



Biggest Little Recap

January 2025

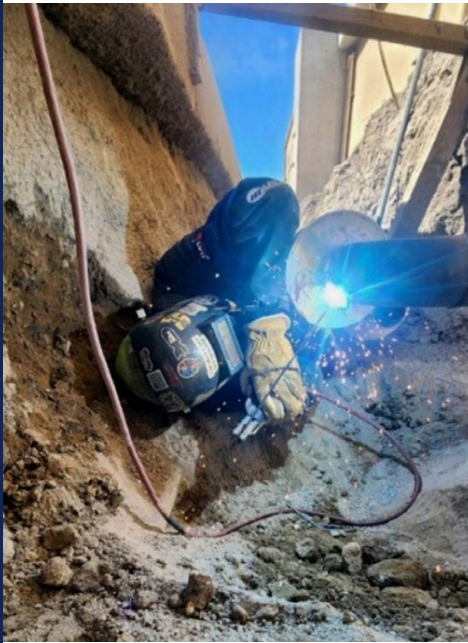


Table of Contents

Arts & Culture	4
Business Licensing	6
City Clerk	8
Civil Service	9
Code Enforcement	10
Communications	12
Development Services	14
Dispatch	16
Economic Development/ Redevelopment Agency	18
Equity & Community Relations	20
Finance	22
Housing and Neighborhood Development	24
Human Resources	26
Maintenance & Operations	28
Municipal Court	30
Parks & Recreation	32
Police	34
Policy & Strategy	36
Public Works	38
Utility Services	44





Connect With Us

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

[Reno.Gov/Engage](https://reno.gov/engage)



Explore Current Projects & Submit Your Feedback



Sign-up for Our Newsletters



Get Involved with our Neighborhood Advisory Board (NAB) Meetings

Arts & Culture

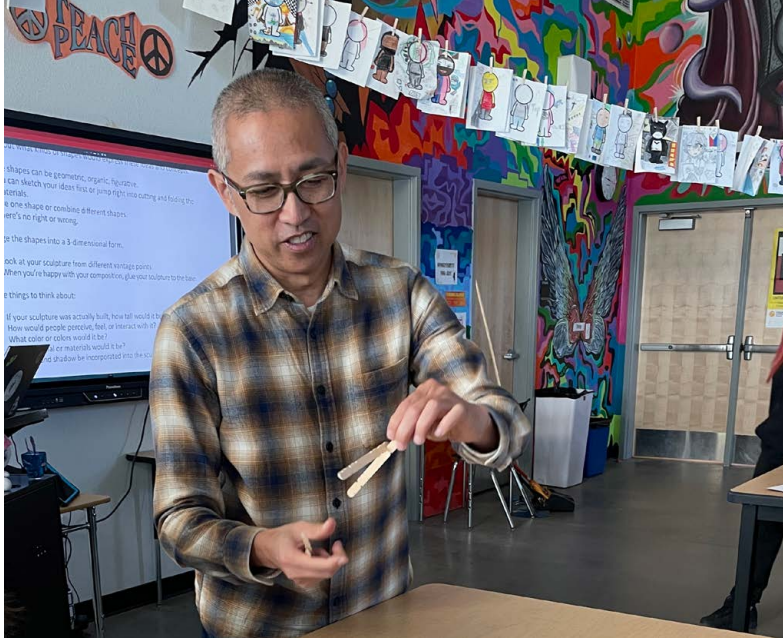


Evelyn Mount Northeast Community Center Mural

The City of Reno Arts & Culture department together with guidance from the Reno Arts & Culture Commission (RACC) and Public Art Committee (PAC) have commissioned a large-scale mural on the western exterior of the Evelyn Mount Northeast Community Center (EMNECC).

Local Reno artist Erik Burke was selected in June of 2024 to paint the mural. Staff and the artist led community engagement sessions at Evelyn Mount throughout October and November as well as

online to source community input for the mural. Community members were invited to contribute to the mural by sharing a textile that had significance to them. They were asked to tell the stories behind the fabric and have their portrait taken as part of the engagement process. The mural is comprised of a visual weaving of the portraits of the community members who contributed and pieces of their various textiles. The idea is to create a mural of the fabric of the neighborhood. The mural will be complete in early 2025.



North Valleys Sky Vista Roundabout Public Art Project

After a year long-process to develop guidelines based on community input for a call for artists, artist James Dinh was selected for the North Valleys Sky Vista Roundabout Public Art Project. This project will create artwork to be placed in the new roundabout installed as part of RTC's widening and rehabilitation project along Sky Vista Parkway. The roundabout is located at the entrance to North Valleys Regional Park at the intersection of Sky Vista Parkway and Silver Lake Road.

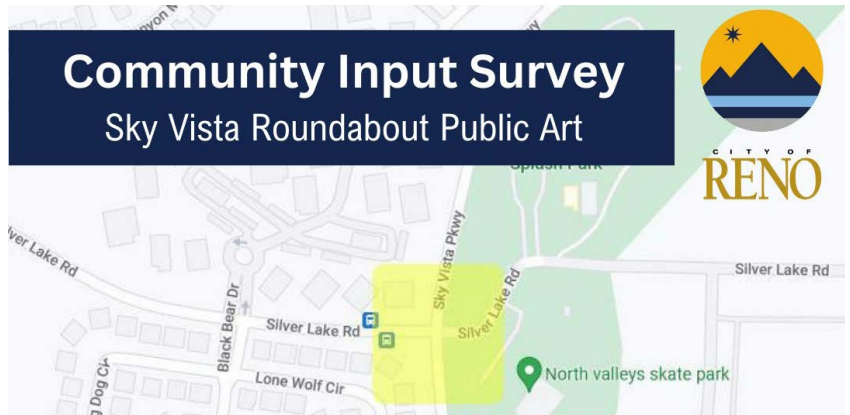
In October of 2024, the artist visited Reno and conducted multiple community engagement sessions, including focused workshops with O'Brien Middle School art students and a session at the North Valleys Library. Additionally, two online surveys were conducted to collect community input to inform the design of the artwork. The artist is currently working on the design, and the artwork will be installed in mid-2025.



E. 4th Street National Historic District Nomination

In 2024, the City of Reno hired a consultant who completed an architectural survey and historic context of the East Fourth Street corridor with funding from the Historic Preservation Fund administered by the State Historic Preservation Office. This project identified properties which are eligible for a National Historic District and recommended potential boundaries for a historic district nomination. The project began in April 2024 and was concluded in August.

A second grant has been awarded to the City of Reno from the State Historic Preservation Office to hire a consultant who will conduct intensive research on historic properties along the East Fourth Street corridor and complete a National Register nomination for a historic district along East Fourth Street. This work is expected to begin in April 2025 and will be completed by December 2025.



Business Licensing



New Faces

Over the last six months, the department has hired three new business license technicians. The “techs” are frontline staff responsible for the intake and review of new business applications, renewals, and license amendments. Alexis, Kaila, and Jessica are still learning the ropes, but have already proven to be great additions to the team.



Milestones

Licensing and Revenue Officer Supervisor Luci Ramos and Compliance Officer Annie Cates recently celebrated their 20-year anniversaries with the City of Reno. Annie has worked as a compliance officer for nearly 20 years while Luci has worked within the department for the last 14 plus years in different capacities. Their institutional knowledge and experience are invaluable to the department.

C.S.A.S.T. (Community Service and Safety Team)

The department continues to participate in CSAST operations monthly along with Code Enforcement, Police, and Fire Prevention. From July through December, the team conducted 5 operations in which nearly 180 businesses were checked for compliance with Reno Municipal Code.

Special Events/ Special Activities Year-Over-Year

Jul.-Dec. 2023

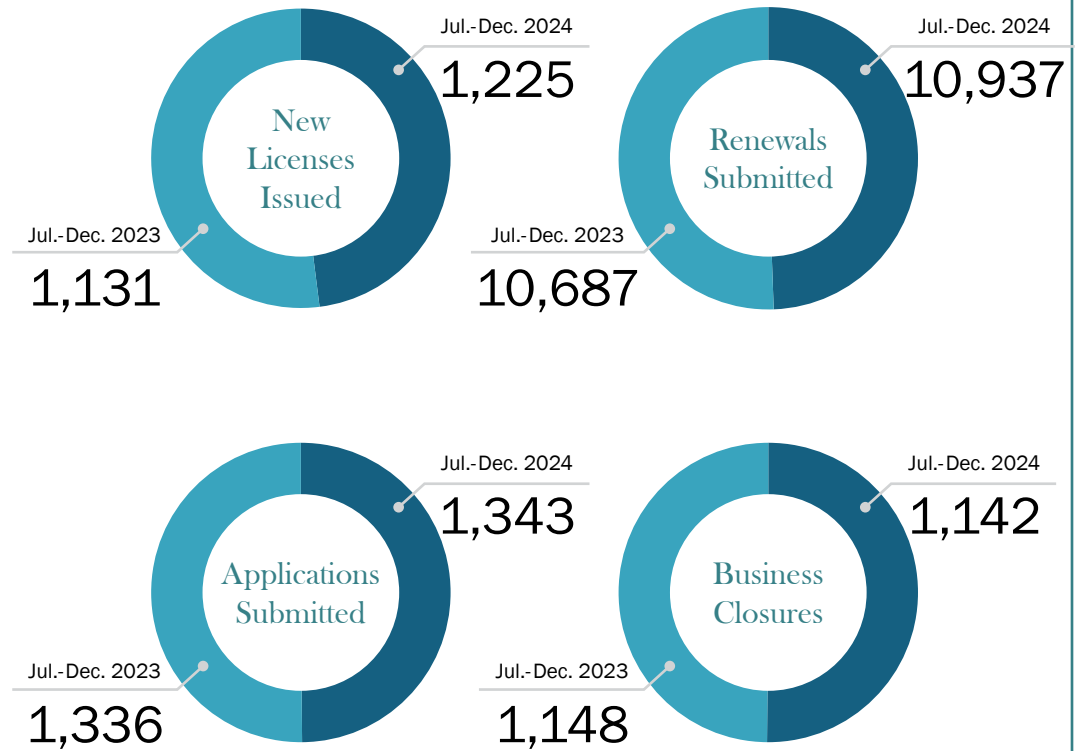
235

Jul.-Dec. 2024

227



Business Licensing Year-Over-Year



Community and Interagency Collaboration

The department is currently working in partnership with the Reno/Sparks Chamber of Commerce to facilitate monthly discussions on business licensing. Intended to gain perspective from business owners as well as to provide a space for City staff to engage with and educate constituents, the monthly meetings will provide a wide range of relevant information for current and prospective business owners. Details can be found on the Chamber's website.

Additionally, the department is engaged in a monthly stakeholder group organized by the state to discuss issues related to local and state business licensing processes. As a part of the state's licensing platform overhaul, they have reached out to local jurisdictions to identify pain points, efficiencies, and potential strategies that will improve the process for current and prospective business licensees. The department is excited to participate and provide input that will directly impact the City's business community.

Business Licensing Code Rewrite

After thorough evaluation and consideration of feedback from business owners, the proposed rewrite of the business licensing code has been paused in order to explore a more effective approach.

The department continues to review public feedback and plans to reintroduce portions of the code for revision in the upcoming year.

City Clerk

Boards and Commissions

During the December 4, 2024, Reno City Council meeting, Council Member board and commission appointments were made for 2025. Council Members serve as members or liaisons to various boards and commissions managed by the City of Reno, community organizations, or other agencies.

There are approximately 20 boards, commissions, or committees managed by the City of Reno. Council Members serve as liaisons to these boards, while the board rosters are comprised of members of the public. Membership varies and is generally determined by ordinance, resolution, or Nevada Revised Statutes (NRS). Board service is a great way for members of the community to provide a voice in government. Members of the public interested in board service should submit an application which can be found at Reno.Gov/Boards.

The Reno City Clerk's Office provides support for boards and commissions and manages the application and appointment process. In early 2025, staff will be working on revamping the board and commission web pages to bring them current and make them more accessible to the public.

Public Comment



3,980 Public Comments

**Does not include Public Comments made in-person during Reno City Council Meetings*

This is another great way for members of the public to have a voice and share their concerns and opinions with their government representatives. Public comment can be provided in person at Reno City Council meetings, through an online public comment form at Reno.Gov/PublicComment, by email to PublicComment@Reno.Gov or via Zoom by registering using the meeting link for the associated Reno City Council meeting. The link can be found in the meeting agenda.

Parking Permits



988 Residential Parking Permits Issued

Permits are issued by season; spring runs from January 1-June 30, and fall runs from July 1-December 31. If eligible, an individual can obtain a one-year permit which is effective July 1-June 30 of the following year. Permit applications can be submitted in person or online at Parking.Reno.Gov. Individuals can confirm address eligibility through an interactive map provided by Parking Services at Reno.Gov/Parking.

Public Record Requests



22,928 Public Record Requests *An increase of 1,863 from 2023*


Public record requests can be submitted by going to Reno.Gov/Services/Public-Records.

Civil Service

All applications for civil service employment at the City of Reno flow through the Civil Service staff. Each application is reviewed personally by a Civil Service Analyst and evaluated to ensure qualified applicants meet the requirements of the position as stated in the minimum qualifications section of the job posting.

We are also responsible for ensuring equal access to all employment opportunities here at the city, regardless of a person's race, color, sex, sexual orientation, marital status, gender identity or expression, disability, age, national origin, religious belief, and/or political or organizational affiliation.

In the first six months of the current fiscal year,

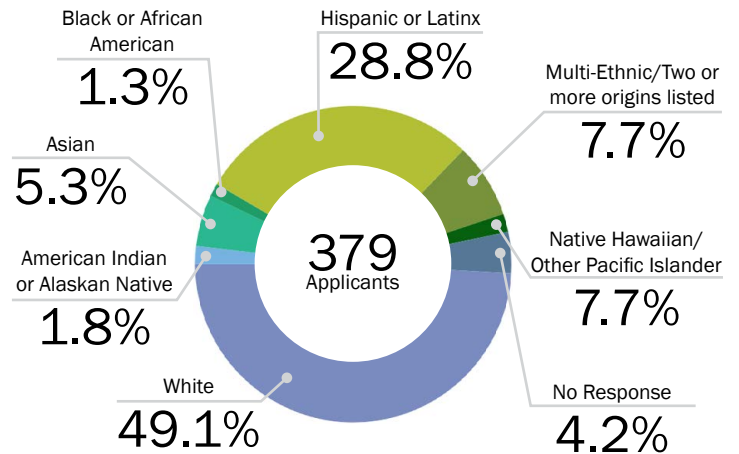
 **151** Recruited Positions

 **2,100** Applications Received

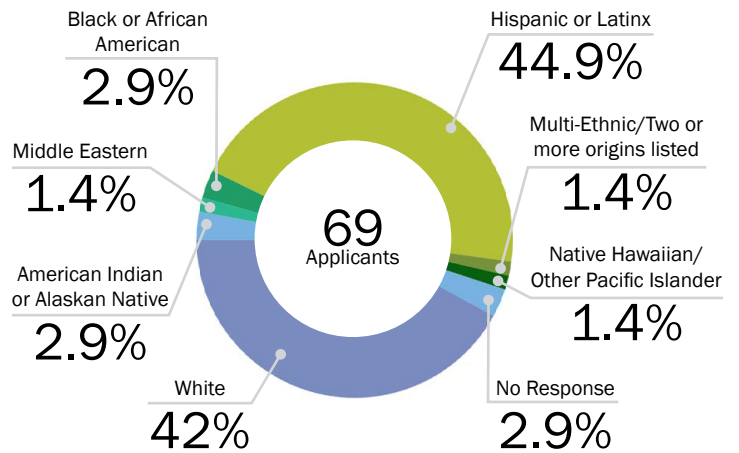
A member of our team personally reaches out to everyone who submits an application, informing them of the status of their application and next steps in the process.

Below is a snapshot of some of the applicant pools including demographics from some of our recent recruitments.

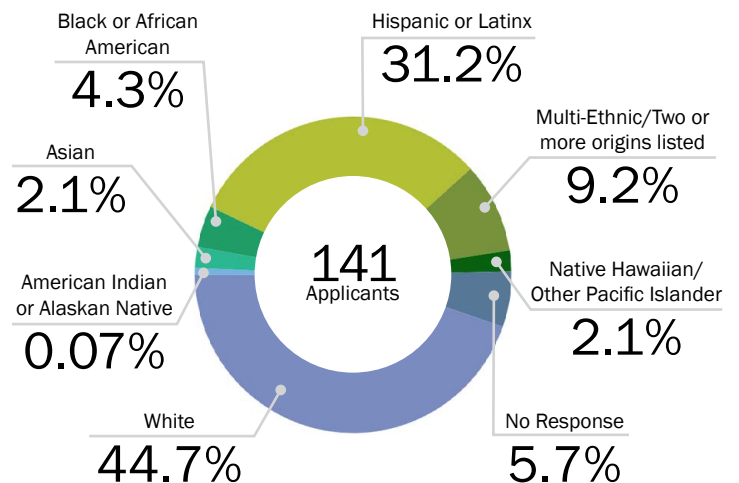
Office Assistant II



Maintenance Worker I



Business License Technician



Code & Parking Enforcement



Kids enjoying candy at the 2024 Trunk or Treat

National Night Out Event October 1, 2024

Parking and Code Enforcement were proud to participate in National Night Out, an annual event that brings communities together to strengthen the bond between neighbors and law enforcement. By promoting collaboration and building lasting partnerships, it creates safer, more supportive neighborhoods. Parking and Code Enforcement Officers and Administrative staff connected with the community providing information and resources about the services we provide.

Trunk or Treat October 27, 2024

The department took part in a Trunk or Treat community event, engaging with local residents and fostering a fun, safe environment for families to celebrate Halloween.

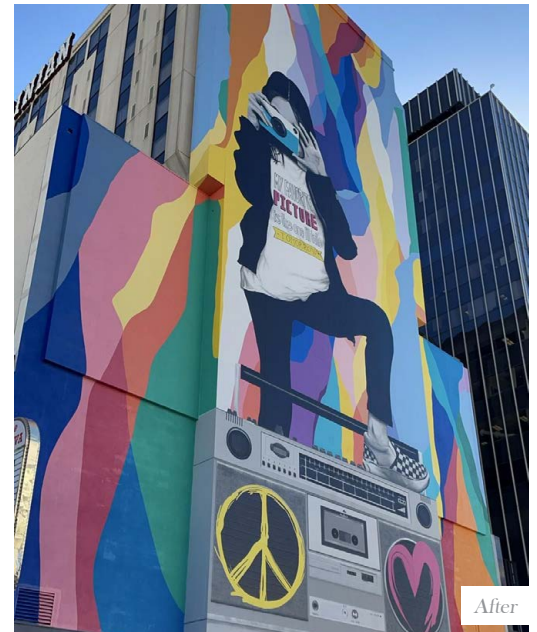
Downtown Improvements

An inspection of the Virginian revealed that the exterior of the downtown property was in disrepair. With the collaboration of the property owners, the facade was transformed with a stunning mural, breathing new life into the building's appearance.

We are thankful for the support of the property owners, and Code Enforcement will continue to partner with the community to foster safety and beauty in our shared spaces.




Before



After

Motel Inspection Program

 26 Annual Inspection Cases*

The division's goal is to enhance community safety, improve residents' quality of life, maintain property values, and ensure that existing buildings comply with applicable building and property maintenance codes. This is achieved through collaboration with the community, neighborhood organizations, and various city agencies and departments, including the Reno Fire and Police Departments.

Department Service Request Received

 4,696 Parking Enforcement*

 2,181 Code Enforcement*

These requests were from the public regarding various concerns, including rental property issues, parking violations, and sidewalk obstructions. The department remains dedicated to addressing all reported service requests consistently and efficiently for the benefit of the community and residents.

Parking Enforcement Proactive

Within 24 hours of an RV catching fire, Parking Enforcement proactively monitored the situation, securing an immediate tow and assisting with debris clean up.



Before



After

*Jul.-Dec. 2024

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.



Sam Saibini Annual Food Basket Program

Owned Media Overview

Facebook

f +3%

37,315

Jul. 2024

38,447

Jan. 2025

Facebook en Espanol

f +11%

2,845

Jul. 2024

3,168

Jan. 2025

X / Twitter

X +10%

65,605

Jul. 2024

72,100

Jan. 2025

Instagram

ig +12%

27,528

Jul. 2024

30,812

Jan. 2025

Earned Media Efforts

	Jan. - Jun. 2024	Jul. - Dec. 2024	Difference
Media Inquires responded to	657	918	+40%
Inquires re: General City	244	318	+30%
Inquiries for Reno Fire Dept.	147	254	+73%
Inquiries for Reno Police Dept.	266	346	+23%
Press Releases Issued*	96	73	-32%
In-Person Media Events	43	68	+58%
Story Ideas Pitched	25	28	+12%

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

Paid Media Programs*

The City currently has three paid media partnerships to assist in getting proactive stories out to the community.

- **Re-Know Minute:** The Re-Know Minute can be found on News 4 and Fox 11, as well as the City's social media platforms.
- **Nuestro Reno:** The City partners with Juan 101.7 on both radio and their social media platform to provide regular updates about City programs and services.
- **Su Reno En Un Minuto:** The City partners with Latinos de Nevada to provide a bi-monthly 60 second segments that highlight City programs and services.



CAMO Graduation



Media Interviews



Public Safety Media Briefings

Key Projects *

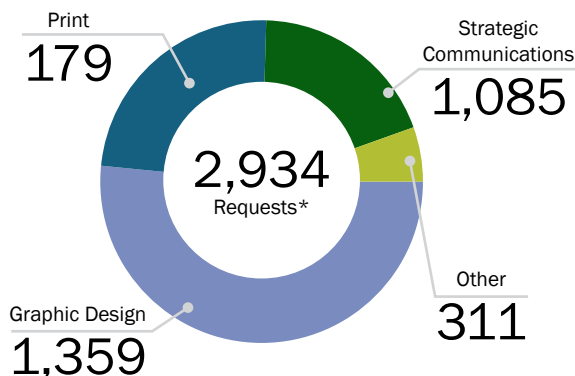
- Launching monthly public safety media briefings with the Reno Fire and Reno Police Departments to provide informational updates and an opportunity for local media to ask questions.
- Launch of the City of Reno's first ever video Annual Report. The report can be viewed on the City of Reno YouTube page.
- Branding and marketing launch of the new Parks and Recreation RecConnect Membership program. A total of 2,020 memberships were sold as of December 31, 2024.
- Grand opening celebrations for the new RPD Public Safety Center and the Moana Springs Community Aquatics and Fitness Center.

Content Updates/Highlights *

- Budget Friendly Senior Cooking Classes
- Senior Resource Fair and Tech Classes
- Senior Summer Games
- Sierra Kids Before/After School Programs
- Artist Receptions at City Art Galleries
- Restoration of the Idlewild Park Pond
- Wingfield/Barbara Bennett Master Plan
- Teglia's Paradise Park Master Plan
- Davis Fire Updates
- Transfer of Reno Airport Fire to Reno Fire Department
- Holiday Safety Messaging
- Sam Saibini Annual Food Basket Program
- RPD Annual Toy Giveaway
- Law Enforcement Academy Graduation
- Veteran's Court Graduation
- Annual Christmas Tree Lighting Ceremony
- Annual Menorah Lighting Ceremony
- Veteran's Court Graduation
- New City Manager Announcement
- Redevelopment Agency Advisory Board Recruitment
- Seasonal Algae Blooms
- Fall Community Clean Ups
- City Council Highlights
- Public Art Master Plan Updates
- Reno Constituents Institute

Internal Service Requests *

In addition to public facing communications, the Department of Communications also supports internal communication needs such as graphic design, photography, video production, printing and more.



A Look Forward

Following is a list of key projects and efforts that the Communications team will be supporting in the coming months:

- A video series telling the stories of our unhoused residents
- Annual report for the Clean and Safe, Community Court, and Housing and Neighborhood Development Programs
- Launch of the new monthly Junior Park Ranger Program
- Video annual reports for the Reno Fire and Police Departments



New Reno City Manager, Jackie Bryant

*Jul.-Dec. 2024

Development Services

Support for Affordable Housing

This past July, the Reno City Council adopted an ordinance to help support affordable housing development. Generally, the ordinance addresses the following:

- Providing density bonus incentives for affordable housing developments serving 0-60% area median income (AMI)
- Increasing density bonus incentives targeted towards market rate infill developments
- Process improvements to expedite building permit review for affordable housing projects


As the region continues to struggle with affordability, the City of Reno has taken new steps to help expedite the building permit review process for those projects that meet affordable housing requirements. Based on the building permits in review over the past six months, it is anticipated that several hundred new affordable housing units will be starting construction this year. This is a positive step in the right direction for helping to address a community need.


Zoning Code Clean-Up Update

In January of 2025, the Reno City Council adopted changes to the Zoning Code that are intended to help streamline development and create a more consistent set of regulations. Some of the key outcomes of those changes include:

- Regulations to support more infill development
- Regulations to protect existing neighborhoods when new development is built
- Regulations to protect residential neighborhoods when new industrial development is built
- Support for sustainable regulations, including incentives for solar structures and additional tree requirements
- Regulations to allow for drive-through windows in more parts of the City, but with stricter requirements on design
- Updates to the zoning code to remove inconsistencies between standards
- Updates to the zoning code to address changes in Nevada Revised Statutes (NRS)

Building Permit Trends

 **63** New Single-Family Homes Per Month*

 **+800** New Apartment Units (Sept.-Nov.)

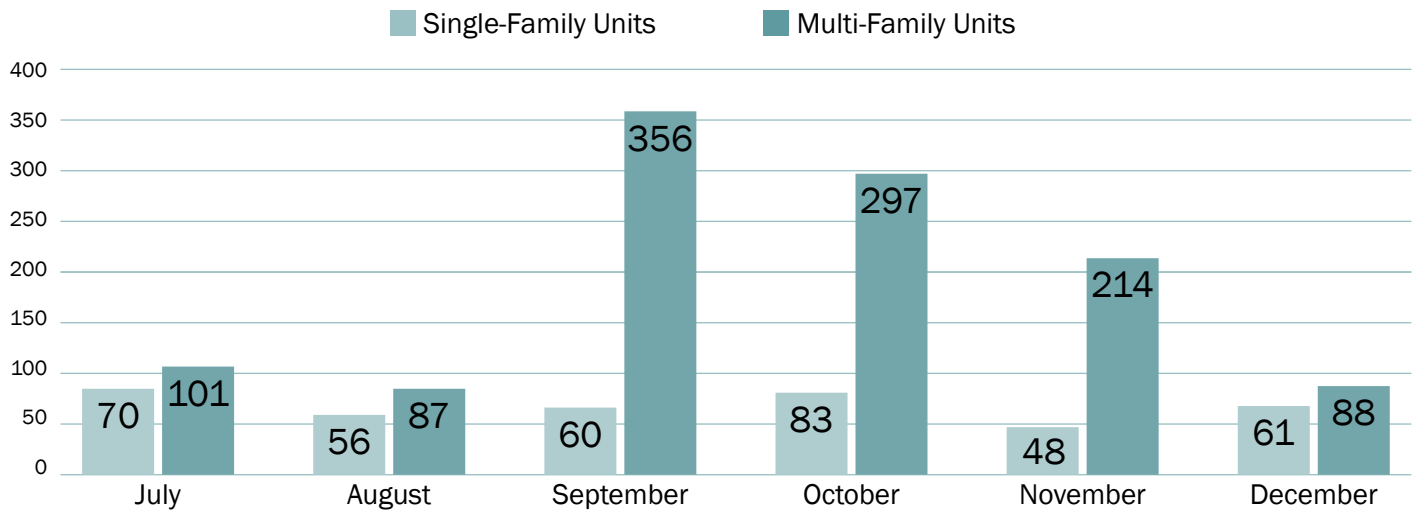
 **870** Permits Issued*

Over the past six months, the city has averaged 63 new single-family homes per month. The months of September, October, and November finished strong with over 800 new apartment units opening in a three-month span. Overall, the number of building permits issued, inclusive of commercial, residential, industrial and remodels, averaged 870 permits a month over the six-month period.

Building Permits Issued by Month

927 Jul. 2024	893 Aug. 2024	768 Sept. 2024
904 Oct. 2024	920 Nov. 2024	817 Dec. 2024

Constructed Residential Units



2024 Building Code Adoption Process

Over the course of the last eighteen months, the City of Reno Building and Safety Division has led the process of the Northern Nevada International Code Council Regional Amendments for future adoption by City Council.

This lengthy process involves updating to the nationally recognized 2024 codes including Commercial Building Code, Residential Building Code, Energy Code, Mechanical Code, Plumbing

Code, and Existing Building Code. During this process, committees involving all neighboring jurisdictions as well as subject-matter experts from the industry including contractors, engineers, architects, and developers work together to discuss and amend specific code requirements to fit our geographical area in Northern Nevada.

The 2024 code adoption is on target for adoption later this year.

*Jul.-Dec. 2024

Dispatch

Telecommunications

Our Public Safety Dispatch team provides 24/7 emergency and non-emergency assistance to the public and our area first responders. They receive and process emergency calls of all types and have advanced certifications for Emergency Medical and Fire Dispatch protocols, which includes training for providing life saving instructions such as CPR and imminent birthing to callers during the most critical situations.

C AIRWAY / ARREST / CHOKING (UNCONSCIOUS) – ADULT ≥ 8 YRS		ADULT
1 (Phone to Patient) If there is a defibrillator (AED) available, send someone to get it now. • Are you right by her/him now? Yes → 2 (No) Get the phone as close to her/him as possible. Don't hang up. Do it now and tell me when it's done. (If I'm not here, stay on the line.) → 2	2 Position Patient Listen carefully. (Not breathing) Lay her/him flat on her/his back on the floor/ground and remove any pillows. (Breathing) Lay her/him flat on her/his back and remove any pillows. (3 rd TRIMESTER) Lay her on her left side and wedge a pillow behind her lower back. Not Breathing/AGONAL/Uncertain → 4 Breathing → 3	3 Check Breathing Now place your hand on her/his forehead , your other hand under her/his neck , then tilt the head back. Put your ear next to her/his mouth. • Can you feel or hear any breathing? No → 4 Uncertain/Just a little → 17 • (Yes) Is s/he breathing normally? Yes → 16 No/Uncertain → 17
4 Pathway Director * Select the most appropriate pathway below: Ventilations (V) 1 st → 5 (if any of these conditions apply) Allergic reaction Overdose/Poisoning Asthma/COPD Severe trauma Drowning Strangulation Hanging Suffocation Lightning strike Toxic inhalation Compressions only Compressions (C) 1 st → 6 Any other problems (if none of the above apply) Unconscious Choking (UC) → 6	5 Start Mouth-to-Mouth I'm going to tell you how to give mouth-to-mouth . *Refused M-T-M → 6/10 (Place your hand on her/his forehead , your other hand under her/his neck , then tilt the head back.) Now pinch her/his nose closed and completely cover her/his mouth with your mouth , then blow 2 regular breaths into the lungs, about 1 second each. The chest should rise with each breath. • Did you feel the air going in and out? V 1 st → 13 Yes → 1 st cycle of CPR → 6 No → C 1 st → 10 Continuing CPR → 9 UC → 9	6 CPR Landmarks Listen carefully and I'll tell you how to do chest compressions. (Not 3 rd TRIMESTER) (Make sure s/he is flat on her/his back on the floor/ground.) Place the heel of your hand on the breastbone (in the center of the chest), right between the nipples. V 1 st → 7 Put your other hand on C only C 1 st → 11 top of that hand. UC → 7 V 1 st & Refused M-T-M → 11
7 CPR (Ventilations 1st/UC) Pump the chest hard and fast 30 times , at least twice per second and 2 inches (5 cm) deep. Let the chest come all the way up between pumps. Tell me when you're done. (Previous airway blockage) Check in her/his mouth for an object and remove anything you find. Yes → 8 • Do you understand me so far? No → Clarify/Reassure UC → 5 No → Clarify/Reassure	8 Continue CPR with Mouth-to-Mouth With your hand under her/his neck , pinch her/his nose closed and tilt her/his head back again. Give 2 more regular breaths , then pump the chest 30 more times. Make sure the heel of your hand is on the breastbone (in the center of the chest), right between the nipples. • Do you understand? Yes → 9 No → Clarify/Reassure	9 Continue CPR C Only Refused/Unsuccessful M-T-M → 10 * If M-T-M instructions have not yet been provided , link to Panel 5. From now on, give her/him: (V 1 st) or (UC) 2 breaths then 30 pumps, 2 breaths then 30 pumps. (C 1 st) 100 pumps then 2 breaths, 100 pumps then 2 breaths. → 10

Calls Processed*

223,507

Total Calls

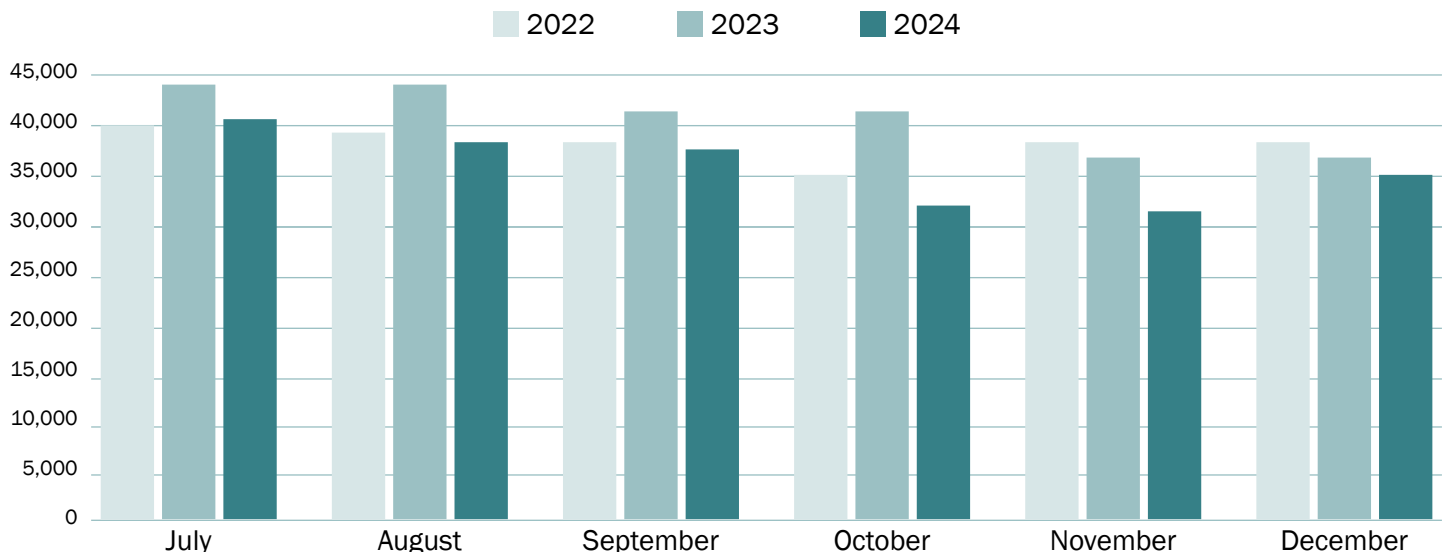
97,484

9-1-1 Calls

1,215

Average Calls Per Day

Monthly Call Volume



Radio Dispatch

Our Public Safety Dispatch team also operates four distinct radio channels, which provides radio communications for the Reno Police Department, University Police Department, Reno Municipal Court Marshals, Reno Fire Department and Reno Tahoe Airport Fire Department. Our dispatchers meet and exceed the challenges of multi-tasking and processing information and do so with speed and accuracy.

Expanded Services

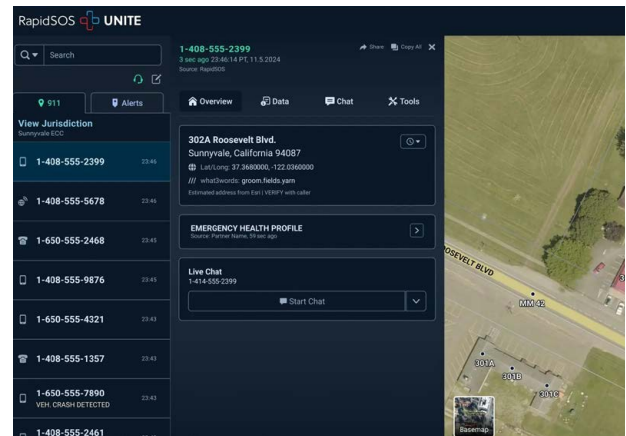
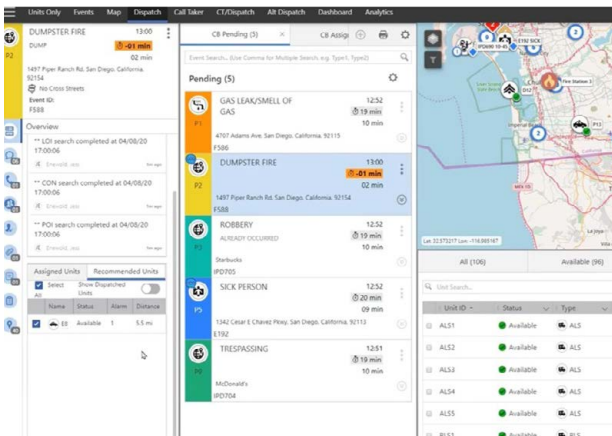
Park Rangers

In October 2024, our team expanded civilian dispatch services, which was comprised of Parking Enforcement and the Senior Auxiliary Volunteers, to include the Park Rangers division of the Parks and Recreation Department. Providing dispatch services to our Park Rangers was an important step to ensure their operational safety and enhance collaboration with the public safety departments of the city.

Enhanced Auto Aid

In November 2024, our team collaborated with the Reno Fire Department to implement an expansion of the auto aid operational agreement with Truckee Meadows Fire and Rescue. This expansion allows for improved interagency response focused on the closest emergency resource for all emergency call types.

On the Horizon...



Public Safety Software Replacement

Since November 2023, our Dispatch team has been heavily engaged in the regional CAD/RMS replacement project (Hexagon OnCall Dispatch/Records).

With over 300 hours of on-site configuration activities already completed, this project will continue to be a priority for our technical, training and operations teams through the anticipated go-live date of September 9, 2025.

Rapid SOS

Dispatch staff has been training and preparing for an implementation of the RapidSOS platform into our local 9-1-1 system. This platform integrates with iPhone and Android customers to provide advanced location information, as well as enhanced medical or emergency contact information (when enabled) to improve the response and processing of emergency calls.

RapidSOS also leverages information from third party applications such as Uber, GrubHub and SiriusXM to deliver advanced vehicle information for collision and emergency alerts. With an anticipated go-live of March 2025 we are excited to onboard tools to support our local public safety response.

Economic Development Redevelopment Agency

Redevelopment Agency

The Redevelopment Agency (RDA) was officially reenergized in August 2024 after being dormant for 15 years and is once again driving efforts to revitalize underutilized urban areas, support economic growth, and enhance community vibrancy across the City of Reno.

In August, the RDA released an updated Status Report summarizing its history and highlighting its focus on mixed-use developments, green public spaces, and improved access to the Truckee River in downtown Reno (RDA 1), as well as tailored strategies for the diverse neighborhoods in the larger RDA 2. With increased property tax revenues driven by economic recovery and

private investment, the RDA is poised to foster sustainable urban renewal and stimulate growth across Reno.

To achieve the goals of the RDA, five programs have been established to incentivize economic growth in Reno:

- Building Façade and Tenant Improvement Program
- Tax Increment Financing (“TIF”) Program
- Catalyst Project Assistance Program
- Property Disposition Program
- Capital Improvement Project Assistance Program

To learn more about these programs, visit Reno.Gov/EconomicDevelopment.

ReStore Program

Designed to enhance the visual appeal, economic vitality, and overall livability in downtown, the ReStore Façade and Tenant Improvement Program closed out the year strong by distributing the remainder of its second round of grants.

Over \$389,000 was distributed to the final 12 awardees in the second round, creating an avenue for new businesses to open and removing blight from existing properties.



Truckee River Vision Plan

The Truckee River is the crown jewel of Reno, providing water, recreational opportunities, and scenic beauty to the heart of downtown. Recognizing its value to the community, the City Council approved the Truckee River Vision Plan in September.

The Truckee River Vision Plan reflects extensive community involvement, incorporating over 32,000 points of feedback. Five key goals were identified to guide future development and enhance the river’s role as a vital community asset:

- Encourage a Clean and Safe River
- Build a Connected River

- Implement a Cohesive Plan for Consistency
- Celebrate the River as a Recreational Asset
- Prioritize the Ecological Function of the River

These goals establish a roadmap for creating a river corridor that is safe, accessible, and ecologically sustainable.

By prioritizing the Truckee River’s ecological, recreational, and community functions, the Vision Plan aspires to transform it into a source of joy, inspiration, and connection for the Reno community.



Off The Rails

Events & Activations

Activating Reno’s downtown parks and plazas with high-quality events is one of the best ways to breathe new life into the heart of the city. In 2024, the Activation Pilot Program partnered with local and national promoters to successfully launch five new activations throughout spaces in downtown that created genuine buzz and set the stage for more new activations this year.

The 2025 calendar promises to be even bigger, with 11 unique events and 71 additional days of activation in downtown. New events and activations coming to Reno this year include:

- Western Lights Festival
 - An immersive celebration of illuminated art, designed to bring the streets of downtown Reno alive with light, innovation, and creativity. This event makes its debut February 20-22. Learn more at WesternLightsFestival.com.
- Reno Antique Fair
 - Monthly June-October
- Beats & Bites
 - Weekly June-August
- Downtown Date Night
 - Weekly June-August
- House Party Open Air
 - Monthly July-September

These events and activations provide unique experiences for our community and benefit all of downtown through increased foot traffic, community engagement, and support for local businesses.



GSR Reno Arena

Grand Sierra Resort Project

The Grand Sierra Resort’s (GSR) proposed development represents one of the most significant projects in Reno’s history. The plan includes a 10,000-seat arena, an ice rink, a parking garage, a fan zone, and other facilities, all seamlessly integrated into the existing hotel and casino property. GSR’s commitment of \$1 billion over the next decade marks the largest private capital investment in the city’s history.

Economic projections indicate the project will generate 5,300 construction jobs, 65 long-term jobs, \$4.5 million in annual sales tax, and \$3.8 million in annual lodging tax. Given the project’s location in the city’s Redevelopment Area 2, GSR has applied for a Tax Increment Financing (TIF) plan to cover just under 10% of the total cost. TIF is a mechanism that allows future tax revenues generated by the development to be reinvested into the project, reducing immediate public expenditure while supporting long-term growth.

To ensure the city’s investment is sound, the City Council authorized the Redevelopment Agency to hire a third-party consultant for an independent review.

Chicago-based Hunden Partners has been contracted to assess the project’s details, negotiate with GSR, and evaluate the project’s long-term regional benefits.

Equity & Community Relations



Reno CommUNITY Connect

The Reno CommUNITY Connect initiative brings the community together through celebrations and programs that build trust, collaboration, and pride, engaging over 9,000 members.

Trunk or Treat, October

In partnership with Dean's Future Scholars at the University of Nevada, Reno, the third annual Trunk or Treat event at Teglia's Paradise Park was supported by over 50 local organizations and several City departments.

Hispanic Heritage Month Celebration, September

In partnership with Latino Arte & Culture, added programming to Fiesta on Wells included classes by High Sierra Entertainment, Baile Folklorico, and a proclamation dedication.

Native American Heritage Month Celebration, November

In partnership with Sawabe Muhano's, a free event was held at Locomotion Plaza in downtown Reno featured performances, storytelling, shopping, and a proclamation to honor the month.

We thank all our community partners! If you're interested in exploring partnerships, please email Community@Reno.Gov.

Reno Constituents Institute 2024 Graduates

Congratulations to the 2024 Reno Constituents Institute (RCI) graduates! Over 11 weeks, 37 participants explored Reno's government and services. RCI promotes education, inclusivity, and relationship-building, with many graduates now serving on city boards or working for Reno. Learn more at Reno.Gov/RCI.

Employee Engagement

Reno Emerging Leaders Institute Graduates

The 12-session staff program, launched in January, concluded. Modeled after the Reno Constituents Institute (RCI), it focused on collaboration, leadership, and service delivery, enhancing participants' understanding of Reno's government to improve service to constituents.

One City, Many Voices - Stewart Indian School Tour

This meaningful tour offered an in-person experience at the museum to deepen understanding of Nevada's Indigenous people through the alumni experience.



Seniors

Reno Seniors EngAGED welcomed over 1,900 seniors at various events.

Added programs included the Adopt-a-Senior initiative with the Sanford Center for Aging and ongoing revitalization of the Teglia's Paradise Park Community Garden, funded by Senior ARPA resources, in partnership with Reno seniors and Reno Food Systems.

Programming	Participants
English/Spanish Senior Technology Classes	164
Senior Resource Fair - National Senior Citizen Day	250
Dragon Lights	100
Budget Friendly Cooking Classes, Hosted by Councilmember Ebert and the Senior Citizen Advisory Board	740
Line Dance Classes	664
Total Participants	1,918

Clean and Safe

Service Requests Overview

As winter approached, service requests decreased compared to the increase observed in summer months.

 **2,627*** Homeless-Related Services Received & Addressed

Service Requests	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Homeless Concerns	96	107	146	93	95	162
Homeless Concerns on Private Property	57	49	77	86	63	51
Homeless Concerns in City Parks	33	19	28	21	13	10
Homeless Concerns on Truckee River	20	16	17	10	12	7
Occupied Vehicles	297	345	349	326	261	241
Total	503	536	617	536	444	471

Outreach Success*

Outreach remains a priority, with 542 individuals connected to services through collaboration with outreach workers. The team uses the DROPS (Direct Resource Outreach & Placement System) app to streamline service access in real-time and looks forward to future enhancements.

76

Housed

53

Shelter Arrangements

151

Identification Replacements

44

Family Reunification

218

Resources Accessed

City Walks*

City Walks, held weekly Monday through Thursday across Reno and the Business Improvement District (BID) in partnership with the Downtown Reno Partnership (DRP), assess concerns and identify solutions to improve residents' quality of life. Key highlights:

364

Interactions with the unsheltered community (resulting in 21 individuals accepting services)

128

Nuisance vehicles issued 24-hour notice postings

24

Unregistered and/or abandoned vehicles issued notices

13

Nuisance vehicles towed

28

Code cases opened to address property maintenance and nuisance concerns

223

Reno Direct service requests addressed

4th Street Business Meetings

Staff held monthly meetings with 4th Street business owners, in collaboration with the Reno Police Department and community partners, to strengthen outreach, address concerns, and develop solutions. These meetings helped foster a vibrant corridor for both businesses and the community.

*Jul.-Dec. 2024

Finance



Accounting and Financial Reporting

The Accounting team completed the Fiscal Year 2024 Annual Comprehensive Financial Report (ACFR) and presented the audit results to City Council. In completion of the ACFR, the team implemented a new financial reporting software that allowed the City to produce the document inhouse. Staff also published the City's Popular Annual Financial Report (PAFR) that is a paired down version of the ACFR that is designed to be readily accessible and easily understandable to the general public and other interested parties without a background in public finance. This will allow the Finance department to again be eligible for the prestigious Triple Crown Award from the Government Finance Officers Association (GFOA) for excellence in government finance. The Triple Crown Award recognizes governments that have received a Certificate of Achievement for Excellence in Financial Reporting, the Popular Annual Financial Reporting Award and the Distinguished Budget Presentation Award.

The Finance team is in the process of streamlining tracking, recording, authorizing and filing of purchase card transactions.

Currently, those transactions are recorded through a manual journal entry with limited details and support for the transactions maintained electronically. This update will streamline the process to allow for individual transactions to show the vendor that was paid, the amount of the payment, and attach supporting documentation directly into the City's financial database system. Also, changes to merchant services are being evaluated for potential cost savings.

Staff recently completed working with the GFOA to determine the amount of fund balance that is necessary in the event of an emergency or economic downturn. This process looked at various factors from natural disasters (earthquakes, floods, severe storms etc.), manmade emergencies (civil unrest, terrorist activities, etc.) and economic downturns. This model will consider the probability of each disaster/emergency and estimate the severity to show the ideal minimum and maximum the City should plan on having to weather the financial storm.

In addition, staff has been reviewing policies maintained by the Finance department for updates in the coming months. On the list are an update

to the City's purchasing and travel policies. These policies have received input from the Financial Advisory Board and are being changed to better reflect existing controls and needs of the City. These policies are anticipated to be brought to City Council in the spring of 2025 for adoption once the review period has been completed and changes have been presented to the Financial Advisory Board.

The Finance Department welcomed Catherine (Babione) Weidemaier as the new Accounting Assistant in Accounts Payable. She has been at the City since 2005, previously working in Dispatch, the Records Division of the Police Department and the Business License Division. She brings with her a wealth of City knowledge and is currently taking classes at the University of Alabama at Birmingham towards her bachelor's degree in accounting with graduation on the horizon later this year. Catherine is a tremendous asset to the accounting team and we look forward to her continued contributions.



Utility Billing

The 2024 Sewer Rebate program was a great success. The City approved 378 applications and issued \$52,713 in rebates. The program guidelines will be reviewed in January 2025 looking to possibly provide a wider range of qualification opportunities that may allow for more residents to receive a rebate.

Currently, staff is working on enhancements for the customer experience related to our online billing portal along with streamlining bill payments through the customer's bank. Now the payments

will show in 2-3 days rather than 10-12 days.

In September, Stephanie Hall joined the Finance department as an Accounting Assistant in the utility billing team. Stephanie started her career with the City in March 2020 working as an Office Assistant II in Public Works and transferred to Finance from the City Manager's office where she was working as an Administrative Secretary. Stephanie brings a wealth of skills and knowledge along with a solid customer service background.

Also joining the team as an Accounting Assistant is Cindy Salinas. Cindy comes to the City with multi-faceted experience and background for her new position. Cindy is a native Nevadan and holds her Associate of Science degree from Truckee Meadows Community College (TMCC).



Budgeting

Budget development is a year-round process that involves estimating revenues and expenditures, analyzing new data as it becomes available, incorporating this data into projection models, and then re-estimating to determine where the City's revenues and expenditures will land for the current and upcoming fiscal years. This process requires collaboration with all departments within the organization and all data available to City staff. This interdepartmental collaboration is crucial for understanding and capturing each initiative the organization has committed to dedicating its limited resources to achieving.

While this work is done on a continual, annual basis, efforts to best estimate revenues and expenditures for the upcoming fiscal year ramp up in late fall each year.

During this time of year, departments regularly receive requests from budget staff to estimate employee efforts across a variety of programs, anticipate needs for the upcoming year, strategically plan for position re-alignments, and prepare the upcoming Capital Improvement Plan for the new fiscal year which begins the following July. These efforts culminate in the baseline budget presented to Council in early March at the first Budget Workshop for the upcoming fiscal year.

This year, development of the FY25/26 budget has added pressures from both sides of the revenue/expenditure equation. The most recent revenue data shows the City's largest revenue sources are lagging behind initial expectations and the current round of approved labor contracts have proven to commit more resources than current

revenue growth can sustainably support for the long-term. To address this funding gap, Finance staff have been working closely with City Manager Bryant and the entire executive team to plan for the upcoming year. Programs are being evaluated for cost saving measures, vacant positions assessed for continued funding, and departments are planning for scaled back initiatives to bridge the gap until revenue streams have time to catch up with contractual commitments.

While projections are still ongoing for FY25/26, and will continue into the spring, the Budget Division is committed to finding short and long-term solutions that retain our stellar service to the community, continue to show appreciation for our dedicated staff, and make the best use of the resources entrusted to the City.

HAND

Housing and Neighborhood Development



Rental and Deposit Assistance

During the first half of fiscal year 2025, Housing and Neighborhood Development (HAND) provided \$1,086,672 in rental and deposit assistance that provided housing stability for 497 unique households. 88% of the residents surveyed who received assistance in the last year are housed in the same unit. 94% of these residents stated the program was satisfactory or above.

“I was very amazed at how fast my worker handled my situation and came to do the inspection...I am now a couple months ahead on my rent because given this chance I don't want to mess up again and become homeless. So thank you so much.”

Housing Court Assistance

HAND partnered with Reno Justice Court to create the Housing Court eviction diversion pilot program. The Housing Court Program provides up to three months of past-due rental assistance for individuals facing eviction due to nonpayment of rent. Eligible households are those with income at or below 60% of the Area Median Income (AMI) and are at risk of homelessness due to an active

eviction notice for nonpayment. The City of Reno requires applicants to participate in financial literacy, helping build skills to break the cycle of housing instability. Landlords receive direct payments for eligible tenants to achieve a goal of vacating eviction hearings, thereby diverting the eviction process. \$299,162 in assistance prevented evictions for 66 unique households.

Rapid Rehousing Program

HAND partnered with Clean and Safe, Volunteers of America, and Reno Housing Authority (RHA) to roll out a Rapid Rehousing Program at the Village on Sage Street. The program provides participants with stable housing, gap rental assistance, and coordinator support while in process for long term support with RHA.

Washoe County HOME Consortium

The application for the 2025/2026 HOME funding round was released on November 4. The amount of funding available for Affordable Housing development is roughly \$2 million. Applications were due on January 6, 2025.

Affordable Housing

On August 28, Council approved a resolution transferring all of the City's 2024 Private Activity Bond Volume Cap, totaling \$17 million, to the State of Nevada for the development of Arrowleaf at Harvard Apartments, a 168-unit affordable housing project.

On September 25, Council approved roughly \$2 million in sewer fee reductions for two affordable housing projects. These reductions will result in the creation of 230 affordable units.

On October 16, the Nevada Housing Coalition awarded Monica Kirch, the

director of HAND, with the Innovation in Housing award for creativity and commitment to exceed expectations of the status quo and deliver innovative and effective programs or solutions to address housing affordability.

Community Development Block Grant (CDBG)

The 2025 CDBG funding has been allocated to the following:

\$990,000

Wilkinson Park Playground and Dog Park

\$165,000

Canyon Creek Park Pathway Replacement

\$200,000

ADA Pedestrian Ramps and Signals

\$668,946

School Zone Flashing Beacons

\$150,000

California Building ADA Improvements

In addition, several CDBG projects from 2023 and 2024, including the Mayors Park and Sierra Vista Parking Lot and Restroom improvements, are nearing completion.

HUD CAPER

On September 25, Council accepted the Consolidated Annual Performance and Evaluation Report (CAPER) for Housing and Urban Development (HUD) for Program Year 2023. The CAPER is an annual report on the activities, expenditures, and accomplishments of the HUD grant programs managed by the City of Reno and Washoe County HOME Consortium.

Reno Works

Reno Works, a collaborative 12-week workforce development program between City of Reno and Volunteers of America Northern California and Northern Nevada, recently celebrated ten participants who successfully graduated from the program's 18th session, bringing the total number of graduates to 127.



Community Cleanups - Biggest Little Fall Refresh

Six community cleanups were completed in fall of 2024. 1,059 residents utilized this free service, and each ward provided 30-yard waste management bins collecting a total of 1,260 yards of household

waste. Through partnership with HERO Environmental Services and Redwood Materials, residents dropped off 69,345 pounds of electronic waste and 10,692 pounds of hazardous waste free of charge.

Love Your Block

Staff participated in the 2024 Love Your Block Academy, hosted by the Bloomberg Center for Public Innovation at Johns Hopkins University. The Love Your Block initiatives will emphasize resident-led neighborhood improvements, with activities set to launch in January 2025.



Human Resources



The Risk Management Division of the Human Resources Department provides comprehensive services to City employees, including workers' compensation administration, occupational health and safety training, and management of the City's liability insurance policies. The Division has made significant strides in creating a safer workplace for City employees while also contributing to community safety efforts.



Risky Business Day/Wellness Week

The Risk Management and Benefits teams hosted the Risky Business Day/Wellness Week kick-off event in October 2024 at City Hall. Featuring over 30 vendor tables, including safety and benefit resources, vaccine clinics, lab work, and the Mammovan, the event attracted more than 400 City employees. Plans are underway to make this an annual event.



Workplace Violence Prevention Program

Building on the City's commitment to employee safety, the Risk Management team partnered with the Security Department to refresh the City's workplace violence prevention program. This initiative ensures City employees have a clear process for safely reporting threats and concerns, addressing a prior gap in reporting procedures.



Naloxone (Narcan) Training

In 2023, the Risk Management team launched the Naloxone (Narcan) training program to combat the rise in opioid-related overdoses. The program prioritized training City employees frequently working in public spaces. Over 200 City employees have completed the training, and in 2024, program participants successfully facilitated life-saving interventions in two incidents involving community members.

Liability Insurance Savings

Despite a challenging insurance market influenced by natural disasters and economic factors, the Risk Management team successfully negotiated a 3% reduction in liability insurance premiums for the 2024 policy period. This reduction provides valuable savings for the City and supports fiscal sustainability.

3rd Party Vehicle Accident Recovery

Enhancing fiscal sustainability efforts, in August 2024, the Risk Management team partnered with a vendor to recover costs from liable third parties for vehicle accident damages. This partnership has already resulted in over \$40,000 in recovered funds for the City, furthering fiscal sustainability efforts.

Citywide Safety Assessment

In January 2024, a comprehensive citywide safety assessment was completed. The assessment reviewed departmental safety procedures and identified over \$2 million in unfunded liabilities. The Risk Management team continues to collaborate with departments and City leadership to implement mitigation strategies and address identified hazards.

Local Risk Manager's Panel

As part of ongoing professional development efforts, Adria White, Risk Manager, participated in a Risk Manager's Panel at the University of Nevada, Reno, providing insights to Risk & Insurance students and fostering industry connections.

Published Safety Standards

Eric Sparks, Safety and Training Administrator, was a contributing author to the ANSI/ASSP Z490.1-2024 Criteria for Accepted Practices in Safety, Health, and Environmental Training. Published in December 2024, this national standard defines criteria for effective occupational safety training programs, reflecting four years of dedicated work with other safety professionals across the country.

Workers' Compensation Service Delivery Improvements

Promoting the long-term objective of employee well-being, Patricia Medina, Workers' Compensation Administrator, continues to improve the delivery of workers' compensation services to City employees. She provides critical support to injured City employees and collaborates with claims adjusters to ensure timely and appropriate claims resolution.

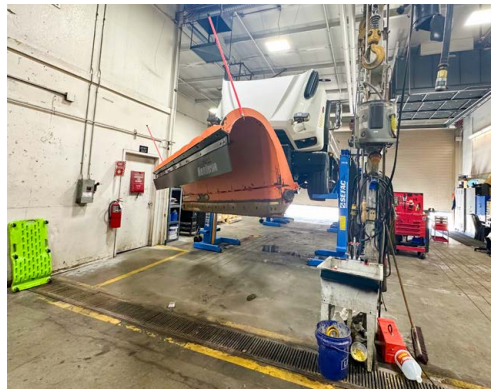
The Risk Management Division is dedicated to enhancing employee safety, supporting well-being, and fostering operational efficiency across the City by implementing innovative programs, building strategic partnerships, and focusing on reducing risk and liability.

Maintenance & Operations

Fleet Division

Safe roadways is a top priority for Maintenance and Operations (M&O). As the summer season comes to an end, M&O's Fleet Division begins preparations for winter maintenance operations.

The seasonal inspection and maintenance of all snowplows ensures our teams is "ready to go" for plowing snow and ice from our roadways.



Facilities Division

After the successful implementation of City Hall's seismic retrofit, the next phase of work has focused on needed updates and remodels of multiple floors within the building.

This has been a huge endeavor on Facilities' side, coordinating the temporary move of employee workstations, getting employees situated in and coordinating the construction process to keep things moving in a timely manner.

The hard work and patience have paid off as a couple floors have been completed and employees are moving back in to completed renovated workspaces.



Before - City Hall Floors 10, 11, 14 and 16



After - City Hall Floors 10, 11, 14 and 16

Sewers Division

Our utility locate team consists of a two-person team who identify, and mark sewer infrastructure related to 811 Underground requests from our citizens, private contractors, and emergencies. The locate team receives requests to mark all known sewer infrastructure, before digging in an area can begin.

This work is critical to our community as it identifies all buried sewer lines so that when excavation occurs, nothing is accidentally dug up or damaged in the process. The work performed

by the locate team requires extensive knowledge of reading GIS mapping/building plans, the use of specialty tools, as well as being able to accurately mark where the infrastructure is buried.

The team works closely with outside entities such as TMWA, Charter, NV Energy and AT&T, who also have large quantities of infrastructure underground (water lines, phone lines, and electrical lines). The attached pictures show some of the common markings and paint colors used to identify underground infrastructure.



Streets Division

This fall, our Downtown Maintenance crew refurbished an ADA ramp on the Riverwalk, fixing some minor issues and giving it a much-needed refresh.

The Riverwalk is an important focal point for visitors and citizens in our downtown area; maintenance of the Riverwalk area has been a priority of the M&O team over this past year.

Traffic Operations

Over the summer, our Traffic Operations team spent an entire day replacing over 50 light globes along the Riverwalk. This work improved both the aesthetic of downtown's Riverwalk and the visibility at night.



Before & After - Riverwalk ADA Ramp



Municipal Court



Over the past year, one of the court's most notable innovation has been the introduction of our Virtual Clerk option. This service enables defendants to access clerk services remotely via Zoom, offering the convenience of attending court-related matters from the comfort of their homes.

A dedicated clerk is available for several hours each day, providing the same high standard of customer service that defendants would receive in person at the court counter.

This virtual service streamlines processes such as setting up court conditions, establishing payment plans, and addressing any questions or concerns defendants may have.



716* Virtual Clerk Sessions Conducted

From July through December 2024, the court conducted 716 Virtual Clerk sessions, reflecting the growing demand for this accessible service.

Ensuring Equal Access to Justice

With a \$50,000 grant from the Nevada Administrative Office of the Courts (AOC), we have integrated advanced courtroom technology to support remote interpretation, enabling virtual attendance and access to interpreters for rare languages. This project also included the installation of ADA-compliant listening devices and a specialized app to ensure that individuals with hearing impairments can fully engage with proceedings.

The court, with the City of Reno's Communications Department's assistance, created a video of Judge Hazlett-Stevens providing the constitutional rights in Spanish. We repurposed old television monitors to display this video to the Spanish

speaking defendants prior to our court arraignment sessions.

In addition, the court proudly welcomed its first-ever certified Spanish Court Interpreter on staff, Araitz Ceberio-Arteche. She has native Basque proficiency, has over 12 years of interpreting experience, and multiple Certified Interpreter certifications. Previously, the court relied on multiple local contractors for interpretation services; however, with a dedicated certified court interpreter we are able to offer higher-quality, more consistent services at a reduced cost to the diverse client base we serve.



Committed to Fostering an Engaged and Well-Trained Workforce

To support this objective, we have partnered with David Stipech, the City of Reno's Human Resources - Organizational Development Manager. David's extensive expertise has been instrumental in uniting and strengthening our teams. Over the past year, he facilitated a series of team-building sessions in each team within the court, provided Emergenetics training for our management team, and helped organize a successful, court-wide team-building event that garnered enthusiastic participation and positive feedback from all involved.

In December 2024, the court launched its Employee of the Quarter program,



with Marshal Andrew Borkowski being named the inaugural recipient. Marshal Borkowski was recognized by his peers for his unwavering dedication to customer service, integrity, and excellence in his work. In recognition of his contributions, he was awarded a dedicated parking spot, city bucks, a certificate, and a trophy.

Another key figure in the court's operations is Marshal Lou Varela, who will retire in February after 25 years of exceptional service. His retirement marks a significant milestone, as the Court Marshal Division also celebrates its 25th anniversary this year.



Looking Ahead

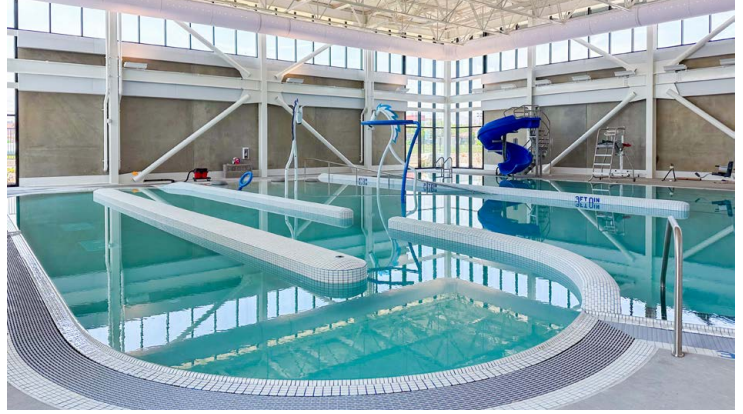
The court is poised to embark on several innovative projects aimed at enhancing case processing efficiency. These include the development of a comprehensive Data Repository, featuring an intuitive dashboard for quick access to aggregate case data, as well as the implementation of E-filing and Evidence Management systems.

Funded by the AOC, these initiatives will not only reduce operational costs but will also streamline workflows and improve efficiency across the board.

Additionally, the court is excited that we will soon be able to offer expanded payment options for customers, including services such as PayPal and Venmo.

We are also working closely with our payment vendor to become the first court in Nevada to implement an AI-powered call center. This cutting-edge technology will alleviate staff workload and provide court users with consistent and efficient responses to their inquiries.

Parks & Recreation



Parks, Recreation and Open Space (PROS) Master Plan

Staff continue to make progress on the established ten overarching goals the Parks, Recreation, and Open Space (PROS) Master Plan adopted by the Reno City Council on November 8, 2023. These goals reflect the desires of the Council, and staff continue provide detailed updates to stakeholders and City Council.

Capital Projects

Dorothy McAlinden Concrete Replacement

Completed in December 2024 and reopened for use. Replacement of the entrance walkway from the parking lot, all concrete and steps surrounding the playground and picnic pavilion have been replaced. This replacement was designed to remove trip hazards for Americans with Disability Act (ADA) compliance.

Reno Tennis Center Court Reconstruction Project

Courts 1-10 were upgraded (mix of asphalt resurfacing and acrylic topcoats). The light poles delivery is delayed due to manufacturing setbacks, and the arrival/installation is expected for February 2025.

Sierra Vista Park

The parking lot was redesigned and paved to include new ADA parking spaces. The site is prepped for a new, year-round restroom structure to be installed in May 2025.

Idlewild Pond Liner and Wall Repair Project

Construction and installation started on a geotextile pond liner and repairs to the leaking pond to prevent water seepage through the degraded walls and increase retention of pond water in times of drought or low river flows.

Idlewild Pool

Two projects for the pool deck and boiler system will allow for the pool to operate for many years to come to improving operation and user experience.

Park Playground Safety Surface Replacement

The rubber safety surfacing at Comstock Park and Mira Loma Park were replaced in September. The splash pads at Silver Lake Park and Las Brisas Park is scheduled to arrive late spring 2025, expected to open on time for their opening on May 31, 2025.

Miguel Ribera Park Playground Replacement

Playground design is complete, construction is expected to start February 2025. Removal and replacement of the equipment and surfacing will likely take five months to complete and is expected to be finished in July 2025.

Youth Services and Adaptive/Inclusion Division

- Sierra Kids - Before and after school programs at 12 county school locations, 700 kids registered.
- Vacation Station (Fall Camp) added a performing arts specialty camp and four full day locations around the City with 230 kids registered.
- Youth City Council hosted a teen pool party at Moana Springs pool in October 2024. In December, the Youth City Council donated and served a meal to the Eddy House.
- City of Reno Adaptive hosted an adaptive sports exchange from Nepal showcasing our adaptive programs and services to 12 athletes and coaches through the Sports for Social Change program.

Aquatics & Athletics

- September 2024, the long-awaited opening of the William N. Pennington Moana Springs Community Aquatics and Fitness Center opened its doors. As expected, the facility is a jewel of Washoe County and has expanded access to all for leisure and competitive swimming.
- Swim Lessons in the fall of 2024 increased by over 100% thanks to the ability to host lessons not only at the Evelyn Mount Northeast Community Center but also at Moana Springs.
- The Aquatics Division staff are continuing to fine tune the operations within the Moana Springs Community Aquatics & Fitness Center. Staff is balancing the current use at all of the aquatics facilities to better evaluate the schedule and demands in order to offer the highest quality of times and services to the general public.

Health & Wellness Division

\$150,000

FY 23/24 RecConnect Membership Revenue

2,000

Current RecConnect Members

- The Department wide membership initiative known as RecConnect opened to the public in FY 24/25. This new membership program allows for nearly unlimited access to the Parks and Recreation facilities and programs. Success is already being seen as membership revenue in FY 23/34 was approximately \$150,000 and in the current fiscal year is on pace for nearly \$600,000 with over 2,000 current members.
- The Health and Wellness Division is now responsible for the upkeep and management of the City of Reno Parks and Recreation Facebook page as the outreach arm for the department to the community via social media.

Parks Maintenance & Urban Forestry Division



1.9 million * Visits across the park system (Placer.ai data)



28,800 * Average visits per month

- The City had to say goodbye to the iconic pine tree located in front of the amphitheater at Wingfield Park this fall. After years of decline due to poorly draining soils and park user compaction, the tree finally perished. Our Urban Forestry team removed the tree in late December, and wood from the trunk will be used to create a bench to be installed at Wingfield Park at a later date.

Park Planning/Activation

- Park Planning & Development is a new division established for the Park/River Rangers and activation staff located at the small building on 50 Cowan (across from the California building).
- On July 19, 2024, the Rangers hosted a stargazing event at Huffaker Park with 150 persons in attendance.
- The division staff is using the Junior Ranger Guide in 2025 to provide interpretive education activities led by the rangers to create new activation initiatives in our parks and along the river.
- The Activation staff executed the Senior Summer Games with 19 events and a total of 191 participants ages 50+ and ended with the closing ceremony at Bundox Bocce.
- Rolling Recreation was activated in each ward twice a month. They also joined the Food Bank of Northern Nevada's mobile food distribution to kids ages 2-18 ensuring free play and free meals. School started, it operated out of Barabara Bennett for 8 weeks, 5 days a week after school and one weekend day. Reno Police Department reported a drop in calls for service during this time. Calls dropped from 11 calls in September to 5 in October and 3 in November. This showed the impact of positive engagement.

Police



The Reno Police Department proudly celebrated the graduation of 18 recruits in 2024 from the Northern Nevada Law Enforcement Academy (NNLEA). The Academy, a collaborative effort between the Reno Police Department, Sparks Police Department, and Washoe County Sheriff's Office, delivers a comprehensive and rigorous 22-week training program designed to prepare recruits for the challenges of modern law enforcement.

In addition to the academy graduates, the department welcomed three lateral officers, each bringing valuable prior experience to their new roles.

To ensure a smooth transition to active duty, all newly sworn officers participate in a 17-week Police Training Officer (PTO) Program. This program builds on the foundational knowledge and skills acquired in the Academy, offering hands-on experience and mentorship to refine their capabilities. Upon successfully completing the PTO program, officers begin their solo assignments, serving and protecting the citizens of Reno with professionalism and dedication.

The Reno Police Department remains steadfast in its commitment to cultivating excellence, preparedness, and professionalism in its officers, ensuring the safety and security of the community they serve.



Public Safety Center

After nearly five years of construction, the City of Reno and Reno Police Department opened the new Public Safety Center (PSC). The PSC is a 108,000-square-foot building that formerly housed the Reno Gazette-Journal and has now been transformed into a state-of-the-art headquarters for the Reno Police Department. Although an incredible amount of remodeling has been done, the project kept much of the building's original structure, preserving its historical significance and reducing environmental impact throughout construction.

The relocation of police personnel began in July 2024 with the help of a local partnership with ITS Logistics. In a single day, at no cost to the city, ITS Logistics employees helped move the majority of property from the original building built in the 1940s to the new PSC. The process to move over 460 employees from one building to another was officially completed in November 2024, when the Police Department gave the "key" to the City of Reno Capital Projects for the old building to be demolished for future construction.

New amenities include technology infrastructure, private interview rooms, and expanded space to accommodate the police department and community's growth. This growth included a community-minded approach with the inclusion of a Community Engagement Room that can be utilized for press conferences, meetings, training, and other gatherings.



Policy & Strategy






City Collaborates with State Leaders During Legislative Session

The first half of 2025 will be focused on collaborating with state leaders as they take up their biennial work for the 83rd Session of the Nevada Legislature.

In advance of the session, the government affairs team geared up by reviewing prefiled bills, completing City staff training, and connecting with state legislators to understand their goals and priorities.

As of January 6 (a month before session even began!):

	982	Bill Draft Requests (BDR) had been filed
	166	Bills had been prefiled
	43	Bills are returning from the last legislative session

The City's advocacy efforts will center around the Council-adopted legislative platform which includes support for measures that empower local entities to make determinations about regional approaches to service delivery, enabling language that allows for increased flexibility and discretion at the local level, and increasing the number of alternatives available to local government bodies to fund services at the local level. Additionally, the Council directed staff to prioritize affordable housing legislation.

Staff will update the Council and public at regularly scheduled Council meetings during key points of the legislative session.

Strategic Plan: It's Time to Reassess Our Priorities

The City's current strategic plan is sunsetting, which means that it's time for us to assess and identify our strategic areas of focus for the next few years.

In 2025, the Office of Policy and Strategy will be working with the Council, the community, and staff to identify the next iteration of the City's goals, objectives, and outcomes. The strategic plan is an important document that guides policy making, decision making, budgeting, and resources throughout the City.

Making Our Public Agendas More Accessible

The Office of Policy and Strategy has made significant strides in advancing the agenda management function over the past six months, focusing on accessibility, efficiency, and public engagement. A few highlights of the work:

- Staff reintroduced the City Council Agendas email newsletter, reaching more than 3,000 subscribers for the first time in three years. This initiative enhances transparency by ensuring residents receive timely updates when agendas are posted. Residents interested in subscribing can visit Reno.Gov/Engage and select "City Council Agendas."
- Looking ahead, the Office of Policy and Strategy is working to implement administrative updates and deliver a large public interface upgrade. Scheduled for launch in summer 2025, this upgrade will enhance ADA accessibility, making agendas more inclusive and user-friendly for all residents.

Economic Information Now Available to Council and the Community

The Office of Policy and Strategy launched a new resource with monthly economic updates and accompanying dashboards, providing all staff and Council members with up-to-date insights on the latest economic trends. Reports on key economic indicators will now be provided each month, and summaries from the State's Economic Forum will be provided periodically.

This information on the economy and the complex economic structure that impacts City revenue and services are intended to assist Council in their broad policy decisions and understanding of the inter-related topics like employment, housing, growth, etc.

The public can review these memos at:
Reno.Gov/CityCouncil.

Public Works

The City of Reno Public Works Department plans, designs, and builds sustainable and resilient public infrastructure that protects and improves quality of life and complements diverse growth for the vibrant Reno community. Public Works implements a significant percentage of the City's annual capital improvement projects on behalf of all City departments. Major project areas include the Neighborhood Streets Program, parks improvements, sanitary sewer collection system

replacement, and building projects. In addition, Public Works is responsible for excavation and encroachment permitting, Quality Assurance Program and infrastructure data collection and mapping.

Public Works also includes the City's Traffic Engineering functions, providing municipal traffic engineering primarily geared toward neighborhood and pedestrian safety and the general movement of goods and services throughout the community.

455 E. Second Street: Asbestos Abatement and Demolition

The Reno Police Department has moved to the new Public Safety Center. The old police station at 455 East Second Street is currently undergoing asbestos abatement. CORE Construction is currently bidding the demolition work to their subcontractors. These two projects

will prepare the site for the new Reno Fire Department Central Station.

Project Status

Asbestos abatement nearly complete, demolition out to bid.

Funding

RDA #2 Fund



Neil Road Facility Expansion and Remodel

This project will expand the Community Health Alliance (CHA) center on Neil Road, which offers medical, dental, pediatric, and behavioral health services, along with low-cost pharmacies and food pantries for underserved populations.

Project Status

In Construction. Estimated completion summer 2026.

Funding

ARPA-SLFRF grant funds



Virginia Street Placemaking Implementation

The design phase of Locomotion Plaza is complete, and implementation is underway. This construction project will prepare the site with the infrastructure needed for a robust event activation lineup starting in summer 2025. The project includes the addition of six

shipping container buildings, outdoor furniture, shade umbrellas and new murals.

Project Status

In construction.

Funding

ARPA-SLFRF grant funds



Truckee River Vision Plan and Implementation

The Reno City Council approved the Truckee River Vision Plan in September 2025, and project implementation is underway for a variety of Downtown Reno Riverwalk projects, including:

In design

East Truckee River Multi-use Path

In construction

- Trash cans and pet waste stations
- Lighting safety improvements
- Paint refresh
- Wayfinding signage

West Street Plaza

West Street Plaza will be upgraded with new furniture, shade umbrellas and murals ahead of an exciting lineup of summer events in 2025 and 2026.

Funding

ARPA-SLFRF grant funds



Idlewild Pool Deck

This project is replacing the deteriorated deck surrounding the Olympic-sized pool, ensuring its continued functionality and safety for the community.

Project Status

In construction. Project completion by May 23, 2025.

Funding

ARPA-SLFRF grant funds



Idlewild Park Pond Rehabilitation

This project involves rehabilitating the lower Idlewild pond by installing a new HDPE liner, constructing a concrete wall near a section of the deteriorating asphalt parking area, and restoring the historic rock

wall around the pond to improve environmental and park-user safety.

Project Status

In construction. Estimated completion in spring 2025.

Funding

ARPA-SLFRF grant funds



Virginia Range Horse Fencing - Phase 1

This project will install fencing and gates in South Reno to prevent wild horses from accessing the roadway, enhancing safety for both drivers and wildlife.

Project Status

In construction. Estimated project completion in the first quarter of 2025.

Funding

ARPA-SLFRF grant funds



School Zone Flashing Beacons

As part of the Vision Zero initiative to reduce the number of fatalities on our roadways, school zone flashing beacons have become a prioritized asset in our community. The following schools received school zone safety infrastructure improvements:

- Wooster High School
- Anderson Elementary School
- Caughlin Ranch Elementary School

- Hunter Lake Elementary School
- Reno High School
- Fred Traner Middle School

Project Status

In construction. Estimated completion in the first quarter of 2025.

Funding

Transportation Alternatives Set-Aside federal grant and Street Fund



Plumas Sidewalk - Phase 2

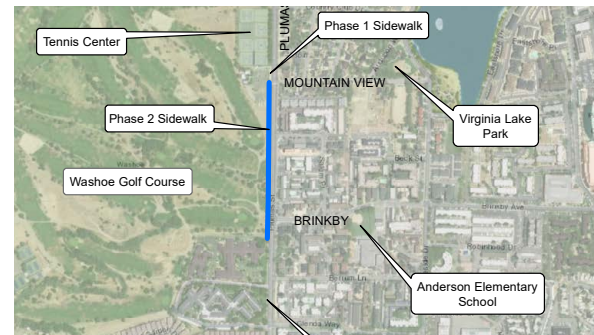
This project will install new ADA-compliant sidewalk on the west side of Plumas Street to create a continuous connection from the existing sidewalk at the Reno Tennis Center southward, just past Brinkby Avenue.

Project Status

Construction starting in February 2025.

Funding

Transportation Alternatives Set-Aside federal grant and Street Fund



Dorothy McAlinden Park - Concrete Upgrades

This project reconstructed the existing concrete walkways and improved the stairs to meet current ADA standards.

Project Status

Complete

Funding

Residential Construction Tax – District 1



Park Playground Resurfacing Projects

Mira Loma and Comstock Parks received poured-in-place rubberized surface treatments in the playground areas. In addition, the Silver Lake and Las Brisas park splash pads will be removed and replaced with new non-slip surfaces.

Project Status

The surfaces at Comstock and Mira Loma Parks are complete. The splash pads will be removed and replaced in the spring of 2025.

Funding

Capital Maintenance Fund



2024 Consolidated Sewer Rehabilitation

This project will rehabilitate sewer and storm drains at seven different locations in the Reno area. These areas were identified by Maintenance and Operations and Utility Services staff as high priority areas due to condition and/or capacity. This project will install

approximately 1,750 feet of sanitary sewer pipe, remove storm drain-to-sewer cross connections, and install 39 manholes.

Project Status

In construction. Anticipated completion spring 2025.

Funding

Sewer Fund



Moya Interceptor

This project is located on Moya Boulevard between Silver Shores Drive and Silver Dawn Drive. The project will remove and replace approximately 1,650 linear feet of existing 12-inch and 15-inch sewer pipe with a new 18-inch PVC sewer interceptor. Utility Services identified this

location as a high priority for replacement with a larger diameter to accommodate current and future capacity needs for the North Valleys.

Project Status

In construction. Anticipated completion in March 2025.

Funding

Sewer Fund



Reno Event Center Electronic Sign

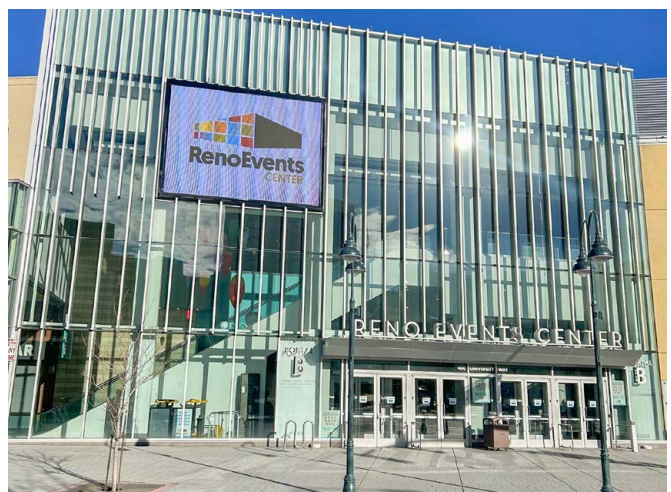
The electronic sign at the Reno Event Center, located at the corner of University Way and 4th Street, has been upgraded.

Project Status

Complete

Funding

Capital Projects Surcharge Fund



E. 2nd Street Pedestrian Hybrid Beacon

In a continued effort to prioritize pedestrian safety, Public Works has introduced northern Nevada's first-ever Pedestrian Hybrid Beacon (PHB), a traffic control device aimed at helping pedestrians safely cross higher-speed roadways at midblock crossings and uncontrolled intersections. Located on East 2nd Street, between Pringle Way and Kirman Ave, this intersection has long been identified as a high-risk area

due to the combination of significant pedestrian activity and heavy vehicle traffic. During peak travel times, approximately 140 pedestrians and 750 vehicles per hour travel through this area, creating a high potential for conflicts between pedestrians and drivers.

Project Status
Complete

Funding
Street Fund



RTC - Active Transportation Plan

Active transportation refers to human-powered modes of transport that promote physical activity while connecting key destinations and mass transit options. RTC collaborated with local agencies and the public to identify major barriers to walking and biking, as well as preferences for active transportation. The plan analyzes the existing network, outlines implementation

strategies, and provides a framework for creating 12 Neighborhood Network Plans across Reno and Sparks, aimed at developing neighborhood-level bike and pedestrian infrastructure.

Project Status
Overall Plan is complete, and the Central Reno/Midtown Neighborhood Network Plan is under development

Funding
Federal Funds



RTC - Biggest Little Bike Network

The Regional Transportation Commission (RTC), in collaboration with the City of Reno, is launching the Biggest Little Bike Network. This project aims to improve safety and accessibility for biking, walking, and scooter use in downtown Reno. It will connect the University of Nevada, Reno,

Downtown, and Midtown, benefiting students, residents, and visitors. More information can be found at: biggestlittlebikenetwork.com

Project Status
In design

Funding
RTC Fuel Tax and Federal Funds



RTC - Mill Street

The primary purpose of this project is to provide additional vehicle capacity by widening Mill Street from four to five lanes from Kietzke Lane to the I-580. Additional elements and safety improvements include:

- Free-flow right turn from eastbound Mill Street to southbound I-580.
- A new signalized intersection at Mill Street and Golden Lane along with the abandonment of Redwood Place to provide efficient and safe vehicle access to Mill Street.
- Safety and operational improvements at the intersections

of Kietzke Lane, Reservation Drive, and Matley Lane.

- Undergrounding existing overhead utilities along the project alignment.
- Drainage improvements to accommodate roadway widening.
- Improvements for pedestrian connectivity including Americans with Disabilities Act (ADA) improvements.



Project Status

Design is complete. Construction is set to commence in March 2025, with an expected completion date in the Summer of 2026.

Funding

RTC Fuel Tax

RTC - Oddie/Wells Connection from Wells to Evans

This RTC-sponsored multimodal improvement project aims to create a safer corridor on Wells Avenue beginning at the intersection of Wells Avenue/I-80 to the intersection of El Rancho Drive.

This project will increase safety and mobility options along this heavily traveled corridor. The project plans include new lighting,

landscaping, ADA improvements, pedestrian ramps, bicycle facilities, and safer traffic operations to increase mobility and connectivity along this corridor.

Project Status

Complete

Funding

RTC Fuel Tax



RTC - Midtown Roundabout

As part of the RTC Traffic Signal Modifications project 24-01, improvements to the Virginia Street/Center Street roundabout to enhance pedestrian safety and accessibility were determined, including:

- Installation of pedestrian protection bollards on the southwest corner of the Virginia/Center roundabout
- Installation of “wrong-way” signage at

Mary Street entrance to the roundabout

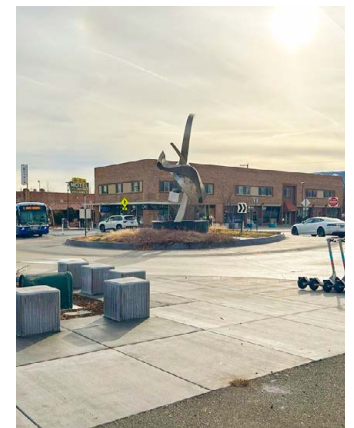
- Removal of excess signage at the roundabout to reduce sign clutter and improve effectiveness of necessary signage

Project Status

Complete

Funding

RTC Fuel Tax



RTC - 7th Street Pedestrian Hybrid Beacon

As part of the RTC Traffic Signal Modifications project 24-01, a new Pedestrian Hybrid Beacon (PHB) was integrated for the crosswalk east of the 7th Street and McCarran Boulevard intersection to enhance pedestrian crossing safety. The proposed PHB will include bulb-outs (curb extensions) to improve sight visibility and

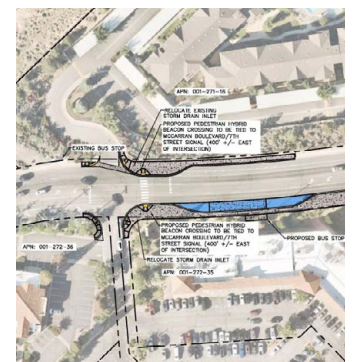
reduce the distance that pedestrians are required to cross as shown in the image.

Project Status

Construction is scheduled to begin in spring 2025.

Funding

RTC Fuel Tax



Utility Services

Grease Waste Dumping Investigation and Enforcement

Reno's Environmental Control (EC) group, in conjunction with Sparks' EC group, investigated Environmental Resources Inc. (dba Easy Rooter) for suspected illicit dumping of grease waste collected from restaurants, into the City's sanitary sewer system. An appropriate means of disposal of restaurant grease would be at a landfill.

Reno and Sparks' EC groups brought the matter to the United States Environmental Protection Agency (EPA), Criminal Enforcement Division (CID), who conducted their own investigation to corroborate the findings and move to criminal prosecution. The case eventually led to felony charges for the

general manager and for the parent company of Easy Rooter for violations of the Clean Water Act, and for lying to EPA CID officers during the investigation.

The sentencing was completed in December 2024 under a plea agreement and resulted in and a prison sentence of 24 months for the general manager, fines to the general manager and the parent company totaling \$1.36 million dollars, and a 3-year probationary period for their business activities. The United States Department of Justice (DOJ) created a press release, which includes details of the case and mentioned Reno and Sparks EC as assisting at the onset of the investigation.



Hazmat Dumping Incident

September 27, 2024 - a strange scene unfolded as the driver of a van intentionally dumped numerous waste containers from the back of his vehicle into an apartment parking lot on Selmi Drive, then drove away and dumped more materials in the Raley's parking lot on Keystone.

Reno Environmental Control (EC) was contacted by dispatch to assist with the eventual cleanup of the materials, which included various oils, solvents,

lacquer thinner, paints, and other materials.

The regional TRIAD hazmat team initially took the lead to assess the public safety risks and contain the spills, but then EC took over to coordinate the proper cleanup and disposal of the materials, and to ensure that there would be no impacts to the storm drain system or additional risks to the public. The suspect was eventually arrested by the Reno Police Department.



North Dakota and Dermody Lift Station Replacement Project

This project includes replacement of the existing outdated lift stations (LS) to meet current industry standards, reduce maintenance costs, and improve safety for Maintenance & Operations staff. The North Dakota LS is located off Whistlewood Court and the Dermody LS is located on the northwest corner

of Financial Boulevard and Capital Boulevard. Construction is ongoing and expected to be completed in late January.

Schedule

Construction Jul. 2024 - Jan. 2025

Financial Information

Total Project Estimate: \$3,098,200

Funding Source: Sewer Fund



FY 2024 Sanitary Sewer Condition Assessment Project

This project will provide inspection and a professional condition assessment service of the City's sanitary sewer interceptor and trunk system. Approximately 15 miles of primarily large diameter interceptors (18-inches and larger) and smaller diameter trunks (between 10-inches and 18-inches) will be inspected. The results of the project will

allow staff to prioritize preventive maintenance, rehabilitation, and long-term prediction of future rehabilitation needs.

Schedule

Implementation: Jul. 2024 - Jan. 2025

Financial Information

Total Project Estimate: \$849,856

Funding Source: Sewer Fund



FY 2025 Sanitary Sewer Flow Monitoring Project

Sanitary sewer flow monitoring provides comprehensive data to support the City's sewer capacity model and helps evaluate/characterize dry-weather and wet-weather flows within our sewer network. This is the final phase of a three-phase flow monitoring plan that will provide information to pinpoint sub-areas of high inflow and infiltration, refine the

accuracy of the City's sewer model, and assist in prioritizing capital improvements to the sewer system.

Schedule

Implementation: Nov. 2024- Feb. 2025

Financial Information

Total Project Estimate: \$400,800

Funding Source: Sewer Fund



Removal of Cochrane Ditch Aerial Flume at Dry Creek

In late August 2024, the Utility Services Department (Daniel Moss) and the Maintenance Department (Kelly Petersdorf and crews), in consultation with the Federal Water Master, determined the historic Cochrane Ditch Aerial Flume across Dry Creek was no longer needed, due to conversion of agricultural lands to commercial and

residential uses.

The flume's obsolescence and the maintenance requirements of its aerial water crossing made demolition the preferred alternative. The City's Maintenance & Operations crews did great work demolishing this structure.

Way to go Maintenance & Operations Department!



Chalk Creek Watershed Project

The Truckee Meadows Stormwater Permit Coordinating Committee (SWPCC) identified major instability of this urban creek in 2007. The channel eroded up to 8 feet deep in places, edging closer to homeowners' fence lines and causing sediments to continually wash downstream into the Truckee River.

Grant funding in the amount of \$125,000 helped pay for the approximately \$1.1 million project, with construction by

F.W. Carson and CDM Smith providing design services and construction management services.

Completed over 3 months, Utility Services is proud of this project that restored 1,500 feet of channel of a highly impacted urban tributary to the Truckee River, repaved sections of cracked and eroded pedestrian pathway, and reduces sediment pollution to the river, improving the overall Truckee Meadows watershed.



Evans Creek Drive Culvert Replacement

Evans Creek Drive crosses Evans Creek just south of Ridgeview Drive in South Reno and is identified as Bridge B2698. During routine inspections, the City of Reno and the Nevada Department of Transportation observed cracking in one of the 9-foot-

high by 25-foot-wide concrete culvert sections.

The City of Reno worked closely with the contractor, FW Carson Co. and WSP USA Inc., the structural engineer, to ensure successful design and construction for replacement of the failed arch segment.



Lake Park Project Watershed Project

The Lake Park Wetlands Project features three newly installed floating wetland islands, improved vegetation around the banks (to be finished in May 2025), and two STEM-based educational signs.

Following installation, a neighborhood opening event was held in October to explain the project to the public. The islands and vegetation improvements serve to enhance Lake Park's plant diversity, pollinator and bird habitat, and create a beneficial underwater ecosystem.

The Project was funded by a Truckee River Fund grant with in-kind match from the City, but the project wouldn't

have been possible without a strong collaboration between Utility Services, Public Works, and the Parks and Recreation Department, as well as the Truckee River Fund, Truckee River Parks Foundation, and volunteers from the Friends of Lake Park.

In addition, the City of Reno Communications Department and the UNR Special Collections and University Archives were instrumental in creating the educational signage, focused on wetlands ecology and history of Lake Park.

We are grateful for all these entities to help this project come to fruition.



Truckee Meadows Water Reclamation Facility (TMWRF) Heat Loop System Improvements Project

The TMWRF heat loop is a hot water system that supplies necessary heat for the buildings, facilities, and treatment processes. This project seeks to replace above and below grade pipe that has reached its service life.

The City of Reno, Carollo Engineers, and TNT Industrial Contractors, Inc.

make up the project team for the replacement of thousands of feet of insulated copper and steel pipe. Pumps, valves, and other equipment are also within the scope for replacement.

The project is on-time and within budget, with a final in-service date forecasted in Q2 2025.



Reno Stead Water Reclamation Facility (RSWRF) Aeration Basin Weir Modification Project

In the fall of 2024, RSWRF Operations staff took next steps toward resolving influent flow surging through the RSWRF facility caused by rapidly fluctuating flow entering the facility at the headworks.

Even though these surges are a typical operating condition, the proposed Advanced Purified Water Facility (APWF) to be constructed starting 2025 will include a treatment process for which a "steadier flow" is preferred for optimum performance.

As such, the AECOM design team worked with Associate Engineer Nick

Brothers, and Plant Manager Robert Zoncki, to design a fiberglass notched weir concept that would substantially reduce these surges.

RSWRF staff had the structure fabricated, then operators installed the weir (seen in photo as a greenish, horizontally placed structure).

The weir creates a self-regulating volume of storage by passively detaining then releasing flows as the water depth fluctuates slightly. The performance of the newly installed structure appears promising and is being evaluated further.

