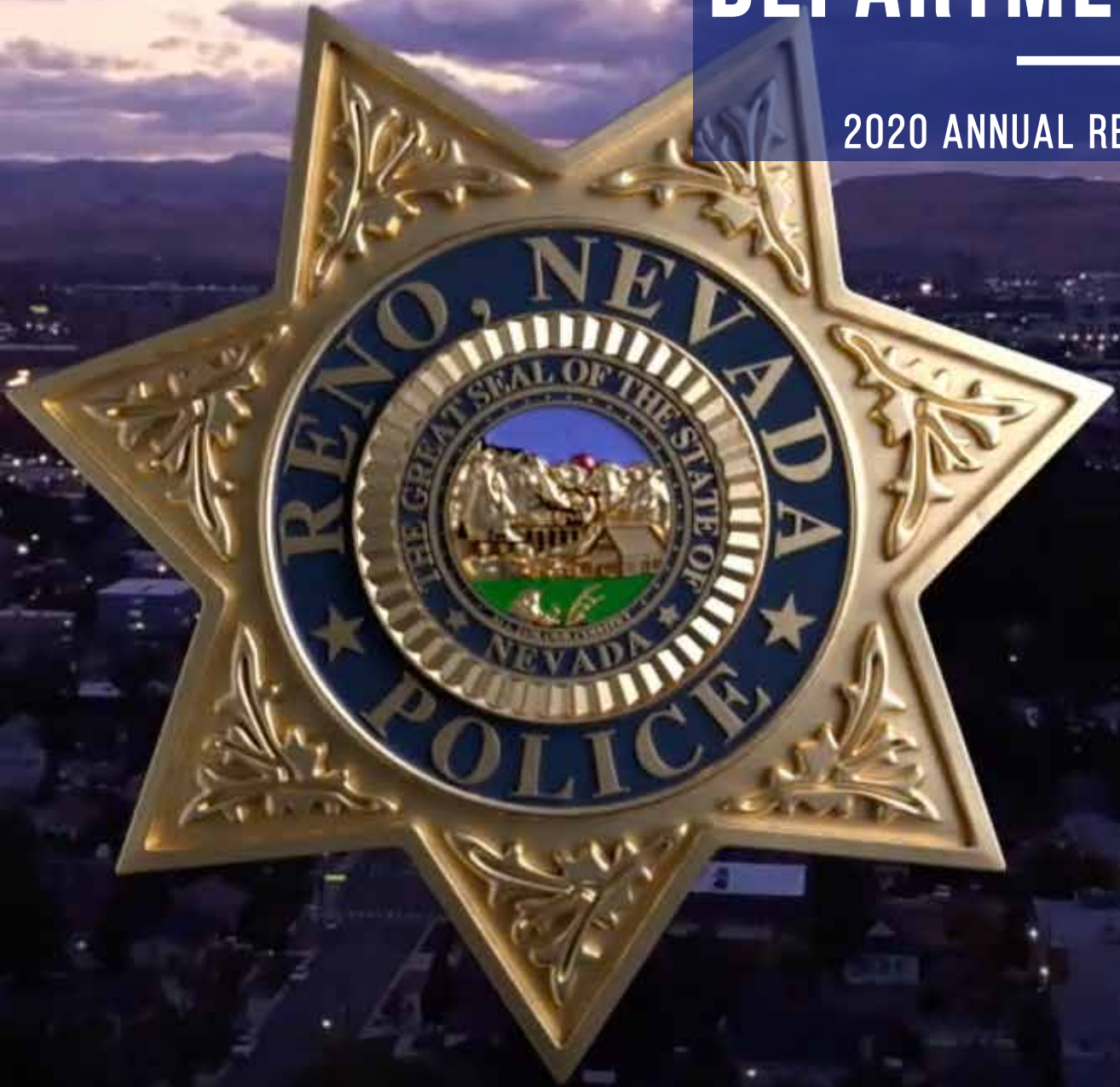


RENO POLICE DEPARTMENT

2020 ANNUAL REPORT



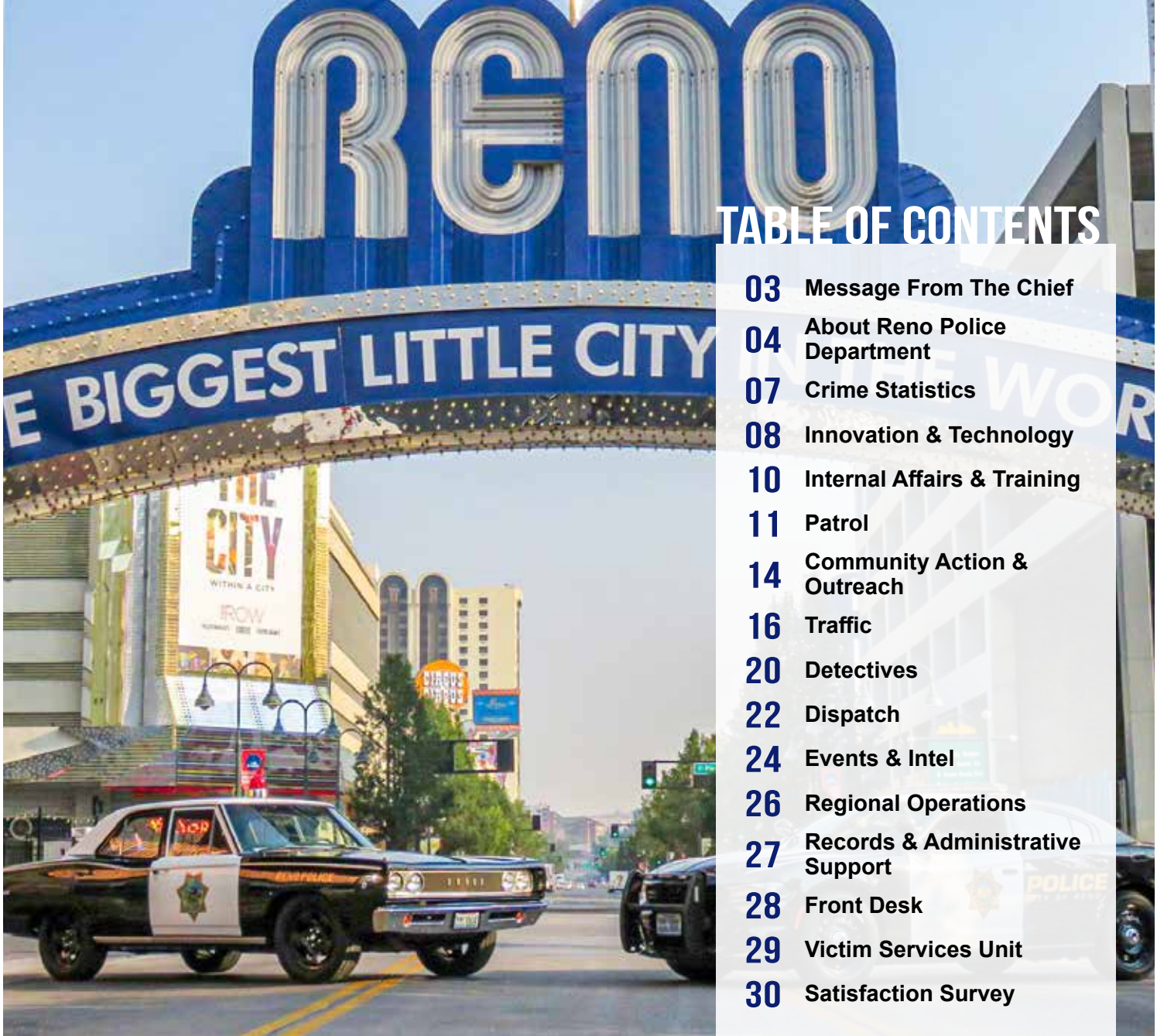


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In a year of unprecedented challenge, our Reno Police Department rose to the occasion to keep our city safe. We applaud their work to bring humanity and compassion to the community. There has been transformation across Reno in calls for fair treatment and equity. The work of RPD is more important to those goals than ever before.

(Left to right)

Ward 4 - Bonnie Weber, Ward 3 - Oscar Delgado, Ward 2 - Naomi Duerr, City of Reno Mayor - Hillary Schieve, At-Large - Devon Reese, Ward 1 - Jenny Brekhuis, & Ward 5 - Neoma Jardon



MESSAGE FROM THE CHIEF

For most of us, the year 2020 conjures up images of challenges faced as a country, city, and community. As a nation, we faced the COVID-19 pandemic, we saw civil unrest, we faced questions of policing reform, accountability and questions surrounding homelessness and housing came to the forefront.

The men and women of the Reno Police Department (RPD) adapted to these challenges and continue to define what it means to be “a model of policing excellence.” Their work, along with the work of countless others, resulted in a more resilient, innovative, and stable community.

In 2019, the Clean and Safe Team was launched with a collaborative effort involving the Reno City Council, Reno Parks Department, Reno Public Works, RPD and numerous private and non-profit organizations throughout our community. In January 2020, four officers and one sergeant were added to the Community Action and Outreach (CAO) unit and formed the Homeless Outreach Team. These officers worked with the Clean and Safe Team and assisted with approximately 875 outreach contacts with the unsheltered population. Over 60 of those individuals were connected to services offered, which can affect long term change.

In 2021, the Homeless Outreach Team and Clean and Safe will be instrumental in helping to guide individuals out of dangerous, crime laden, informal encampments and connect them with services and housing options that will be offered through the new Nevada Cares Campus on E. 4th St. in Reno.

March 2020 brought the start of the COVID-19 pandemic, and

Emergency Services providers adapted to nearly daily changing information. Our staff adjusted quickly, and contingency plans were developed to ensure there would be no interruption of critical police services, regardless of how employees were impacted by possible or actual infection with COVID-19. Both sworn and civilian staff immediately embraced digital technologies and platforms that allowed them to continue their work. RPD’s Consolidated Law Enforcement All Hazards (CLEAR) Team was instrumental in procuring equipment to protect those in the field while simultaneously working to ensure a safe work environment.

The death of George Floyd on March 25th, 2020 triggered nationwide protests and called on law enforcement to examine policies, practices, and the potentialities for institutional racism in law enforcement organizations. The City of Reno experienced many peaceful protests as well as a riot on March 30th, 2020. The following day I was proud to see community members come together, side by side with their police, to clean up and to begin the hard work and difficult conversations about policing reform.

In August 2020, RPD’s Use of Force policy was revised to incorporate what was learned and to formally acknowledge many practices already occurring within the ranks of the department. The practice of de-escalation was formally introduced into policy at RPD. Under my leadership, the use of choke holds was banned. Additionally, I required Peer Intervention, where any officer, upon observing another using unjustified physical force, shall intervene (a practice already occurring but now formally required of officers by policy).

Throughout 2020, every employee of the department attended Cultural Competency training. As we always have, we will continue to evolve our services so that all citizens within our community know they can trust and turn to RPD for assistance. But I will say with confidence, we are leading the way in meeting these challenges.

In 2020, with support from the Reno City Council and Pennington Foundation, we purchased the Reno Gazette Journal building and plan to renovate into RPD’s new home, the Public Safety Center. The first phase of that renovation is expected to begin in 2021 with the hope of moving the majority of the department’s operations to the new facility by 2022.

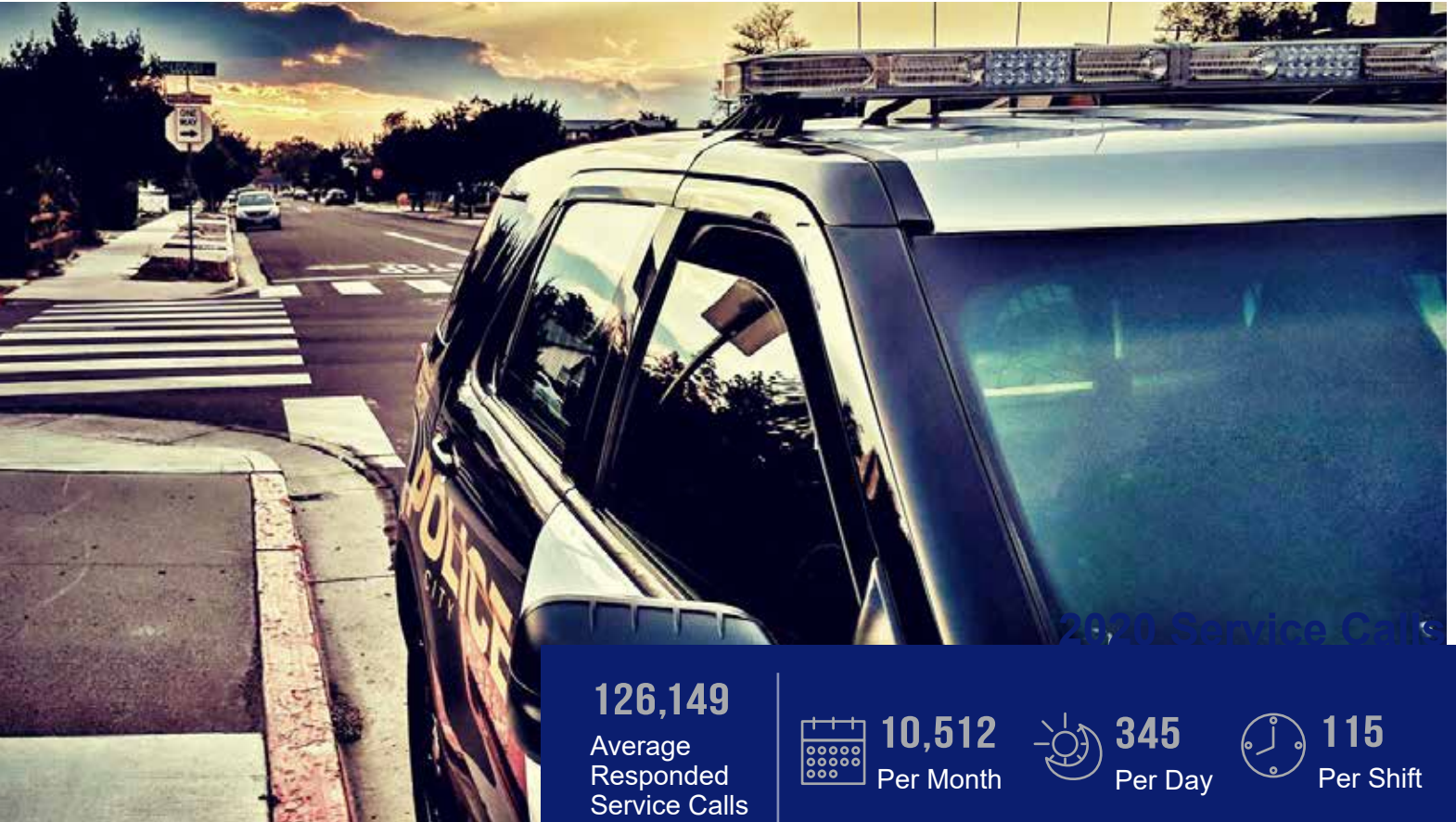
Despite the chaos of 2020, one point is absolutely clear to me and to the members of the Reno Police Department, our community supports our efforts. The outpouring of support for this organization during all of these trying times was and continues to be absolutely incredible. On occasions almost too numerous to count, businesses, community organizations, and community members donated food, gift cards, equipment, and other items to lift the spirits of weathered employees. RPD received thousands of cards, letters, and memos expressing support, from authors of all ages, each one read by employees and each one a catalyst to keep us all moving forward.

This is Reno.
This is “Your Police, Our Community” at work.

Respectfully,
Chief Jason Soto



ABOUT RENO POLICE DEPARTMENT



2020 Service Calls

126,149

Average
Responded
Service Calls



10,512

Per Month



345

Per Day



115

Per Shift

Reno is located in northern Nevada and is best known as a tourist location with a growing and diverse population and economy. The Reno Police Department (RPD) has an authorized staffing level of 339 sworn police officers and serves a population of approximately 250,000 residents. In addition, RPD serves approximately four million visitors annually.

RPD is nationally recognized as a model for community-oriented policing and problem solving. Our motto, "Your Police, Our Community," exemplifies our commitment to creating partnerships with community members, local businesses and other agencies and organizations

to make Reno a safe and pleasant place to live and work.

Our Mission

We are committed to partnering with our community to create a safe city by providing the highest level of police services.

Our Vision

The Reno Police Department will be totally integrated into the community and viewed as a model of policing excellence.

Contact Information

EMERGENCY HELP

9-1-1

NON-EMERGENCY DISPATCH

(775) 334-2121

NON-EMERGENCY HELP

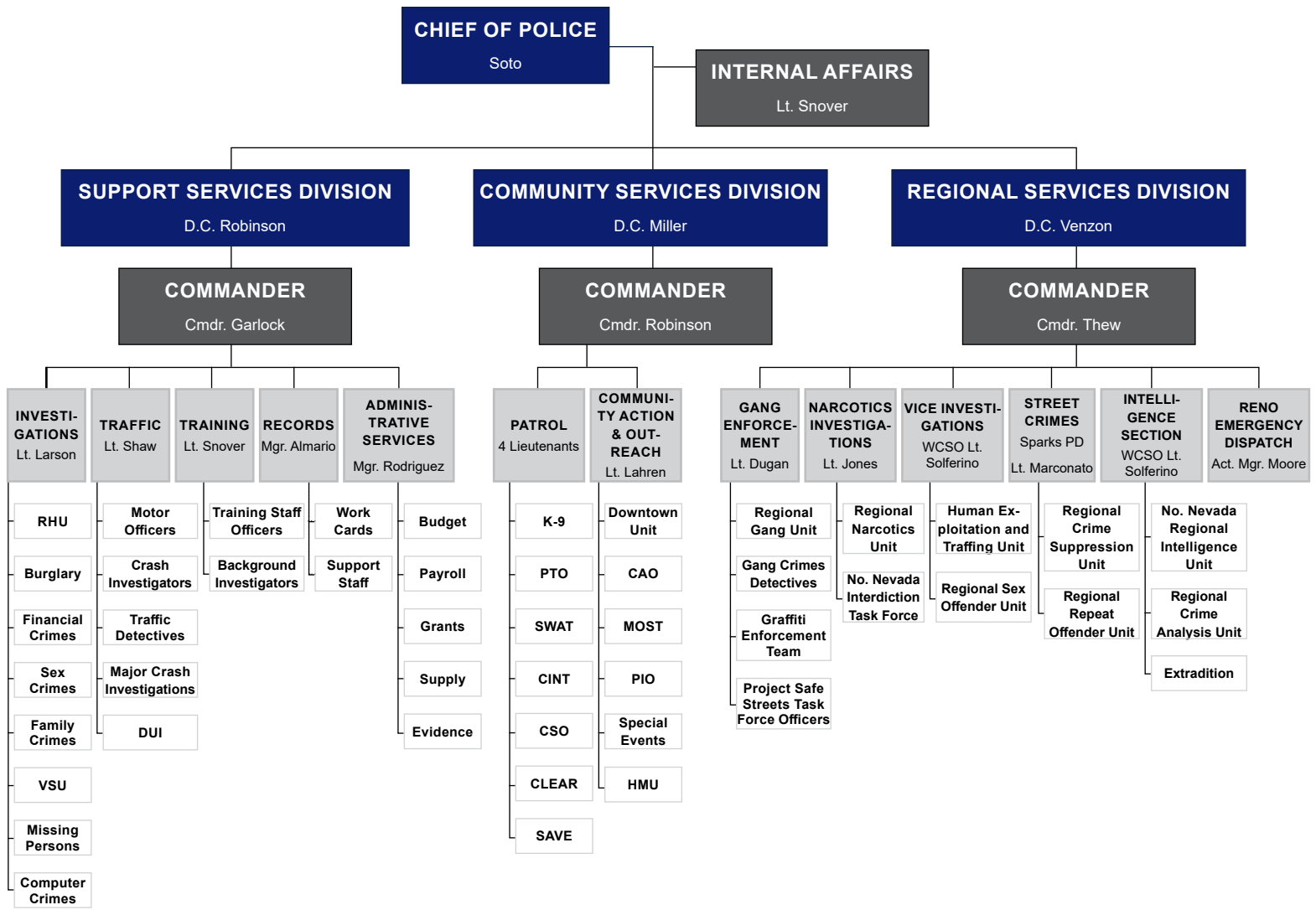
(775) 334-4636

MAIN STATION FRONT DESK

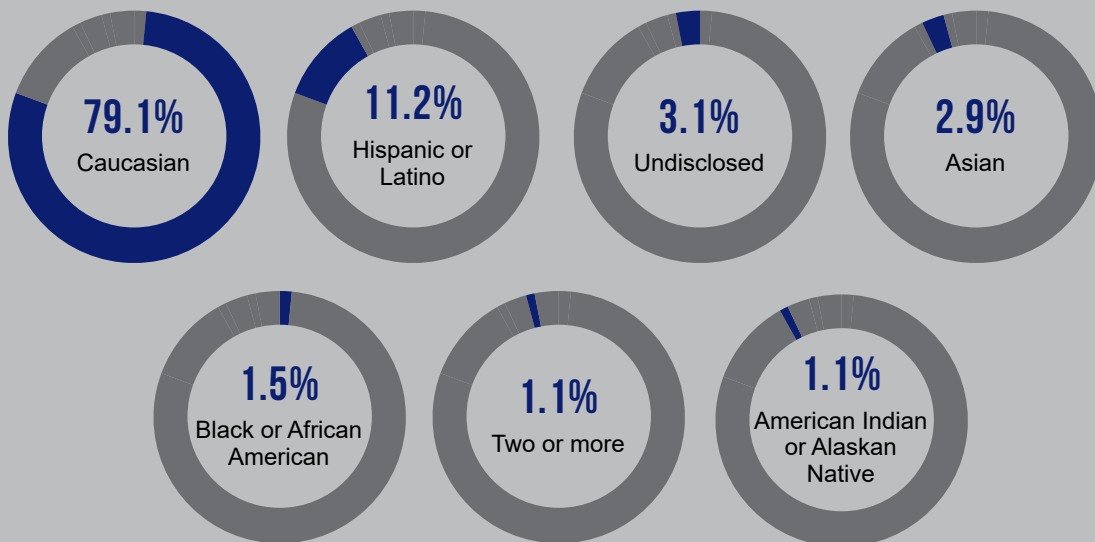
(775) 334-2175

WEBSITE

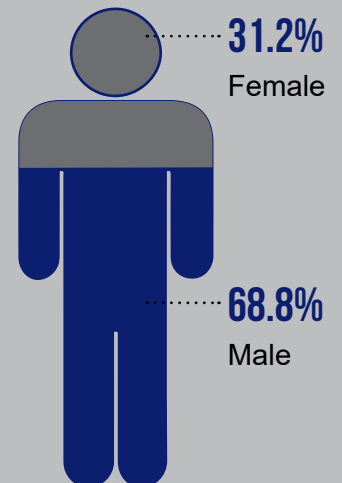
RenoPD.com



Diversity in RPD Personnel



Sworn Officers & RPD Employees



New Employees

CIVILIAN

Jamie Barrett	Supply Tech
Jessica Nolan	Management Asst.
Julie Orellana	Police Asst. I
Cassandra Parshall	Admin Secretary
Christina Rodriguez	Admin Services Manager

DISPATCH

Secret Holt-Soto	Kendra Plemel
Megan King	Nakia Rios
Linda Maines	

SWORN (POLICE OFFICER)

Colton Albert	06/09/20
Tyler Baehr	06/09/20
Tyler Brooks	06/09/20
Jake Brunson	12/10/20
Brendan Collins	06/10/20
Michael DeSerio-Ghiglieri	06/09/20
Christian Fleck	12/10/20
Scott Gauthier	06/09/20
Richard Jager	06/09/20
Connor Kurze	12/10/20
Galen Schmidt	06/09/20
Zachary Souza	12/10/20
Casey Thomas	06/09/20
Daniel Wallace	06/09/20
Steven Welin	06/09/20
Ralf Yap	12/10/20

Promotions

Doreen Avila	Records Supervisor	Jerel Hallert	Lieutenant
Michael Browett	Lieutenant	Ernest Kazmar	Sergeant
Eugenio Bueno	Sergeant	Lynn La Vanway	Records Supervisor
Sara Colacurcio	Dispatch	Curry Lynch	Sergeant
Ryan Connelly	Lieutenant	Steven Mayfield	Sergeant
Anthony E. Elges	Lieutenant	Joseph R. Robinson	Commander
Sean Garlock	Commander	Scott R. Smith	Sergeant
Sean Gibson	Sergeant	Jason Welch	Sergeant
Matthew Green	Sergeant		

Retirements

CIVILIAN

Donna Bonnett	06/04/20
Johanna Heidenreich	09/08/20
Lori Heidenreich	10/08/20
Cindy Leslie	01/30/20
Bridget Pincolini	01/02/20
Whitney Pomi	10/20/20
Ronald Rice	06/01/20
Deborah Rodrigues	01/16/20
Evelyn Warner	01/02/20
Victoria Welding	06/04/20

DISPATCH

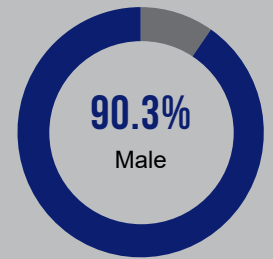
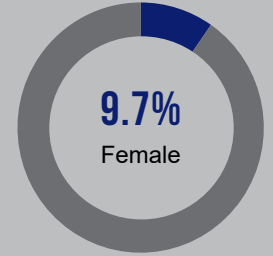
Betty Cross	10/05/20
--------------------	----------

SWORN (POLICE OFFICER)

Paul Adamson	02/12/20
Kevin Collins	04/11/20
Timothy Donohoe	05/21/20
Stacey Gardner	07/30/20
Mark Griffin	09/02/20
Jennifer Hanifan	03/10/20
Robert Hanifan	02/24/20
Jayson Hill	06/22/20
Scott Johnson	10/16/20
Ernesto Leyva	01/02/20
Brandon Neagle	06/18/20
Colby Palmer	10/15/20
James Pitsnogle	03/10/20
Jeremie Pordon	07/14/20
William Rulla	07/08/20
Lyle D. Steffens	08/02/20
Byron Venzon	07/24/20

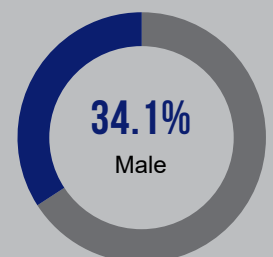
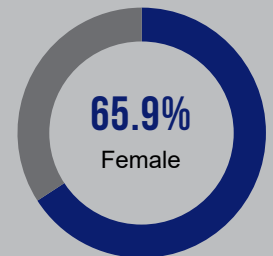
Sworn Officers

Deputy Chief, Lieutenant, Sergeant, Officers & Recruit



RPD Employees (Non-Sworn)

Administrative, Chief of Police, CSO, Crime Analyst, Dispatch, Evidence Technician, Maintenance, Office Assistant, Police Assistants, Records, Services, Secretary, Victim/Witness & COAP Grant Project Coordinator



GUIDING PRINCIPLES

The Guiding Principles are intended to ensure the success of the department's mission, vision and values. Each Guiding Principle has a group that meets to bring together ideas from every employee in our organization.

ORGANIZATIONAL CULTURE
LEADERSHIP
WELLNESS
CUSTOMER SERVICE
COPPS
TECHNOLOGY
ENRICHMENT
DIVERSITY
ACCOUNTABILITY
VALUES
SUCCESSION PLANNING
EVIDENCE BASED POLICING
CRIME REDUCTION
PREDICTIVE POLICING

RESPECT

Treating everyone with dignity, empathy and fairness

FAIRNESS

Consistent, ethical and impartial treatment of everyone

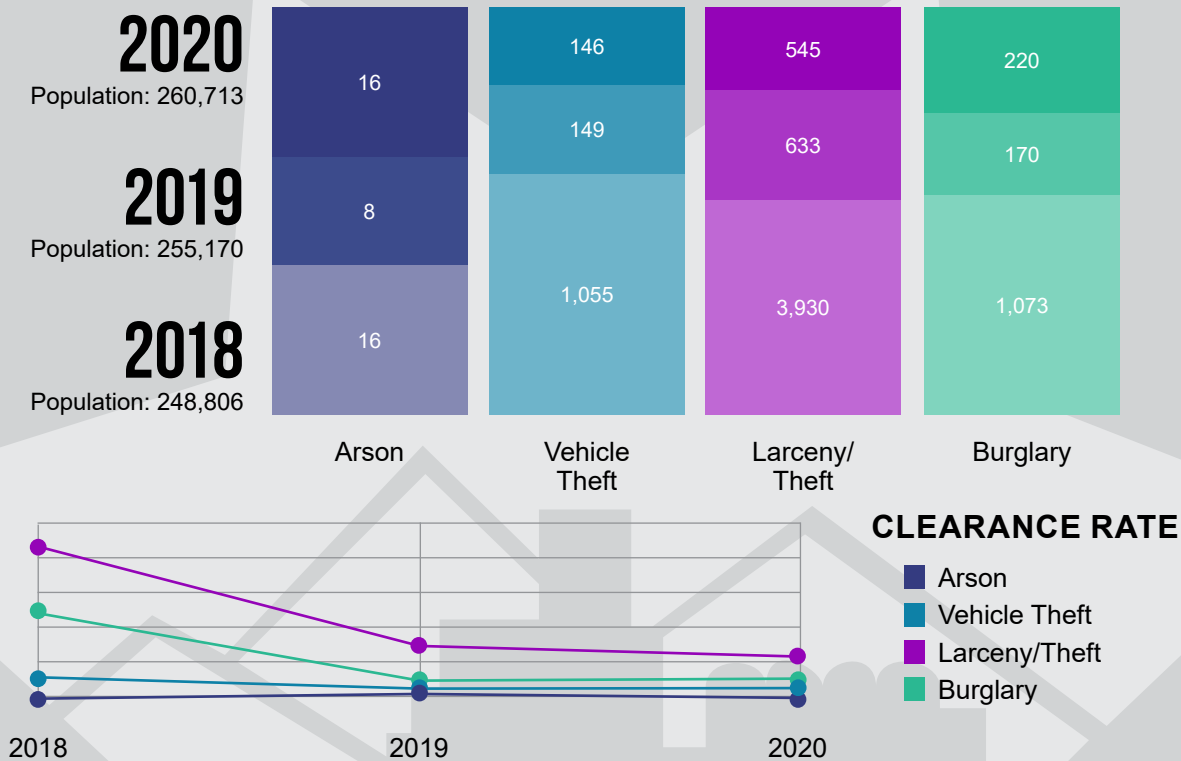
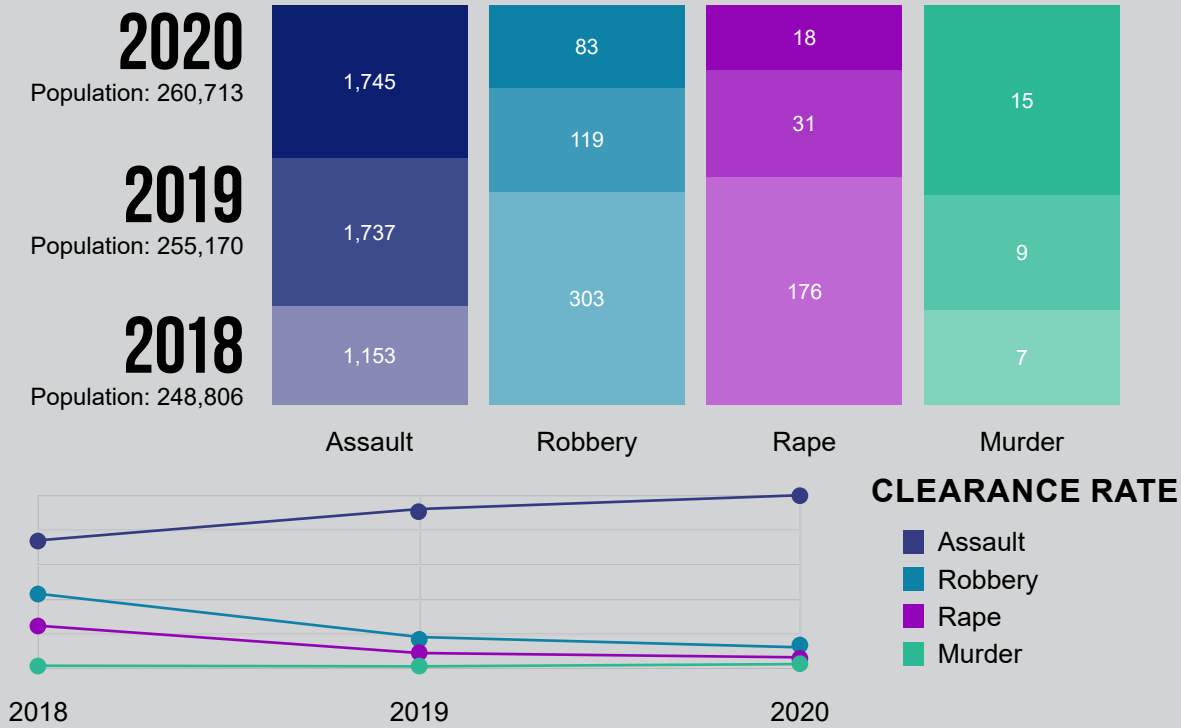
INTEGRITY

Service that demonstrates honesty, professionalism and dedication in all actions

SERVICE

Proactively respond to the changing needs of the community and department through open communication, accountability and professionalism

CRIME STATISTICS



INNOVATION & TECHNOLOGY

Web Presence & Social Media

In addition to supporting and continually optimizing various internal systems, the RPD's Office of Innovation and Technology continued work on several large undertakings, started new projects and worked to improve some existing tools and services. Coming off of several effective internal development projects in 2019 designed to cut costs and create efficiency focus in 2020 shifted to projects that will directly impact better serving citizens, victims of crime and the community at large.

Our new custom-built online crime reporting system is content complete and nearing the finish line. This project has many

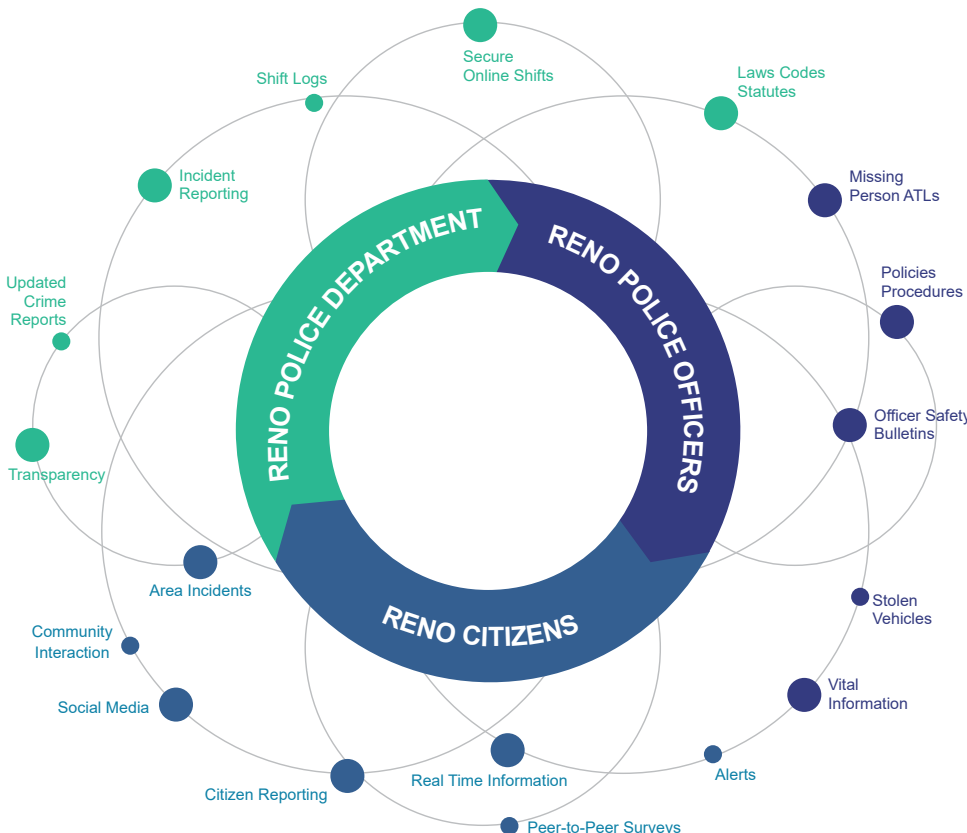
components and we are now completing the last of the required integrations now.

Throughout the Covid-19 pandemic, RPD's Innovation and Technology team has been vital in terms of citizen engagement and outreach. The last year has required the department to shift service availability and processes with little or no warning. One of our primary focuses was to maintain clear and timely communication with citizens via our online services and web presence. A lot of time was spent ensuring that as the dynamic situation shifted, we were able to publish the latest information without delay.

In addition to ongoing project development, the department's ever-growing web offerings and social media presence require

persistent attention in keeping content relevant and up-to-date, in addition to facilitating effective community outreach and engagement. The RPD's social media team is instrumental in leveraging these services to best meet the needs of the community in terms of publishing vital information and staying up-to-date on engagement events such as symposiums, conferences or the popular Cup with a Cop event to name a few. In significantly increasing numbers, citizens turn to our website and social media for the most direct and latest information available.

For 2020, RPD had approximately 30k Facebook followers, 14k Twitter followers and 9k Instagram followers.



7K+
MyRPD
App Users

700K+
Web page visits
RenoPD.com

14K+
Followers
@RenoPolice


9K+
Followers
@Reno_Police

30K+
Followers
@RenoPoliceDepartment

INTERNAL AFFAIRS & TRAINING




Internal Affairs (IA)

 (775) 334-2106

IA has established a performance system of accountability for our community and RPD personnel who believe that members of our organization may have performed in a less than professional manner. IA conducts investigations into complaints of employee misconduct and monitors investigations being conducted by an employee's direct supervisor. The IA section participates in several community events throughout the year such as the Symposium on Community and Policing, the Citizen's Police Academy and the Community and Media Training Day.

Training

 (775) 789-5421

The Training section is responsible for continuing education for employees and assisting with the Northern Nevada Law Enforcement Academy. Continuing education includes training in such areas as arrest and control techniques, alternative weapons use and firearms qualifications as prescribed by the State of Nevada Peace Officer and Standards Training.

The Training section produces and conducts progressive training on various topics of national trends and

concerns such as active violence, officer ambush, and topics related to use-of-force and de-escalation techniques. Continuing education also includes topics such as constitutional law, search-and-seizure, building searches and emergency vehicle operations.

The Training section blends classroom instruction with problem-based learning and scenario-based training while following a values and ethics-based training philosophy.

RECRUITMENT


Our Police Recruiters are continuously recruiting for a diverse range of applicants. These applicants range from police officers to Community Service Officers (CSO) and from Victim Advocates to the numerous administrative support positions. Recruiters attend several community events throughout the year and hold events such as the Run with the Recruiter and Applicant Information Sessions.

BACKGROUND INVESTIGATIONS & HIRING

Our background investigations and hiring units are responsible for ensuring our hiring process promotes efficiency and quality. Investigators ensure future employees share our department's values and the vision of our community. They ensure all future employees embody a sense of service and team orientation,

possess communication and human relations skills and have self-control and empathy.

Senior Axillary Volunteer Effort Program (SAVE)

 (775) 348-6925

SAVE is a uniformed civilian volunteer organization with the purpose of relieving police officers of certain duties and providing an increased level of crime prevention through patrol and observation and enforcing handicap parking. SAVE members averaged about 85 members throughout the year, have a non-confrontational approach, and under NRS 484B.470, are authorized to issue handicap parking citations.

20,949
Total Hours

 **7,979**
Non-Patrol
Hours

 **479**
Handicap
Citations

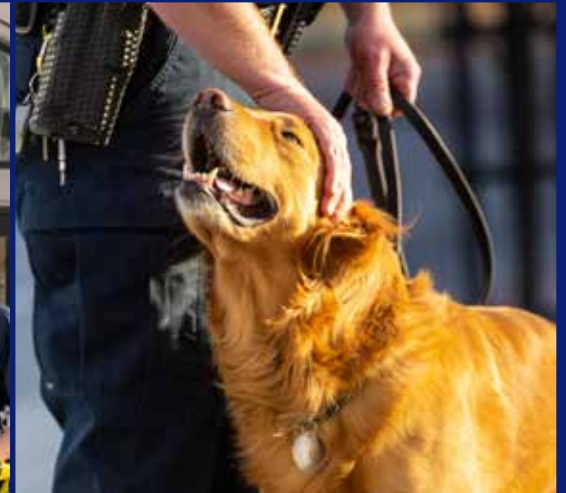
 **2,228**
City Hall

 **263**
House
Checks

 **1,243**
Car
Patrols

 **60**
Foot Patrols

PATROL



Police Training Officer (PTO) & Patrol Supervisor Training (PTS)

The PTO program, developed in 1999 in conjunction with the COPS office, was designed to be an adult-based community policing-centered training model. It replaced the FTO program used prior to 1999. The program focuses on performance competencies rather than completion of specific tasks.

New officers are expected to use problem-solving skills to apply the skills and abilities they have learned to address calls. This encourages a transfer of knowledge from previous experiences to new experiences. Supervisors are trained using the same program tenants.

K-9 Unit

The K-9 Unit's mission is to maintain a team of highly trained officers and canine partners who are prepared and equipped to assist with critical incidents which go beyond the scope of normal police operations. They also handle routine calls for service, assist officers with narcotics and explosive searches, and are called upon to do demonstrations.

The K-9 units often speak at community events and at area schools. Utilizing the natural abilities of their canine partners, these specially-trained officers have proven to be a great asset to the department.

23 Officers Completed PTO	9 Sergeants Completed PTS	4 Lieutenants Completed PTS
-------------------------------------	-------------------------------------	---------------------------------------

226 Alarm Calls	11 Article Searches	15 Suspect Apprehensions
191 Narcotic/Interdiction Sniffs		60 Missing Persons and Suspects



Downtown Enforcement Team (DET)

DET is a proactive group of officers who use bicycles to patrol the BID in downtown Reno. Their mission is to help improve the quality of life for the residents in the downtown area and provide a safe environment for the visiting tourists.

Officers utilize community policing and intelligence-led policing strategies to identify and address crime trends and solve neighborhood problems. DET works closely with the Ambassador program in addressing chronic nuisance issues as well. DET is composed of 12 officers and two supervisors divided evenly into two teams for 7 days a week coverage. They are funded through the Business Improvement District (BID) tax assessment and RPD general fund.

12 Officers	2 Supervisors
-----------------------	-------------------------

Critical Incident Negotiation Team (CINT)

CINT handles hostage situations, barricaded subjects and similar incidents by protecting the lives and the safety of citizens through professional negotiations. CINT is composed of volunteer members from RPD, UNRPD, and regional partners to include M.O.S.T. (Mobile Outreach Safety Team) and participates in joint regional training throughout Northern Nevada.

	12 Missions
---	-----------------------

Honor Guard

It is the mission of the RPD's Honor Guard to respond to special events as a highly disciplined team serving with honor at ceremonial functions, with respect and dignity at funeral services for active/retired personnel and personnel who have died in the line of duty, and provide comfort and compassion for the survivors.

These events are approved by the Chief of Police/Designee and they are accomplished through drilling in military etiquette and attention to detail.

Due to COVID-19 restrictions attendance at our various events was limited. The Honor Guard is hopeful to participate in many more events in 2021.

6 Funerals	3 Memorial	3 Trainings
1 Color Guard		4 Other



Community Service Officers (CSO)

CSOs are non-sworn civilian employees whose primary function is to take and process police reports. Their duties also include the collection of evidence, enforcement of city parking regulations, traffic control, operational assistance with special events, response to non-hazardous calls for service and involvement in missing person investigations. CSOs often recognize crime trend information and expeditiously notify patrol officers, who have made several arrests or recoveries of stolen property as a result of the CSO work product.

The RPD currently employs seven community service officers: Mark Greenwell (since 1997), Tazy Ciofalo (since 1998), Luana Johnson (since 1999), Anje Earl (since 2016), Tamara Lamoureaux (since 2016), Charlene Riordan (since 2018) and Marie Rodriguez (since 2018).

3,882 Calls for Service	3,426 Reports Taken
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Consolidated Law Enforcement All-Hazards Response (CLEAR)

The CLEAR team was created to fill the gap in investigations where hazardous materials are present or were utilized in criminal activity. This team is currently composed of officers from RPD and University of Nevada Police Department (UNRPD).

In 2020 CLEAR was responsible for the Department's response to the COVID pandemic. This included acquiring and distributing PPE, policy and procedure changes, training of Officers and decontamination of the main station, substations and equipment. CLEAR works closely with TRIAD (Reno-Sparks-Truckee Meadows Hazardous Materials Response Team) as well as the National Guard's 92nd Civil Support Team and the ARMOR Team from Las Vegas.

CLEAR has participated in and co-hosted several community events, readiness exercises and mass casualty tabletop exercises. Each member has received specialized training in chemical, biological, radiological, nuclear detection, explosive detection, mitigation collection and evidence collection.

Special Weapons and Tactics Team (SWAT)

SWAT is composed of specially trained and equipped personnel who respond to the community's most emergent needs under a variety of circumstances. The types of missions where the team is activated include high-risk warrant service, barricaded and armed suspects, hostage rescue, crowd control, dignitary protection and emergency response to critical incidents.

SWAT maintains a close relationship with our regional partners and participates in joint training exercises throughout Northern Nevada. SWAT works with federal law enforcement authorities, provides site security and conducts dignitary protection for high profile visitors to the community.

	10 Missions
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COMMUNITY ACTION & OUTREACH



CAO Mission

CAO's mission is to infuse the principles of Community Oriented Policing and Problem Solving, Intelligence Led Policing/Crime Fighting, Crime Prevention Through Environmental Design, resource management and innovative policing principles designed around developing social capital within our communities to reduce crime and calls for police service. CAO also works to infuse those principles into the RPD.

Homeless Outreach Team

Newly formed in 2020, the Reno Police Department established a team dedicated to assisting the unsheltered population with homelessness concerns.

Consisting of 4 Officers and a Sergeant, this team partners with other City Departments, other Agencies and Organizations to provide outreach and connect those in need with resources.


Unsheltered Outreach and Homeless Evaluation Liaison Program (HELP)

Newly formed in 2020, the Reno Police Department established a team dedicated to assisting the unsheltered population with homelessness concerns.

Consisting of four officers and one sergeant, this team partners with other city departments as well as other agencies and organizations to provide outreach and connect those in need with resources.




Junior Cadet Program

 (775) 348-6925

The RPD Junior Cadet Program is for young men and women interested in learning about law enforcement careers. Designed for students between the ages of fourteen and twenty, the program offers the opportunity for community involvement while gaining valuable law enforcement knowledge.

The Junior Cadet Program consists of 1 lieutenant coordinator, 3 officer advisors, and 15 cadets. As with many programs in 2020, the Covid-19 pandemic limited the number of events the cadets were able to assist with. In 2020, the cadets assisted with the RPD Annual Survey, Police Academy training scenarios, firearms range clean-up, and Mayor Bob Cashell's funeral services.

360 Blueprint

 (775) 657-4682

Created by a local pastor and RPD officer in 2013, the 360 Blueprint Initiative works with and mentors at-risk elementary school-aged youth

within the Washoe County School District (WCSD). The program is a partnership between community churches, local law enforcement, and volunteer mentors who build relationships with selected students in the context of academic achievement, social development, and friendship.

Crisis Intervention Team (CIT)

CIT brings together law enforcement, mental health providers, hospital emergency departments and individuals with mental illness to improve responses to people in crisis. The CIT program enhances communication, identifies mental health resources and ensures officers have the training and support they need.

Mobile Outreach Services Team (MOST)

MOST provides follow-up services for individuals whose mental illness impacts their community. They also provide assistance to individuals who require aid in managing their mental health treatment programs.

Therapists from Washoe County Adult Human Services and Officers are able to conduct outreach services for the improvement and stability of the mentally ill and homeless populations.

Motel Improvement Team (MIT)

The mission of MIT is to change the environment in and around each motel in order to create a safe, thriving, healthy and law-abiding neighborhood. This shall be accomplished through a joint partnership with Code Enforcement, other City of Reno departments and other agencies within the region.

Crime Free Multi-Housing (CFMH)

The CFMH program is a state-of-the-art crime prevention program designed to reduce crime, drug activity and gangs on apartment properties. CFMH also looks at the Crime Prevention Through Environmental Design (CPTED) theory and how it can apply to property throughout Reno.



TRAFFIC



Mission

The Traffic Section is committed to enhancing traffic safety for our community through education, enforcement, and engineering.

EDUCATION

Conduct initial public awareness campaigns via PIO/media. Utilize reader boards in designated areas to educate motorists and pedestrians using roadway pedestrian presence and law enforcement operations. Create and distribute informative and instructional posters and display conspicuously in traffic corridors. Work with WCSDPD Safe Routes Program to promote education for elementary and middle school students.

ENFORCEMENT

Conduct targeted enforcement of drivers, focusing on right-of-way (ROW) and other contributing violations such as speed, impaired driving, and distracted driving. Conduct targeted enforcement of

pedestrians, focusing on crossing laws and ROW violations.

ENGINEERING

Present data to City of Reno traffic engineers for additional analysis during bi-weekly meetings focusing on hot spots and citizen complaints. Assess engineering dynamics in the field and forward concerns to engineers. Work with Nevada Department of Transportation, Office of Traffic Safety to improve road safety through engineering on all State Routes within the City.

Staffing

The Traffic Division in 2020 consisted of one lieutenant, two sergeants, two detectives, six crash investigators, four DUI officers, twelve motor officers, one civilian support person, and one part-time victim advocate.

Highlights

The Traffic Division worked with the Nevada Department of

Transportation, Office of Traffic Safety, RPD Professional Staff, and several regional partners to substantially increase our grant funding in FY20/21. This includes grants for Pedestrian Safety, DUI Enforcement, Joining Forces (which includes Speed, DUI, Seat Belt, Pedestrian Safety, and Distracted Driving in partnership with other agencies), and the development of two new grants that focus on Distracted Driving, and School Zone Safety.

The Traffic Division also received funds from the Federal Motor Carrier Safety Administration for enforcement related to commercial vehicles. In 2019 we managed approximately \$76,000 in grant funding. In 2020 we increased that funding to more than \$469,000 dedicated to improving safety for all road users.

710 2014	648 2015	793 2016	1,030 2017
1,033 2018	922 2019	922 2020	

Motors

RPD motor officers are routinely assigned to high-crash locations and conduct enforcement to positively influence driving behaviors. They also assess other contributing factors and forward their observations to City of Reno traffic engineers for further review and possible action. Section members also respond to citizen concerns regarding traffic issues and requests for targeted enforcement.



Detectives

Traffic Detectives conduct investigations related to crashes involving property damage, injuries, fatalities, and hit-and-run drivers.

DUI Enforcement Officers

DUI enforcement officers are assigned exclusively to enforce drunk-driving laws and they drive vehicles specifically equipped to assist in detection and apprehension of those driving under the influence.



Crash Investigators

Crash Investigators work in the field and are assigned shifts spread over each day of the week from 6:00 am to 11:00 pm to investigate property, injury, fatal, and hit-and-run traffic crashes. They drive vehicles equipped with specialty equipment for the investigation of crashes.



Major Crash Investigation Team (MCIT)

Traffic Detectives and Crash Investigators comprise this specialized team. MCIT investigates major crashes involving serious bodily injury and death. Investigators receive advanced training in major crash investigations and reconstruction.





Grant Programs

The Traffic Section applied for and was awarded monies under the following three recurring grant initiatives in 2020: Joining Forces, the Office of Traffic Safety Grant for Pedestrian Safety, and the Office of Traffic Safety for a grant initiative which focuses exclusively on impaired driving.

JOINING FORCES

This initiative promotes an educational and enforcement partnership with numerous state and local law enforcement agencies during several nationally-sponsored operations throughout the year. During these operations, officers in the region focus on specific behaviors known to cause crashes including: distracted driving (cell phone usage), DUI, lack of seat belt restraint, speed and pedestrian awareness. This grant was awarded through the State of Nevada Office of Traffic Safety.

\$74,400

Joining Forces Grant

PEDESTRIAN SAFETY

This grant can help pay for enforcement operations which target violators of pedestrian-related laws and educational

programs designed to teach children safe crossing behaviors.

\$40,000

Pedestrian Safety Grant

IMPAIRED DRIVING

This grant program provides money to increase the number of officers patrolling the streets proactively looking for impaired drivers. The days and time periods these additional DUI enforcement officers are deployed are based on peak time periods according to national and local data. This grant was awarded through the State of Nevada Office of Traffic Safety.

\$40,000

Impaired Driving Grant

DISTRACTED DRIVING

This grant was new to RPD this year and focuses on decreasing crashes through the enforcement of Distracted Driving laws.

\$20,000

Distracted Driving Grant

SCHOOL ZONE ENFORCEMENT

This grant is new to RPD this year and provides funding for additional school zone enforcement following

a devastating 2019/2020 school year that had 31 injury crashes in the WCSD, that including two major injury crashes and a fatality involving students traveling to or from school. This grant is provided by the Nevada Office of Traffic Safety and is in partnership with the WCSDPD, SPD and NHP.

\$30,000

School Zone Enforcement Grant

HIGH PRIORITY COMMERCIAL MOTOR VEHICLE

This grant is administered through the Federal Motor Carrier Safety Administration and provides funds for Commercial Vehicle Enforcement and Inspection Stations. Reno has evolved into an important industrial shipping hub due to its centralized location and proximity to most major West Coast cities. The goal of the grant is to prevent crashes, injuries, and fatalities related to large trucks and buses in the Reno Metropolitan area.

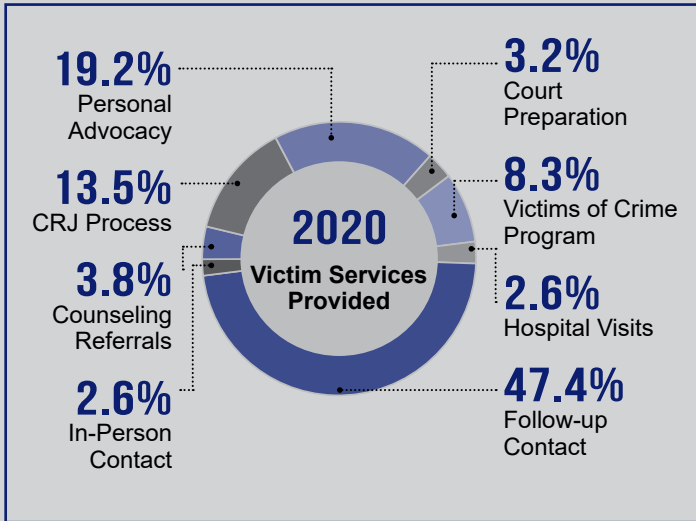
\$265,430

Commercial Vehicle Enforcement Grant

Victim Services

The Traffic Section has a dedicated part-time victim advocate funded under a Victims of Crime Act (VOCA) grant designed to provide support to survivors and families who have been impacted by traffic crimes, such as DUI and hit and run, which cause serious injury or death.

The program allows us to better serve victims of crime by connecting them to counseling, financial assistance, witness support, and other services.



Local and Statewide Traffic Safety Coalition Engagement

In 2020, the RPD Traffic Section participated in and attended regular meetings related to the following initiatives:

- Northern Nevada DUI Task Force
- Strategic Highway Safety Plan/NV Zero Fatalities - Impaired Driving Task Force
- Impaired Driving Task Force
- Strategic Highway Safety Plan/NV Zero Fatalities
- Intersection and Pedestrian Task Force
- Nevada Traffic Incident Management Coalition
- City of Reno 3E Working Group
- Vision Zero Truckee Meadows
- Washoe County School District Safe Routes to School program

Crash Statistics

In calendar year 2020, the City of Reno had 22 fatal crashes, 8 involved pedestrians. This is the same number of pedestrian fatalities that we saw in 2019. We also saw an increase in motorcycle fatalities, from 5 in 2019 to 9 in 2020. One hundred percent of those motorcycle fatalities involving DUI on the part of the rider, or the striking vehicle.

Four of the motorcycle fatalities involved poly-DUI where more than one intoxicating substance was found. A study done by the Insurance Information Institute in 2017 found that motorcycle riders were 27 times more likely to die in a crash than someone driving an automobile. The lack of protection offered to the rider is inherently dangerous and combining that risk with driving while intoxicated can be deadly.

At least 11 of our fatal crashes this year involved DUIs (toxicology is still pending on two crashes). Our percentage of DUI fatal crashes is above the national average. According to the Insurance Information Institute in 2018 approximately 29% of fatal crashes involved DUI nationwide. Locally, we are closer to 50% of our fatal crashes involving DUI.

DRIVERS



Don't Drink and Drive



Don't Speed



Don't Allow Distractions While Driving

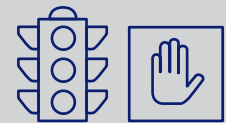


Wear a Seatbelt

PEDESTRIANS



Cross At Marked Intersections



Obey Traffic Signals



Wear Light Colored Or Reflective Clothing



Don't Think That You Can Outrun a Moving Vehicle

DETECTIVES




Mission

The mission of the Investigations Section is to provide the highest level of investigative services to the citizens of the City of Reno. Investigations will be completed in a thorough and timely manner using the most advanced investigative practices. The goal of each investigation is to examine the evidence to get to the truth, exonerate the innocent and substantiate the culpability of the guilty to hold them accountable for their actions.


The Investigation section partners with a variety of local, state and federal agencies to leverage the best investigative skills and techniques available. Detectives will use a methodical approach and investigate each case on its own merits, while treating the citizens of Reno with respect, integrity, and fairness, providing the community with the highest level of service.

Burglary Unit

 (775) 657-4762

The Burglary Unit conducts a multitude of operations for the police department. These operations include burglary investigations, arresting burglary suspects, and recovering stolen property for victims. Investigative assignments routinely involve commercial burglaries, residential burglaries and automobile theft. Currently the unit consists of 1 sergeant, 5 detectives and 1 civilian employee. In 2020, the unit reviewed over 1200 cases.


Financial Crimes Unit

 (775) 334-2107

The Financial Crimes Unit investigates a variety of white-collar crimes including: identity theft, fraud, elder finance abuse, embezzlement, forgery and


check/credit card offenses. The unit remains vigilant as criminals continue to exploit technology for fraudulent purposes. The unit works closely with the Computer Crimes Unit, and with federal, state, and local law enforcement agencies, as well as financial institutions.

Missing Persons Unit

 (775) 321-8372

The Missing Persons Unit has one full time member and is responsible for assisting local police agencies in coordinating, investigating, and responding to cases involving missing persons, runaway children, and unidentified living or deceased individuals. The RPD Missing Persons Unit investigates, on average, 250 missing adult cases and 650 runaway juvenile cases yearly. Contact RPD Dispatch at 334-COPS (2677) to initiate a missing persons report.


Robbery/Homicide Unit

 (775) 334-2188

The Robbery/Homicide Unit is a highly specialized unit dedicated to investigating major crimes such as; Homicides, Robberies and suspicious deaths. The unit is composed of 2 Sergeants, 12 Detectives and one professional staff member. The unit strives to improve the quality of life for the citizens of Reno by holding those who commit these heinous crimes accountable through the criminal justice process.

The Robbery Homicide Unit is also a participant in the Washoe County Regional Officer Involved Shooting Protocol, which is a specialized team dedicated to the fair and impartial investigation of officer involved shooting.


Computer Crimes Unit (CCU)

 (775) 334-2107

The computer crimes unit investigates computer facilitated crimes and provides investigative support to all investigations involving digital evidence. Computer crimes are the fastest growing crimes in the US today, causing over \$100 billion dollars in losses a year. Investigators work on criminal cases in the City of Reno as well as providing their expert assistance to all Northern Nevada law enforcement agencies.

RPD CCU Detectives work in conjunction with the Washoe County Cyber Crimes Unit, SPD, UNRPD, FBI Internet Crimes Against Children Task Force, USSS Electronic Crimes Task Force, Nevada Department of Public Safety and numerous other local and regional law enforcement partners.

Sex Crimes/Child Abuse Unit


 (775) 657-4745

The Sex Crimes and Child Abuse Unit conducts fair and thorough investigations of crimes committed against child victims of neglect, endangerment, sexual, and physical abuse, as well as sexual crimes committed against adults. The specialized unit is comprised of eight experienced detectives trained to handle these sensitive, unique and sometimes dynamic investigations. All members of the unit are certified by the National Association of Certified Child Forensic Interviewers and serve on the Washoe County Child Advocacy Center's multidisciplinary team.

The unit frames all investigations through a victim-centered approach, which seeks to minimize retraumatization associated with the criminal justice process. Detectives apply effective and timely investigative procedures and collaborate with victim support services and community organizations to ensure that victims and their families receive the resources they need throughout the entire investigative process.

The goal of the Reno Police Sex Crimes and Child Abuse Unit is to pursue justice for all victims and seek to hold those who violate the law accountable for their actions.

Family Crimes Unit

 (775) 334-2134

The Family Crimes Unit investigates both crimes against persons, as well as crimes against property. Although property crimes are within the purview of the unit, the Family Crimes Unit focuses primarily on crimes against persons with a focus on domestic violence. These crimes include (but are not limited to) assault and battery, domestic battery/strangulation, stalking, harassment and protection order violations. Specific to this unit are tools such as SDFI image enhancement, which assists in highlighting bruising and injuries not easily seen by the naked eye through negative filter inversion.

In 2020, this unit received approximately 1,850 cases for review. The Family Crimes Unit also works to impact public policy, increase public awareness, and develop community-based responses to domestic violence to effect an overall reduction of criminal behavior. Family Crimes works closely with RPD's victim advocates to provide service and support to victims. Detectives strive to maintain the family as a unit while effectively working to break the cycle of family violence.



DISPATCH

Reno Public Safety Dispatch is the heart of all public safety for the City of Reno, providing the life-saving link between the public and the many public safety and emergency service agencies of our region.

Reno Dispatch is the largest dispatch center in the State outside of Clark County and serves as the Public Safety Answering Point (PSAP) for 9-1-1 services for the City of Reno.

Reno Dispatch provides full dispatch services 24 hours a day, 365 days a year, which includes 9-1-1 and non-emergency call processing for RPD, RFD, University Police Services (for both UNR and TMCC), Reno Marshals Office, and Reno Public Works Parking Violation Attendants.

Mission

The mission of Reno Public Safety Dispatch is to provide exceptional quality service to our citizens and partner agencies in an expedient, professional, and compassionate manner while respecting the diversity of our community and recognizing our employees as our most valuable asset.



2020 Front Desk Statistics



475,116

Telephone calls processed yearly



1,301

Telephonic citizen contacts daily



204,011

Police, fire and medical calls dispatched yearly



588

Police, fire and medical calls dispatched daily

9-1-1 TIPS

CALL 9-1-1 FOR EMERGENCIES THAT REQUIRE IMMEDIATE ATTENTION FROM POLICE, FIRE OR AMBULANCE SERVICES AND INCLUDE:



All Crimes In Progress



Major Crimes That Have Just Occurred



Any Potential Injury or Death



Any Medical Emergency



Any Type of Fire

WHEN TO CALL NON-EMERGENCY

 (775) 334-COPS (2677)

- Noise disturbances
- Past-tense crimes
- Parking problems

WHEN CALLING 9-1-1

- Know the location of the emergency
- Answer the dispatcher's questions
- Stay calm and speak clearly
- Stay on the phone (if it's safe to do so) and do not hang up until the dispatcher tells you to do so

WHILE TEXTING 9-1-1

Texting 9-1-1 is beneficial to those who are hard of hearing, deaf, or speech-impaired, but residents should only text 9-1-1 when calling 9-1-1 is unsafe or not possible.



**CALL IF YOU CAN,
TEXT IF YOU CAN'T**

- Include the location and type of help needed
- Answer questions and follow instructions
- Do not power off your phone until a dispatcher tells you to do so

SPECIAL EVENTS & INTEL



Mission

The Mission of the RPD Special Events Unit is to ensure the safety and security of the event through a tourism-based policing philosophy, and partnering with the Citizens of Reno, City departments and event promoters to provide the highest levels of police services.

Reno has established itself as a destination city hosting nearly 200 unique events in 2019. For 2020, the COVID pandemic had a major impact on Special Events for the year, resulting in the majority of the events not happening or requiring significant changes to meet COVID restrictions. These events can range from local block parties to premier nationally recognized events such as Hot August Nights, Reno Rodeo, Street Vibrations and the National Championship Air Races.

Each one of these events has their own dynamic and requires specific planning to ensure a safe, orderly, and successful event. If you are looking to hold an event in the City of Reno please visit: Reno.Gov/SpecialEventActivityPermits.

Public Information Officer (PIO)

The PIO is the single point of contact that encourages open lines of communication between RPD and the community for news media and community information. The PIO is available to assist members of the media in the gathering of information and reporting on news events impacting residents and visitors to Reno.

The PIO also is responsible for maintaining and posting on various social media sources to keep the community informed on RPD-related issues. The PIO also produces all critical incident videos. Follow RPD on any of our social media accounts.

Follow us on Social Media



MyRPD app



RenoPD.com



RenoPolice



RenoPoliceDepartment



Reno_Police

RCSU Stats



372

Cases



161

Arrests



1,889

Grams of Illegal Narcotics



119

Firearms Off Streets



263

Firearms Magazines Off Streets

Regional Crime Suppression Unit (RCSU)

RCSU is a regional partnership between the RPD and SPD. Their philosophy is to monitor crime trends at a regional level and deploy unit resources to those areas targeting specific crime types and locations.

They address crimes by using an intelligence-led policing model, working closely with each department's Crime Analysis Unit and the Northern Nevada Regional Intelligence Center (NNRIC). RCSU collaborates with all local, state, and federal agencies to develop the most time sensitive information possible to identify local crime trends.

This past year RCSU made over 161 arrests in the Reno-Sparks area, putting many of the City's most violent criminals behind bars. RCSU was able to remove over 119 firearms, the majority of these being stolen firearms recovered from ex-felons.

Northern Nevada Regional Intelligence Center (NNRIC)

NNRIC is a regional asset located at the Washoe County Sheriff's Office (WCSO). The center was established to collaborate in the collection, analysis, and dissemination of meaningful actionable, strategic, and tactical intelligence throughout the region.

NNRIC provides the tools and expertise for all regional agencies to maximize their ability to anticipate, identify, monitor, prevent, and respond to terrorism and criminal acts occurring in the Northern Nevada region and beyond.

Horse Mounted Unit (HMU)

The Horse Mounted Unit was re-established in 2019. The HMU is a specialized unit consisting of one Sergeant and three officers on a voluntary basis, in addition to their normal duties.

The HMU benefits the department and the community by having the ability to traverse areas not easily accessible by vehicle, as well as patrol high pedestrian locations and major outdoor events. The primary purpose of the HMU is to protect the residents in our community and help ensure that Reno is a safe tourist destination.

Crime Analysis Unit (CAU)

The CAU is a major contributor to our Department philosophy of intelligence-led policing. The CAU analyzes local calls for service and crime data to identify crime patterns and concentrated crime areas (hot spots) within the city to identify trends that can be targeted by various department units.

The CAU also works closely with other City of Reno departments to provide crime statistics for the Neighborhood Advisory Boards (NABs), Reno City Council, Business Licensing, and other specific requests for crime data.

In 2018, the CAU added Risk Terrain Modeling, with our analyst becoming only one of 71 people internationally to achieve this distinction. Risk Terrain Modeling is the next generation of geospatial analytics that focuses on places rather than people. The CAU is also responsible for RPD's long-standing tradition of completing an annual satisfaction survey. The results of this survey can be found in this Annual Report

Consolidated Bomb Squad (CBS)

CBS is responsible for handling a variety of calls for service including: suspicious packages, hoax devices, recovered explosives, firework disposal, dry ice/chemical bombs, and improvised explosive devices.

CBS is staffed with employees from RPD, SPD and WCSO who conduct bomb sweeps during special events and dignitary protection. They also provide support, training, and demonstrations for local and surrounding Northern Nevada/California agencies.


Consolidated Extraditions Unit (CEU)


CEU is a regional asset composed of officers/deputies from the RPD and WCSO. They are responsible for all in and out-of-state extraditions for the RPD, WCSO, and the SPD.

CEU constantly scrutinizes every available option to provide the most cost-effective means of extraditing fugitives. Personnel have devised a complex mechanism of networking with multiple agencies across the west coast to efficiently move fugitives closer to their desired location to minimize costs.

REGIONAL OPERATIONS

Graffiti Enforcement Team (GET)


 (775) 657-4781

 (775) 334-INFO

GET has partnerships with WCSO, SPD, NDOT, NV Energy, Waste Management, AMTRAK, and Secret Witness to remove reported graffiti within 24-48 hours.


The team consists of a detective who investigates and arrests prolific graffiti violators, two abatement technicians who paint over and remove graffiti, and a civilian support staff member.

Regional Narcotics Unit (RNU)

 (775) 334-3065

RNU is a regional task force of Nevada's High Intensity Drug Trafficking Areas (HIDTA). RNU is composed of a number of agencies in the Northern Nevada area to include the RPD, WCSO, SPD, UNRPD, DEA, Homeland Security Investigations (HSI) and the National Guard.


Regional Gang Unit (RGU)

 (775) 334-3852

Since 1990, RGU gathers and shares criminal gang intelligence, suppresses gang activity, investigates gang-related crimes, educates, and provides resources to our community about the dangers of gangs. Member agencies include the RPD, SPD, WCSO and the WCSDPD. RGU


also works closely with county and state juvenile and adult probation and parole departments, as well as several federal agencies. For its outreach services, RGU refers gang associates and members to the Children's Cabinet.

Regional Sex Offender Notification Unit (RSONU)

 (775) 325-6483

RSONU is responsible for implementing state law for the registration and monitoring of convicted sex offenders in Washoe County. Under the provisions of NRS 179D, the public is authorized to gain access to certain sex offender information.

Repeat Offender Program (ROP)


 (775) 334-2115

The Northern Nevada Repeat Offender Program (ROP) was started in 1990 and is a regional unit composed of RPD, SPD, the WCSO and the WCDAO.

The mission of ROP is to identify, arrest, and imprison repeat offenders for long periods of time, identifying those who are responsible for committing a disproportionate number of crimes, who have displayed a constant disregard for the laws and who ignore the rights of others. ROP protects the community by monitoring over 400 repeat offenders at any given time.

This philosophy coincides with the RPD's Community Oriented Policing and Problem-Solving models. ROP works closely with its criminal justice partners that support and adhere to the mission of the program.

Human Exploitation And Trafficking (HEAT)

 (775) 325-6470

The HEAT unit, formed in January 2020 as a regional approach to investigate sex trafficking and pandering related crimes, provides training and awareness to the public, and training to other law enforcement personnel in the area.

By working with victim service providers, HEAT offers resources to trafficking victims to help regain their independence. HEAT strives to hold all traffickers accountable for their actions by seeking the maximum sentence allowed by statute.

In 2020, HEAT recovered 9 juvenile victims and 6 adult victims of sex trafficking. HEAT detectives arrested 68 individuals, culminating in nearly 250 felony crimes related to the commercial sex trade.

HEAT works closely with the Regional Internet Crimes Against Children Task Force (ICAC), RSONU, Homeland Security, the Safe Streets Task Force, and is a partner in the FBI's Northern Nevada Child Exploitation and Human Trafficking Task Force.

RECORDS & ADMINISTRATIVE SUPPORT

2020 Crime Statistics

4,366

Assault

297

Robbery

255

Rape

15

Murder

26

Arson

1,011

Vehicle Theft

4341

Larceny/Theft

999

Burglary

2020 Records Statistics

14,444

GOVQA Request
(Online Records Requests)

45,048

Reports Processed
Originals & Supplements

42,997

Phone Calls
Received

3,314

Work Applicant Unit
Registration/License/
Permits Processed



Records

The Records Section is responsible for maintaining and updating a comprehensive records-keeping system for retention. Maintenance and dissemination of all original and supplemental police reports are produced by department employees for law enforcement purposes. Records is composed of General Records, the Work Applicant Unit (WAU), and Detectives' Support.

Administrative Services

Administrative Services is responsible for managing department goals, identifying significant policies, operational issues, and creating strategic objectives. Administrative Services consists of budget, evidence, supply, grants, payroll and accounts payable.



FRONT DESK



The Front Desk team follows an innovative customer service model designed to improve the response to the immediate needs of our community and the citizens at large. This team provides exceptional customer service to all visitors and callers, treating every citizen with dignity and respect while responding to their needs.

When assisting victims, survivors, and witnesses of all types of crime, this team is trained to take initial crime reports while utilizing a trauma-informed and victim-centered approach. In addition, developing community partnerships and attending community outreach events are priorities for the Front Desk team; they take great pride in meeting members of our community and representing RPD.

It is our goal that this team will continue to grow and provide expanded service hours.

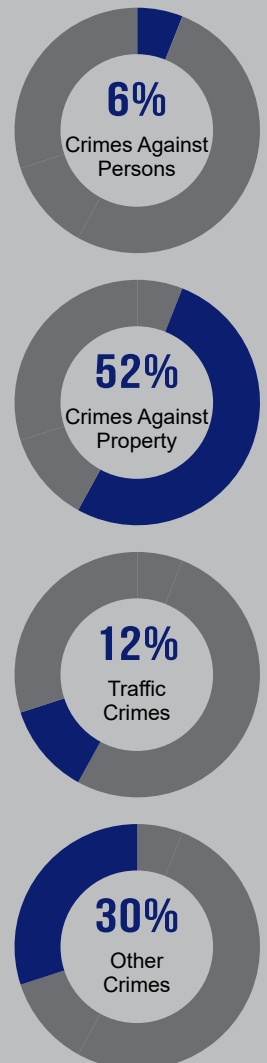
2020 Highlights

- One (1) Police Services Specialist completed Crisis Intervention Team training. The training, hosted at the Regional Public Safety Training Center (RPSTC), is a week-long program that highlights the identification of persons in crisis and de-escalation tactics.
- The Police Services Supervisor and one (1) Police Services Specialist attended “Every Officer is a Leader” training. The training, hosted by the NV Commission on Peace Officer Standards & Training, included topics on practicing specific skills of professional leaders and applying those skills in the workplace; challenging and conflict management; self-management; communication, coaching, and observing skills; skills of versatility; facilitating individuals and teams; and more.
- Two (2) Police Services Specialists joined the Reno Police Department Peer Support Team.
- In light of the COVID-19 pandemic, the Reno Police Department Front Desk Unit made several adjustments that were adopted in March in order for our staff to continue to provide a high level of customer service while keeping members of our department and community safe. Those adjustments led to an increase of over 500 police reports being processed by the Police Services Specialists in the 2020 calendar year.
- Police Services Specialists processed more than 500 NV Department of Employment, Training and Rehabilitation (DETR) fraud cases related to unemployment benefits and identity theft.
- Police Services Specialists completed a total of 188 online training sessions and webinars to further their development and better assist victims of crime.
- Development and creation of new department and county-wide forms including: Crime & Incident Report Information Form, Stolen Vehicle Waiver Form, VINE Form, and CAC Referral Form.

2020 Front Desk Reports Processed



2020 Reports Processed by Crime Type



VICTIM SERVICES UNIT

2020 VSU Volunteer/ Intern Hours



Cases Assigned

538	Assault/Battery (All levels)
1	Attempted Murder
72	Burglary
281	Child Sexual/ Physical Abuse/ Neglect
1,116	Domestic Violence
55	Elder Physical Abuse/Fraud/ Exploitation
28	False Imprisonment/ Kidnapping
55	Human Trafficking
13	Homicide/Other Death Related Crimes
81	Robbery
210	Sexual Assault/ Lewdness
222	Stalking/ Harassment
85	TPO/EOP Violation
27	Traffic Related Death/Injury
107	Other



Mission

We proudly serve victims of crime, treating them with respect and dignity while responding to their needs and concerns.

We educate victims of crime on their rights and are committed to providing the most professional, empowering advocacy possible while assessing each case on an individual basis.

Victims of violent crime are faced with challenges resulting from the tragic and unexpected crime committed against them. The Victim Services Unit (VSU) is a specially trained Civilian Unit that serves victims of crime and other traumatic events by providing trauma-informed direct services based on a thorough needs assessment.

VSU works with all facets of the department to integrate a victim-centered approach throughout the organization. VSU staff includes five full-time and two part-time Advocates, one Volunteer Outreach Coordinator, one Administrative Assistant, and one Supervisor.

Together the team coordinates a 24-hour, 7-days a week multidisciplinary, collaborative approach, which enhances the overall response to crime victims and maximizes resources with our partnering agencies. In addition, VSU works on statewide and

local community initiatives and projects to improve the level and quality of services victims receive.

Conducting regular community education and outreach and providing training for both professionals and volunteers is extremely important to further the mission of VSU.

Highlights

Grand funding enabled the following projects:

- **Sexual Assault Kit Initiative (SAKI):** Through the support of SAKI funding, VSU hired an advocate to provide advocacy and support to victims of cold case sexual assaults.
- **Office for Victims of Crime (OVC):** OVC grand funding enabled VSU to pilot a program to address Human Trafficking in our Community.
- **Victims of Crime Act (VOCA):** VOCA funding enabled VSU to hire an advocate to address the complex needs of elderly victims in our Community. In addition, ongoing VOCA funding allows VSU to provide emergency financial services to victims of violent crime.
- VSU coordinated the 3rd Annual RPD Sock Drive and all socks collected were distributed to the Washoe County School District's Family Resource Centers.

SATISFACTION SURVEY

The survey was comprised of 477 respondents. A little less than half of the respondents (44.7%) reported having lived in the city of Reno for more than 15 years, a decrease of 6.2% from the previous year. Moreover, 51.0% of respondents have lived in the city of Reno for more than 10 years, and 49.0% for 10 years or less. Of those responding, 62.8% identified themselves as residing in a house as opposed to an apartment, mobile home or condominium, a 5.8% decrease from the previous year. The majority of respondents, almost 63.1%, reported being employed, which is up 8.6% from the previous year. This year, fewer respondents reported being retired (23.3%), students (5.9%), or unemployed (4.9%) than the previous year.

This year respondents were slightly more educated than the previous year. Nearly 70% of respondents reported having some college education (42.9%) or a college degree (26.6%), an increase of nearly 4% from the previous year.

Respondents ranged in age from 18 to over 76 years old. Respondents tended to also be younger in this year's survey compared to the previous year. This year 65.6% of the respondents were between the ages of 18 to 55.

Last year, 58.1% of respondents reported being between the ages of 18 to 55, which equates to a difference of 7.5%.

As expected, reported income level is commensurate with the level of education attained. Those with greater overall educational

attainment tended to have higher incomes. Of this year's sample, 86.1% reported earnings between \$30,000 and \$100,000 or more, a slight increase of nearly 4% (3.9%).

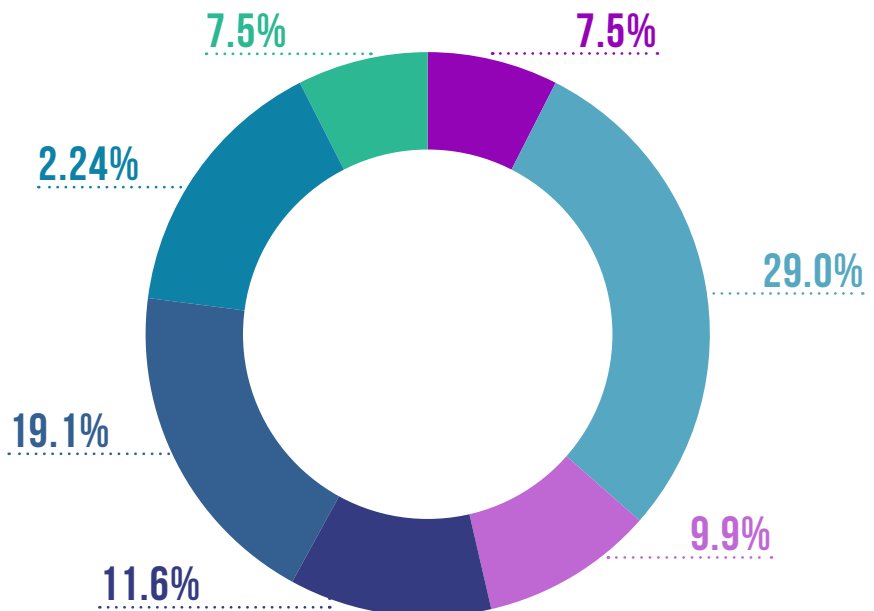
The overwhelming majority of respondents, 72.5%, identified as Caucasian or White, followed by 13.7% who identified as Hispanic, 4.6% who identified as African American, 4.0% Asian, and 1.3% as American Indian.

This year we saw a 6.3% decrease in respondents who identified as Caucasian or White. Conversely, we saw increases this year compared to last year in respondents who identified as Hispanic (+1.8%), African American (+1.6%), Asian (+1.6) and American Indian (+0.2%). Respondents were unequally distributed with regard to sex, 53.2% Male and 46.8% female.

■ Northeast ■ Northwest ■ North Suburbs ■ Southeast ■ Southwest ■ Central ■ Far South

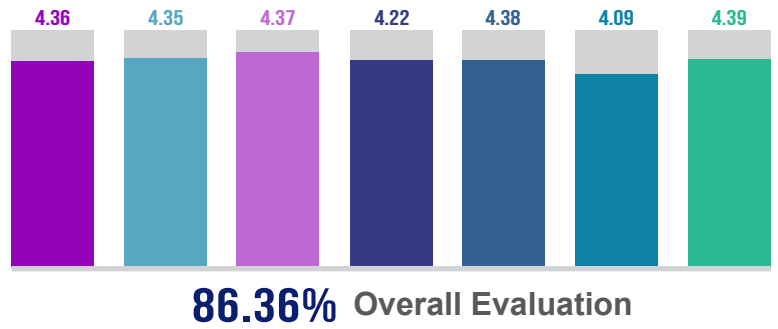
Survey Respondents by Area

The majority of respondents who participated in this year's survey resided in the Northwest and the Southwest areas of Reno at 29.0% and 19.1%, respectively. The Northeast and Far South were among the least represented areas in the survey. The Far South (7.5%) and Northeast (7.5%) areas of Reno had the lowest amount of representation by far.



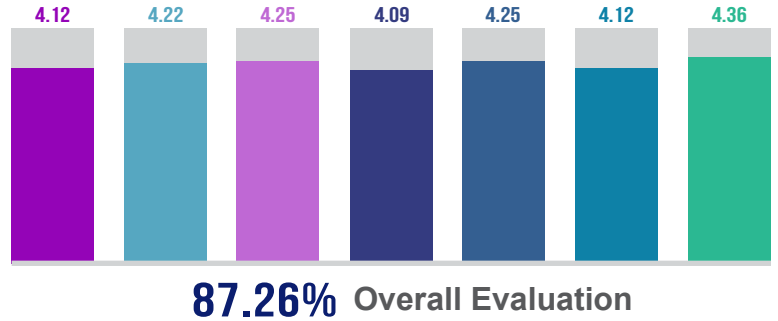
Department's Performance

The department's performance was evaluated positively 86.36% of the time, a decrease of 2.11% from the previous survey. This survey's mean score was 4.29. The mean is calculated on a scale of one to five, with five being very good, four being good, three being fair, two being poor and one being very poor.



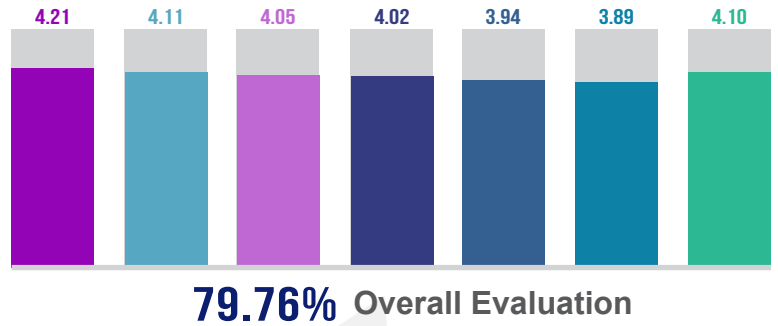
Department's Crime-Fighting Efforts

The department's crime fighting efforts were evaluated positively by 87.26% of respondents, a decrease of 0.81% from the previous survey. This survey's mean score was 4.20. The mean is calculated on a scale of one to five, with five being very good.



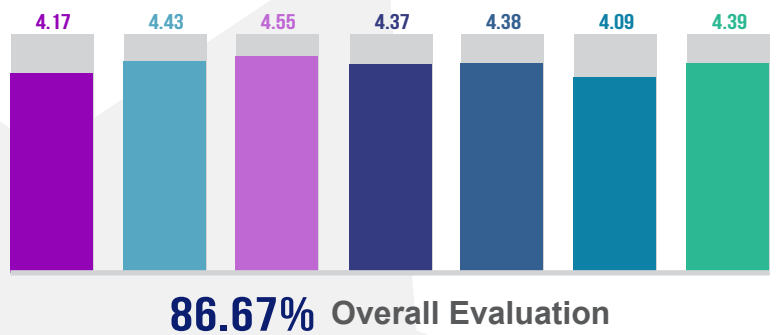
Department's Image

The department's image was evaluated positively by 79.76% of respondents, a decrease of 2.95% from the previous survey. This survey's mean score was 4.03. The mean is calculated on a scale of one to five, with five being very good.



Trust for the Department

Respondents were asked to rate their trust for RPD. The trust for the department was evaluated positively by 86.67% of respondents. The survey's mean score was 4.34. The mean is calculated on a scale of one to five, with five being very good.



Community's Sense of Safety

The majority of Reno residents, 95.30%, reported feeling that the City of Reno is a safe place to live. When compared to the previous survey, this equates to a 3.12% increase.

