



# City Manager's Office

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## MEMORANDUM

**DATE:** 5/25/2022

**TO:** Mayor and City Council

**THROUGH:** Doug Thornley, City Manager Approved Electronically

**FROM:** Cynthia Esparza, Senior Management Analyst  
Kaytlin Canner, Program Assistant

**SUBJECT:** Clean and Safe – Service Request Trends

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Clean and Safe continues to address all homeless related service requests and deploy outreach and resources during daily morning huddles. Staff proactively assesses trends, coordinates transition to shelter options and services, and addresses public health and safety hazards. The following data is an overview for the first quarter of 2022, including April.

### First Quarter Key Highlights

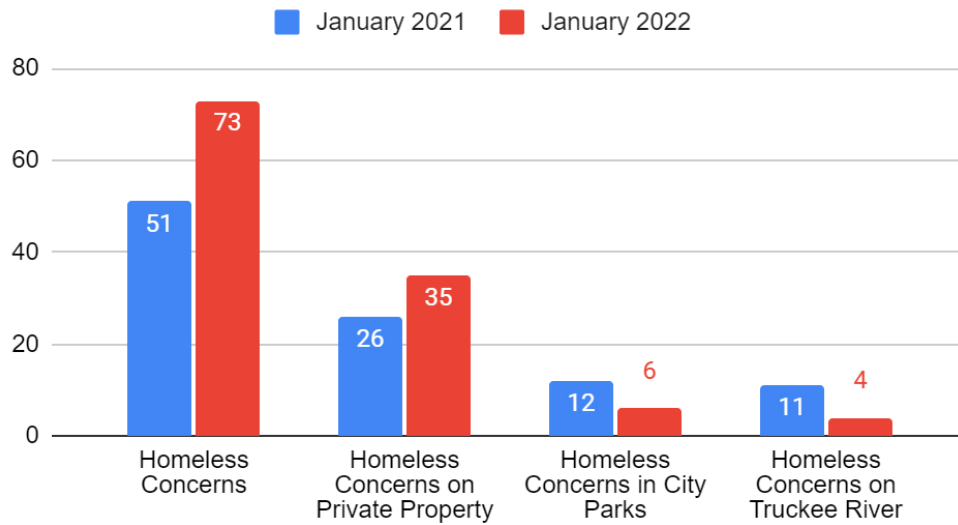
- After the Truckee River Operation in 2021, service requests along the river have significantly decreased, helping safeguard our region's water source.
- City parks continue to see a decrease in service requests, providing safe recreation for the community. Paradise Park, Picket Park, and Yori Park continue to require frequent outreach.
- The most significant shift from 2021 to 2022 is the increase in homeless concerns on private property. The City will continue to work with property owners to resolve matters and provide outreach, as needed.
- Homeless activity is shifting throughout the City of Reno, with an increase in north and south.

Homeless related service request questions be addressed to Kaytlin Canner, [cannerk@reno.gov](mailto:cannerk@reno.gov).

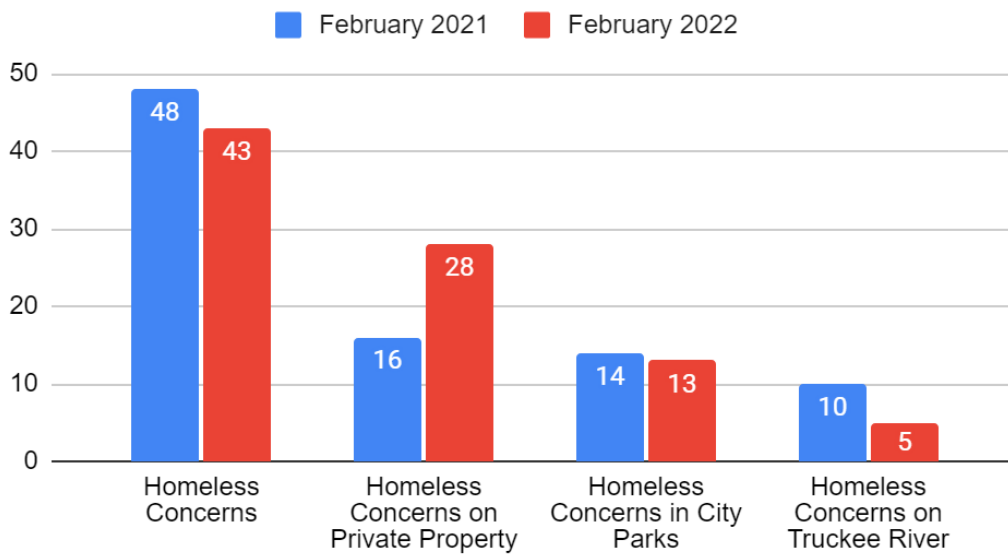
## First Quarter 2021 vs. 2022 Comparison

The graphs below show the comparison of the amount of service requests by request keywords submitted during the months January through April of 2021 and 2022. Service requests related to City Parks and on the Truckee River have declined in 2022 compared to 2021. The decline is correlated to ongoing Clean and Safe coordination, last year's Truckee River operation, and added staffing. The most notable shift in the first quarter is an increase in homeless concerns on private property, while general homeless related concerns continue to fluctuate month to month.

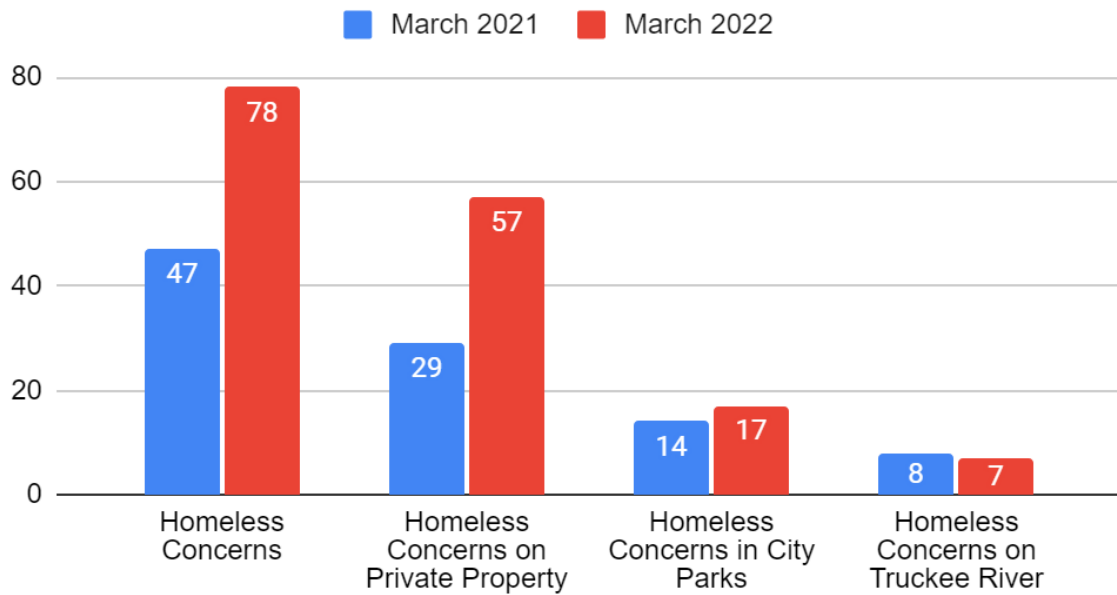
### January 2021 vs January 2022



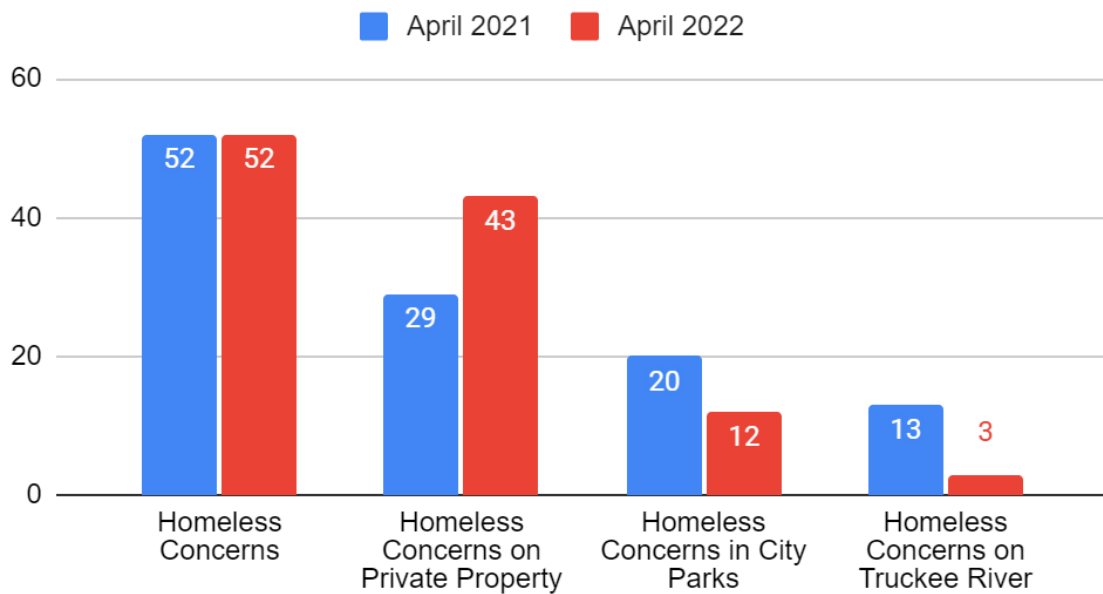
### February 2021 vs February 2022



## March 2021 vs March 2022



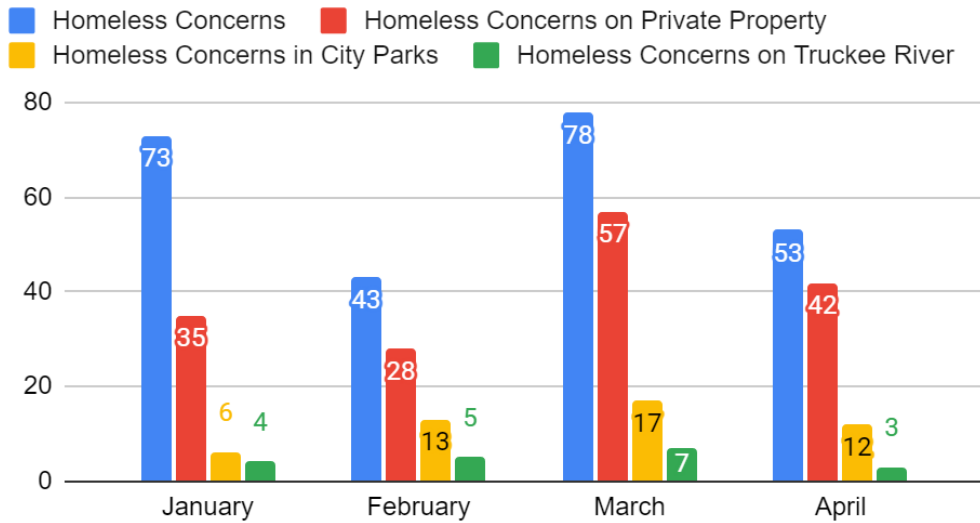
## April 2021 vs April 2022



## First Quarter 2022 Citywide Service Request Summary

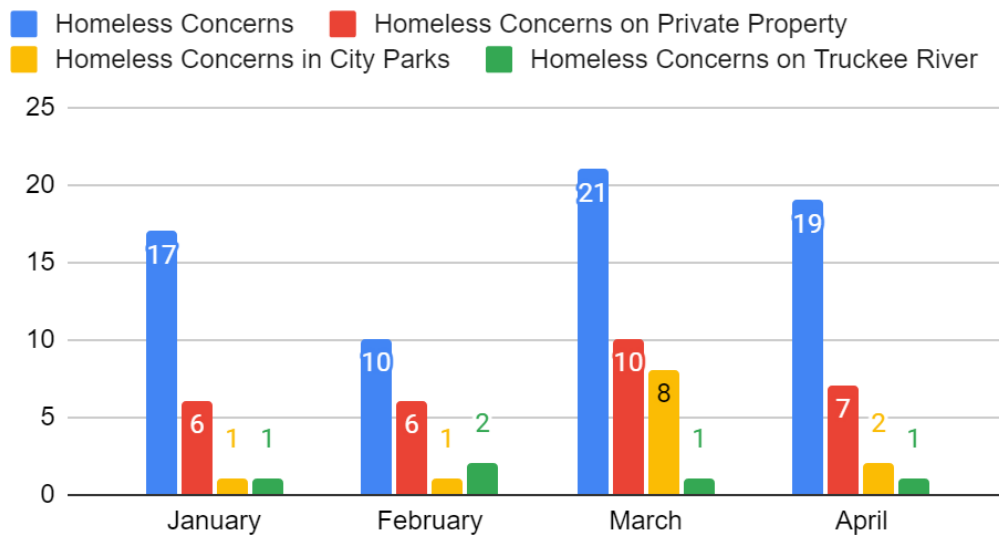
In the first quarter of 2022, Citywide there is an increase in service requests related to Homeless Concerns and Homeless Concerns on Private Property. There was an increase in service requests in March at 159 followed by a 30.82% decrease in April at 110 service requests. With warmer weather in the coming months, we anticipate this may shift. Clean and Safe will continue to provide outreach and assist with shelter transitions.

### Citywide Service Requests

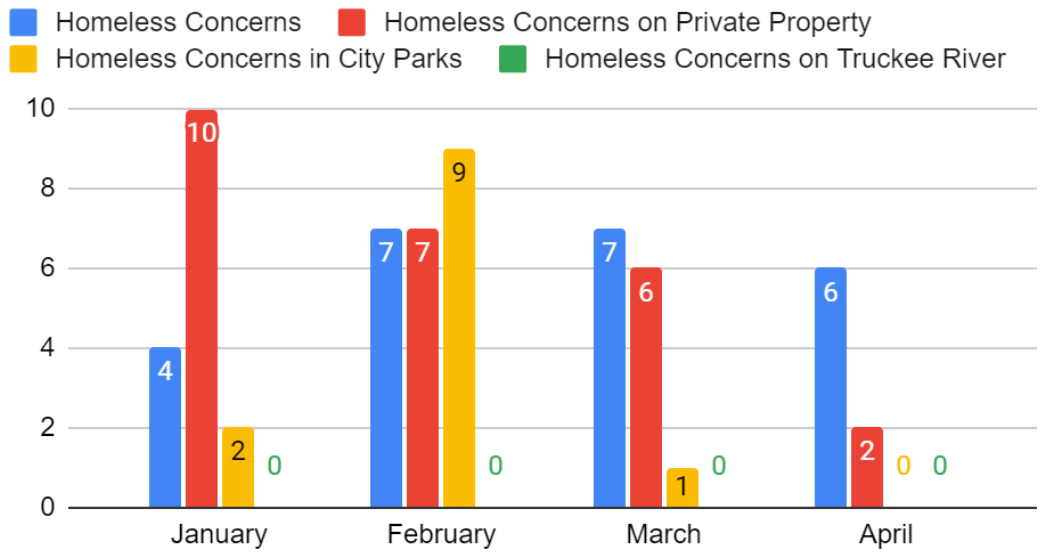


## First Quarter 2022 Ward Service Request Summary

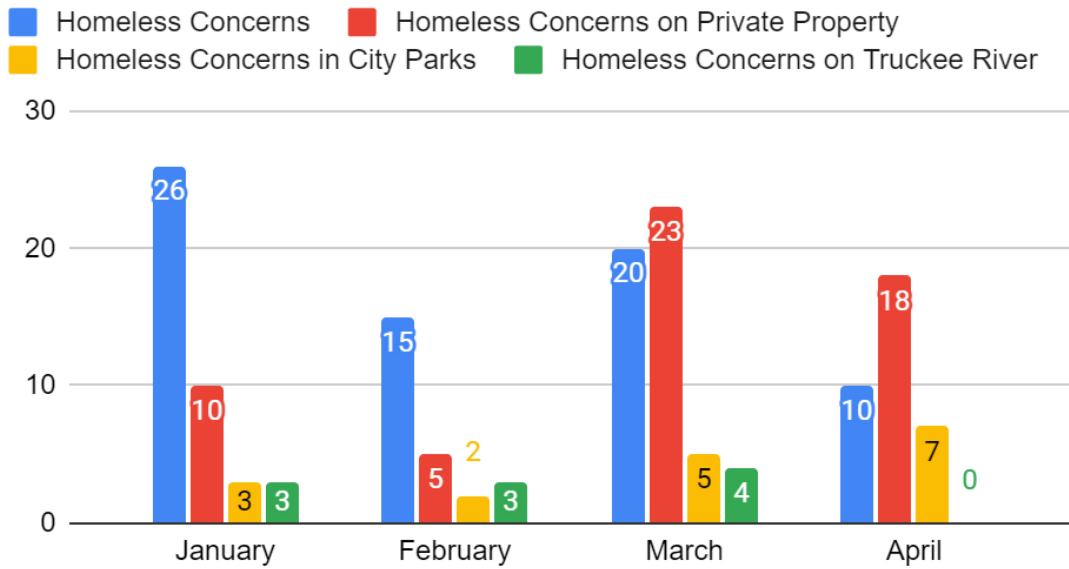
### Ward 1 Service Requests



## Ward 2 Service Requests

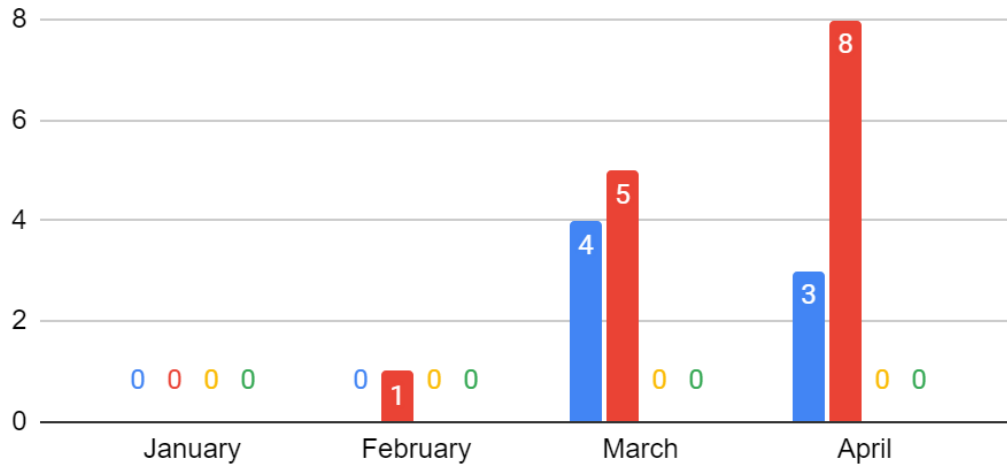


## Ward 3 Service Requests



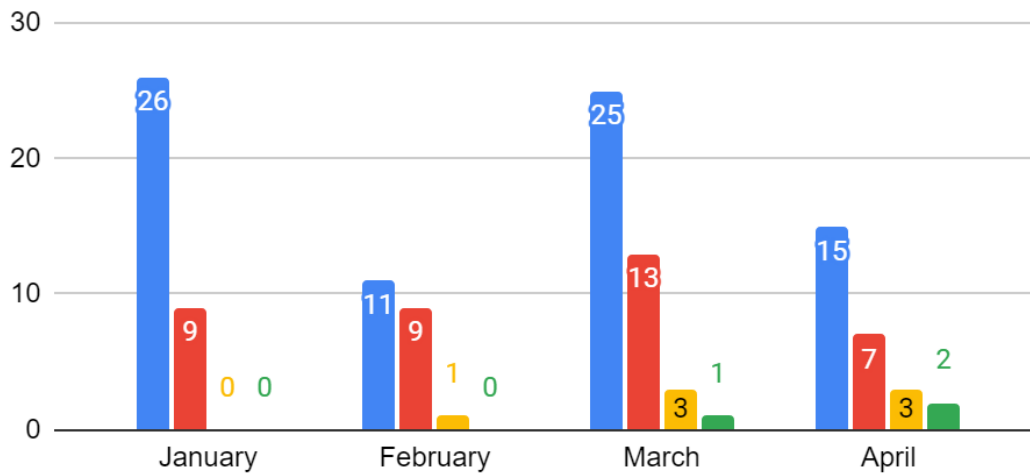
## Ward 4 Service Requests

■ Homeless Concerns   ■ Homeless Concerns on Private Property  
■ Homeless Concerns in City Parks   ■ Homeless Concerns on Truckee River



## Ward 5 Service Requests

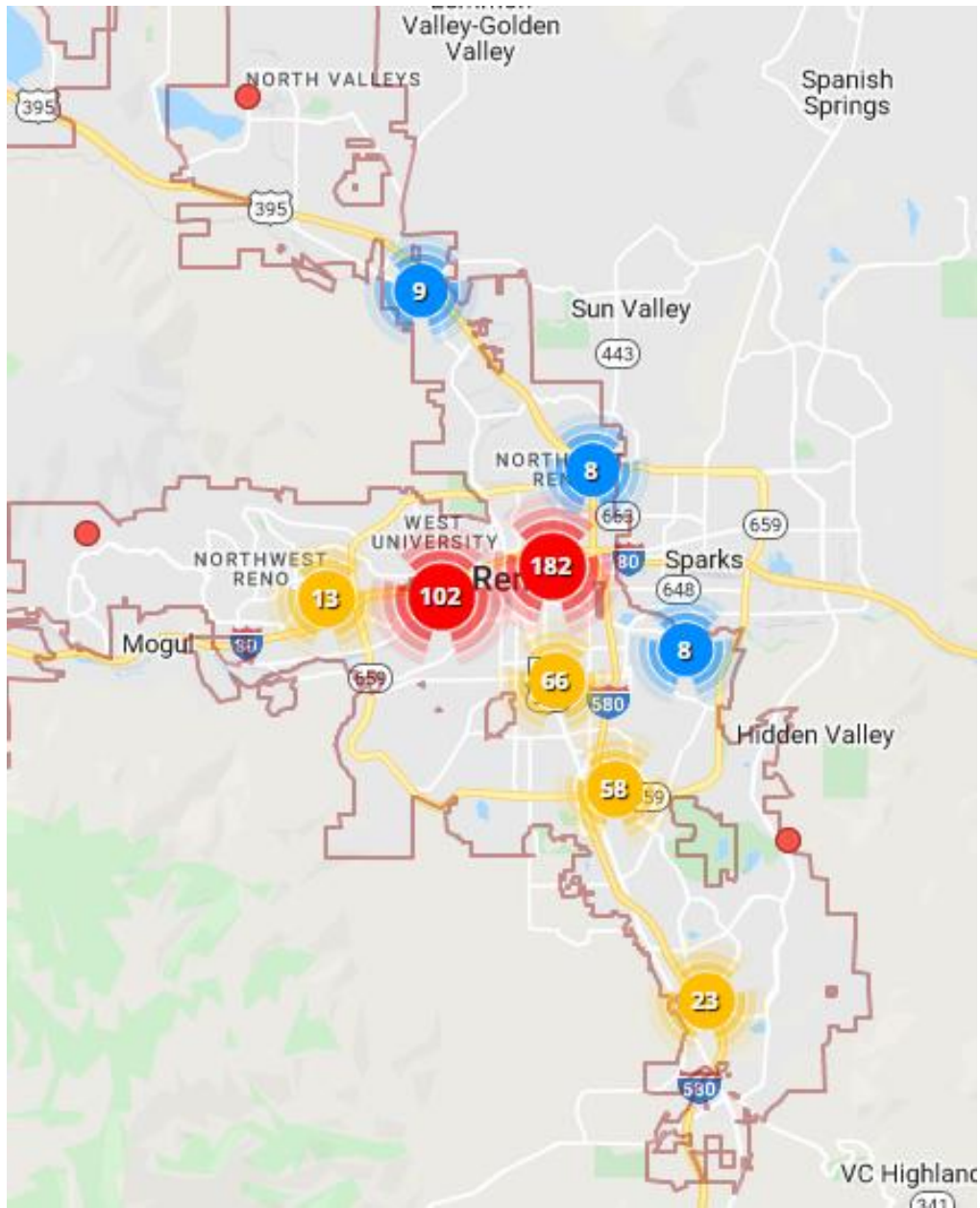
■ Homeless Concerns   ■ Homeless Concerns on Private Property  
■ Homeless Concerns in City Parks   ■ Homeless Concerns on Truckee River



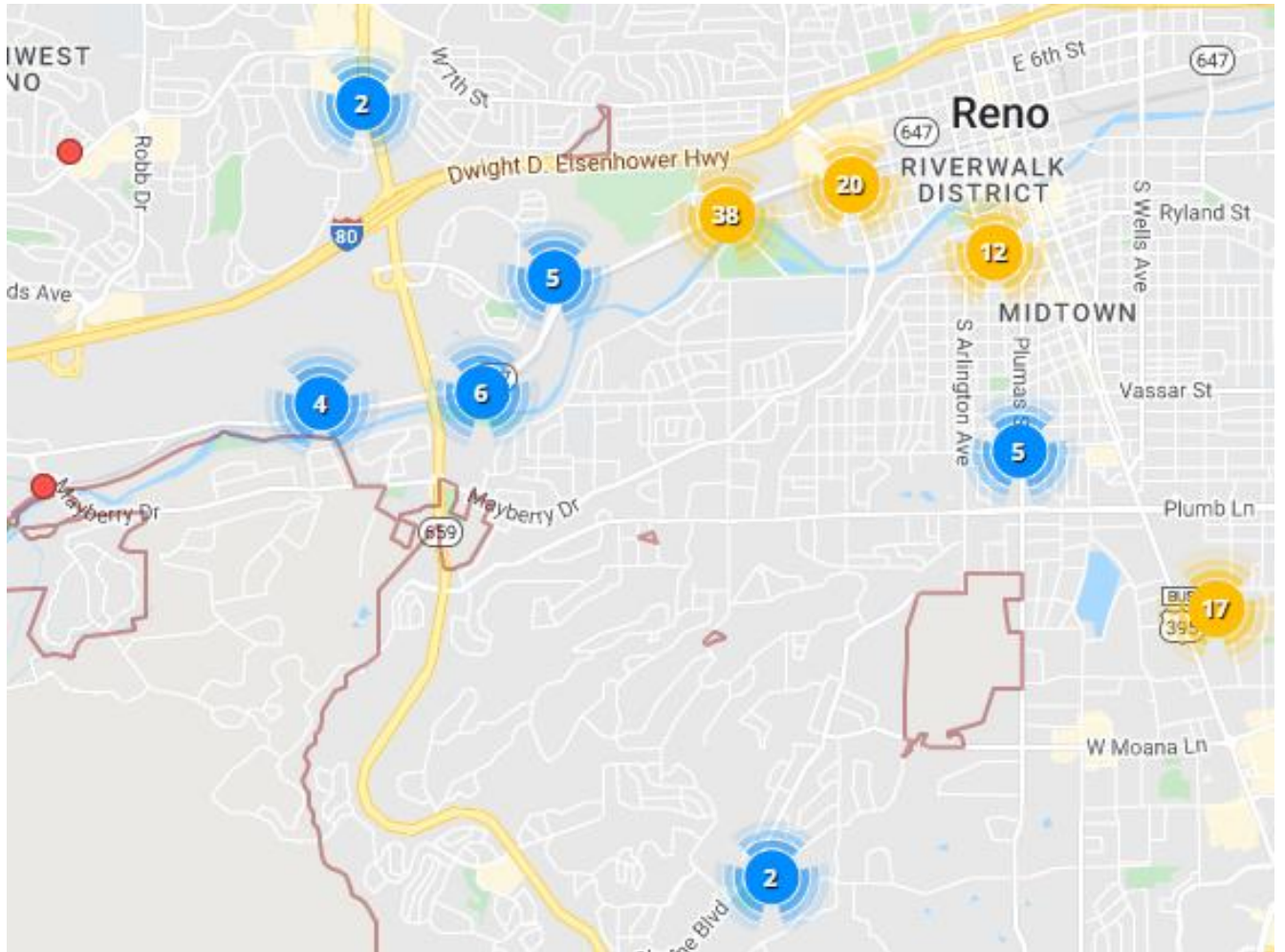
## First Quarter 2022 Service Request Maps

The following maps identify all homeless related keywords, number of requests, and locations. The maps include colored circle icons representing the number of service requests: blue indicates a low number, yellow a moderate number, and red a severe number. In addition, the solid red circles represent one service request in a specific location.

### City Wide January - April 2022

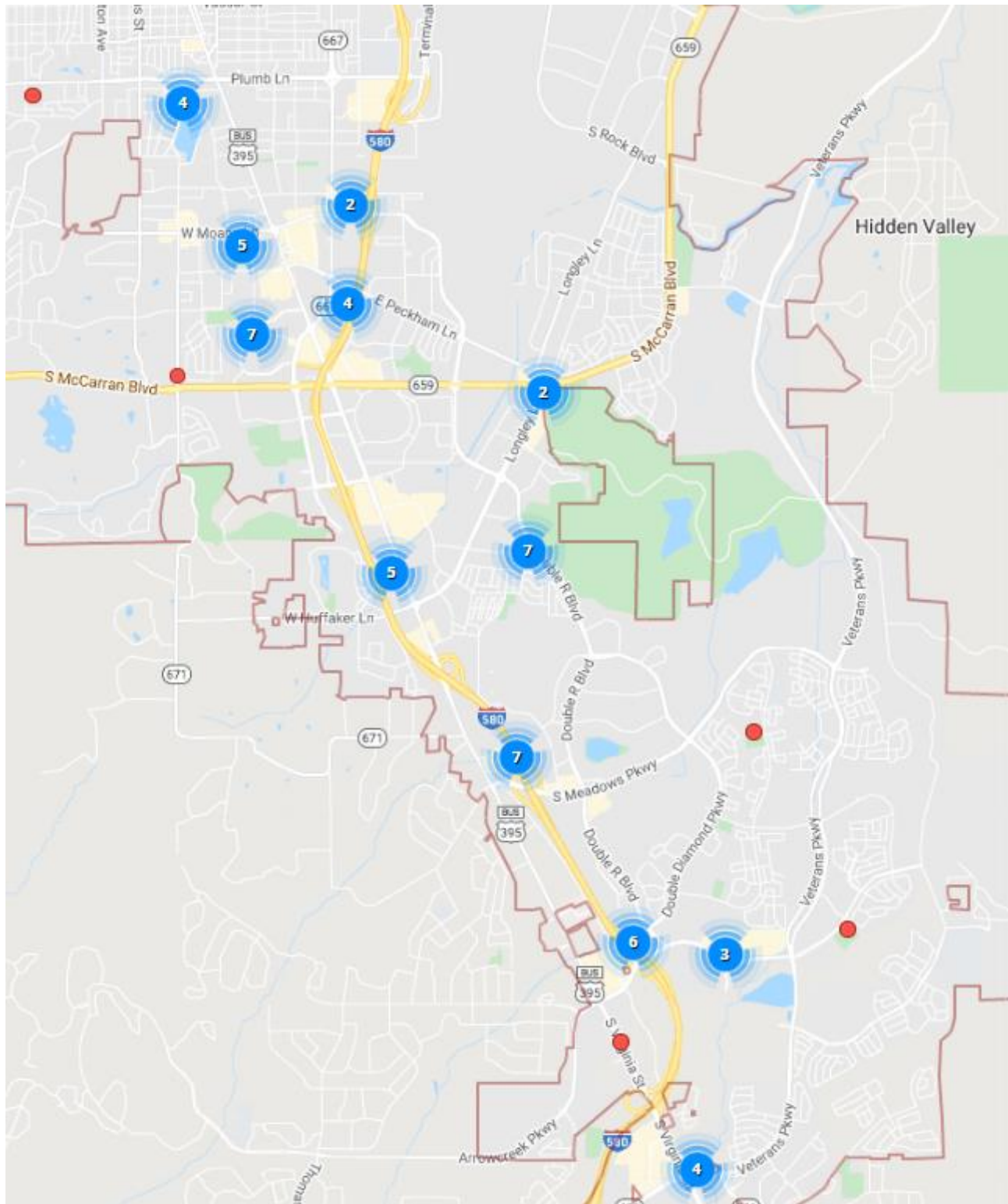


**Ward 1**  
**January - April 2022**



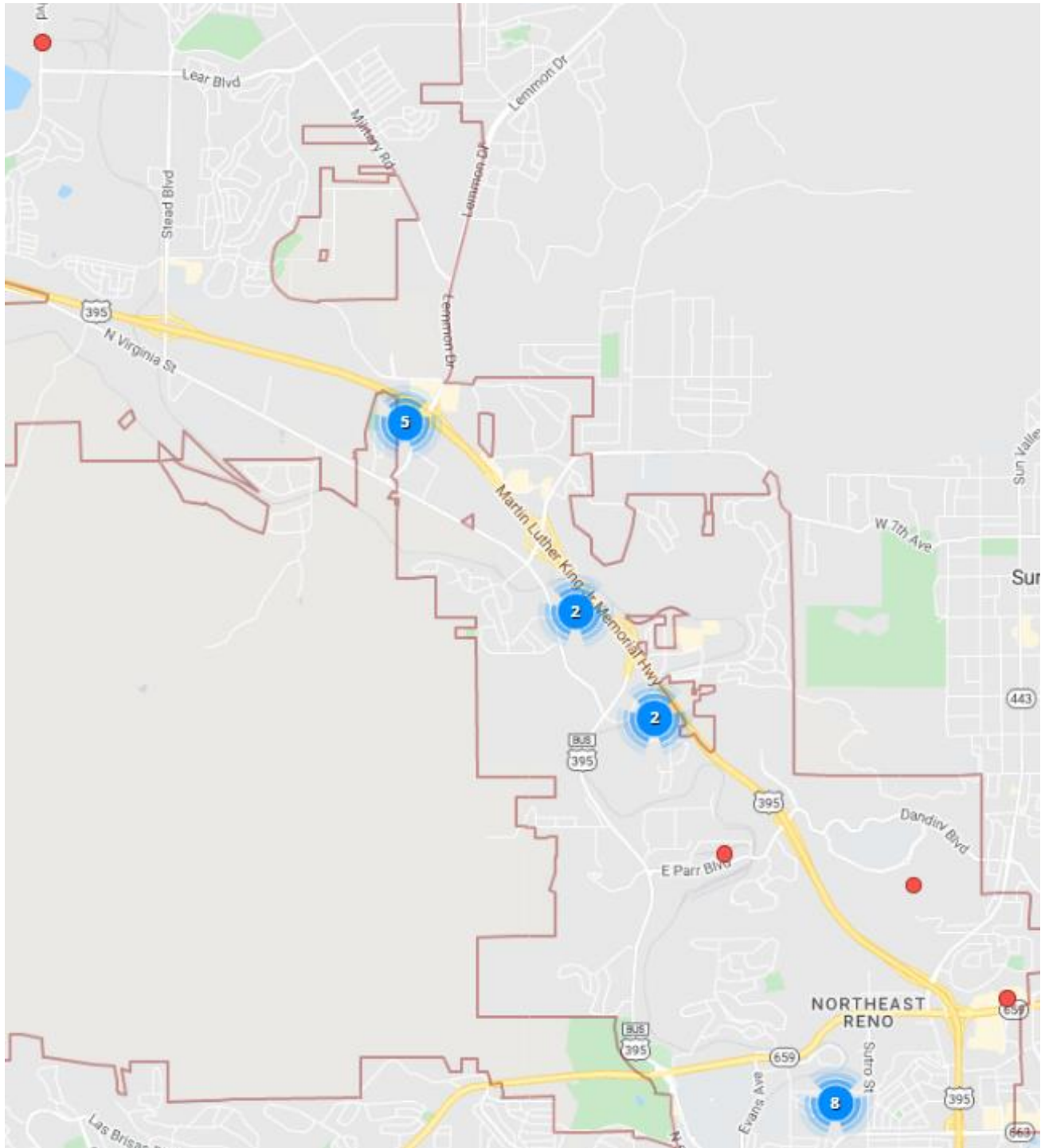


**Ward 2**  
**January - April 2022**





**Ward 4**  
**January - April 2022**



**Ward 5**  
**January - April 2022**

