



Biggest Little Recap

January 2026

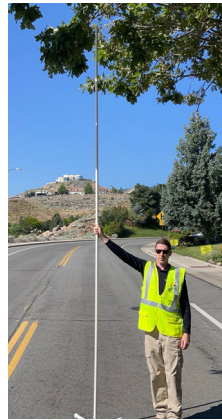


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House by the Tracks



Connect With Us

We want to engage with you across our social media networks!

Reno.Gov/Engage



Explore Current Projects & Submit Your Feedback



Sign-up for Our Newsletters



Get Involved with our Neighborhood Advisory Board (NAB) Meetings

Dear Reno Community,

Welcome to the January 2026 edition of the Biggest Little Recap. This update highlights the work accomplished across the City of Reno from July through December 2025, which represents the first half of Fiscal Year 2026. Because our fiscal year begins in July, this is a meaningful midpoint for reflecting on progress, taking stock of what we have learned, and sharing what we are continuing to build.

Over the past six months, under the direction of Council, our organization has stayed focused on stable operations, clear priorities, and consistent service delivery, even as we navigated the realities of constrained resources. What stands out most from this period is the continued professionalism of our employees and the way they show up every day to solve problems, support one another, and deliver excellent service for the public.

This first half of Fiscal Year 2026 has been defined by deliberate execution. We have worked to strengthen internal systems that residents may not see directly, but that shape everything from response times and permitting to customer service and financial stewardship. At the same time, we have continued moving complex community priorities forward through collaboration, data-informed decision-making, and regional partnership.

Some of the highlights from this period include:

- Advancing Fiscal Year 2026 priorities with disciplined financial management, focused on education and transparency.
- Improving how we communicate and coordinate internally, strengthening alignment across departments so work moves faster and with fewer handoffs.
- Continuing to modernize technology and operational processes to increase efficiency, reduce friction for staff, and improve the resident experience.
- Strengthening our regional coordination and preparedness efforts to ensure Reno remains resilient in the face of emergencies and increasing risk.
- Expanding access and engagement through more consistent outreach and clearer pathways for residents to connect with their local government.

These accomplishments are the result of hundreds of City employees doing work that is often behind the scenes, but essential to the quality of life in Reno. I continue to be grateful for the dedication and care our staff bring to their roles, particularly during a time when the demands on local government are increasing and expectations are higher than ever.

I also want to thank the Reno City Council for its steadfast policy direction which provides the roadmap for the work we do. Their direction helps us prioritize limited resources, make informed tradeoffs, and stay focused on outcomes that matter to residents. I appreciate the partnership and shared accountability that comes with this work, and I remain committed to delivering on Council's direction with professionalism, responsiveness, and measurable results.

Finally, I want to thank our residents and community partners for your engagement and collaboration. The best outcomes happen when we work together with shared understanding of the challenges, the tradeoffs, and the opportunities ahead. Your involvement makes our work stronger and helps ensure we are building a city that reflects the needs and values of the people who live here.

I hope you will take a few minutes to read through this recap and see the momentum building across the organization. This is only the midpoint of the fiscal year, and there is more work ahead. We are committed to staying focused, improving how we deliver, and continuing to earn the trust of this community through steady, measurable progress.

With much appreciation,
Jackie



Arts & Culture

North Valleys Roundabout Public Art

In December 2025, a new sculpture was installed at the roundabout on Sky Vista Parkway and Silver Lake Road at the entrance to North Valleys Regional Park. The City of Reno, in collaboration with the Regional Transportation Commission (RTC) and Washoe County, commissioned the sculpture, titled Chur Chur, by artist James Dihn of Studiofolia and co-artist Mandy Palasik.

The sculpture is inspired by the results of community engagement sessions and surveys where themes related to nature (such as birds) predominated. The bird forms also allude to the racing planes that once flew from Stead Airport. The sculpture is intended to express a sense of aspiration, freedom, nature, and community.

More information: Reno.Gov/community/arts-culture/public-art/north-valleys-roundabout-public-art



North Valleys roundabout public art

California Avenue Mural Design

ABG Art Group was selected to create and paint a mural along the heavily corrugated concrete retaining wall near the intersection of California and Keystone Avenues. After various community engagement input sessions, the artists have created a design for the mural that incorporates top choices on color and content.

This includes elements of Reno's landscape and natural environment, bright and natural colors, and historical references.

Residents of the immediate surrounding neighborhood were directly invited to participate in the initial community input survey online and join the in-person events. Representatives from the Reno-Sparks Indian Colony were also consulted for specific elements of this design. The mural will be painted in spring of 2026.

More information: Reno.Gov/community/arts-culture/public-art/california-avenue-mural



California Avenue mural design

Yori Avenue Asphalt Art Pilot Project

In August of 2025, the City of Reno debuted a new asphalt mural pilot project to improve pedestrian safety near Libby Booth Elementary School. Students from Libby Booth Elementary contributed to the mural's final design by submitting creative entries that envisioned many ways of getting to school.

Entries included a variety of transportation modes, such as spaceships, teleportation, school buses, dolphins, and more. The mural was painted by local artist Nathaniel Benjamin, a graduate of the University of Nevada, Reno.



Yori Avenue asphalt art pilot project
Photo Credit: Lumos & Associates



Bethel AME Parsonage

The Arts and Culture Division applied for and was awarded a \$55,000 grant from the National Park Service to research Reno's African American history and heritage and nominate a property associated with this history to the National Register of Historic Places. In December, the State Historic Preservation Office forwarded the nomination of the Bethel AME Parsonage, 411 E 7th Street, to the Keeper of the National Register.

This property is eligible for the National Register under Criteria A for its association with events that have made a significant contribution to the broad patterns of our history during the mid-twentieth century. The little house served as an occasional gathering place for activities related to civil rights and social justice pursued by Bethel AME's ministers, congregation, and community. It is expected that this property will be listed on the National Register this spring.

More information: [Reno.Gov/community/arts-culture/historic-preservation/underrepresented-communities-grant-project](https://reno.gov/community/arts-culture/historic-preservation/underrepresented-communities-grant-project)

Business Licensing & Code Enforcement

Licensing and Revenue Officers

Following the retirement of two Licensing and Revenue Officers over the past six months, we are pleased to welcome two new team members: Karen Corral and Jessica Ventura. Karen joins the department after transferring from Code Enforcement, and Jessica steps into her new role following her promotion from Business License Technician.



Karen Corral and Jessica Ventura

Open Counter



In partnership with Open Counter, the Business Licensing Center (BLC) is in its final stages of testing and expected to go live in the first quarter of 2026. This user-friendly tool offers a step-by-

step walkthrough of the entire business licensing process. Ultimately, users will be able to seamlessly transition into the Accela Citizen Access portal to finalize their application.

Going Paperless

The launch of BLC is a key step in the department's broader effort to modernize services. Currently, about 58 percent of applications, amendments, and renewals are submitted online. The department is working on a transition to a fully paperless system for all business license applications, renewals, and notices. The shift is tentatively scheduled to begin at the beginning of FY27.

By expanding online services through the BLC, we are committed to improving accessibility, reducing processing times, and enhancing the overall experience for our business community.

Interagency Collaboration

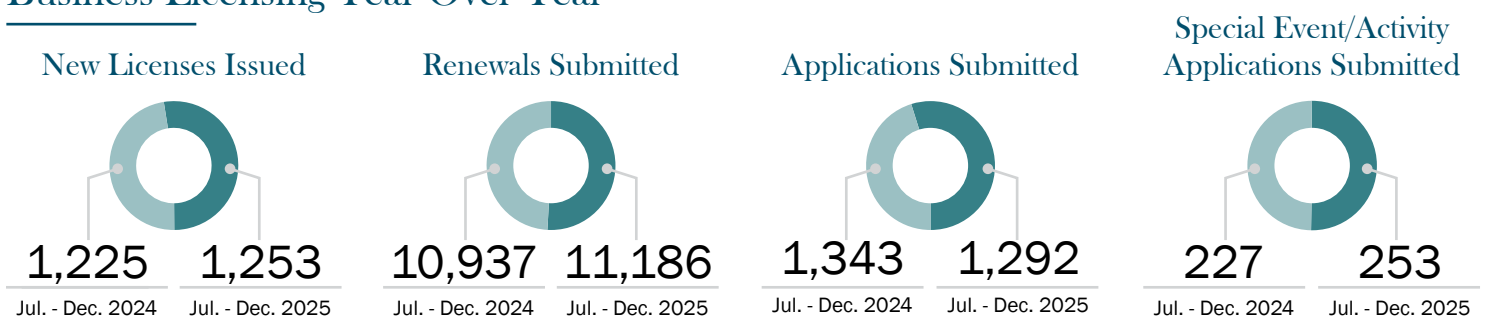
The department remains actively engaged in a monthly, state-led stakeholder group to address local and state business licensing issues. Recently, the Secretary of State launched the first phase of ORION, a new licensing portal that will replace SilverFlume.

Ongoing collaboration with stakeholders will help ensure the system provides an accessible, transparent, and easy-to-use experience for the business community.

Title 4 and Title 5 Code Updates

- In November 2025, the department hosted three stakeholder meetings with nonprofit organizations to gather feedback and discuss the potential impacts of amending and enforcing the nonprofit organization registration ordinance. Staff is currently reviewing community input and survey responses with plans to return to Council for discussion in the first quarter of 2026.
- Looking ahead, staff will continue to review potential code updates to RMC Chapter 5.07 – Alcohol Licenses.

Business Licensing Year-Over-Year



Code Enforcement



Code Enforcement walk-through

In response to multiple community complaints regarding sidewalk obstructions caused by low-hanging tree branches and overgrown vegetation in the Thoma, Holcomb, and Cheney area, Code Enforcement conducted a thorough walk-through of a four-block radius.

Officers identified more than twenty properties in violation and initiated corrective actions. These efforts aim to restore safe pedestrian access, improve visibility, enhance public safety, and contribute to the overall beautification of the neighborhood.

Code Enforcement is proud to congratulate our two newest Code II Officers, Neil Anderson and Antonio Gilmore, who were officially sworn-in in October 2025. Both officers successfully completed their probationary period and obtained all required

training and certifications necessary to advance to the Code II Officer level. Their dedication, professionalism, and commitment to serving our community exemplify the high standards of our department, and we look forward to their continued contributions.



Antonio Gilmore and Neil Anderson

Job well done to Code Enforcement Officer Russell Keyes, who developed an innovative in-the-field tool to accurately measure tree height and ensure proper roadway clearance. This past summer brought a surge in complaints about low-hanging branches obstructing City streets, creating hazards for service trucks and recreational vehicles whose roofs were being scraped or struck by overgrown limbs.

Thanks to Officer Keyes' ingenuity, our team can now more efficiently identify and address these issues.

Did you know that tree branches extending from a property must maintain a minimum vertical clearance of 80 inches above the sidewalk and 13.5 feet above the roadway? This standard helps keep our streets and walkways safe for everyone.

Code Enforcement addressed long-standing issues at 190 and 198 Linden, where vacant and unsecured structures had attracted unhoused individuals and created significant public nuisance and safety hazards.

After numerous complaints, notices, and citations, staff worked closely with the property owner and contractors to mitigate blight and habitability concerns. The enforcement process included continuous monitoring until compliance was achieved.

Ultimately, the structures were demolished, hazardous conditions eliminated, and the site cleared for future redevelopment, improving neighborhood safety and appearance.

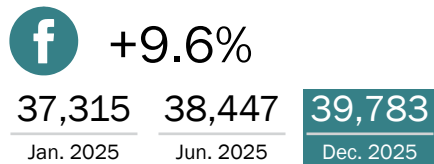
Communications

The Department of Communications is responsible for both internal and external strategic communications efforts that support the City of Reno's strategic plan. The information below provides a snapshot of the efforts the team has undertaken in the past 6 months

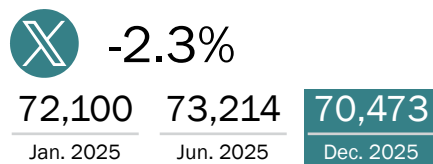
Interview in Reno City Hall's Council Chambers

Owned Media Overview

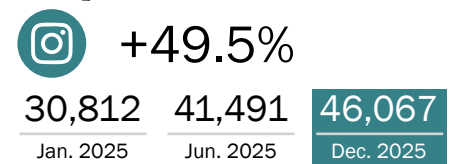
Facebook



X / Twitter



Instagram



Earned Media Efforts

All press releases are provided in English with a Spanish translation option.

The Communications team is always looking for creative and engaging ways to tell the City of Reno's story. This includes pitching unique story ideas and giving reporters an inside look at City operations. Recently, City staff hosted a training opportunity for media to learn about resources that are available to them.

They also hosted annual editorial visits to meet with media partners and discuss opportunities for improved access.

Earned Media Effort	Jan.-Jun. 2024	Jul.-Dec. 2024	Jan.-Jun. 2025	Jul.-Dec. 2025
Total Media Inquiries responded to	657	918	842	960
• Inquiries re: General City (<i>Media line and Media@Reno.Gov</i>)	244	318	333	346
• Inquiries for RFD	147	254	170	220
• Inquiries for RFD Airport	-	-	5	4
• Inquiries for RPD	266	346	294	390
Number of Press Releases Issued	96	73	99	73
In-Person Media Events	43	68	63	61
Story Ideas Pitched	25	28	26	61

Paid Media

The City currently has one paid media partnership, Su Gobierno, Su Cuidad on Telemundo Reno (kxnvreno.com/noticias/su-gobierno-su-ciudad), to assist in getting proactive information on programs and services out to Reno's Spanish-speaking community. The TV program includes bi-weekly in-studio interview segments.



Council Member Miguel Martinez on-air with Su Gobierno, Su Cuidad



Interview with RFD



Finance and budget breakdown with media partners



RPD helping families during the holidays



RFD during an interview

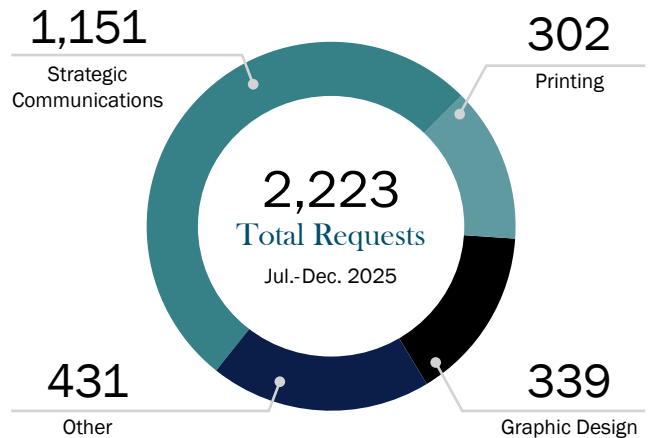


Reno citizens learning about the City of Reno government

Key Projects

- Launched new Bi-weekly “Reno Report” e-newsletter providing residents critical information and updates.
- Began promoting Planning Commission agendas on social media in advance of the meeting to help residents stay abreast of major development topics.
- Hosted monthly public safety media briefings to help provide critical safety information for residents.
- Began offering media interviews of critical topics in advance of City Council meetings to provide residents with information.
- Hosted the first ever media training opportunity, City of Reno Media Insider Program, for reporters and other newsroom staff.
- Launched Reno.Gov/Media to serve as a trusted resource for outlets covering City of Reno news.

Internal Service Requests



A Look Forward

- Revamp of newsletter system to include the addition of a text option for City updates.
- Reno Police and Fire Departments’ Video Annual Reports.
- Regional emergency communications launch of EmergencyWashoe.com.
- Unveiling of 114 school zone flashing beacons citywide, with project highlights in each ward.
- Celebrating the completion of key Community Development Block Grant (CDBG) projects, including the California Building and Wilkinson playground and dog park.
- Outreach on the regional Parks Service Plan Feasibility Study.

*Media line and Media@Reno.Gov

Community Engagement & Service



Northern Nevada Pride Parade

Reno Direct

The City of Reno's one-stop customer service hub, Reno Direct, handled 18,356 total interactions from July through December, including calls answered, voicemails, emails, and chats, providing timely support across a wide range of City services.

Top Five Community Requests	Jul.-Dec. 2025
Parked Illegally and/or abandoned vehicles	5,135
General Concerns on Private Property	1,017
Occupied Vehicles	770
Graffiti Removal	764
General Citywide Maintenance	616

Environmental Services

Defensible Space Pilot Program

In response to an increase in calls to Reno Direct regarding homeowner insurance non-renewals due to open space proximity and growing community concerns, Environmental Services created a pilot program with GreenVibe World, a non-profit organization, to help address defensible space in a community in Northwest Reno. Supported by City of Reno Green Energy funds and a \$26,000 grant from the NV Energy Foundation, this partnership also supported GreenVibe's Guardian program, which provides and mentorship meaningful service hours to youth parolees.

The metrics tracked include the number of adjacent homes protected, total yards of removed vegetation, and the number of volunteer hours.

	Sept. 2025	Oct. 2025	Nov. 2025
Adjacent Home Equivalent	22/42	33/42	42/42
Vegetation Removed (yards)	70	150	250
Youth/Volunteer Engagement (hours)	25.25	58.50	96

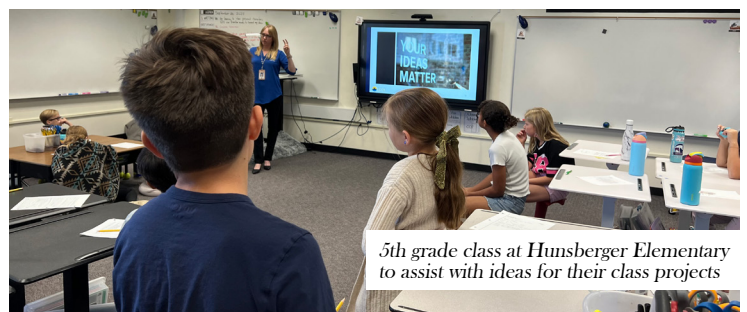


GreenVibe World, City of Reno staff

Engagement

Environmental Services also emphasized the importance of ongoing training and community engagement including a presentation on codes and incentives at the Northern Nevada Facility Management Association breakfast and expert panels with the Reno-Sparks Chamber of Commerce.

To invite the staff or learn more about ongoing environmental initiatives, contact Community@Reno.Gov.



5th grade class at Hunsberger Elementary to assist with ideas for their class projects

Clean and Safe

City Walks

City Walks are held throughout the city and the Business Improvement District. These data-driven walks bring together Clean and Safe, Reno Police, Code Enforcement, and other staff to identify and address concerns in real time.

Recent efforts resulted in 360 community interactions, 79 nuisance vehicle notices, 22 vehicles tagged, 10 towed, 50 code enforcement cases opened, and 104 Reno Direct requests resolved, supporting improved quality of life citywide.

Outreach Outcomes	Jul.-Dec. 2025
Housing Arrangements	46
Shelter Arrangements	35
Identification Replacements	122
Family Reunification	23
Resources Accessed	123

Homeless Related Service Requests	Jul. 2025	Aug. 2025	Sept. 2025	Oct. 2025	Nov. 2025	Dec. 2025
Homeless Concerns	121	94	120	106	94	79
Trespassing on Private Property	64	48	58	66	57	46
Camping in City Parks	19	20	9	16	14	8
Camping on Truckee River	13	8	7	8	3	8
Occupied Vehicle Nuisance	208	166	219	167	129	134
Total	425	336	413	363	297	275

CommUNITY Connect

Trunk or Treat

In partnership with the Dean’s Future Scholars Program and Bernice Mathews Elementary School, this annual family-friendly event welcomed over 4,000 community members, 60+ community partners, and City of Reno departments for treats, games, and fun.

Ruby Bridges Day

As recipients of a Ruby Bridges Foundation grant, Community Relations partnered with Stead Elementary School to celebrate courage and youth leadership, bringing together 300+ community members and City staff, including RPD and RFD, for a walk to school in Ward 4!

Internship Program

Continued investment in future leaders through hands-on experience, we welcomed 21 interns from the University of Nevada and Washoe County School District.

Northern Nevada Pride Parade

As a city, we celebrate together with pride! The parade honored every member of our vibrant community in September.

Veterans Day Recognition

City staff honored veterans through a staff breakfast and participation in the Veterans Day Parade, recognizing their service and contributions while standing with the community in gratitude and remembrance.

Reno Seniors EngAGED

Reached 3,200+ seniors through programs like dance, art, and technology, and supported 52 seniors through the City’s Adopt a Senior initiative with the Sanford Center for Aging.

Programming	Participants
Line Dance Classes	1,277
Fun Friday Dances	260
Art Classes	231
Senior Tech Connect Classes	97



Trunk or Treat



Ruby Bridges Day



Interns & Staff

Council Relations & Agenda Management

Council Relations

The Council Relations Team has made significant progress this fiscal year to strengthen communication and collaboration with internal departments. One of the division's major achievements has been the implementation of a cross-department case-management system designed to resolve constituent concerns more efficiently. This new system allows Council Relations to track requests in real time, ensures quicker response times, and improves transparency across departments. As a result, the team has successfully addressed a substantial number of Council-initiated constituent concerns while reducing information silos across Communications, Community Engagement, and Council Relations.

In addition to internal improvements, the team has focused on strengthening partnerships with external organizations. Through active participation in Regional Administrator Gatherings and consistent relationship-building efforts, the Council Relations Team has expanded the City's network of regional collaborators and enhanced inter-agency cooperation. The Council Relations team has implemented improvements to scheduling processes to ensure greater accessibility and flexibility for Council Members. By streamlining scheduling workflows and enhancing coordination, the team has helped create a more responsive and accessible environment for both Council Members and the residents they serve.

The team has also played a key role in planning, supporting, and coordinating major events throughout the year. This includes the Ward 4 Fall Festival, Council Connect events throughout the City, staff appreciation initiatives directly from Council Members, and participation in multiple parades. The team has also supported ribbon-cutting ceremonies for new fitness courts and park improvements, and are working closely with Council Members to highlight their contributions to these community amenities. Overall, these efforts provided more than \$20,000 in support to nonprofits, community programs, and key city initiatives.



City of Reno Staff

Agenda Management

This past July, the Agenda Management team expanded with the addition of Agenda Coordinator Cali Shy, who joined the City Manager’s Office from the Development Services team. She now serves as the staff liaison to all six Neighborhood Advisory Boards (NABs). While the Agenda Manager has long overseen the City Council agenda process and previously shared responsibility for Boards and Commissions, the recent restructuring granted the team full ownership of the City’s entire Boards and Commission system. With Cali’s addition, the team also assumed full oversight of the Planning Commission meeting process, creating a unified and streamlined structure for all advisory bodies citywide.

Alongside this expanded operational role, the team led a major modernization of the City’s Boards and Commissions system. Highlights from the past six months include a new centralized Boards & Commission Resolution and a series of ordinances approved by Council to create shared governance standards regulating board functionality and reporting requirements. The team also launched the new Reno.Gov/Boards public landing page and is currently working to fully transition all advisory bodies into the City’s OneMeeting platform. These improvements have enhanced transparency, increased efficiency, and produced more than \$30,000 in annual hard-cost savings, with further refinements and additional board member trainings planned for 2026.

Boards And Commissions Filter

BOARD MEMBER RESOURCES

- City Council
- Reno City Planning Commission
- Access Advisory Board
- Arts and Culture Advisory Board
- Building Enterprise Fund Advisory Committee
- Capital Projects Surcharge Advisory Committee
- City of Reno Capital Improvements Advisory Committee
- Civil Service Commission
- Financial Advisory Board
- Historical Resources Commission
- HxGN OnCall Suite Change Management Board
- HxGN OnCall Suite Executive Board
- HxGN OnCall Suite Managers Board
- North Valleys Water Management Subcommittee
- Northern Nevada Public Health [EXTERNAL]
- Other Post Employment Benefits (OPEB) Board

BOARD MEMBER RESOURCES

Description

City of Reno Boards & Commissions

Connect with local government, learn about our advisory bodies, apply to serve, and follow meeting activity.

[Apply to Serve](#) [Agendas & Minutes](#) [Board & Commission Training](#) [View Vacancy Memos](#) [Coming Soon](#)

Welcome

Advisory boards and commissions bring community expertise and neighborhood perspectives into City decision making. This portal is your one-stop resource to learn about each body, see who serves, access agendas and documents, and apply for future appointments.

Explore Boards & Commissions

- Agendas & Documents**
Access agendas, minutes, and supporting materials for upcoming and past meetings.
[Open Agendas →](#)
- Watch Past Meetings**
Catch up on previous sessions recorded on the City’s YouTube channel.
[Open YouTube →](#)
- City of Reno Calendar**
See City events and public meetings in one place.
[Open Calendar →](#)

Apply to Serve

Serving on a board or commission is a direct way to shape Reno’s future. Submit an online application to be considered for appointment by City Council. Applications stay active for one year. Members are volunteers and complete training on Nevada Open Meeting Law.

[Start Application](#) [Eligibility](#) [Coming Soon](#)

BIGGEST LITTLE CITY IN THE WORLD

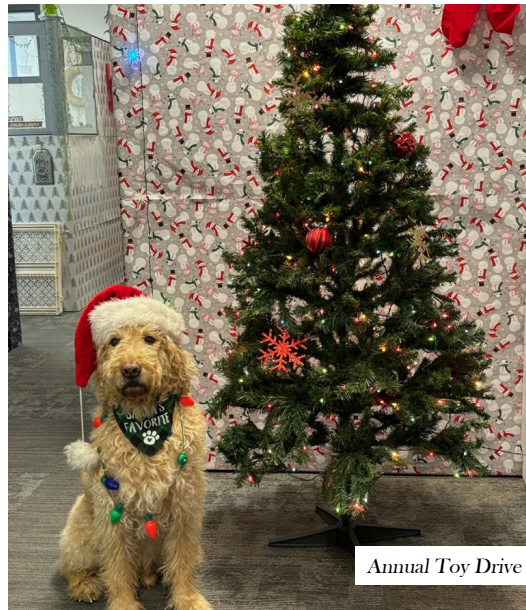
CITY OF RENO

Reno.Gov/Boards Landing Page

Development Services



Annual Toy Drive



Annual Toy Drive

Annual Toy Drive

A huge THANK YOU to the development community for doing so much to help with this year's toy drive to support the Boys and Girls Club of Northern Nevada. The community support is evident by all the toys and money donated to help a great cause!

2024 Building Codes Adoption

Effective January 1, 2026, the City of Reno has officially transitioned into the 2024 Edition of the Building Codes.

The new codes were developed through a rigorous, consensus-based process that incorporates the latest advancements in building science, engineering, materials, and safety practices. Adoption of these new editions of the building codes, ensure the highest standards of building safety and building performance are being used throughout the City of Reno.



Accessory Dwelling Unit (ADU) Ordinance Adopted

On October 8, 2025, City Council adopted the Accessory Dwelling Unit (ADU) Ordinance, allowing ADUs as an accessory use to single-family homes.

Key highlights of the ordinance include:

- Minimum lot size of 5,000 square feet
- One on-site parking space required per ADU
- Design standards to ensure architectural compatibility with the primary home
- ADUs must meet side and rear yard setbacks consistent with the zoning district standards for the primary structure

To help property owners navigate the new regulations, staff has developed an ADU Guide that outlines the process, requirements, and answers to common questions.



Attached Above Garage ADU



Interior Converted Garage ADU



Interior Converted Basement or Attic ADU



Attached ADU



Detached ADU

Streamlined Master/Repeat Permit Process Launch

As part of our ongoing commitment to improving efficiency and enhancing customer service, the Department is pleased to announce significant enhancements to the Master/Repeat Permit process.

Effective October 1, 2025, all new Single-Family Residential Master permits transitioned to a streamlined, user-friendly online permitting system. The new process features a simplified and intuitive application, along with the automatic creation of associated fence permits—providing applicants with a convenient, one-click solution for their permitting needs.

Effective January 1, 2026, the Department launched a streamlined process for

Townhouse Master/Repeat permits. This enhancement significantly reduces processing and review times, allowing for a much faster turnaround from submittal to permit issuance.

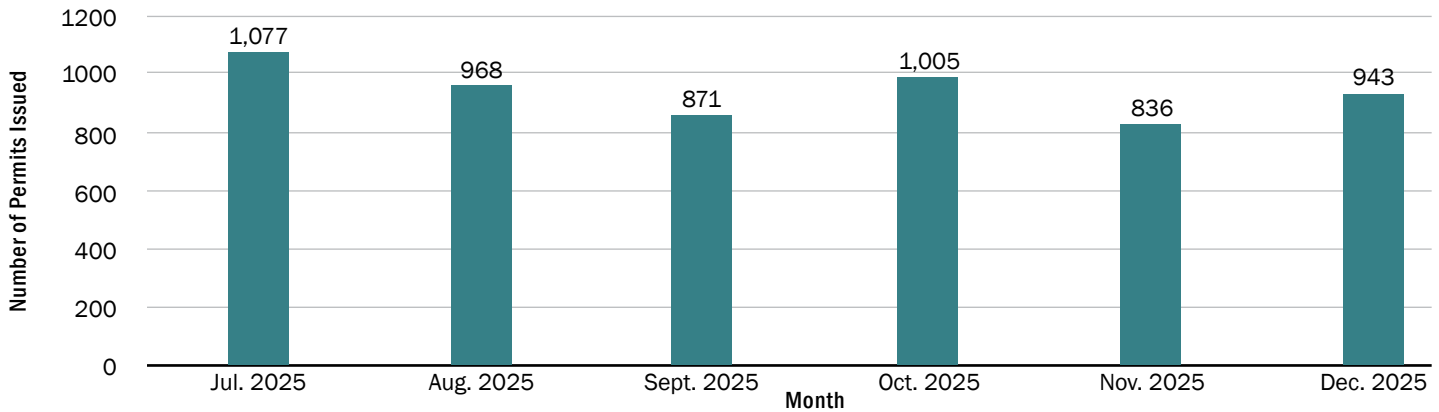
In addition, as of January 1, 2026, the Commercial Fire Alarm and Fire Sprinkler Master/Repeat permit processes have also been launched. These updates provide contractors with the same streamlined workflow and improved turnaround times.

Together, these improvements—supported by ongoing outreach efforts and customer workshops—reflect the Department’s commitment to modernizing services, reducing processing times, and enhancing the overall customer experience.

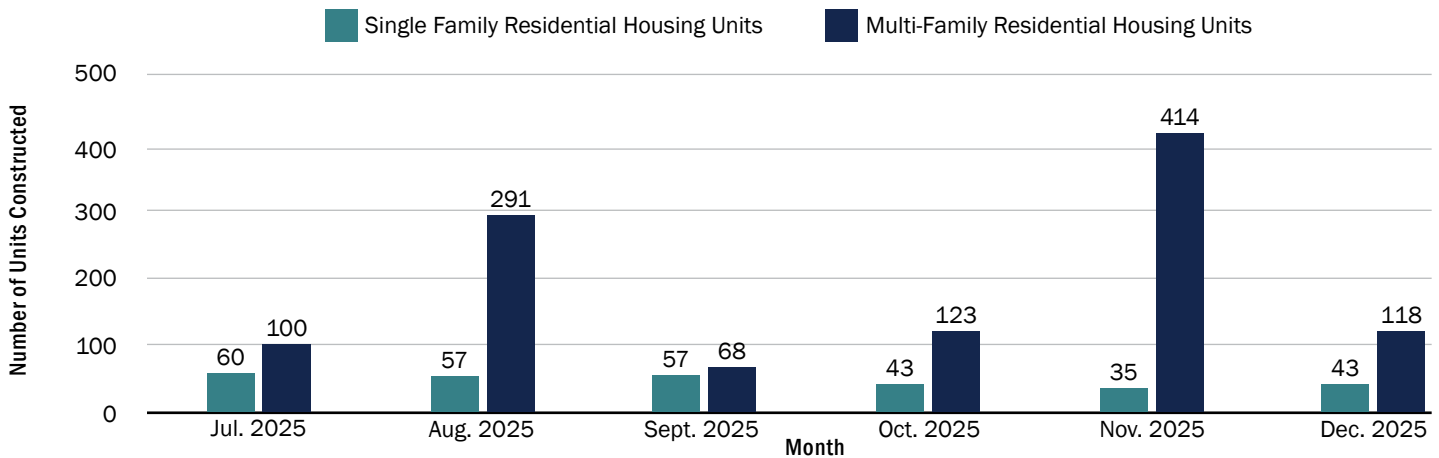
Development Statistics Over Past Six Months

The total number of building permits has been steady over the past six months. Several apartment projects were completed in August and November, resulting in an increase in the overall housing numbers.

Building Permits Issued



Residential Units Constructed





Dispatch

The Public Safety Dispatch team is made up of 9-1-1 professionals who share compassion and a sense of service to the community. They are committed to an exceptionally high standard of service and willingly accept the challenge of performing in the most severe or critical incidents impacting our region. This summer and winter continue to challenge our staff with increasingly high call volumes and call for service requests.

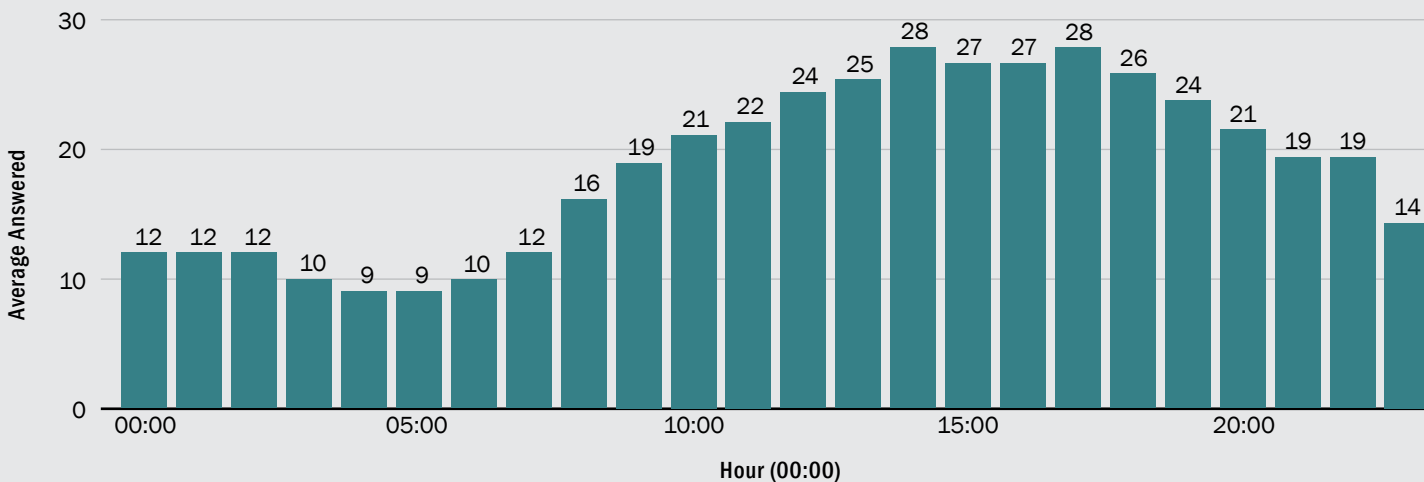
Calls Processed from Jul.-Dec. 2025

237,899
Total Calls

92,062
9-1-1 Calls

1,300
Average Calls Per Day

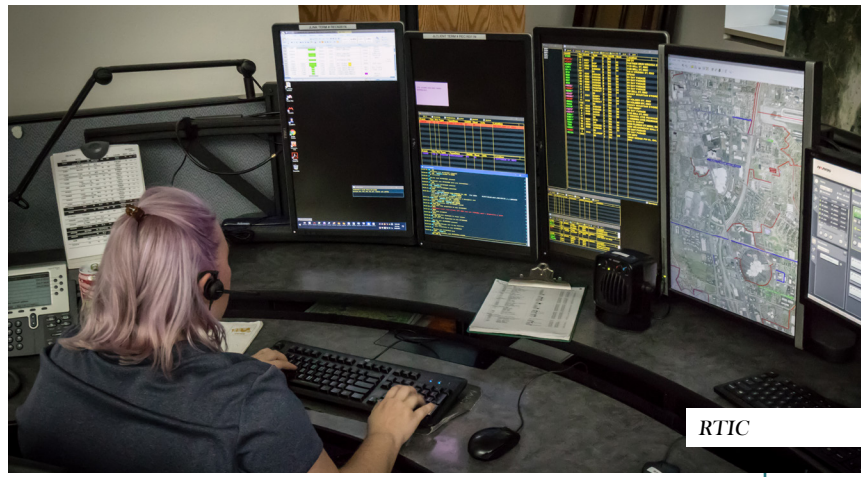
Average 911 Calls by Hour



Expanding Collaboration

Real Time Intelligence

In collaboration with the development of the Reno Police Department's Real Time Intelligence Center (RTIC), our dispatch team has supported and built roles and space within this unit to ensure a continuity of operations during special events and critical incidents. Our dispatchers have enjoyed the opportunity to work side by side with their law enforcement counterparts and demonstrate the value of integrating communications personnel into intelligence. We are excited to see how our team can continue to contribute and partner in the advancement of this unit.



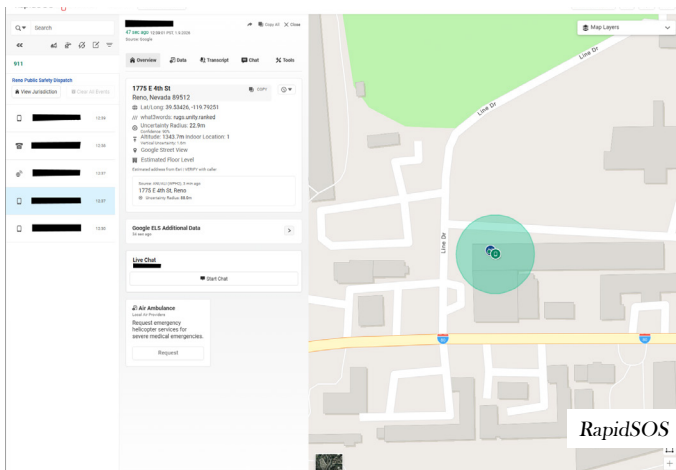
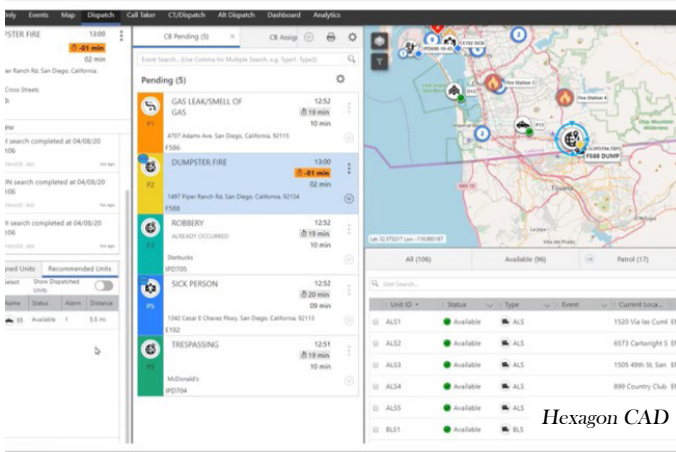
Regionalization

Our team has supported efforts in the Fire Regionalization Project, providing valuable insight into policies and procedures that overlap or rely on communications support. Working with regional dispatch partners we were able to define and initiate procedures that create a consistent model for handling emergencies and other safety-related impacts across the region.

		
REGIONAL FIRE - STANDARD OPERATING PROCEDURES		
Section	EMERGENCY PROCEDURES	RFP-100

PURPOSE:
The purpose of this document is to establish standardized emergency communication protocols for fire dispatch operations across the region. It outlines dispatcher responsibilities and procedural guidelines for critical incidents including Mayday declarations, emergency egress, activated emergency buttons, law enforcement response requests, and uncontained emergencies. These procedures are designed to ensure the safety of first responders, maintain operational clarity, and support coordinated multi-agency response during high-risk events including automatic and mutual aid.

POLICY:
This policy establishes standardized emergency communication procedures for fire dispatch operations to ensure the safety of personnel and the effective coordination of resources during critical incidents.



Advancing Technologies

Public Safety Software Replacement

Starting in November 2023, our Dispatch team continues to be heavily engaged in the regional Computer-Aided Dispatch/Records Management System (CAD/RMS) replacement project (Hexagon OnCall Dispatch/Records).

This project, in partnership with the City of Sparks, Washoe County and REMSA Health, represents significant milestone regionalization and process improvements for our community. With project completion expected for this summer, we are excited to move forward and gain new insights into the next generation of public safety technologies.

Rapid SOS

Our Dispatch team has successfully implemented and begun using a dispatch intelligence platform called RapidSOS. This solution integrates with iPhone and Android devices to provide advanced location information, as well as enhanced medical or personal information (when enabled) to improve the response and processing of emergency calls. This application also provides access to advanced technologies such as AI assisted call automation which will create opportunities to improve access and efficiency of our emergency and non-emergency call processing systems.

Finance



Accounting and Financial Reporting

The Accounting team was awarded the Government Finance Officers Association's (GFOA) Certificate of Achievement for Excellence in Financial Reporting for the Fiscal Year 2024 Annual Comprehensive Financial Report (ACFR) and the Award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR).

In conjunction with the Budgeting team, this is the third year in a row the City has received the Triple Crown Award for Financial and Budgetary Reporting.

We have continued to streamline procedures and implement new processes to accelerate the financial reporting functions of the City. In November 2025, we went live with Purchase Card transactions being entered into our accounting software so details will be available directly out of the system rather than with lump sum amounts entered with manual journal entries. We have also implemented the ability to clear outstanding checks for bank reconciliations with an automated report that will reduce the amount of time spent on bank reconciliations.

In September 2025, merchant fees started being passed on to customers who use credit cards to make payments to the City. This will save hundreds of thousands of dollars in the general and building enterprise funds and allow resources to be reallocated based on the needs of the City. The original go live date was scheduled for July 1, 2025, but had to be pushed back a few months due to the complexity of integrating the updated system with current payment portals.

The City retained its A+ rating with Standard & Poor's citing strong financial management and liquidity. This enabled the City to refinance outstanding bonds, including those for the Event Center, saving taxpayer dollars.

Fiscal year 2025 closed as of June 30, 2025. The accounting team completed the audit for June 30, 2025, and received an unmodified (clean) opinion. The ACFR was presented to the Reno City Council on December 10, 2025. The audit was dated November 26, 2025 and was completed much faster this year than in years past. We have already submitted for the GFOA Achievement for Excellence in Financial Reporting and are currently working on finalizing the PAFR which will be submitted to the GFOA in the coming weeks.

Utility Billing

The 2025 Sewer Utility Assistance Program ran from July 1 through August 31, 2025. We accepted 324 applications during the program and awarded \$51,238. There was a dedicated workspace for Sewer Utility employees to accept applications in person as well as digital applications. The City approved a budget of \$50,000 for the program in the current year which was paid with either checks or credits to accounts. The program guidelines are available on the City's website at Reno.Gov. The excess payments from the program will be covered from savings in services and supplies.

Staff implemented the updated Sewer Billing rate increase that went into effect on October 1, 2025. There was a 2.5% rate increase for the current fiscal year.

Beginning January 2, 2026 we implemented a 2.7% merchant fee that will be paid by customers who choose to pay their sewer bill using a credit card. The fee can be avoided by paying with check or Automated Clearing House (ACH) from their bank account. Customers were notified in their sewer bills that were mailed in December 2025 as well as emailed. There is also a notification on the website about the merchant fee if customers choose to pay with a card and the fee is calculated at the time of payment.

The fee will show up as a separate charge on the customer's statement. We have plans to email existing customers one more time in March 2026 prior to running the autopayments that will be completed at the end of the month.

Budgeting

During the second quarter of the fiscal year, Budget staff initiated the kickoff of the Fiscal Year 2027 (FY27) budget development. This initial phase focused on establishing baseline assumptions, confirming timelines, and identifying emerging issues that may influence the FY27 financial outlook.

The bulk of the work undertaken by Budget staff during this period includes general information gathering to support FY27 budget development, requiring coordination with individual departments, and executive leadership. This work includes verifying current staffing levels, gathering operational baseline requests for services and supplies, Capital Improvement Plan development, and discussing known or potential initiatives that may require future funding consideration.

To facilitate productive collaboration across departments, Budget staff conducted monthly

check-ins and training sessions to review budget development tasks, discuss process improvements, and provide technical guidance.

Staff continued to monitor and update revenue and expenditure forecasts using the most current data available. This work includes analyzing trends in economically sensitive revenues, reviewing expenditure patterns, and refining projection models to better understand potential pressures in the General Fund and other operating funds. These ongoing forecasts serve as a critical input to FY27 budget planning and inform the monthly financial updates to Council and the public.

Together, these activities position the organization to enter the FY27 budget cycle with a strong foundation and shared understanding of the fiscal environment ahead.

RFD and volunteers helping families during the holidays



Fire

Operations

In July, the Reno Fire Department (RFD) welcomed 24 firefighters from Airport fire onto our team. This transition included fully integrating the airport fire station, three fire apparatus, and battalion chief roles into the RFD system. By working closely together, we ensured a smooth transition that maintained uninterrupted service while strengthening our overall response capabilities and teamwork across the department.

RFD reached a major milestone by responding to more than 55,000 calls for service—more than ever before. This record highlights both the continued growth of our community and the dedication of our firefighters and staff, who show up every day ready to serve. Even with the increased demand, our crews remained committed to providing

timely, high-quality emergency response to our residents.

To improve consistency and make it easier for the public to understand our fire station locations, three stations were renumbered so that all RFD Stations now fall within a single numbering system, Stations 1 through 15. This change helps streamline operations and improves clarity for dispatch, responders, and the community alike.

We also launched a new public incident dashboard that allows residents to see current and past fire and emergency responses. This tool was created to increase transparency and give the community a better understanding of the work we do every day, while also helping guide future planning and resource decisions.

The new dashboard can be found at Reno.Gov/Fire.

In January 2026, Truck 15 officially went into service at Station 15, bringing the total number of Truck Companies in Reno to three. Adding Truck 15 enhances our ability to respond to fires, rescues, and complex emergencies, and improves coverage in areas of the city that continue to grow.

RFD partnered with neighboring fire agencies to develop the first three regional Standard Operating Guidelines. These shared guidelines help ensure firefighters from different departments can work together safely and effectively during emergencies. This collaboration strengthens regional response, improves safety, and helps us better serve our entire community.

Training

Training Activity

In 2025, the Training & Safety Division delivered and completed nearly 75,000 total individual training hours across 462 unique training sessions. By leveraging a combination of online learning, acquired structures for live-fire exercises, and multi-company simulations, we significantly increased the relevance and delivery of our training in all facets of the department. These training hours have directly supported refinement of our Standard Operating Guidelines (SOGs) and strengthened incident command and decision-making capabilities from firefighters all the way up to Battalion Chiefs.

Airport Firefighting (ARFF) Absorption

Another major milestone was the successful integration/absorption of Reno-Tahoe Airport's firefighting operations into RFD. We welcomed 24 new airport personnel from the airport merger. Through the merger, we completed around 2,500 hours of FAA-compliant Aircraft Rescue

and Firefighting (ARFF) training for 49 personnel at the new Station 15, located at the Reno-Tahoe International Airport. These drills ensured our team is fully prepared for aircraft emergencies and strengthened our partnership with the airport's safety team.

Standardization & Digital Modernization

The Training Division expanded the use of digital training tools, including electronic safety site plans, digital training logs, and enhanced online evaluation systems. This modernization improved communication, consistency, and accountability while streamlining how training, evaluations, and competencies are tracked department wide. The result is a more transparent, efficient, and standardized training ecosystem.

Promotional Testing & Leadership Development

In 2025, the Training & Safety Division successfully conducted two

promotional processes, one for Fire Engineer and one for Fire Captain. In support of leadership development and operational readiness, the division also delivered a Fire Equipment Operator Academy, Aerial Operations Academy, Truck Operations Academy, and an Acting Captain's Academy. Together, these programs emphasized standardized expectations, operational competency, and leadership readiness, ensuring a fair, defensible promotional system aligned with current and future operational demands.

Expanded Regional Training Collaboration

We broadened our inter-agency training efforts in 2025. Joint drills and exercises were conducted with neighboring fire departments, aligning SOGs and improving communication across agencies. These multi-agency trainings have enhanced regional coordination – whether for wildland fires, hazmat situations, or large-scale emergencies, our crews can now operate more seamlessly with partners throughout the region.

Emergency Management

Several key initiatives were completed this year that significantly strengthen RFD's operational readiness, Firefighter health and regional collaboration. In addition to completing our 5th year of Cancer Screening, we implemented the Coronary Calcium Scan as part of our preventative health screening program. The CT scan detects calcium deposits in the heart's arteries, revealing early signs of coronary artery disease before symptoms appear. This allows for early intervention measures to be applied, supporting long-term cardiac health and wellness.

On a regional planning level, we successfully completed the global updates of the Regional Emergency Operations Plan and the Regional Hazard Mitigation Plan. These updates, required every 4 and 5 years respectively, were achieved through strong coordination with regional partners and involved extensive review and adoption processes at the local, state and federal levels. Additionally, we collaborated with Fire Prevention and regional stakeholders to advance the development of Reno's Community Wildfire Protection Plan and related evacuation studies.

Internally, we developed an Annual Workers' Compensation Injury Summary Report. The aggregate report compiles all of the information related to the work injuries experienced by our firefighters and breaks them out into dozens of useful and relevant data sets. The different data sets are then used to recognize trends and markers that are used to develop training, policies, and best practices to prevent future injuries to our workforce.

Administrative Team

Over the past six months, the Administrative Team successfully billed and secured more than \$4 million in wildland fire reimbursements, strengthening the City's

financial recovery efforts and supporting continued emergency response readiness.

Support Services

Fleet

Reno Fire Department (RFD) continued to strengthen its fleet with the addition of two new Model 34 brush apparatus and a new Squad now in service. These resources improve our ability to respond to wildland fires, medical calls, and technical incidents throughout the city.

The Airport Type 1 engine was also upgraded to meet RFD specifications, ensuring consistency, reliability, and seamless integration across our apparatus.

To improve communication and connectivity in the field, high-speed HPUE WiFi routers were installed

in all frontline apparatus, giving crews faster and more reliable internet access during incidents. In addition, a new air bottle refill trailer was placed into service, allowing crews to quickly refill breathing air on scene and remain operational for longer periods during extended incidents.

Facilities

Progress continued on improving fire station infrastructure, with the Nederman exhaust system project now complete at all but two

stations. These systems improve air quality inside stations and help protect the long-term health of our firefighters.

The Purvis paging system was also installed at Fire Station 15, improving alerting and response efficiency for station personnel.

Logistics

Logistics staff coordinated extensive annual testing to ensure equipment safety and readiness, including testing approximately 105,403 feet of fire hose, 3,120 feet of ladders, and 200 self-contained breathing apparatus (SCBA) packs. This behind-the-scenes work plays a critical role in keeping firefighters safe and

equipment functioning properly. New wildland personal protective helmets were issued, and outdated Nomex clothing was retired to ensure firefighters are equipped with modern, effective safety gear.

Logistics also supported live fire training for RFD Explorers and line personnel attending outside

training by managing Personal Protective Equipment (PPE) issuance, inventory, and cleaning. Additionally, research and testing were conducted on new equipment such as extrication gloves, portable speed bumps, ventilation fans, and elevator rescue tools to evaluate future improvements to firefighter safety and operations.

Wildland Program

Reno Fire's Wildland Program had a strong year, with more than 150 personnel deployed to assist with wildfires across the country. Crews supported incidents in Alaska, South Dakota, Florida, and

throughout the western United States, deploying engines, Rapid Extraction Modules (REM), and overhead staff. The program also expanded to include Fire Prevention Bureau (FPB) personnel serving as

Public Information Officers and RFD Fleet Mechanics deployed as Field Repair Mechanics, increasing self-sufficiency and support on large wildfire incidents.

Radios

The department continued its rollout of L3 Harris XL-400P handheld radios, with full deployment to all personnel anticipated by spring 2026. These radios improve communication

reliability and firefighter safety during emergency operations. Airband radios were also issued to Chief Officers to support airport operations. At the regional level, RFD is working closely with partner

agencies to develop a coordinated, region-wide radio plan to improve interoperability during multi-agency responses.

Fire Prevention Bureau (FPB)

Community Wildfire Protection & Resilience

FPB successfully secured and implemented a Community Wildfire Protection Plan (CWPP) grant totaling more than \$244,000 to help strengthen Reno’s wildfire preparedness. This effort focused on reducing risk in neighborhoods located in the wildland-urban interface (WUI) and improving long-term resilience through planning, mitigation, and collaboration.

Professional Development

As part of our commitment to continuous improvement, Inspector Lauren Huseby completed Peace Officer Standards and Training (POST) certification. This training expands the bureau’s ability to conduct fire investigations and supports more effective coordination with law enforcement and partner agencies when incidents occur.

Code Adoption & Regulatory Leadership

FPB led the adoption of the 2024 International Fire Code (IFC), ensuring Reno continues to meet current fire and life safety standards. The bureau also guided the City’s first-ever adoption of the 2024 International Wildland-Urban Interface (WUI) Code. This important step strengthens wildfire safety requirements for homes and businesses in high-risk areas and better protects our community from future wildfire threats.

Interlocal Collaboration

FPB began assisting the Sparks Fire Department with fire plan reviews on an as-needed basis through a new interlocal agreement. This partnership marks an early step toward a more regional approach to fire prevention and helps ensure consistent standards across neighboring communities.

Technology & Compliance Modernization

To improve consistency and transparency, FPB implemented Inspector Reports Online (IROL), a new citywide system used to track fire code inspections and deficiencies. This tool helps ensure inspections are consistent, records are accurate, and property owners have a clearer path to long-term compliance.

2024-2025 Activity & Performance Highlights

Throughout 2024 and 2025, the FPB maintained a high level of activity while continuing to provide reliable service to the community, including:

1,100	3,230	1,500	1,300	3,280	510	2,100	213
Business License Inspections	Annual District (Business) Inspections	Re-Inspections	Operational Permits Issued	Construction Inspections	Special Event Inspections	Fire Plan Reviews	Fire Investigations

Emergency Medical Services (EMS)

Professional Development

The EMS division admin attended and successfully completed the first ever class of paramedics to be certified National Instructors for Neonatal Advanced Life Support (NALS) through the American Red Cross.

Our line staff completed a record number of 29 EMS preceptorships (promoting EMT’s to AEMT’s and AEMT’s to Paramedics), this in return increases the level of medical care that we provide to our community on a daily basis.

Equipment

We outfitted our entire department with upgraded, state of the art, pediatric and neonatal medical equipment as well as the training to our staff of the proper use and deployment of such equipment. This has already shown to have a positive impact on our community and the response to medical calls.

Medical Direction

Lastly, we onboarded a new medical director, Dr. Nicholas VonFoerster who has been heavily involved in RFD’s daily operations, quality improvement measures and guiding our EMS services into the future.



HAND

Housing and Neighborhood Development

Rental and Deposit Assistance

During the first half of fiscal year 2026, Housing and Neighborhood Development (HAND) provided \$1,323,010 in rental and deposit assistance, helping 614 unique households remain housed. Of the 614 households

assisted, 44% had incomes at or below 30% of the Area Median Income (AMI), with the remaining households earning less than 60% of the AMI.

Housing Court Assistance

Assembly Bill 475 enabled the Housing Court Program to begin its second session in August 2025. From August through December 2025, the program assisted 51 households and provided \$249,101 in rental assistance to prevent eviction.

Housing Dashboard

On October 1, 2025 HAND launched a new Housing Dashboard on the City's website, [Reno.Gov/Housing](https://reno.gov/housing). This interactive tool provides up-to-date data on Reno's housing market and community needs. The dashboard supports the City of Reno in making data-driven decisions to advance affordable housing development and to collaborate with partners to address the gaps in housing citywide.

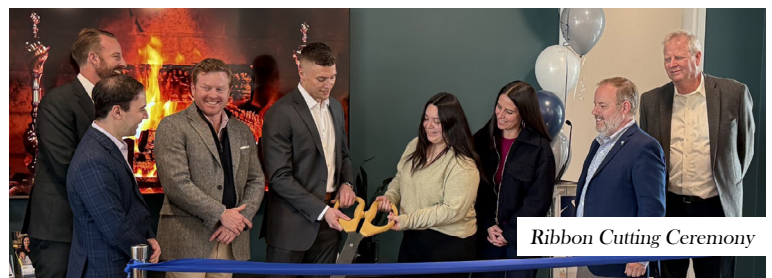
CDBG

After the Community Development Block Grant (CDBG) Subcommittee approved funding allocations, Program Year 2025 projects moved into implementation. These projects include school zone flashing beacons, the Colorado River Neighborhood Improvements Project, the Dorothy McAlinden Park Path Reconstruction Project,

and parking lot and Americans with Disabilities Act (ADA) improvements at Teglia's Paradise Park and Hilltop Park. Additionally, three CDBG projects from prior program years were completed, including much-needed upgrades to the Miguel Ribera Park playgrounds and ADA signage improvements at the Evelyn Mount Community Center.

OAHMP

Applications for the Older Adults Home Modification Program (OAHMP) launched in October 2025, and by December the first seven projects were underway. Staff have scheduled additional outreach opportunities and anticipate ramping up implementation, with more projects beginning in January 2026.



Ribbon Cutting Ceremony

Affordable Housing

Between July and December 2025, two affordable housing communities, The Ridge at Sun Valley and Vintage at Redfield, opened to residents. Washoe County HOME Consortium funded both projects. The Ridge at Sun Valley, the first affordable housing complex in the Sun Valley area, serves families at or below 60% Area Median Income (AMI). Vintage at Redfield serves seniors, and in addition to Washoe County Home Consortium (WCHC) funding, the City of Reno contributed over \$1 million in sewer connection fee waivers. Together, these developments added 418 affordable housing units to the local market.

In November 2025, the Domestic Violence Resource Center (DVRC) opened its new facility, expanding services to women and children fleeing domestic abuse. The center

offers 100 beds across 42 rooms, creating a safe and supportive environment for families in need. To support these essential services, the Washoe County HOME Consortium awarded the DVRC two HOME-ARP grants.

With the support of HAND, City Council awarded the City of Reno's Volume Cap allocation to Prospector Apartments in the amount of \$18,180,045 and issued a Letter of Support for the remaining \$26,200,000 to the State of Nevada to advocate fully financing the project. An additional letter of support in the amount of \$31,000,115 was issued to the State of Nevada in support of the Washoe Mills Apartments project.

This development will add 155 new rental units to the local housing market, contributing to the expansion of affordable and accessible housing

options in the region.

In August 2025, HAND hosted its second annual HOME Lunch and Learn Compliance Training, which had 78 participants representing a diverse portfolio of affordable housing partners across Washoe County. Attendees included property managers, leasing agents, portfolio managers, nonprofit organizations, Technical Review Committee (TRC) board members, government officials, developers, and other partner agencies.

This year's training focused on Housing and Urban Development's (HUD) updated requirements, including the Housing Opportunity Through Modernization Act (HOTMA) of 2016 and the 2025 HOME Final Rule, as well as ensuring newly HOME-funded developments remain in compliance during lease-up of their newly constructed properties.



Reno Works

In December 2025, ten individuals graduated from the Reno Works program celebrating its 20th graduating class. Since the launch of Reno Works in 2015 in partnership with Volunteers of America (VOA), 147 participants have graduated from the program.

Love Your Block

Year One of Love Your Block was officially completed in October 2025. A total of five community projects were completed throughout Ward 3, resulting in 507 volunteer hours contributed by 280 engaged volunteers and residents. During the remainder of 2025, staff focused on planning for year two of Love Your Block, which will concentrate on Ward 1, and will launch applications in February 2026.

Community Cleanups - The Biggest Little Fall Community Cleanups

During the fall months, HAND completed seven citywide community cleanups. Six of the seven events included hazardous and electronic waste disposal services. In total, more than 15,000 pounds of electronic waste and nearly 8,000 pounds of hazardous waste were collected, benefiting 973 households. In addition, over 15,000 gallons of paint, 219 large appliances, 60 car batteries, and 246 tires were diverted from the landfill.

Human Resources

Building

Perform

The City of Reno partnered with the Reno Police Department to implement PERFORM, an online performance development and evaluation module as part of the City-wide performance development process. In early 2026, Human Resources will roll-out the City-wide performance development process to focus groups for review and implementing the various parts of the process throughout the year. Key components include the evaluation module, competency-based programming, and updating all classification specifications complete with branding, streamlined, targeted essential functions and Knowledge, Skills, Abilities statements, and linked competencies and physical requirement assessments.

Policy Revamp

The City of Reno has completely reviewed and drafted new policies. Throughout the year, Human Resources submitted 15 new policies and updated 16 previous

policies for City-wide guidance. Corresponding compliance trainings for both supervisors and employees were drafted to educate employees on the content to anchor in the workplace.

Employee Incident Report Improvements

The Risk Management Division performed significant upgrades to our incident management systems. This allows for a greater holistic overview of organizational hazards, enhancing the ability to reduce organizational loss. Major upgrades include centralized reporting of property damage and vehicle accidents citywide. This allows for increased accuracy in cost-tracking of incidents/accidents, and additional opportunities for loss recovery.

Employee Training

The Risk Management Division has also made numerous enhancements to our learning management system, Moodle. This includes customized development of training materials,

and the utilization of artificial intelligence models to significantly increase the quality of employee training. Within the learning catalog, employees now have increased access to financial and mental wellness tools, as well as access to training on Lean Government principles (Lean Six Sigma).

Enterprise Resource Planning (ERP) Upgrade

The City of Reno previously identified the need to update its payroll system and began work to explore the options available in that space. As part of a needs assessment conducted by a third party, the City determined that a full Enterprise Resource Planning system update is needed. This impacts every City department and will be a multi-year endeavor that will result in standardization of processes, utilizing new technology solutions, and implementing best practices for a more effective and efficient government.

Growing

Organizational Development

Two leadership development programs were the most visible facets of this Citywide support resource, which also oversees New Employee Orientation, Emergenetics interpersonal communications sessions, departmental team building, individual coaching, skill-building classes, and is a collaborator for Moodle, the City's expanding learning management system.

City of Reno Supervisor Certification Program

The successful pilot program helped fine-tune the 16-week series for three 2026 cohorts. Data from the initial 27 "SuperCert" 2025 graduates reflected significantly increased knowledge and confidence in 12 key areas, including supervisor roles, responsibilities, and relationships; effective communication; critical thinking; two-way feedback; difficult conversations; and applying City policies.

New Payroll Manager

The City of Reno welcomes Mark Stone as the City's new Payroll Manager. Mark has already proven instrumental in improving its existing payroll system and processes and exploring a new Enterprise Resource Planning system that will work to serve the City of Reno well into the future.

Growing (Cont.)

Reno Engaged Leaders Institute (RELI)

Organizational Development assumed coordination of the yearlong program in January 2025. With the focus change from “emerging” to “engaged” leaders, RELI encouraged participation for aspiring, new, and longtime leaders desiring to learn more about City operations, facilities, and people. The program recognized 45 graduates in December 2025. RELI prepares for another series of 12 monthly sessions, hosted at various City work locations and featuring staff presentations, tours, demonstrations, learning on teamwork, trust-building, leadership styles.

Financial Plan Executive Committee

The City of Reno received the recommendation from the Financial Plan Executive Committee to consolidate to one record keeper for the City’s deferred compensation

plan. Mariner Institutional, LLC directed an Request for Quote (RFQ) of record keepers and Empower Retirement Services provided the most beneficial bid with the least disruption to services. The majority of the City’s members are already using Empower Retirement Services so the transition will be a more efficient transition in early 2026. The City will have a streamlined investment lineup that supports employees’ retirement goals while fulfilling the City’s fiduciary duties. This transition is a win in every way.

Employee Insurance Advisory Committee Premium Increase

The Employee Insurance advisory recommended the first premium increase since 2017 and engaged in reviewing the plan and seeking opportunities for cost containment. As medical and pharmacy inflation has skyrocketed, the City’s plan claims have remained fairly stable with a slight increase that will be

partially mitigated through the premium increase. The Committee will continue to seek opportunities to make strategic plan changes that continue to support the health of our employees and their families while ensuring sustainable management of the City’s health benefit plans.

Workers’ Compensation Program Improvements

Promoting the long-term objective of employee well-being, Risk Management focused on expanding our network of medical providers qualified to treat employees seeking mental health care under workers’ compensation. This helps ensure employees can more easily connect with mental health professionals who understand both clinical treatment and the workers’ compensation process, supporting better outcomes for recovery, return to work and improved access to timely, appropriate care.

Thriving

Retirements

Human Resources supported 35 employees from July through December in their retirements by providing education and support. Through extensive support services and planning resources, City employees make an easy transition to their next adventure. We will be retiring twelve employees in January of 2026 alone, so it has been a busy year.

also growing its recovery efforts internally. This partnership and expansion in recovery opportunities, resulted in \$100,956.07 in recovered funds for the City during the reporting period. Looking into the future, the City hopes to further its recovery efforts with the upgrades to its incident management systems.

Risky Business/Wellness Day

Risk Management and Benefits partnered again this year to host the annual Risky Business/Wellness Day employee event. This year, we saw over 250 employees attend, over 100 received fire extinguisher training, and we raised \$100 to support the Urology Nevada Cancer Foundation. Additionally, over 25 vendors attended the event,

including the Mammovan, and employees received vaccinations and annual labwork.

SuperSaver

In partnership with Great Basin Federal Credit Union, the City challenged employees to start saving. The SuperSaver challenge ended with 15 successful participants. Great Basin FCU made the initial deposit into employees’ accounts and employees set up direct deposits to save that same amount with each pay period. At the end of 2025, Great Basin FCU held a raffle and matched two employees total balance in their savings account. Employees that finished the challenge and at the end of the program received a Reno SuperSaver bank.

3rd Party Vehicle Recovery Program

Enhancing fiscal sustainability efforts, Risk Management has continued its partnership with a vendor to assist in recovery costs from liable third parties for vehicle accident damages while

Maintenance & Operations

Facility Maintenance

The Facility Maintenance team oversaw the demolition and removal of the old Code Enforcement trailer, located in the City's Corporation Yard.

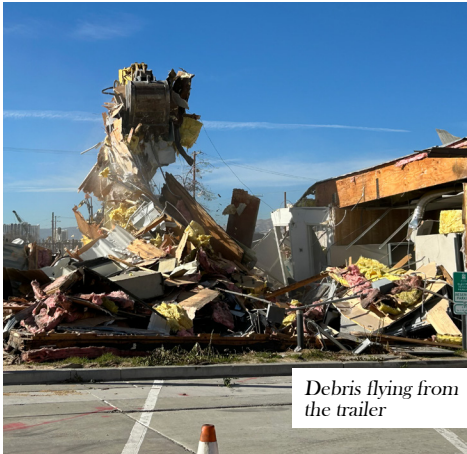
This trailer had long passed its useful life and had become increasingly expensive to maintain. Pictured here is the progress of this trailer being demolished, compacted, debris removed, and the site regraded. The Code Enforcement team is now working out of City Hall.



The start of demolition of the Code Enforcement trailer



Halfway through the demolition of the trailer



Debris flying from the trailer



Pile of debris after demo



After demo

Fleet Maintenance

As Fleet Management has continued to work on equipment replacements, some of the latest equipment to arrive is changing operations and how work gets done at the City of Reno. For example, a bucket truck and chipper truck were combined with recent equipment replacements, allowing for just one piece of equipment to be maintained and deployed in the field. This improvement streamlines tree maintenance as well as reduces automotive maintenance as the city looks to provide services in a more efficient and cost-effective manner.

The Streets division of Maintenance & Operations is rolling out two new smaller plows with the goal

of increasing customer service to smaller neighborhoods when the snow starts falling.

Additionally, to reduce costs and improve work efficiencies, Fleet Management and the Streets Division worked together to identify replacement equipment known as swap loaders, which combine several work functions into one piece of equipment. These new swap loader plows can serve as dump trucks, snowplows, and water trucks.

These new “Swiss Army Knife” style trucks will make it so the city is able to dispose of 5 pieces of aging equipment with three new pieces of equipment, while continuing to serve

the citizens of Reno with enhanced and streamlined service.

And one final example of Fleet Management’s dedication to cost reduction and improving efficiency, is the deployment of another electric vehicle to the Parks and Recreation Department. A big thank you needs to be given to Facility Maintenance for installing another electric vehicle charger, which has increased our inventory to over 30 City owned charging stations across the city. Fleet Management is cutting emissions and fuel costs while Parks and Recreation continues to provide top tier activities and programs to our citizens.



Bucket Truck



Bucket Truck and a Chipper Truck Combined



Electric Vehicle



Crack Sealing



Crack Sealing

Streets Division

During the fall months as the temperatures start to get cooler, the Streets division begins their crack sealing operations.

With weather permitting, the asphalt crew of the Streets division begins to do the preventative work to ensure our roads last longer with the crack sealing. Here are some photos of the asphalt crew crack sealing in the Caughlin Ranch area as well as the Plumb and Mayberry neighborhoods.



Sewers Division

At the end of November, our Sewers crew worked diligently over the course of a few days in the Chalk Creek area where they made improvements for both the community and the wildlife.

This included the removal of debris and overgrowth of brush, as well as leveling out some of the terrain to make it safer. The job was very well done, and we received kudos from residents of the area, appreciating the hard work that the Sewers crew did. Here are some before and after photos of the area.



Staff inspecting the cabinet



Location of a cabinet after a car crash



Staff repairing a cabinet



A cabinet after a car crash

Traffic Operations

The Traffic Operations division was busy these last 6 months with an increase of signal cabinet repairs. The signal cabinets are the brains of intersections, and are typically the canvas of local artists who paint unique pieces onto these blank white canvases.

When these signal cabinets get taken out due to a car accident or a system error, the Traffic Operations division has to go out and repair and trouble shoot the signal box to make sure the intersection is working properly.

These signal boxes are complex and require specific training and equipment to be worked on. Here are some photos of the work being done on some signal cabinets and intersections.



Staff repairing a cabinet



Staff repairing a cabinet



Staff repairing a cabinet



Staff repairing a light fixture



Staff repairing a light fixture



Staff repairing a light fixture

Municipal Court

Using Technology to Improve Service and Accountability

In August, Reno Municipal Court (RMC) became the first court in Nevada to implement an AI-powered call center. Since its launch, we have seen:

43%

Reduction in Calls to Staff

6,559

Calls Handled by the AI Call Center

140

Staff Hours Saved

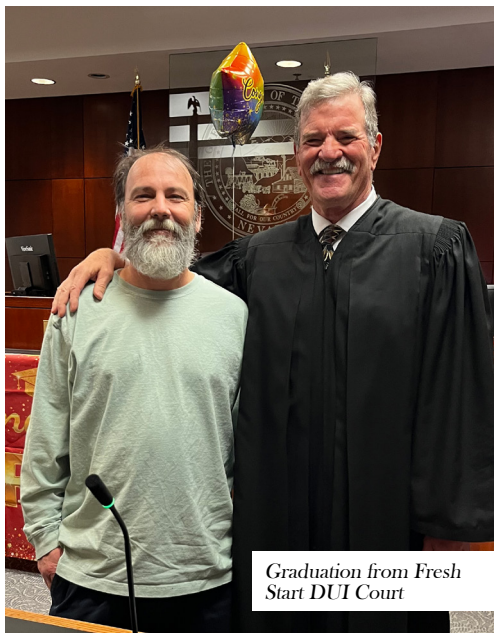
The court was also awarded a grant from the Nevada Administrative Office of the Courts (AOC) to implement a Data Warehouse. This system will enable the court to:

- View key court statistics through an at-a-glance dashboard
- Conduct timely quality and performance analysis
- Electronically automate monthly reporting of Uniform System of Judicial Records (USJR) required by the State

Leadership Development at Reno Municipal Court

Reno Municipal Court continues to invest in professional growth and cross-department collaboration. Three team members—Diana Flores, Krystina Rush, and Susie Torres—successfully completed the year-long City of Reno Engaged Leadership Institute (RELI), gaining exposure to all City departments and in-depth leadership training.

Additionally, Daniel Casillas and Maria Hernandez completed the City of Reno's inaugural 16-week Certified Supervisor Program, led by Organizational Development Manager David Stipech. This rigorous program focused on building supervisory skills and leadership capacity across the organization.



2025 Specialty Court Graduates

Each graduation represents months of effort and collaboration, highlighting the value of RMC's evidence-based specialty court model:

16

Fresh Start Therapeutic Court

19

CAMO-RNO Veterans Treatment Court

5

Youth Achieving Recovery (YAR) Court

15

Co-Occurring Disorders (COD) Court



Meeting Immediate Needs with Dignity

RMC installed two on-site donation closets this year: CAMO-X and Katie's Chambers.

CAMO-X

Located within the CAMO-RNO Veterans Treatment Court, CAMO-X is modeled after a military PX and supported entirely through community donations. It provides veterans with essential items—such as interview clothing, laptops, children's items, and Meals-Ready-to-Eat (MREs)—to reduce barriers to success and promote stability.

Katie's Chambers

Katie's Chambers, housed in the Co-Occurring Disorders specialty court, was created through a partnership with the Katie Grace Foundation. It offers clothing, hygiene products, and comfort items in a setting that reinforces dignity and care.

Both closets demonstrate the impact of community partnerships in supporting engagement and accountability in specialty court programs.



Expanding Peer Support

RMC participated in a Peer Recovery Support Specialist (PRSS) Academy pilot in partnership with Washoe County HSA CrossRoads, funded through City of Reno Opioid Abatement dollars. PRSS interns were placed in RMC's Fresh Start and Co-Occurring Disorders courts.

Peer recovery support leverages lived experience to build trust, reduce stigma, and promote hope. Participants benefit from peer engagement, while interns receive supervised hours toward certification. This initiative strengthens participant outcomes and supports the local behavioral health workforce.



Sunsetting Community Court

After five years, RMC made the difficult decision to sunset its Community Court program. The model relied heavily on community resources, particularly for individuals experiencing homelessness. Diminishing resources, uncertainty in federal funding, and program data led

the court to pause and reassess how best to advance these goals.

While Community Court's absence will be felt, RMC remains committed to addressing homelessness. Lessons learned from the program will continue to inform future efforts.



Parks & Recreation

Aquatics & Athletics

Summer was a big season for aquatics, with all five City pools open to the community, including the seasonal Idlewild and Traner pools. Moana Springs celebrated its one-year anniversary in September and made history hosting the Nevada Interscholastic Activities Association (NIAA) State Swimming Championships for the first time, welcoming athletes and spectators from across Nevada.

Athletics brought competition and community together with the return of the Corporate Challenge—revived for the first time in 15 years. Twelve local businesses and organizations faced off in a fun, Olympic-style event celebrating teamwork, wellness, and friendly rivalry. Plans are already underway to expand the program next year with additional events.

Health & Wellness

The Health & Wellness Division continued expanding access to recreation through RecConnect, a sliding-scale membership program that ensures residents of all income levels can enjoy City recreation facilities. This program supports both community well-being and the long-term financial sustainability of Parks and Recreation programs.

Daytime programming also grew, with new offerings at Plumas Gym including Yoga, Tai Chi, and indoor Pickleball—creating more opportunities for residents to stay active and connected throughout the day. Follow us on Facebook (@RenoParksandRec) to stay in the know.

Inclusion/Adaptive

Inclusive recreation remained a cornerstone of Parks and Recreation programming. Highlights included the annual Military Sports Camp, the Reno Rumble Wheelchair Rugby Tournament, and Renown Adaptive Sports Weekend at Sky Tavern. Partnerships strengthened impact, with the High Fives Foundation supporting four Community Bike Days and two adaptive mountain camps in the Reno-Tahoe area.

Thanks to grant funding from the Craig H. Nielsen Foundation, the City's sled hockey team traveled to Mammoth Lakes to compete in a friendly series against the LA Kings Sled Hockey team—an unforgettable experience for participants.



LA Kings Sled Hockey
verses Reno Ice Sled Hockey



Summer camps

Youth

Youth programs continued to thrive across all seasons. The Sierra Kids before- and after-school program operated at 11 school sites, serving more than 700 children each week, and expanded enrichment offerings to include basketball and music. Summer camps served over 490 children across five traditional locations, along with specialty sports, bike, and STEAM camps.

Fall camp welcomed 160 participants at three locations and introduced a new specialty program, Bots and Blocks. New offerings like Speedway Saturdays—a monthly esports program—and the Sierra Tots Sports and Dance program provided engaging options for youth of all ages.

This winter, Sierra Kids will offer three traditional camp locations plus a special one-day Junior Ranger camp.



Park Rangers

Park Planning & Activation

The Activation Division advanced City priorities for equitable access, community safety, and vibrant public spaces through use of two Rolling Recreation mobile trailers. Daytime activations at Yori, Pickett, Dorothy McAlinden, and Paradise Parks brought structured recreation to neighborhoods with limited access to traditional facilities, increasing positive park use and visible staff presence.

Evening programming downtown—supported by the Downtown Reno Partnership—activated Believe Plaza, West Street Plaza, J Resort Glow Plaza, and Evans Park, contributing to placemaking, economic activity, and safe, family-friendly use of public spaces.

The division also supported major downtown events, expanded small-business opportunities through new “Food Trucks in Parks” and “Business in the Parks” permits, and concluded the season by swearing in the first cohort of nine graduates from the City’s newly launched Junior Ranger Program.

Parks Rangers

From July through December, City of Reno Park & River Rangers completed more than 2,600 patrol interactions across parks and public spaces, providing consistent visibility and proactive service. Ranger efforts emphasized education and early intervention, resulting in 145 warnings issued and only 3 citations, reflecting a strong focus on voluntary compliance and positive park use.

Rangers also supported park cleanliness by addressing over 100 debris-related issues and responded to service needs in the field, helping maintain safe, welcoming, and well-managed spaces throughout the community.

Parks, Recreation, and Open Space (PROS) Master Plan

Staff continued advancing the implementation of the Parks, Recreation, and Open Space (PROS) Master Plan adopted by Council in November 2023. Progress updates on the plan's ten overarching goals were presented to City Council and the Parks and Recreation Advisory Board.

A major milestone was achieved with Council approval to begin work on a regional park district service plan—the plan's top priority. Staff are now collaborating with Washoe County and the City of Sparks to move this effort forward, laying the groundwork for a more connected and sustainable regional parks system.

Fund Development

Fund Development for the City of Reno has focused on moving projects from concept to action while building a stronger pipeline of community supporting including the Northwest Park Dog Play Area and the new Donor Wall at the Moana Springs Pool. We also received a successful grant from the Reno Aces Foundation for swim lessons.

Internally, systems and strategy have been a key focus, refining sponsorship tools, strengthening cross-department coordination, and formalizing donation pathways, positioning us to responsibly accept and leverage larger philanthropic gifts beginning in early 2026.



Capital Projects

- Mira Loma Sports Courts completed. Converted 4 tennis courts to 6 pickleball, 2 dedicated tennis courts and half basketball court to full basketball court.
- Barbara Bennett Basketball Court resurfacing including the replacement of the basketball rims, nets and surrounding fencing.
- National Fitness Campaign Fitness Courts at Brodhead and Damonte Ranch parks installed.
- ADA restroom upgrades completed at Manzanita, Huffaker and Idlewild parks.
- Canyon Creek Park path replacement completed.
- Reno Tennis Center Phase II repairs completed.
- Mayor's Park Phase III completed.
- Miguel Ribera Playground grand opening.
- Dog Park at Wilkinson Park is in construction with expected completion in January 2026.



Police

CLEAR

The Consolidated Law Enforcement All Threats Response (CLEAR) Team exists to protect first responders, tactical operators, and the community from all-threat hazards—including chemical, biological, radiological, nuclear, and explosive (CBRNE) threats. The team serves as a specialized, scalable, and tiered readiness unit designed to enhance safety, preparedness, and resilience across the Reno Police Department and its regional partners.





CLEAR

CLEAR Call Outs: A Critical Safety Resource

CLEAR is a vital asset to the Reno Police Department, particularly during drug-related arrests where fentanyl is suspected. Many white, powdery substances encountered in the field may be laced with fentanyl, posing a serious risk to officers and first responders if not handled properly. Even a single granule can cause an immediate overdose, requiring urgent medical intervention.

To reduce this risk, CLEAR deploys a highly trained team to safely test suspected narcotics in a controlled environment.

In many cases, substances can be tested without opening their packaging. This process uses the TruNarc device, which delivers greater than 97% accuracy. TruNarc not only detects the presence of fentanyl but also identifies other drugs and cutting agents within the substance.

Beyond narcotics testing, the CLEAR Team is also responsible for monitoring and detecting hazardous airborne chemicals at special events. If a threat is identified, the team can quickly initiate an

emergency response to protect the public and responding personnel.

This year, the CLEAR Team has:

- Responded to 55 narcotics-related callouts
- Provided on-site support for three special events
- Participated in a statewide hazmat training event, collaborating with teams from across Nevada to strengthen best practices and coordinated response efforts



CLEAR



RNU - Fentanyl

Regional Narcotics Unit

The Regional Narcotics Unit (RNU) plays a critical role in protecting public safety by identifying, investigating, and dismantling drug trafficking operations throughout the region. Using intelligence-driven investigations and strong partnerships, RNU works to reduce the availability of illegal narcotics in our communities.

The unit is made up of detectives from the Reno Police Department, Sparks Police Department, and Homeland Security Investigations, combining local and federal resources to target large-scale narcotics distribution.

Major Fentanyl and Methamphetamine Seizure

In September 2025, RNU detectives launched an investigation into suspected drug sales occurring at a residence in Reno. The investigation led to an arrest and the execution of a search warrant.

During the search, detectives seized:

- 215 grams of fentanyl
- 188 grams of methamphetamine
- \$10,750 in cash
- One firearm

The fentanyl alone represented more than 107,000 potentially lethal doses, with a street value exceeding \$32,000. The methamphetamine was valued at approximately \$4,700.

Further investigation revealed the suspect was also using a storage unit to conceal additional proceeds. A second search warrant resulted in the seizure of:

- \$16,871 in cash
- Another firearm

In total, \$27,621 in drug-related profits was removed from circulation. The suspect was arrested on multiple felony narcotics charges. On 1/14/26 the suspect was sentenced to 10 years in prison for Trafficking of a Controlled Substance.

Over Two Pounds of Heroin Seized

In October 2025, RNU detectives, assisted by the Reno Police K9 Unit, concluded a months-long investigation into large-scale narcotics trafficking in the Reno/Sparks area.

During a traffic stop in northwest Reno, detectives arrested a suspect who was found with more than two pounds of heroin inside the vehicle.

A follow-up search warrant at a residence in Sparks led to the seizure of:

- 294 grams of heroin
- Nearly 20 grams of methamphetamine

The suspect was arrested on multiple felony narcotics charges, preventing a significant quantity of dangerous drugs from reaching the community.

Commitment to Community Safety

These investigations highlight the ongoing efforts of the Regional Narcotics Unit to disrupt drug trafficking networks, remove dangerous substances from the streets, and protect the lives of community members throughout the region.



RNU - Heroin



RNU - Meth Recovery



RNU - Meth Recovery

Policy & Strategy

Council Zeroes in on Five Areas of Focus for City's New Strategic Plan

Council advanced the development of a new strategic plan that will guide the City through June 30, 2029. During a strategic planning workshop in October 2025, Council reviewed community feedback alongside key data points from adopted plans and City operations. This discussion ultimately led to the identification of five areas of focus for the upcoming years:

- Fiscal Stewardship
- Legal Obligations
- Safe Community
- Well-Maintained City Infrastructure
- Access to Natural Spaces

Council will define specific, measurable objectives within each focus area next. The plan is scheduled to be adopted later in 2026.



The Five Areas of Focus for the City of Reno's Strategic Plan

Where Your Tax Dollars Really Go: Explore the City's Revenue Streams

The City is taking a deep dive into its primary revenue streams to give residents a clear picture of how public funds get distributed for government services. This initiative is all about clarity and transparency – answering the question so many have asked: “Where does my money go?”

We kicked things off with consolidated tax (C-Tax)—six taxes rolled into one monthly payment to local governments, including a slice of sales tax buyers pay every day. Our deep dive showed exactly how those dollars, and how much

of those dollars, actually flow to the City and fund essential services like police, fire, and parks.

Next, we tackled property tax. Nevada’s unique property tax system can be complex, so we broke down how bills are calculated—and why certain rules may limit funding that helps pay for the level of services the community expects from local government.

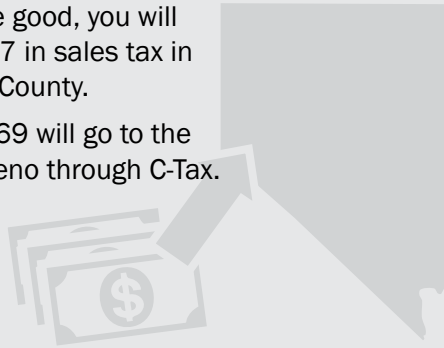
Get the details at Reno.Gov/Ctax and Reno.Gov/PropertyTax.

DID YOU KNOW?

C-Tax Fact

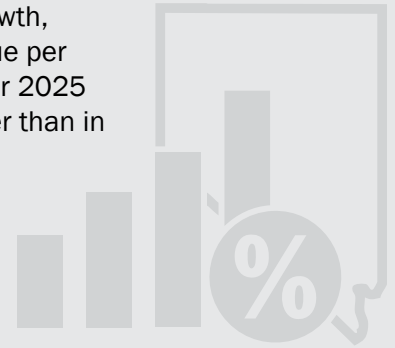
When you spend \$100 on a taxable good, you will pay \$8.27 in sales tax in Washoe County.

Only \$0.69 will go to the City of Reno through C-Tax.



Property Tax Fact

After accounting for inflation and population growth, property tax revenue per capita in Fiscal Year 2025 was 8 percent lower than in Fiscal Year 2011.



Looking Ahead: Committee to Review City Charter

The Reno City Charter Committee will take up their biennial review of the City’s Charter in the first half of 2026. Since its creation in 2013, the committee has been tasked with reviewing the City’s Charter every two years. After reviewing and discussing any recommended changes to the charter, the committee meets with the Reno

City Council to discuss possible amendments. If approved, the City can use one of its bill draft requests (BDR) to sponsor legislation to amend the charter.

The changes are then considered by the Nevada Legislature and eventually the Governor.



THANK YOU FOR YOUR PARTNERSHIP

Public Works

The Public Works Department manages major projects that improve, repair, or upgrade streets, sewer systems, parks, buildings, and other city-owned facilities. It also oversees Right-of-Way Management, which includes permits for excavation and encroachment, reviewing development plans, collecting and mapping infrastructure data, and maintaining design standards.

Additionally, Public Works handles traffic engineering issues that improve neighborhood and pedestrian safety and ensure smooth transportation of people and goods. The department also works closely with partner agencies like the Washoe County Regional Transportation Commission (RTC) and the Truckee Meadows Regional Planning Agency to support regional roadway planning efforts.

Canyon Creek Park

This project focused on the rehabilitation of an existing deteriorated walking path at Canyon Creek Park, located in Northwest Reno.

Project Status

Complete

Funding

Community Development
Block Grant (CDBG)



Rehabilitated walking path
in Canyon Creek Park

Sewer: Maestro

This project will upsize an undersized sanitary sewer main running parallel to Dry Creek along Maestro Drive. The project will also realign an existing portion of the sanitary sewer crossing Dry Creek.

Project Status

In design

Funding

Sewer Fund



Maestro sewer

Street Rehab: California Ave. and River Run Pkwy.

This project included the removal and replacement of roadway pavement, curbs and gutters, sidewalks, driveways, pedestrian ramps, storm drain inlets and piping, and pavement striping. Traffic calming speed humps and rapid flashing beacons were also installed near school zones. Work was completed

on California Avenue between Hunter Lake Drive and Idlewild Drive and on River Run Parkway between Mayberry Drive and Riverberry Drive.

Project Status

Complete

Funding

Street Fund & Sewer Fund



Completed rehab of
California Ave.

Street Rehab: University East Phase 1

This project included the removal and replacement of roadway pavement, curbs and gutters, sidewalks, driveways, pedestrian ramps, storm drain catch basins and piping, and pavement striping.

Work was completed on Bisby Street and Soaring Eagle Drive.

Project Status

Complete

Funding

Street Fund



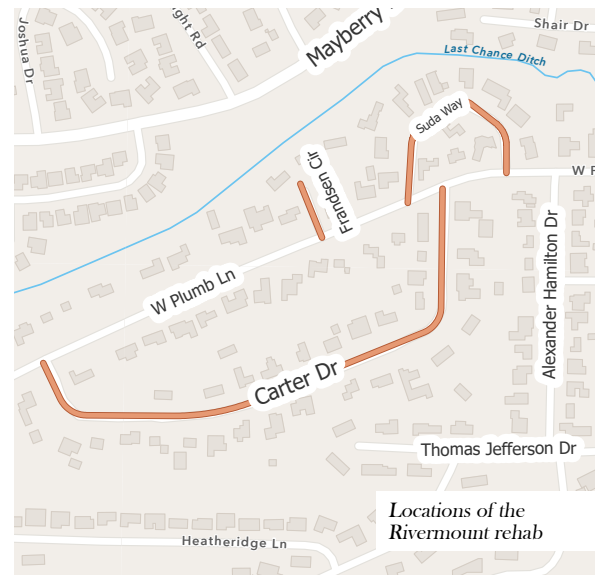
Completed rehab of University East

Street Rehab: Rivermount Phase I

This project includes the removal and replacement of roadway pavement, driveways, pedestrian ramps, storm drain catch basins and piping, and pavement striping. Work will take place on Carter Drive, Frandsen Circle and Suda Way.

Project Status
In Design

Funding
Street Fund, Sewer Fund, and NDEP Grant



Locations of the Rivermount rehab

Reno Events Center Roof Resealing Project

This project repaired and resealed the roof membrane at the Reno Events Center.

Project Status
Complete

Funding
Capital Projects \$2 Room Tax Surcharge Fund



Completed roof reseal

Truckee River Path Lighting Project

This project included nearly two miles of lighting upgrades and approximately 123 new path light fixtures along the Truckee River Path from Fisherman's Park to Museum Drive and along Riverside Drive.

Project Status
In progress

Funding
State and Local Fiscal Recovery Funds from the American Rescue Plan Act (ARPA)



New light fixtures on Truckee River

Public Safety Fuel Tank

This project added a new diesel fuel tank and converted the existing diesel fuel tank to gasoline at the City's Corporation Yard to improve the Reno Police Department and O&M fleet's fuel resiliency. Also included in this project was the replacement of fuel dispensers and tank

level monitoring at the Parks Maintenance Yard and removal of the old fuel tank at the former police station.

Project Status

Complete

Funding

General Capital Project Fund and Fleet Management Fund



Neil Road Remodel and Expansion (CHA)

The Neil Road facility is currently leased to Community Health Alliance to provide critical healthcare services to a traditionally underserved community. The scope of this project is to re-model the existing 5,120 square foot facility and expand it with an additional 4,000 square feet of space.

This will allow Community Health Alliance to expand the services available to the community at this facility.

Project Status

Expansion complete, remodel and landscaping construction ongoing. Estimated completion summer 2026.

Funding

State and Local Fiscal Recovery Funds from the American Rescue Plan Act (ARPA) funds and \$400,000 donation from CHA



California Building

This project will modernize the California Building, located along the Truckee River in Idlewild Park in downtown Reno. Improvements include upgrades to the main hall, an expanded and improved kitchen, and enhanced dressing rooms with new partitions. Restrooms will be refreshed with updated fixtures, and the outdoor patio will be improved to better

support events, including new fencing and a shade structure. The project also includes a fresh coat of paint to update the building's exterior.

Project Status

Under Construction

Funding

Community Development Block Grant (CDBG) and Community Project Funding (CPF)



North Valley Corp Yard

This project is to construct a new corporation yard in the North Valleys area for the Maintenance & Operations (M&O) Department. This will provide better M&O response to the north part of the city, improve efficiency and reduce wear and tear on streets, sewer and parks vehicles and equipment.

Project Status

The first phase of this project is under construction which includes site improvements, fencing, salt and sand storage, wash rack and drying beds.

Funding

Streets and Sewer Fund



North Valley Corp Yard

Arrowcreek / Wedge Rehab Shared Use Path

This project will rehabilitate Wedge Parkway from Mount Rose Highway to Whites Creek Lane and Arrowcreek Parkway from Thomas Creek Road to the Wedge Parkway intersection. Work includes pavement removal and replacement, new medians, sidewalks, ADA-compliant ramps, and a shared-use path on Wedge Parkway connecting

to South Valleys Regional Park. Additional improvements include storm drainage upgrades, signal modifications at Golden Gate Drive, landscaping restoration, and irrigation adjustments.

Project Status

Under construction

Funding

RTC Fuel Tax



Arrowcreek/Wedge under construction

South Virginia Bus Rapid Transit (BRT) Update

This project will reconstruct sections of Virginia Street to improve transit operations and safety. Work includes removal and replacement of pavement, curbs, gutters, sidewalks, and pedestrian ramps; installation of new storm drain facilities; construction of a new bus station at Brinkby and upgrades

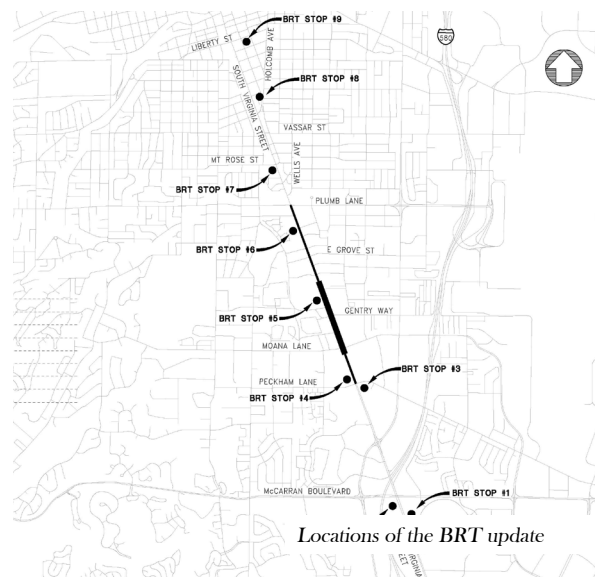
to existing platforms; and installation of striping, signage, and traffic control devices.

Project Status

In design, bidding early 2026

Funding

RTC Fuel Tax, sales tax, Federal funding



Locations of the BRT update

West 4th Street Safety Project

This project will provide safety improvements along 4th Street between McCarran Boulevard and Keystone Avenue. Work includes pavement removal and rehabilitation, lane reductions, installation of a multi-use path, curb and gutter, ADA-compliant pedestrian ramps, storm drainage modifications, median

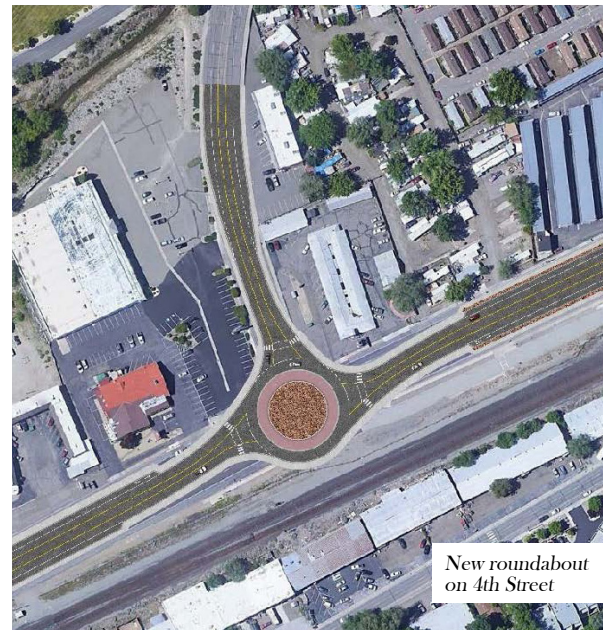
access control, electrical and street lighting upgrades, new striping and signage, and native/hardscape landscaping.

Project Status

Construction begins in spring 2026

Funding

RTC Fuel Tax



7th, 6th & West St. Rehab

This project will rehabilitate roadway segments on 7th Street (Keystone to Washington), 6th Street (Arlington to West), and West Street (5th to 6th). Work includes pulverization and/or removal of pavement, reconstruction of roadway structure, replacement of curbs,

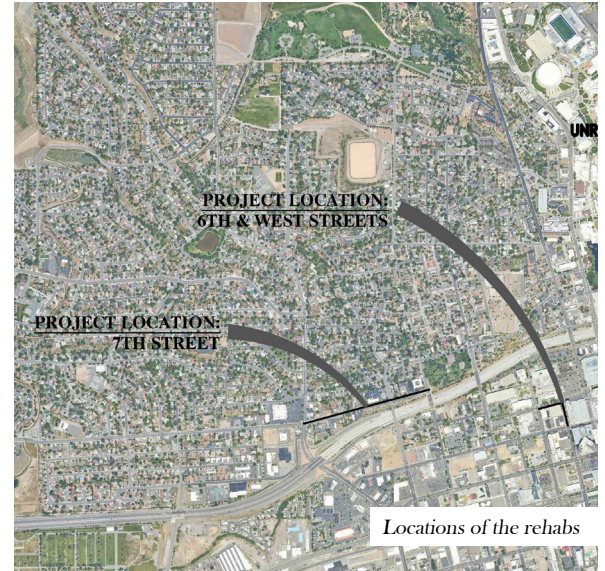
gutters, sidewalks, pedestrian ramps, and four storm drain catch basins, along with new striping and signage.

Project Status

Construction begins in spring 2026

Funding

RTC Fuel Tax



Military Road Capacity & Safety

This project will increase safety, add roadway capacity, and improve bicycle and pedestrian facilities on Military Road between Lemmon Drive and Lear Boulevard. Other improvements will include intersection

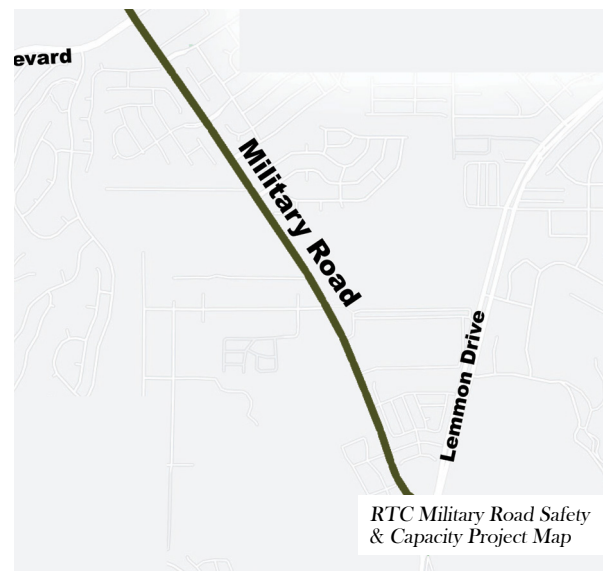
modifications, access control, and drainage improvements.

Project Status

In design, bidding early 2026

Funding

RTC Regional Road Impact Fee

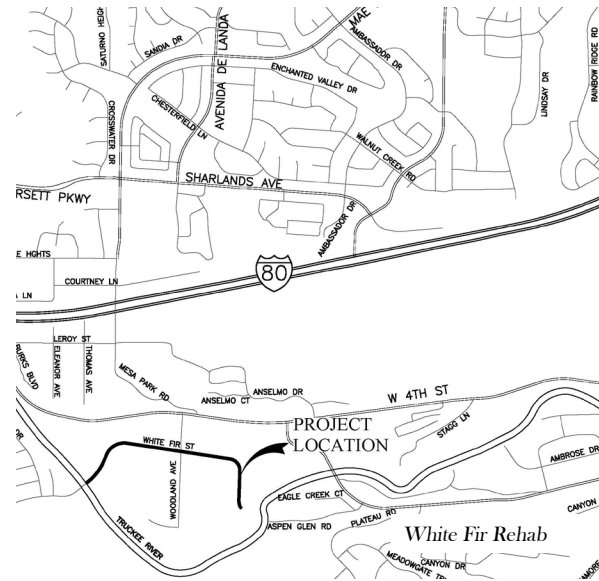


White Fir Street Rehabilitation

The project will rehabilitate the pavement on White Fir Street from the east bridge abutment to Woodland Avenue and Woodland Avenue to cul-de-sac.

Project Status
Bidding January 2026

Funding
RTC Fuel Tax



Veterans Roundabout

This project will improve safety and traffic flow at the Veterans Parkway roundabout. Work included widening the center island, smoothing spirals and circulating lanes, modifying splitter islands to reduce fastest path speeds, refreshing striping and pavement markings, adjusting signage, constructing

a right-turn lane on southbound SR 431 (Geiger Grade Road), installing bicycle and pedestrian facilities, applying high-friction surfacing, and upgrading overhead lighting.

Project Status
Complete

Funding
RTC Fuel Tax



Veterans Roundabout

Downtown West 4th Street Project

This project includes pedestrian, multi-modal and ADA improvements on West 4th Street from West Street to Keystone Avenue along with intersection improvements at Vine Street and

lighting improvements throughout the neon line corridor.

Project Status
Under construction

Funding
RTC Fuel Tax



Lighting Improvements on 4th Street

Arlington Avenue Bridge Replacement

The two Arlington Avenue Bridges are being replaced. The new bridges will include tall end pylons, metal railing, overlooks, and custom column lighting. Wingfield Park is closed to the public through the summer of 2026 and Truckee River access is limited through the area.

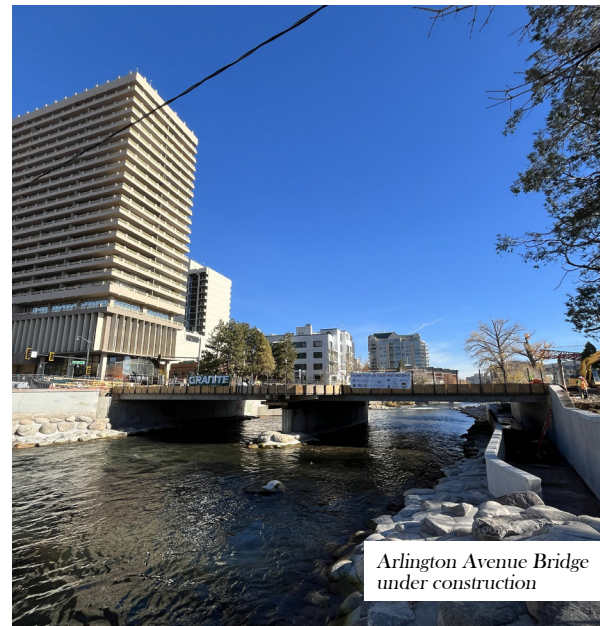
For more information visit: ArlingtonBridges.com.

Project Status

In construction. Estimated completion summer 2026.

Funding

RTC fuel tax and Federal funds



Arlington Avenue Bridge under construction

Sierra Street Bridge Replacement

The project includes removal and replacement of existing bridge that was constructed in 1937.

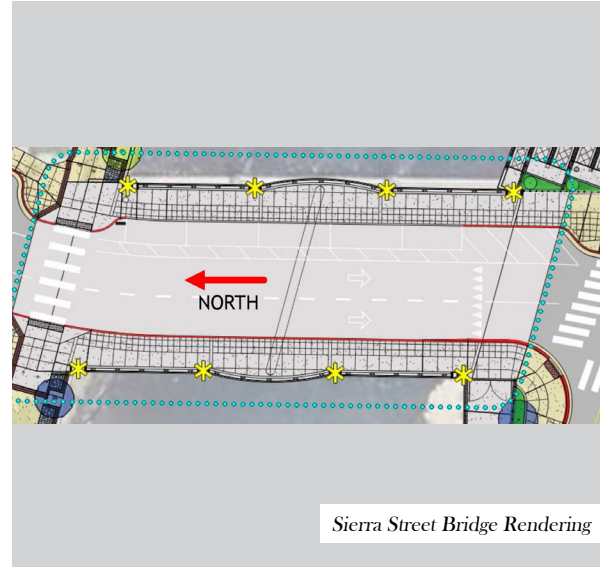
For more information visit: SierraStreetBridge.com.

Project Status

In design 90%. Estimated construction 2027.

Funding

Federal funding



Sierra Street Bridge Rendering

Keystone Avenue Bridge Replacement

The project will replace the Keystone Avenue Bridge crossing the Truckee River and make multi-modal transportation improvements within the bridge corridor.

For more information visit: KeystoneBridgeProject.com.

Project Status

In early design. Estimated construction 2028.

Funding

Pending



Rendering of the Keystone Bridge

Redevelopment Agency

ReStore Façade and Tenant Improvement Program

The ReStore Program continued to demonstrate that small, targeted investments can deliver outsized impact. In 2025, \$1 million in ReStore grants were awarded, serving as a catalyst for more than \$20 million in private investment, a 20:1 return, and resulting in 28 improved storefronts and the addition of 11 new businesses across Downtown, Midtown, and the Brewery District.

These improvements will strengthen neighborhood character, support local entrepreneurs, and reinforce the everyday vibrancy of Reno's commercial corridors.



Bakery Space



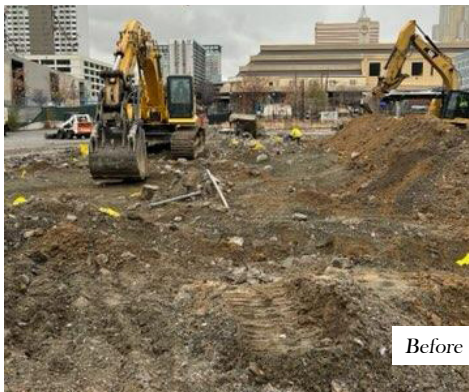
Byrington Building Rendering



Starsound Music Hall



Truckee Lane Building



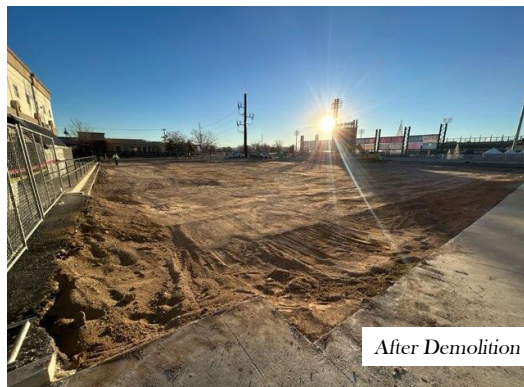
Before



Before



Before



After Demolition

Community Assistance Center Site Preparation

To accelerate affordable housing construction, the Redevelopment Agency (RDA) took proactive steps to prepare the former Community Assistance Center (CAC) sites at 315 and 335 Record Street for redevelopment.

By funding demolition in advance, the Agency helped remove barriers to development, allowing Ulysses Development to close on the properties in December 2025 and break ground roughly a year sooner than anticipated.

These sites will soon be home to The Prospector Apartments, a 136-unit affordable housing community serving residents earning 30–70% of area median income.

Tax Increment Financing

In the second half of 2025, the RDA helped unlock a major infill project in downtown Reno through a strategic \$2.9 million Tax Increment Financing agreement on Commercial Row. This reimbursement-based investment directly supports public improvements and is paid only after project completion, paving the

way for an estimated \$74 million development that will deliver 200 units of attainable workforce housing and 424 parking spaces. The project replaces long standing blight and site challenges with new housing and public improvements along the Truckee River, while also generating meaningful community returns.

More than \$1 million in tax carve-outs will flow to regional partners including schools, public safety, road maintenance, and animal shelter operations through 2035, with the City of Reno realizing a tenfold increase in property tax revenue following the expiration of RDA 2.



Historic Rail Depot (Amtrak Station)

In the second half of 2025, the Redevelopment Agency advanced a key capital investment at the Historic Rail Depot (Amtrak Station), laying the groundwork for future activation of this iconic civic asset. After receiving authorization in July to pursue long-needed ADA restroom improvements, we moved quickly to engage the project architect

and assemble a broader team of engineering and construction partners. By early fall, design and cost exploration expanded to include the critical upgrades needed to bring the historic side of the depot up to code, positioning the space for future development or a tenant while honoring its historic character. Design development

progressed steadily through the fall, with 30% and 60% plans reviewed in coordination with Amtrak, Public Works, and Maintenance & Operations.

With 90% construction documents anticipated in early January 2026, this project is moving from vision to reality, setting the stage for future activation in this downtown gem.

Placemaking: July - December Activations

After a packed event calendar over the first half of 2025, we kept the momentum going through the end of the year as the Redevelopment Agency helped activate Downtown, Midtown, and the Brewery District through 23 RDA-sponsored events spanning 26 event days and attracting more than 82,800 attendees.

From signature riverfront gatherings like House by the River and Dancing on the River to downtown favorites such as Off the Rails, Reno Antique Faire, and the Holiday Lights Festival, these events brought people together, supported local businesses, and reinforced Reno's reputation as a vibrant, creative, and welcoming city.



Utility Services

Environmental Control: Evaluation of Bromine in North Valleys

The Reno Stead Water Reclamation Facility (RSWRF) collects and treats roughly 2 million gallons of wastewater per day. As part of the proposed Advanced Purified Water Facility (APWF), RSWRF will deliver highly treated reuse source water to produce Category A+ water for groundwater injection and eventual potable reuse. Part of the APWF process will treat water with ozone, and bromine is one of the many chemicals that can react with ozone.

The City of Reno's Environmental Control team has been coordinating with researchers at the University of Nevada, Reno since Spring 2024 to collect samples and study bromine concentrations and their sources in the collection system. Bromine has many industrial uses, including fire retardant and corrosion inhibition.

The information gathered will be used to determine how to manage bromine to ensure that no harmful concentrations of treatment byproducts are created in the treatment process.



Boundaries of the study area, in which the highest bromine concentrations were detected. Additional monitoring is ongoing to narrow down the sources of bromine.

Environmental Control: That Doesn't Look Like Water

Environmental Control recently received a call from a concerned citizen on the 24/7/365 emergency line, reporting bright purple water in a drainage ditch. An Environmental Control Officer responded to the scene and identified a mysterious sweet smelling purple material in the ditch and extending a quarter mile in a storm drain line. The officer retained a contractor to clear the line that same night. A few days later the officer rechecked the site and discovered the storm drain was now full of a mysterious citrusy orange material!

After canvassing local industries, Environmental

Control was able to identify a business' sewer lateral which was illegally cross connected to a storm drain line. The mysterious material was determined to be fruit juice flavoring concentrate from used 55-gallon containers the business was reconditioning for sale.

Discharge of wash water to the storm drain is a violation of Reno Municipal Code Section 12.16.920, and Environmental Control issued a Cease-and-Desist order to the business. The business worked with their landlord and the line was quickly repaired and connected to the sanitary sewer system.



Mysterious material in a drainage ditch



Mysterious orange material



Bright purple water in a drainage ditch

Valley Wood Restoration Project

In October 2025, Utility Services staff, restoration technicians, and volunteers from several partner organizations came together to plant approximately 100 shrubs and grasses along the riparian area below Valley Wood Park to help restore this important urban tributary to Chalk Creek.

This project was funded by a Truckee River Fund Grant and

is a collaboration between City of Reno Utility Services, Parks & Recreation, Maintenance & Operations, One Truckee River's Urban Tree Workforce, and Friends of Valley Wood Park. Together, we tackled invasive tall whitetop, revegetated the area, and installed new educational signage to help residents learn about riparian habitats and stormwater pollution prevention.



Valley Wood restoration staff



Staff identifying trees on Truckee River



Beavers chewed off the bark

Tree Protection Along the Truckee River

Over the past year, the City of Reno Utility Services Department has worked with Keep Truckee Meadows Beautiful and One Truckee River's Urban Tree Workforce to protect over 100 trees along the Truckee River from excessive beaver damage, by fencing tree trunks with chicken wire.

Work has been performed in several City parks and open spaces, including Crissie Caughlin, the Crooked Mile area, Idlewild, Wingfield, Brodhead, Fisherman's Parks, and more, as well as in Washoe County.

In addition to eating smaller branches and leaves, beavers can chew off the bark around a 2-ft wide tree trunk within a matter of days, "girdling" the

tree and causing it to die and possibly fall over within a few years.

Protecting trees along the Truckee River is critical for the health of our watershed as they provide essential habitat for the ecosystem, prevent bank erosion, provide shade to keep water temperature lower, and are a beautiful part of our Truckee River corridor.

Also, fallen or dead trees and limbs must be removed from the Truckee River flood zones to reduce flood risk so preventing tree damage reduces these cleanup costs to the City. Local organizations focused on the Truckee River watershed are holding ongoing discussions about long-term beaver management practices.

The Stormwater Basin Inspection (SWBI) Program

The Stormwater Basin Inspection program (SWBI) was established in 2024 to identify and inspect stormwater basins citywide and provide property owners with notification of non-compliance, if their basins have not been properly maintained. This effort helps ensure that existing stormwater basins function as intended. All basins that were identified and mapped in 2024 and 2025 have now been inspected, and follow up inspections are underway for non-compliant properties to ensure long-term functionality and compliance.

With the initial citywide inspections complete, and reinspection's to occur on an approximate 2-year basis, the SWBI is now focusing on new development and sub-surface detention basins.

Continued commercial development, particularly in the North Valleys, requires new basins to be regularly added to the inventory of required field inspections. The program is evolving to keep pace with this growth, and inspection schedules are adjusted as new infrastructure is built. Daily updates on the

status of stormwater basins and the SWBI program are available through our interactive dashboard, where most inspected basins have accompanying reports. The dashboard allows users to hover over each slice of the pie chart to view real-time statistics on basin counts and condition summaries.

Within the last year, a webpage dedicated to the SWBI has been created and is located at Reno.Gov/government/departments/utility-services/basin-inspection-program.

2025 Reno-Sparks Interceptor Condition Assessment Project

This project will provide inspection and a professional condition assessment for the jointly owned sewer interceptor between City of Reno and City of Sparks. The interceptor consists of approximately six (6) miles of pipe that ranges from 24-inches to 60-inches in diameter, 114 manholes, a triple barrel siphon that crosses under the Truckee River, and an above ground inlet/outlet siphon structure

at the banks of the Truckee River. The results of the project will allow staff to prioritize preventive maintenance, rehabilitation, and long-term prediction of future rehabilitation needs for this critical infrastructure.

Schedule

September 2025 to June 2026

Financial Information

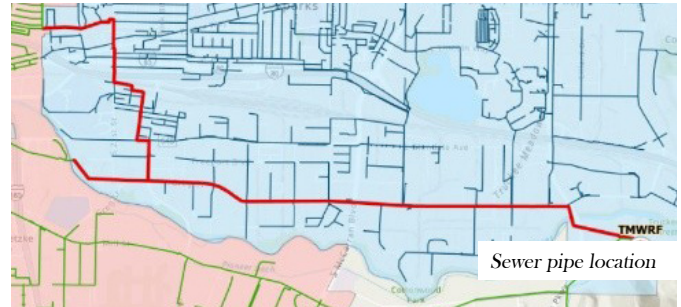
Estimate: \$622,517
Funding Source: Sewer Fund



Triple Barrel Inverted Siphon

Truckee River

Triple barrel inverted siphon



Sewer pipe location

Truckee Meadows Water Reclamation Facility (TMWRF) Granular Media Filters Improvements

Granular media filtration is a commonly used wastewater treatment technology. As one of the final steps in the treatment process, water is passed through a bed of sand-like media to filter out the remaining solids. Media comes in all shapes and sizes and is engineered to meet specific standards. The existing media in the beds at TMWRF, installed in 1985, does not meet current performance standards

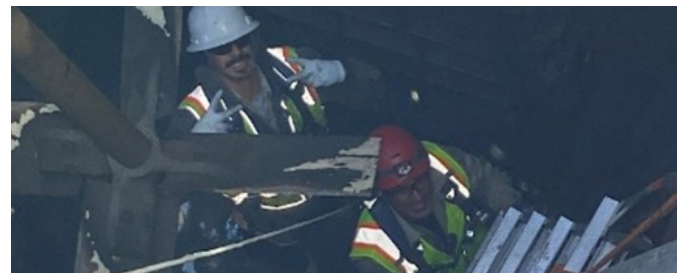
and needs to be replaced. Approximately 3,000,000 pounds of this small, pebble-like, media is currently in production to replace the existing granular media.

Schedule - Construction

August 2025 to August 2027

Financial Information

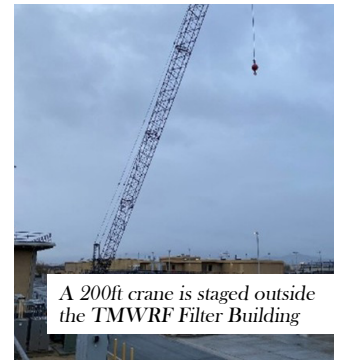
Total Construction Award: \$12,264,200
Funding Source: Sewer Fund



A TMWRF staff member makes modifications to existing infrastructure in preparation for future process interconnections.



A sample of the new granular filter media from Eau Claire, WI



A 200ft crane is staged outside the TMWRF Filter Building

TMWRF Aeration Tank 1A Rehab

Aeration Tank 1A is part of the original 1964 construction of TMWRF. These tanks periodically undergo rehabilitation for the concrete structure, aeration diffuser grid, and mechanical piping. An aeration basin is a long, deep tank which is continuously supplied with air. Oxygen promotes the growth of aerobic bacteria which treats the water by consuming nutrients like phosphorus and nitrogen.

As the air supply system ages, this process becomes less efficient,

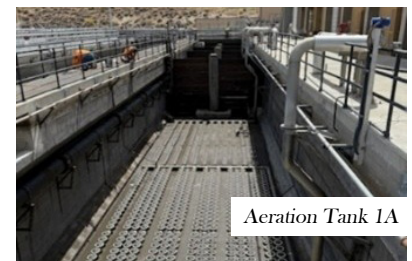
requiring more air over time to achieve the same levels of oxygen to sustain the biology. Since the entire tank must be cleaned to replace the air supply system, this is an opportune time for concrete repairs and replacement of other aging infrastructure.

Schedule - Construction

July 2025 to January 2027

Financial Information

Total Construction Award: \$4,915,625
Funding Source: Sewer Fund



Aeration Tank 1A



Aging infrastructure

TMWRF Near Term Boiler Replacement

With a long-term plan in development for replacing all the boilers at TMWRF, an immediate need arose when one of the existing boilers failed in spring 2025. A near-term solution was necessary to keep up with the critical wastewater process and facility heating demands prior to the winter's cold weather. Expedited procurement, design, and budget reallocation

allowed this project to get underway in approximately six months, and ensure compliance with our permit and safety of plant staff.

Schedule – Construction

October 2025 to May 2026

Financial Information

Total Construction Award: \$2,625,753

Funding Source: Sewer Fund



On the right side, a nearly 50 year old Sludge Heater. On the left is the new boiler for installation.

Reno-Stead Water Reclamation Facility Clarifier Rehabilitation 2 & 3 Project

The RSWRF clarifiers settle and collect solids for the treatment process, recycling important biology and removing waste. Shown here, the Clarifier 3 mechanism is removed and concrete repair is underway. Once these clarifiers are back online, they are expected to be

in operation for more than 40 years.

Schedule – Construction

August 2025 to August 2026

Financial Information

Total Construction Award:

\$2,196,890

Funding Source: Sewer Fund



Staff repairing concrete in Clarifier 3

Reno-Stead Water Reclamation Facility Administration and Maintenance Building Project

The City of Reno, and the project team of Keller and Associates and K7 Construction is constructing an addition to the operations administration building and a new maintenance and storage building.

facility has grown four times with 6 full-time staff on-site, making the additional workspace and spare part storage a welcome necessity.

Schedule – Construction

April 2025 to October 2026

Financial Information

Total Construction Award:

\$3,528,347

Funding Source: Sewer Fund

The current offices have served the facility since 1987, when just 1 or 2 full-time staff members made up the operations team. Today, the



Building under construction

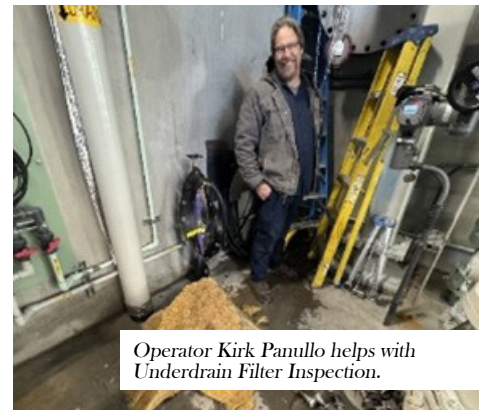
Reno-Stead Reclamation Facility UV Vessel Maintenance



Operator Matt Burggraff disassembles, inspects and pressure washes Ultraviolet (UV) Vessel.



Operators Blake Rials and Tom Pugh disassemble, inspect and pressure wash Ultraviolet (UV) Vessel.



Operator Kirk Panullo helps with Underdrain Filter Inspection.

