

STAFF REPORT

Date: August 28, 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 July 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:

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 July and historical data from May and June.

Description of Metric	May Metric	June Metric	July Metric
Reno Police Department (RPD)			
Posted Occupied Vehicles	63 Posted	95 Posted	38 Posted
Towed Occupied Vehicles	10 Towed	14 Towed	3 Towed
Downtown Walking Contacts (Business and Citizen)	878 Contacts	815 Contacts	1,124 Contacts
Downtown Planned Operations (Enforcement and Outreach)	24 Operations	25 Operations	22 Operations
HELP Tickets	5 Tickets	0 Tickets	3 Tickets
Mobile Engagement Team Citizen Contacts	Not Reported	Not Reported	319 Contacts
Mobile Engagement Team Misdemeanor Arrests	Not Reported	Not Reported	20 Arrests
Mobile Engagement Team Felony Arrests	Not Reported	Not Reported	9 Arrests
Mobile Engagement Team Citations	Not Reported	Not Reported	22 Citations
Code Enforcement			
Issued Parking Tickets	478 Tickets	240 Tickets	196 Tickets
Parking Enforcement Service Requests Received	18 Received	23 Received	30 Received
Parking Enforcement Service Requests Closed	22 Closed	21 Closed	27 Closed
Code Enforcement Cases Opened	7 Opened	3 Opened	19 Opened
Code Enforcement Cases Closed	29 Closed	9 Closed	17 Closed

Code Enforcement Proactive Cases	15 Cases	15 Cases	14 Cases
Clean and Safe			
Interactions with Unsheltered Individuals	44 Individuals	47 Individuals	262 Individuals
Individuals Connected to Services	4 Individuals	0 Individuals	85 Individuals
Individuals Who Declined Services	40 Individuals	47 Individuals	177 Individuals
Yards of Trash Collected by Clean & Safe/Contractors	117 Yards	32 Yards	85 Yards
Parks and Recreation			
Downtown Park Site Visits by River Rangers	Not Reported	113 Visits	Not Reported
Yards of Debris Removed from River by River Rangers	Not Reported	21 Yards	7.5 Yards
Public Interactions by River Rangers	Not Reported	100 Interactions	Not Reported
Service Referrals	Not Reported	Not Reported	20 Referrals
Inspections Done in Downtown Parks	Not Reported	Not Reported	51 Inspections
Instances of All Clear Locations	Not Reported	Not Reported	27 Instances
Maintenance and Operations			
BID Area Service Requests Received	6 Received	11 Received	14 Received
BID Area Service Requests Closed	7 Closed	10 Closed	14 Closed
BID Area Miles of Roadway Swept	76 Miles	42 Miles	33 Miles
Staff Hours Spent Sweeping Roadway in BID	34 Hours	7 Hours	34 Hours
BID Area Sidewalk Blocks Cleaned	210 Blocks	181 Blocks	163 Blocks
Staff Hours Spent Cleaning Sidewalk in BID	205 Hours	168 Hours	173 Hours
BID Area Litter Removal Hours	285 Hours	310 Hours	174 Hours
BID Area Street Light Repairs	29 Repairs	19 Repairs	11 Repairs

DRP			
Shopping Carts Recovered	155 Carts	107 Carts	104 Carts
Pressure Washes Performed	251 Washes	256 Washes	234 Washes
Pounds of Trash Collected and Disposed	23,180 Pounds	24,660 Pounds	22,973 pounds
Rides Provided to Shelters and Services	126 Rides	88 Rides	119 Rides
Economic Development			
Number of Restore Improvements Completed	6 Improvements	9 Improvements	12 Improvements
Number of New Residential Units Completed	Not Reported	34 Completed	34 Completed
Number of New Residential Units Under Construction	929 Units	895 Units	895 Units
Number of New Residential Units Planned	2528 Units	2,528 Units	2,528 Units
Number of New Businesses Opened	2 Businesses	1 Business	0 Businesses
Percentage Change in Property Values (Year Over Year)	9.2%	9.2%	9.2%
City Activation Events	Not Reported	4 Events	31 Events
City Activation Event Participants	Not Reported	4,556 Participants	Not Reported

Key Initiatives

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

Reno Police Department:

- Initiative 1: Downtown walking assignment with a concentration on increased community engagement, enhanced crime prevention, and building community trust and support for local business owners, visitors, and locals in the downtown area.
- Initiative 2: After-hours operations and enforcement.
- Initiative 3: Mobile Engagement Team rollout and implementation.

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 began addressing Record Street and Fourth Street every morning Monday-Friday at 7:30 a.m.

- Initiative 2: Clean and Safe coordinated outreach and an extensive clean-up along the river path behind the Aces Stadium.
- Initiative 3: City Walk team provided outreach and addressed several occupied vehicles on Sixth Street and Washington Street.

Parks and Recreation:

- Initiative 1: Maintain a clean river through increased foot patrol.
- Initiative 2: Increase visibility by riding bikes during special events downtown and along the river.
- Initiative 3: Increase staff by hiring two additional river/park rangers.

Maintenance and Operations:

- Initiative 1: Touch-up painting of public amenities, planter boxes, etc.
- Initiative 2: Preparation for Hot August Nights.
- Initiative 3: Installation of decorative metal panels around planter boxes on Virginia Street.

DRP:

- Initiative 1: Presented to the Reno-Sparks Convention and Visitors Authority (RSCVA) Board of Directors to update the board on the DRP's work in Downtown Reno.
- Initiative 2: Curb painting began at Maple and Virginia to chip off the layers of caked-on red and yellow paint in the Downtown Reno core. Repainting has begun and work continues.
- Initiative 3: The Ambassadors had a visible and impactful impact during both the Shriner's Convention as well as the Chicken Wing Festival.

Economic Development:

- Initiative 1: ReEnergizing the Redevelopment Agency (RDA) and Participation Program.
- Initiative 2: Meetings with key property owners.
- Initiative 3: Supporting key developments.

Highlights & Objectives

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

Reno Police Department:

- July Highlight: First full month roll-out of Mobile Engagement Team.
- August Objective: Ongoing collaboration with DRP, business owners, and the unsheltered community.

Code Enforcement:

- July Highlight: Chief Executive Officer (CEO) focused on placement, cleanliness, and permitting of dumpsters downtown; and Community Safety and Services Team (CSAST) inspected 40 businesses downtown.
- August Objective: Working with a new small business family to reopen the Ace Motel.

Clean and Safe:

- July Highlight: Karma Box work crew began addressing Record Street and Fourth Street and the Aces River path clean-up.
- August Objective: Ongoing collaboration with DRP, the unsheltered community, community partners, and business owners.

Parks and Recreation:

- July Highlight: No violations in West Street Plaza or East Wingfield.
- August Objective: Transition to seven-day coverage for more consistency.

Maintenance and Operations:

- July Highlight: Replanting for Riverwalk extension, between Sierra and Arlington.
- August Objective: Electrical upgrades and re-lamping of lights along the river, between Virginia and Arlington.

DRP:

- July Highlight: Applied for and was awarded a grant to purchase one of two Kubota units that will help year-round with pressure washing, snow removal, and trash collection, especially in hard-to-reach areas including the river path.
- August Objective: Scheduled to have all Ambassadors hired for eight, new security Ambassadors. Pending the state's September approval, all will be licensed in September.

Economic Development:

- July Highlight: Tech Hub Announcement - \$21M; university purchased homes south of Interstate-80 (I-80); 19 percent new YoY activations; tour of the new university business building; Truckee River vision plan public stakeholder meeting; and west Fourth Street property sales.
- August Objective: Continue to re-energize the RDA; continue the disposition of the Record Street Properties; and start the RDA Program Awareness.

Financial Implications:

None at this time.

Legal Implications:

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

Recommendation:

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

Proposed Motion:

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

Attachments: