments:

I move to accept the report regarding downtown updates for the month of August 2024.