

STAFF REPORT

Date: June 12, 2024

To: Mayor and City Council

Through: Doug Thornley, City Manager

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

From: Ashley Turney, Assistant City Manager

Department: City Manager's Office

Summary:

Reno City 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 downtown.

Alignment with Strategic Plan:

Economic and Community Development

Public Safety

Infrastructure, Climate Change, and Environmental Sustainability

Economic Opportunity, Homelessness, and Affordable Housing

Previous Council Action:

There is no recent Council action relevant to this item.

Background:

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

Discussion:

Five City of Reno departments/divisions (Police, Code Enforcement, Clean and Safe, Maintenance and Operations, and Revitalization), and the business improvement district 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 May

Description of Metric	Metric
Reno Police Department	
Posted Occupied Vehicles	63 Posted
Towed Occupied Vehicles	10 Towed
Downtown Walking Total Contacts (Business and Citizen)	878 Contacts
Downtown Planned Operations Total (Enforcement and Outreach)	24 Operations
HELP Tickets	5 Tickets
Code Enforcement	
Issued Parking Tickets	478 Tickets
Parking Enforcement Service Requests Received	18 Received
Parking Enforcement Service Requests Closed	22 Closed
Code Enforcement Cases Opened	7 Opened
Code Enforcement Cases Closed	29 Closed
Code Enforcement Proactive Cases	15 Cases
Clean and Safe	
Interactions with Unsheltered Individuals	44 Individuals
Individuals Connected to Services	4 Individuals
Individuals Who Declined Services	40 Individuals
Yards of Trash Collected by Clean and Safe and Contractors	117 Yards
Maintenance and Operations	
BID Area Service Requests Received	6 Received
BID Area Service Requests Closed	7 Closed
BID Area Roadway Swept – Miles	76 Miles
BID Area Roadway Swept – Staff Time	34 Hours
BID Area Sidewalks Cleaned – Blocks	210 Blocks
BID Area Sidewalks Cleaned – Staff Time	205 Hours
BID Area Litter Removal Hours	285 Hours
BID Area Street Light Repair	29 Repairs

DRP	
Rides to Services (Shelters, DMV, SS office, VA, etc.)	126 Rides
Encampments Addressed	513 Encampments
Shopping Carts Recovered	155 Carts
Pounds of Trash Collected	23,180 Pounds
Pressure Washes Performed	251 Washes
Revitalization	
Restore Improvements Completed	6 Improvements
New Residential Units - Under Construction	929 Units
New Residential Units - Planned	2528 Units
New Businesses Opened	2 Businesses
Percentage Change in Property Values (YoY)	9.2%

Key Initiatives

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

- Reno Police Department:
 - Initiative 1: Downtown walking assignment with concentration on increased community engagement, enhanced crime prevention, building of community trust, support for local business owners, visitors, and locals in the downtown area.
 - Initiative 2: Hire and develop a dedicated paid intern for the Community Action and Outreach (CAO) unit. This intern will collaborate with the Crime Analysis Unit (CAU) to compile crime statistics and disseminate information to stakeholders, such as apartment and motel managers. The goal is to identify crime trends and work with these stakeholders to develop long-term solutions to identified problems.
 - Initiative 3: Develop and implement monthly operational plans that encompass enforcement, resource allocation, and community policing strategies.
- Code Enforcement:
 - Initiative 1: Proactively address parking violations.
 - Initiative 2: Proactively address code violations.
 - Initiative 3: Maintain Constant presence in the downtown area.
- Clean and Safe:
 - Initiative 1: Finalized a cleanup schedule to Union Pacific to improve collaborative maintenance and restoration efforts.
 - Initiative 2: Continue to provide peer-to-peer support to unsheltered individuals and assist them in accessing services.
 - Initiative 3: Partner with the Downtown Reno Partnership to address concerns within the BID.
- Maintenance and Operations:
 - Initiative 1: Refurbished broken riverwalk fountains into planter boxes.

- Initiative 2: Addition of 20 new metered parking spaces added to the business improvement district area.
- Initiative 3: Sidewalk sealing performed on Virginia Street.
- **DRP:**
 - Key initiatives for the DRP are provided in a separate document entitled State of Downtown Report.
- **Revitalization:**
 - Initiative 1: Visited ICSC Conference in Las Vegas to attract retailers to Downtown.
 - Initiative 2: Planned the Relaunch Redevelopment Agency.
 - Initiative 3: Developed the Record Street request for proposal.

Highlights & Objectives

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

- **Reno Police Department:**
 - May Highlight: Downtown planned operation on 5/30/24 with MOST led to 7 individual contacts with offers for service, 1 warning, 3 arrests, 9 citations, 1 towed vehicle, and 16 shopping carts collected.
 - June Objective: To increase planned operations in coordination with city and private partners, such as park rangers, ambassadors, and the Clean & Safe team. The focus will be on addressing problem areas downtown, including the river, Record Street, and the railroads. These efforts will be integrated with Community Court initiatives to provide resources and support to affected individuals.
- **Code Enforcement:**
 - May Highlight: Required AT&T to secure outdoor area & Whitney Peak to remove outdoor nuisances (see photos attached).
 - June Objective: Require enhancements on vacant properties.
- **Clean and Safe:**
 - May Highlight: 2024 Union Pacific Cleanup Schedule Finalized.
 - June Objective: Providing outreach prior to Union Pacific Cleanups.
- **Maintenance and Operations:**
 - May Highlight: Refurbished broken riverwalk fountains into planter boxes.
 - June Objective: Complete programmed contractual work as outlined in the BID agreement and ensure all planter boxes within the BID area replanted.
- **DRP:**
 - May Highlight: May highlight for the DRP are provided in a separate document entitled State of Downtown Report.
 - June Objective: June objective for the DRP are provided in a separate document entitled State of Downtown Report.

- Revitalization:
 - May Highlight: Attended ICSC conference in Las Vegas with DRP Economic Development Manager.
 - June Objective: Launch Activation Pilot Program Events – Off the Rails, Dancing on the River, Harmony of the River, and Launch 315 & 355 Record Street RFP.

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 May 2024.

Proposed Motion:

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

Attachments:

Code Enforcement Before and After Photos