



## Reno Police Department

### MEMORANDUM



**Date:** October 18, 2022  
**To:** Lance Ferrato, Business License Manager  
**From:** Oliver Miller, Deputy Police Chief  
Alex Woodley, Code Enforcement Director  
**Subject:** Wrightway Market located at 330 Evans Ave.; Order to Show Cause

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**Business:** Wrightway Market at 330 Evans Ave.  
**Business Licensee:** Devinder Dhillon  
**Business License Number:** R11592A/R101276Q

#### **Business History**

Devinder Dhillon is the sole owner of the Wrightway Market convenience store. The license was first issued on July 10, 2010. In 2021, the City of Reno identified the total police calls for service to all convenience stores within the City of Reno. In 2019 and in 2020, Wrightway Market was identified as the convenience store with the highest calls for service from a total of one hundred forty-four (144) convenience stores throughout the City of Reno (enclosed).

#### **Reno Police Department Calls for Service**

CALLS FOR SERVICE - 2021			
Business Name	Location	Total CFS	RPD Specific CFS
Wrightway Market	330 Evans Ave	705	410
CALLS FOR SERVICE - 2022 YTD			
Business Name	Location	Total CFS	RPD Specific CFS
Wrightway Market	330 Evans Ave	595	370

The top five Police specific calls for service (CFS) for the date range are as follows:

**2021** - Unwanted Subject (118), Subject Stop (101), Area Check (53), Assault/Battery (21), and Fight (15).

**2022** - Unwanted Subject (149), Subject Stop (69), Fight (17), Assault/Battery (15), and Suicidal Person (9).

Along with the listed top five PD specific calls for service at the Wrightway Market over the **two year period**, we responded to thirty six assault/battery, five ADW (assault with deadly weapon), five BDW (battery with deadly weapon), four narcotics calls, two robbery, and seven sex related offenses. In a search of the report system there were eighty one Police reports for open container violations in the area of the Wrightway Market.

In addition to the PD only response, in 2021 there were 252 calls that required a REMSA medical response with 27 Reno Fire medical responses. In 2022 there were 173 calls that required a REMSA medical response with 25 Reno Fire medical responses.

The following is a list of calls for service at the Wrightway Market depicting common and concerning issues:

**January 11th, 2021 @ 1338:** #21-612, Battery with Deadly Weapon (wooden club) on three patrons at the store.

**April 2nd, 2021 @ 1642:** #21-5628, Narcotics paraphernalia citation (methamphetamine) at store.

**May 18th, 2021 @ 1226:** #21-8595, Officers respond to a fight, suspect is detained and found to have methamphetamine on his person.

**June 1st, 2021 @ 1457:** #21-9544, Officers respond to an unwanted subject, found to be under influence and in possession of methamphetamine.

**July 18th, 2021 @ 2137:** #21-12877, Officers observe a drug transaction (Heroin) conducted in front of the store.

**July 31st, 2021 @ 0320:** #21-13790, Victim of battery reports incident occurred in front of store.

**August 24th, 2021 @ 2025:** #21-15601, Battery with skateboard causing injury to clerk.

**September 21st, 2021 @ 1647:** #21-17733, Fight at store turns into BDW stabbing.

**October 5th, 2021 @ 1400:** #21-110168, Robbery (purse snatch) with baseball bat occurred in front of store.

**June 19th, 2022 @ 1546:** #22-11275, Suspect battering individuals in front of store after Aces game.

**July 3rd, 2022 @ 2032:** #22-12261, Officers respond to a fight in progress at the store, suspect is combative and fights with Officers.

**July 15th, 2022 @ 0153:** Battery with Deadly Weapon (stabbing) at store.

**August 27th, 2022 @ 1226:** Fight between customers at store, Ambassadors attempt to intervene with no compliance.

*\*The calls depicted above are just a sample of common incidents that occur at the location and are not all inclusive.*

### **Comparison**

As a point of comparison, to similar convenience stores in the Downtown area where selected, the Golden Gate Gas and the Jacksons #130, Both stores call for service data was analyzed as follows:

CALLS FOR SERVICE - 2021			
Business Name	Location	Total CFS	RPD Specific CFS
Golden Gate Gas	1445 E. 6th Street	371	228
Jacksons #130	600 N. Wells	391	293
CALLS FOR SERVICE - 2022 YTD			
Business Name	Location	Total CFS	RPD Specific CFS
Golden Gate Gas	1445 E. 6th Street	389	214
Jacksons #130	600 N. Wells	311	218

The top five PD specific calls for service for the Golden Gate Gas are as follows:

**2021** - Unwanted Subject (89), Trouble Unknown (12), Assault/Battery (11), Fight (11), Larceny (10).

**2022** - Unwanted Subject (78), Follow Up (15), Assault/Battery (14), Suspicious Person (9), Fight (8).

Along with the listed top five PD specific calls for service at the Golden Gate Gas over the **two year period**, we responded to twenty six assault/battery, eight ADW (assault with deadly

weapon), four BDW (battery with deadly weapon), two narcotics calls, one robbery, and six sex related offenses. In a search of the report system there were three Police reports for open container violations in the area of the Golden Gate Gas.

The top five PD specific calls for service for the Jacksons #130 are as follows:

**2021** - Unwanted Subject (116), Business Check (20), Traffic Stop (18), Follow Up (15), Trouble Unknown (9).

**2022** - Unwanted Subject (73), Business Check (38), Trouble Unknown (16), Assault/Battery (7), Vehicle Accident (7).

Along with the listed top five PD specific calls for service at the Golden Gate Gas over the **two year period**, we responded to fourteen (total to include 2022's seven in the top five CFS) assault/battery, four ADW (assault with deadly weapon), three BDW (battery with deadly weapon), three narcotics calls, eight robbery, and four sex related offenses. In a search of the report system there was one Police report for open container violations in the area of the Jacksons #130.

- In 2021, the Wrightway Market had 334 (90%) more overall calls for service then the Golden Gate Gas and 314 (80%) more overall calls for service then the Jacksons #130.
- In 2021, the Wrightway Market had 182 (80%) more PD specific calls for service then the Golden Gate Gas and 117 (40%) more PD specific calls for service then the Jacksons #130.
- In 2022, the Wrightway Market had 206 (53%) more overall calls for service then the Golden Gate Gas and 284 (91%) more overall calls for service then the Jacksons #130.
- In 2022, the Wrightway Market had 156 (53%) more PD specific calls for service then the Golden Gate Gas and 152 (70%) more PD specific calls for service then the Jacksons #130.
- In 2021

### **Code Enforcement Case**

On September 26, 2022, Code Enforcement Officers identified graffiti on the window framing outside, as well as what appeared to be aged vomit on the front wall and sidewalk that had not been cleaned up. The sidewalk also had debris, food and beverage container trash. In the interior of the structure code enforcement and building inspector staff noted that there was flooring (floor covering) that needed replacement. There was a non-compliant set of stairs at the rear exit door not to code, and missing a handrail for safety. The Building Department has no record of a building permit for the stairs. The location of the fire extinguisher was deemed too high for access. There were also several hazardous electrical points of contact with open junction boxes, overuse of extension cords all over the store, electrical conduit not properly supported, an

electrical outlet with a switch installed too high and out of reach, use of hotplates and toasters plugged into an extension strip instead of directly into a permitted wall outlet. One of the extension cords appeared to have a different type end that was mounted on a different rated level of power cord. There was exposed electrical wiring, and other circumstances deemed unsafe for the public.

A Notice of Violation/Citation has been issued for the following code violations:

**Sec. 8.22.060. - Property and premises maintenance.**

(a) No person owning, leasing, renting, having charge or control of, or occupying any property, premises or building, shall fail, refuse or neglect to remove any nuisance from the property or sidewalk or alley abutting such property, premises or building.

**Sec. 8.22.090. - Abatement of public nuisance.**

No owner, occupant, agent, property manager, or anyone having charge or control of any property, building, or premises within the city shall permit or allow the existence of a public nuisance as defined in this chapter, upon any public or private property, building, structure or premises owned, occupied or controlled by him.

Public nuisance, nuisance, or nuisance activity. Means any of the following conditions:

- (1) An unsafe or dangerous building;
- (8) Property, buildings, structures or premises which display dilapidation, disrepair, structural defects or unsightly appearances that constitute a blight to adjoining property, the neighborhood or the city;
- (9) Property, buildings, structures or premises which contain debris, scrap material, garbage, hazardous waste, a health hazard, a dangerous condition, an imminent hazard, an incipient hazard, infestation, litter, rubble or overgrown vegetation that constitute a blight to adjoining property, the neighborhood or the city, or a health, safety or fire hazard;
- (11) Graffiti capable of being viewed by a person using any public area or right-of-way in the city;
- (27) Any violation of conditions or requirements set forth in the International Fire Code, International Building Code, International Property Maintenance Code, Washoe County Solid Waste Management Code, or any other Reno Municipal Code or Washoe County Code or the Nevada Revised Statutes.

**International Property Maintenance Code (IPMC) 106.1 Unlawful acts.**

It shall be unlawful for a person, firm or corporation to be in conflict with or in violation of any of the provisions of this code.

**IPMC 108.1.2 Unsafe equipment.**

Unsafe equipment includes any boiler, heating equipment, elevator, moving stairway, electrical wiring or device, flammable liquid containers or other equipment on the premises or within the structure that is in such disrepair or condition that such equipment is a hazard to life, health, property or safety of the public or occupants of the premises or structure.

### **IPMC 901.5 Sidewalks and Alleys.**

In addition to compliance with Reno Municipal Code Chapter 12.20, no person owning, leasing, renting, having charge or control of, or occupying any property, premises or building, shall fail, refuse or neglect to remove any garbage, animal waste, debris, litter, foul smells, or obstruction including, but not limited to, weeds, snow, ice, dead vegetation, refuse or waste materials of any kind from the property, sidewalk, gutter, street, or alley abutting such property, premises or building, nor shall said persons refuse or neglect to remove the storage of personal property from the sidewalk, street, or alley abutting such property, premises, or building. Sidewalks or alleys abutting properties with access to said properties shall be maintained clean at all times. It shall be the responsibility of the person owning, leasing, renting, having charge or control of, or occupying said property to sweep, wash, and clean any abutting alley, sidewalk and gutter along the front and rear respective property line.

### **Reno Fire Department Violations**

On September 26, 2022, the Reno Fire Department identified the following violations of the Fire Code:

- Extension cords used in the surveillance room must be removed and the plug strips must be replaced with overcurrent protectors plugged directly into the wall
- Exposed electrical in the back room must be covered.
- Extension cords excessively used throughout the store must be removed
- Cover all electrical outlets missing a cover plate

### **Business Licensee Responsibility**

#### **Sec. 4.04.180. Duties of licensees:**

*General standards of conduct.* Every licensee under this title shall:

- (1) Comply with governing law. Ascertain and comply at all times with all laws and regulations applicable to such licensed business, including but not limited to, any changes in the Reno Municipal Code that may be imposed after the issuance of a license.
- (2) Supervise employees. Be responsible for the conduct of all employees or agents thereof where such conduct would be a violation of the provisions of this title if engaged in by the licensee.

#### **Sec. 4.04.150. - Grounds for denial, revocation, suspension and summary suspension of license grounds for denial of application or renewal.**

*Grounds for suspension or revocation:*

Any license issued pursuant to this title may be revoked or suspended by the city, after notice and opportunity to be heard as provided in this title, for any of the following causes:

- (3) Any violation of any law related to the operation of the business including but not limited to provisions of the Reno Municipal Code, the Nevada Revised Statutes or federal law;
- (4) Any act or omission by the licensee or his employees or his agents, related to the operation

of the business licensed, which is a threat to the public health, safety, morals or welfare or constitutes a breach of the peace or nuisance under Reno Municipal Code, Chapter 8.22.

- (5) Knowingly, or under circumstances that reasonably indicate knowing or willful ignorance of criminal activity, allowing, permitting, aiding, fostering or promoting the conduct of criminal activity on the property of the licensed business, including failing to take reasonable measures to abate, decrease or lessen the frequency or severity of such conduct after receiving notice that such conduct is occurring on the property or otherwise becoming aware of such conduct;

### **R.M.C Violations**

#### **Sec. 8.22.030. - Definitions.**

Public nuisance, nuisance, or nuisance activity. Means any of the following conditions:

- (1)An unsafe or dangerous building;*  
*(8)Property, buildings, structures or premises which display dilapidation, disrepair, structural defects or unsightly appearances that constitute a blight to adjoining property, the neighborhood or the city;*  
*(9)Property, buildings, structures or premises which contain debris, scrap material, garbage, hazardous waste, a health hazard, a dangerous condition, an imminent hazard, an incipient hazard, infestation, litter, rubble or overgrown vegetation that constitute a blight to adjoining property, the neighborhood or the city, or a health, safety or fire hazard;*  
*(11)Graffiti capable of being viewed by a person using any public area or right-of-way in the city;*  
*(18)Any criminal activity occurring at any building or premises;*  
*(27)Any violation of conditions or requirements set forth in the International Fire Code, International Building Code, International Property Maintenance Code, Washoe County Solid Waste Management Code, or any other Reno Municipal Code or Washoe County Code or the Nevada Revised Statutes.*

#### **Sec. 8.22.040. - Unlawful acts.**

- (a)Every person who causes, maintains, allows, permits, procures, aids, fosters, promotes or solicits a public nuisance or chronic nuisance, or who wilfully omits or refuses to abate such a nuisance, is guilty of a misdemeanor.*

#### **Sec. 8.22.060. - Property and premises maintenance.**

- (a)No person owning, leasing, renting, having charge or control of, or occupying any property, premises or building, shall fail, refuse or neglect to remove any nuisance from the property or sidewalk or alley abutting such property, premises or building.*

### **SECTION 105 of International Building Code PERMITS**

*105.1 Required. Any owner or authorized agent who intends to construct, enlarge, alter, repair, move, demolish, or change the occupancy of a building or structure, or to erect, install, enlarge, alter, repair, remove, convert or replace any electrical, gas, mechanical or plumbing system, the*

*installation of which is regulated by this code, or to cause any such work to be done, shall first make application to the building official and obtain the required permit.*

**International Property Maintenance Code (IPMC) 106.1 Unlawful acts.**

*It shall be unlawful for a person, firm or corporation to be in conflict with or in violation of any of the provisions of this code.*

**IPMC 108.1.2 Unsafe equipment.**

*Unsafe equipment includes any boiler, heating equipment, elevator, moving stairway, electrical wiring or device, flammable liquid containers or other equipment on the premises or within the structure that is in such disrepair or condition that such equipment is a hazard to life, health, property or safety of the public or occupants of the premises or structure.*

**IPMC 901.5 Sidewalks and Alleys.**

*In addition to compliance with Reno Municipal Code Chapter 12.20, no person owning, leasing, renting, having charge or control of, or occupying any property, premises or building, shall fail, refuse or neglect to remove any garbage, animal waste, debris, litter, foul smells, or obstruction including, but not limited to, weeds, snow, ice, dead vegetation, refuse or waste materials of any kind from the property, sidewalk, gutter, street, or alley abutting such property, premises or building, nor shall said persons refuse or neglect to remove the storage of personal property from the sidewalk, street, or alley abutting such property, premises, or building. Sidewalks or alleys abutting properties with access to said properties shall be maintained clean at all times. It shall be the responsibility of the person owning, leasing, renting, having charge or control of, or occupying said property to sweep, wash, and clean any abutting alley, sidewalk and gutter along the front and rear respective property line.*

**2018 International Fire Code Citation – 604.4 Multiplug adapters.**

Multiplug adapters, such as cube adapters, unfused plug strips or any other device not complying with NFPA 70 shall be prohibited.

**604.4.1 Power tap design.**

Relocatable power taps shall be of the polarized or grounded type, equipped with overcurrent protection, and shall be listed in accordance with UL 1363.

**604.4.2 Power supply.**

Relocatable power taps shall be directly connected to a permanently installed receptacle.

**604.4.3 Installation.**

Relocatable power tap cords shall not extend through walls, ceilings, floors, under doors or floor coverings, or be subject to environmental or physical damage.

**604.5 Extension cords.**

Extension cords and flexible cords shall not be a substitute for permanent wiring and shall be listed and labeled in accordance with UL 817. Extension cords and flexible cords shall not be affixed to structures, extended through walls, ceilings or floors, or under doors or floor coverings, nor shall such cords be subject to environmental damage or physical impact.

Extension cords shall be used only with portable appliances. Extension cords marked for indoor use shall not be used outdoors.



**604.5.1 Power supply.**

Extension cords shall be plugged directly into an approved receptacle, power tap or multiplug adapter and, except for approved multiplug extension cords, shall serve only one portable appliance.

**604.5.2 Ampacity.**

The ampacity of the extension cords shall be not less than the rated capacity of the portable appliance supplied by the cord.

**604.5.3 Maintenance.**

Extension cords shall be maintained in good condition without splices, deterioration or Damage.”

**604.6 Unapproved conditions.**

Open junction boxes and open-wiring splices shall be prohibited. Approved covers shall be provided for all switch and electrical outlet boxes.”

**Recommendation**

The City of Reno has determined the Wrightway Market is in violation of laws and codes regulated by the Police Department, Code Enforcement Department, and the Fire Department. The City Council for the City of Reno have been trying to successfully regulate convenience stores that sell packaged alcohol. This issue has been of such importance to the Council that on May 8, 2019 they adopted resolution #8664 to create a moratorium to restrict all new applications for package alcohol licenses within the city. This moratorium received multiple extensions with a final deadline of December 31, 2021. For over two years the City of Reno did not approve any new package alcohol licenses. In January of 2022 the City Council ended the moratorium with the implementation of a new alcohol ordinance that focused on restrictions to and regulations to facilitate enforcement on the privileged alcohol licenses.

The City departments involved with this “Show Cause” memo have the ability to pursue a suspension of the convenience store business license and the privileged alcohol license in accordance with the Reno Municipal Code. However, the City acknowledges the importance of a convenience store within the downtown core and identifies it as essential within a geographical area that qualifies as a “food desert”. Based on these circumstances the City is pursuing a suspension of the privileged packaged alcohol license. The convenience store can continue to operate and sell the essential goods (e.g. toiletries, food, household items, etc.) needed by the residents in the area.

**RMC 5.05.007 Approvable Revocable Privilege**, states “No applicant for a privileged license or permit has any right to such license or permit. Any license or permit issued pursuant to the provisions of this title is a revocable privilege, and no holder acquires any vested right therein or thereunder.” (Emphasis added.)

The City is recommending a show cause hearing to provide the business licensee an opportunity to demonstrate why their privileged alcohol license should not be revoked or suspended.