



Arts, Parks, & Historical Resources

Enhance the community's living experience through the arts, its public parks, and historical resources.

- Identified all funds needed to complete construction of the Moana Springs Community Aquatics & Fitness Center, which is set to open in summer of 2024.
- \$10.34 million in SLFRF funding allocated for parks and recreation projects including a Parks Planner, Idlewild pool deck replacement, flat field support, Truckee River path improvements, and Idlewild Park pond rehabilitation.
- Identified a full time Historical Preservations Coordinator.
- The Fire Department has been commissioning artwork (murals) to decorate the front apparatus bay doors at various fire stations. The Reno Arts & Culture Commission has partnered on this project to procure artists and provide funding for 4 murals to date.

Arts, Parks, & Historical Resources by the Numbers:

- **43,296:** recreation center attendees
- **3,226:** acres of parks and protected open space
- **924:** playground structures inspected
- **213:** new trees planted since July 1, 2022
- **\$734,000:** total arts investments
- **\$37,000:** total historic preservations investments



Economic Opportunity, Homelessness & Affordable Housing

Work in partnership with other agencies to increase economic opportunities for residents, address the many impacts of homelessness, and support the creation and maintenance of affordable housing.

- \$8.85 million in SLFRF funding allocated towards affordable housing projects including Sage Street, Scott Manor, and 4th Street Village.
- Implemented cross-departmental City Walks in October 2022 to address a variety of issues, while also connecting people to services as needed. From October to December 2022, services accessed include the following: 23 individuals were transported to the emergency shelter, 3 individuals were transported to access resources, and 1 individual reunited with their family.
- Continued strategic outreach partnerships with the Reno Initiative for Shelter and Equality and the Karma Box Project. In addition to shelter and housing arrangements, the partnerships support Clean and Safe outreach and collectively facilitated 180 identification replacements, 60 family unifications, and 96 resources were accessed.

Economic Opportunity, Homelessness, & Affordable Housing by the Numbers:

- **1,410:** households assisted
- **\$4,468,607.11:** housing relief distributed
- **18:** weeks of downtown City walks
- **244:** shelter and housing arrangements
- **180:** Clean & Safe identification replacements
- **60:** Clean & Safe family unifications



Economic & Community Development

Achieve a well-planned and economically sustainable Reno through proactive business attraction, community investment, a quality-built environment, and efficient development services.

- Business License has continued to make enhancements to Accela in order to allow customers to interact digitally. The division has also enacted more efficient procedures to ensure consistent noticing with regard to unlicensed businesses and account delinquencies.
- Renamed Center Street to University Way which creates a stronger connection with the University of Nevada, Reno.
- Launched the Biggest Little Business Partnership launched in July which has distributed \$53,752.77 to 450 small businesses licensed by the City of Reno.
- Strengthened the collaboration with the Downtown Reno Partnership resulting in clear downtown roles related to homelessness, debris management, and process for addressing service requests.
- Identified key positions that will focus on economic development and redevelopment which will support efforts to broaden the economic base, attract, grow and retain businesses as well as cultivate a vibrant and livable downtown.
- Business License/Special Events began working on a rewrite of Title 4 and 5, and the continuation of Accela enhancements, which will directly impact the delivery of services.

Economic & Community Development by the Numbers:

- **\$1,395,616,571.86:** value of commercial projects constructed
- **\$104,349,349:** value of new construction
- **9,857:** building permits issued
- **67,096:** building inspections performed
- **26:** acres of new commercial property developed
- **17,048:** annual business licenses renewed
- **2,566:** new business licenses issued
- **180:** permitted special events



Infrastructure, Climate Change, & Environment

Improve the City's infrastructure and protect the environment.

- Participated in and implemented the Energy Performance Program for the Public Safety Center which includes the City's first solar and storage project; the project will generate 776,486 kWh of solar energy each year.
- Electric vehicles in the fleet and vehicle charging infrastructure were expanded; the City's deployment of electric vehicles is now at 17, surpassing 2% of the City's fleet.
- Bird e-scooter share program launched; there have been over 400,000 rides to date.
- Developed Micromobility Pilot Program to define elements for permanent installations for equal opportunities for transportation, and working with the RTC to develop a micromobility connectivity plan with the right tools in the right locations.
- Completed three phases of the Virginia Street placemaking study which included area research, public engagement, and stakeholder meetings. This process has resulted in an implementation plan that is ready to be put into action with recommendations, buy-in from stakeholders, and funding.
- \$10.34 million in SLFRF funding allocated for infrastructure including downtown waste disposal, Virginia Range horse fencing, rehabilitation of the historic California Building and historic Lear Theater, Expansion of Neil Road facility, 1st Street improvements, and Virginia Street placemaking projects.
- Created a new overview of all capital projects and facility assets to be maintained and the deferred maintenance costs. This report highlights more than \$182 million in deferred maintenance costs.
- Acceptance of the City of Reno Annual Report to the Truckee Meadows Regional Planning Agency which highlighted multiple regional achievements including: waived \$3.5 million in sewer connection fees, waived \$480,000 in building permit fees, constructed 787 multi-family affordable living units, received LEED Gold certification, received SolSmart Silver Designation, made substantial progress on the Parks, Recreation, and Open Spaces Service Plan, and processed 87 planning cases through discretionary review.
- Configured redundant internet connection to City Hall.

Infrastructure, Climate Change, & Environmental Sustainability by the Numbers:

- **98.3%:** IT backup success rate
- **\$76,000,000.00:** Regional Infrastructure grant dollars submitted
- **64:** regional infrastructure events
- **722:** City owned vehicles & equipment maintained
- **2.2 million:** square feet of buildings maintained
- **66:** miles of street preventative maintenance
- **142:** public ADA improvements
- **73:** signal intersections retimed
- **450:** square yards of total waste cleaned up
- **31,982:** total pounds of hazardous and e-waste collected
- **24,278.34:** total tons of community recycled materials
- **100%:** new City of Reno buildings with solar installations
- **400,000:** Byrd scooter rides



Fiscal Sustainability

Promote financial stability through long-term planning, pursuit of alternative revenue sources, and debt management.

- \$60 million bond was issued for the Public Safety Center, Moana Springs and the planning phase for the Fire Headquarter at the existing Police Headquarters site.
- Sewer connection fees have been updated with area-specific fees based on the cost of service for those service areas. Connection fees will be used to fund upcoming capacity projects involving sewer connections, treatment, and reuse.
- Emphasized a renewed focus on leveraging grant dollars and grant opportunities which included utilizations of grant funds such as the Coronavirus State and Local fiscal Recovery Funds and Community Project Funding, and a more strategic approach to leveraging grant dollars.
- A cross-departmental team has been formed where future development projects are discussed and maintenance feasibility is determined based on current operational levels. Through this team, estimates of yearly maintenance costs are provided.

Fiscal Sustainability by the Numbers:

- **\$3,462:** Budgeting Per Capita
- **\$1,852:** Debt Per Capita
- **0.005:** FTE Per Capita
- **0:** grant compliance violations
- **0:** audit findings
- **AA1:** Moody's bond rating
- **AA-:** S&P Global bond rating
- **\$498,834,015:** total revenue



Governance & Organizational Effectiveness

The foundation for achieving the Strategic Plan goals and strategies is having a highly effective governance team and organization.

- Concluded year one of the One City Many Voices speaker series, 88% of survey respondents were very satisfied or satisfied with the series and 92% indicated they would very likely or likely attend future engagements.
- Contracted a consultant to begin a Citywide Equity Plan which will be completed in 2023.
- Expanded outreach and engagement efforts to Reno's Spanish speaking community with the addition of the Inclusive Communications Specialist.
- Continued social media efforts and growth to allow better communication with constituents and allows us to meet citizens where they are at.
- Created a renewed approach to execution of the strategic plan which includes cross departmental goal teams that meet monthly to execute and measure Council-identified goals. This process will improve reporting capabilities on the current strategic plan and improve processes in future strategic plans.
- Participated in the 82nd Session of the Nevada Legislature which included the tracking of over 330 bills, and cross departmental analysis of bill and fiscal impacts.
- Conducted a City-wide Classification and Compensation Study, something that had not been completed since 2008, and is critical to building an integrated, coordinated and well-aligned progressive classification and compensation structure.
- The 2023-25 Succession Plan is under development for implementation in FY 2024. Its key elements include growing a mentoring program, identifying hard-to-fill roles, quantifying the risk of departures of tenured staff based on years of service and market forces, removing obstacles for supervisors to learn and grow, starting the succession planning process early in employees' careers, and developing a true learning culture at all levels.
- In FY22/23, 69 employees were promoted/re-classed into upward positions (over 25% of total hires).
- City of Reno continues to be a choice place to work, was awarded the Best Places for Working Parents, was nominated for the second year for a Best Places to Work award, and was ranked 13th among the top 30 nationwide most dynamic metropolitans.

Governance & Overall Effectiveness by the Numbers:

- **35:** legislation testimonies
- **342:** legislative bills tracked
- **5,780:** applications received for open positions
- **521:** total hours of live organizational development training offered
- **1,500:** staff participants
- **201,000:** followers on social media
- **7.17:** million views on social media posts





Public Safety

Foster a safe city through enhanced public safety, prevention, and emergency response programs.

- Public Safety Center continues to be on track for completion in 2024 and approval of initial steps of a plan to build a new Central Fire Station.
- Completed a robust public process for the Chief of Police recruitment including 5 inclusive pre-recruitment community meetings resulting in nearly 30 attendees, 889 survey responses, community interview panel advisement, 3,514 unique views at Reno.Gov/ChiefofPolice.
- \$8 million in SLFRF funding allocated for improved technology for the Reno Police Department and improved security efforts for City of Reno infrastructure.
- Identified a full time Recruiting and Retention Officer for the Reno Police Department to develop robust recruiting and retention strategies to keep pace with attrition and growth.
- Added single role paramedics to its response model to help manage call volume and reduce wear and tear on people and apparatus. It is estimated that this program will generate \$1-\$3 million per year in revenue.
- Purchase of two Type 3 Brush Trucks, two Engines/Pumpers, and one ambulance. Each of these apparatuses will have an average life of 12 years.
- Public Safety Dispatch participated in a regional CAD/RMS replacement process.
- Public Safety Dispatch, Reno fire Department, Reno Police Department, and the City Manager's Office participated in regional collaboration opportunities for Fire, EMS, and Dispatch services.
- Consolidated Dispatch Agreement created with the Reno-Tahoe International Airport Authority to improve public safety at the Reno-Tahoe International Airport.
- Public Safety Dispatch began utilizing emergency medical dispatch (EMD) protocols to provide regional backup services.
- Maintenance & Operations cleared/brined 39,940 miles of lanes, and ran 24 hour snow plow operations as needed throughout the winter season to keep the City open.

Public Safety by the Numbers:

- **5:** new fire apparatus purchases
- **6:** single role medics
- **29,706:** total calls for service responded to by RFD
- **7 minutes 20 seconds:** average fire response time
- **889:** responses to Chief of Police community survey
- **531,189:** calls for service fielded by Reno Dispatch
- **17,769:** miles swept by street sweepers
- **24,484:** calls for service fielded by Reno Direct
- **12:** million square feet of cracks filled/sealed
- **6,510:** potholes fixed
- **3.9:** million linear feet of street striping
- **312,413:** linear feet of curbs painted
- **39,940:** miles of lanes cleaned/brined
- **11,268:** parking citations issued
- **191,835:** police calls for service



Accolades

- Best Places to Work finalist for the second year in a row by Northern Nevada Human Resources Association
- The Best Place for Working Parents 2023 by the Best Place for Working Parents
- 13th Most Dynamic Metropolitan Area by Heartland Forward
- 3rd Most Popular Destination for Companies Moving out of California by Claremont McKenna College's Rose Institute of State and Local Government
- 16th Overall, 7th in Five Year Job Growth, 5th in Five Year Wage Growth, 2nd in One Year Wage Growth by Milken Institute's Best Performing Cities
- LEED Gold Certification by U.S. Green Building Council
- Silver Designation by SolSmart
- 35th on the Top 40 Greenest Cities and 4th on the Lowest Greenhouse-Gas Emissions per Capita by WalletHub Greenest Cities in America
- Bronze Spike Award for Communications and Engagement by the Public Relations Society of America
- Blue Seal of Excellence by the National Institute for Automotive Service Excellence
- Perfect rating on 2022 MEI Human Rights Campaign scorecard for the fifth consecutive year
- Published nationally in Government Procurement Magazine
- Government Finance Officers Association Budget Award
- Government Finance Officers Association Annual Comprehensive Financial Report (ACFR) Award

