



# Biggest Little Recap

JANUARY 2024



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# Business Licensing

## New Supervisor

The Business Licensing Department recently promoted Lucila Ramos to Licensing and Revenue Officer Supervisor. Luci has been with the City for 19 years and has worked her way up through the Department over the last 13 years. Her experience and work ethic will be instrumental in creating more efficient processes for the Department's field officers.

## New Business License

The City of Reno Business License recently received a face lift! Over the course of the next year, all licenses will be replaced with the new version as their renewals take place.



## Senate Bill 92 (2023) - Sidewalk Vending

On December 13, 2023, Council heard a presentation from staff introducing a new regulation related to sidewalk vending. As the result of SB92, passed by the Nevada Legislature in 2023, RMC needed revision to comply with state law. Additionally, based upon Council direction, the new code is intended to ease barriers to entry as it pertains to licensing requirements by eliminating background checks and location assignments. The ordinance was adopted on January 17, 2024 and became effective January 19.

## Business Licensing Code Rewrite

Public meetings concluded in October and the results were delivered to the contracted consultant who began researching and writing new business licensing code. A reviewable draft is expected in early 2024. More information about the project can be found at [Reno.Gov/BusinessLicense](https://reno.gov/businesslicense).

## Safe Scape Compliance

Adopted as a part of the privileged business license code in January 2022, RMC Sec. 5.07.123 "Downtown Safe Scape Area and Buffer Area Standards" was created. Effective July 2023, the code provided for multiple operational requirements for businesses selling package alcohol and package wine and beer including the obligation to offer perishable food, prohibitions on many single-serving alcohol products, and operational standards such as surveillance and security specifications. Included in the ordinance was a provision to allow Council the ability to review these licenses annually to discuss issues and ensure future compliance. Nine reviews are in process at this time and the results will be brought to Council for review upon completion.



## Special Events/Special Activities


As of May 1, 2023, the Business Licensing Department transitioned to Accela (the City's licensing platform) for all special event and special activity applications.

	Oct 2022	Oct 2023	Nov 2022	Nov 2023	Dec 2022	Dec 2023
<b>New Licenses Issued</b>	195	190	188	177	206	153
<b>Renewals Submitted</b>	1807	1865	1176	1230	2065	2054
<b>Applications Submitted</b>	233	231	243	174	200	167
<b>Business Closures</b>	173	208	150	203	145	160
<b>4 Special Event Applications Submitted</b>	45	33	28	31	16	17

# Civil Service

The Civil Service Commission is responsible for recruiting and developing the selection processes for the majority of positions that make up 90% of the City of Reno's employees, with the exception of temporary and appointed positions, and Municipal Court staff.

Data is reported for the months of October, November, and December of 2023.



## Total Applications

**329**



## Recruitments completed

**23**

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**Open Competitive** **16** | **Promotional** **12**

Overlap is due to five recruitments having both open and promotional opportunities.

## Qualified & Eligible Candidates



### Qualified Candidates

54% of Total Applications

Qualified candidates are those who met the minimum qualifications for the position, as stated in the job posting.



### Eligible Candidates

44% of Total Applications

Eligible candidates are those who successfully completed and passed the testing process, as outlined in the job posting.


## Candidates by Race/Ethnicity


Race/Ethnicity	Qualified	Eligible
Native Hawaiian/Pacific Islander	1%	1%
American Indian/Alaska Native	2%	1%
Black/African American	4%	4%
Multi-Ethnic	6%	6%
Asian	8%	8%
Hispanic/Latino	17%	15%
White	58%	60%

\* 4% of qualified candidates and 5% of eligible candidates chose not to disclose their race/ethnicity

## Application Source

How did applicants hear about our vacancies?

**20%** City of Reno  
from an **Employee** 

**24%** City of Reno  
from the **Website** 

# Communications



The Communications Department utilizes a combination of owned, earned, and paid media platforms to provide information about City services and programs, demonstrate the value of City services through storytelling, and build trust with the community through transparent communications. The dashboard below highlights the efforts of the team over the past 90 days.

## Owned Media

As of September 28, 2023 here are the number of social media followers the City has on key platforms:

<b>36,480</b> (+.04%) <b>Facebook</b>	<b>2,545</b> (+.04%) <b>Facebook en Espanol</b>	<b>63,437</b> (+2.2%) <b>Twitter</b>	<b>25,786</b> (+3.2%) <b>Instagram</b>
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## Earned Media

All press releases are provided both in English and Spanish.

<b>178</b> Media Inquiries Responded	<b>53</b> Media Releases Issued	<b>30</b> Supported In-Person Media Events	<b>5</b> Pitched Story Ideas to Local Media
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## Paid Media

The City has three paid media partnerships to assist in getting proactive stories out to the community. Below is an overview of the three programs and topics that were covered.

### Re-Know Minute Topics

In October, the Re-Know Minute moved to News 4 and Fox 11. Recent topics include: insurance reimbursement to access City recreation facilities at no cost, fall tree planting, RFD's Advanced Life Support (ALS) capabilities, redistricting, and heater safety.

### Nuestro Reno Topics

The City partners with Juan 101.7 on both radio and social media to provide regular updates about City programs and services. Recent topics include: Fall Refresh Clean Ups, Business Code Updates, Virginia Range Horses, Halloween Safety Tips, Leaf Removal, Christmas Tree Lighting, RFD Holiday Safety Tips, Sierra Kids Program.

### Su Reno En Un Minuto Topics

The City partners with Telemundo to provide bi-monthly segments that highlight City programs and services. Recent topics include: Public Comment at Council Meetings, Cyber Security, Leaf Maintenance, Snowplows, Don't Drink and Drive, Senior Programming, RFD Kitchen Safety, and Boards and Commissions. Content from this segment is also featured on Juan 101.7FM radio.



## Internal Service Requests

The Communications Department supports service requests from all City of Reno departments and divisions including communications support, printing, photography, videos and graphic design. Below are statistics related to the service requests completed in the past 90 days.

- Overall completed tasks: 1,584
- Items produced with bilingual English/Spanish: 77
- Items produced with ADA accessibility: 83

## Internal Communications

The City of Reno recently unveiled its first Employee Value Proposition (EVP). This statement represents the unique value that team members receive while employed at the City of Reno. The EVP and complementary branding will be utilized across City recruitment and internal communications efforts for the coming year.

### City of Reno – Employee Value Proposition

“There’s just something about Reno. It’s hard to put into words, but once you feel it, you get it. Our character is defined by our people, our culture, and our possibilities. Even as our Biggest Little City evolved, the spirit and purpose of those who make Reno a place we’re proud to call home have never changed.

It takes a lot of people to make this City thrive. Some we see every day, and many are behind the scenes, but we all have opportunities to make a difference.

We make Reno more than just livable. We make it lovable.

If you’re looking for a rewarding career in a place where you and your ideas matter – a place where the results of your hard work are reflected throughout your community and on the faces of your neighbors – welcome home.”

## Content Updates

The team has covered an array of topics over the past 90 days. The list below represents a highlight of some of those topics:

- Highlights for Reno City Council Meetings, Planning Commission, and Neighborhood Advisory Boards
- Heritage, Identity and Multi-Faith recognitions including the City of Reno’s Municipal Equality Index Score, Indigenous Peoples Day, National Coming Out Day, Basque Mural Dedication, Native American Heritage Month, Day of the Dead, All Saints Day, Veterans Day, Diwali, Hannukah, International Day of Persons with Disabilities, Christmas and Kwanzaa

- City hosted events such as the Veterans Day Parade, Movies in the Plaza, Trunk or Treat, the Reno Constituents Institute, the Reno Works Program graduation, the Menorah Lighting and the Christmas Tree Lighting
- Parks and Recreation activities including Teglia’s Paradise Park Mural Dedication, McAlinden Park Reopening, Atlantis Donation for Moana Pool, Sierra Kids Programs, Parks/Recreation/Open Space Plan Updates, Tour des Trees, Wingfield and Barbara Bennet Parks Public Workshops, Wellness Programs, Sports Leagues, Pumpkin Plunge, Grinch Pool and Movie Night, and Facility Updates
- Reno Fire Department updates including the Academy Graduation and Badge Pinning, Single Role Medic Program Updates, Safety Tips with the Time Change, and Holiday Safety Tips to Prevent Fires in the Home
- Reno Police Department updates including the NLEA graduation, Holiday Safety Tips, Pedestrian Safety Tips, Introduction to K-9 Jack, Community Chat with the Chief, and more
- Other timely City topics including Leaf Removal, Stormwater Utility Updates, ONEWater Nevada’s Advanced Purified Water Facility, Street Brining and Snow Removal Preparations, Facade and Tenant Improvement Program, 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:

- Truckee River Vision Plan: “Speak Up-ee for the Truckee”
- Sidewalk Vendor Ordinance Adoption
- Affordable Housing Stakeholder Meetings & ADU/STR Survey
- Unified Computer Aided Dispatch (CAD) System Launch
- Annual Reports from the Reno Fire Department and Reno Police Department



# Development Services

## Subdivision Final Maps Have a New Submittal Process

The City is working on improvements to the Subdivision Final Map submittal process. The ultimate goal is to allow Subdivision Final Maps to be submitted electronically through Accela, similar to the typical building permit process. However, in the interim, until we have that process ready to go, we have set up a new temporary process.

Effective December 1, 2023, all new Subdivision Final Maps can be submitted through a USB flash drive. You will still need to schedule an appointment for the initial 30-day submittal, but instead of bringing a full paper set of plans, you can just bring the submittal on a USB flash drive. All subsequent submittals associated with that Final Map can then be uploaded directly through the online Accela portal.

Contact **John Brusoe** at **775-334-2028** or **[BrusoeJ@Reno.Gov](mailto:BrusoeJ@Reno.Gov)** to schedule an appointment for the initial 30-day submittal.

## City Moves Forward with Stakeholder Input on Housing Initiatives

Housing affordability continues to be a top priority for the Reno City Council. As a part of that priority, staff is working on a number of housing strategies tied to the zoning code that includes:

- Providing zoning incentives for affordable housing developments
- Density bonuses for infill areas
- Flexibility for developing different housing products/types
- Allowing for more residential projects to go straight to a building permit (by-right)

City staff held three stakeholder meetings during the month of January to collect feedback on the proposed changes.

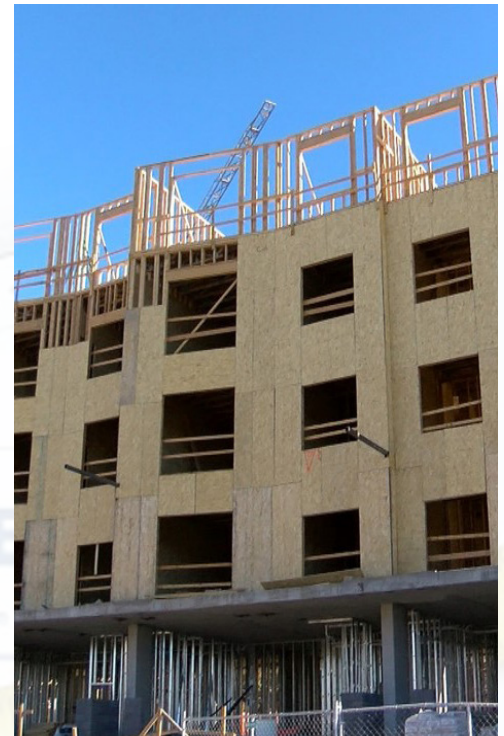
## Sunset of the 1,000 Homes in 120 Days Fee Deferral Program

The 1,000 Homes in 120 Days Program was adopted by City Council in October of 2019. The purpose of the program was to accelerate the construction of new residential units within the urban core by deferring building permit and sewer connection fees over a five year period of time. While there were no deadlines as to when projects had to be constructed, the intent was to reduce upfront costs and get housing to market faster.

A total of 33 different housing projects, encompassing 4,857 new residential units, were included in the original program. To date, 123 of those units have been constructed and are now occupied. Approximately 611 units are in the building permit review process and another 1,035 units are under construction.

The program was not intended to last indefinitely and was approved to provide a limited term strategy to encourage private residential development to begin construction sooner than it might otherwise if the City were not to provide incentives. At the November 8, 2023 City Council hearing, the Reno City Council approved a resolution to sunset the 1,000 Homes in 120 Days Program. Any projects that are either currently in building permit review or under construction will still be eligible to qualify for the program, but any projects that have not yet submitted for a building permit by December 31, 2023, will no longer be eligible for the program. If an existing building permit expires, the project will no longer be eligible for the 1,000 Homes in 120 Days program.

If you have questions on the status of any projects in the program, please contact **Angela Fuss** at **[FussA@Reno.Gov](mailto:FussA@Reno.Gov)**





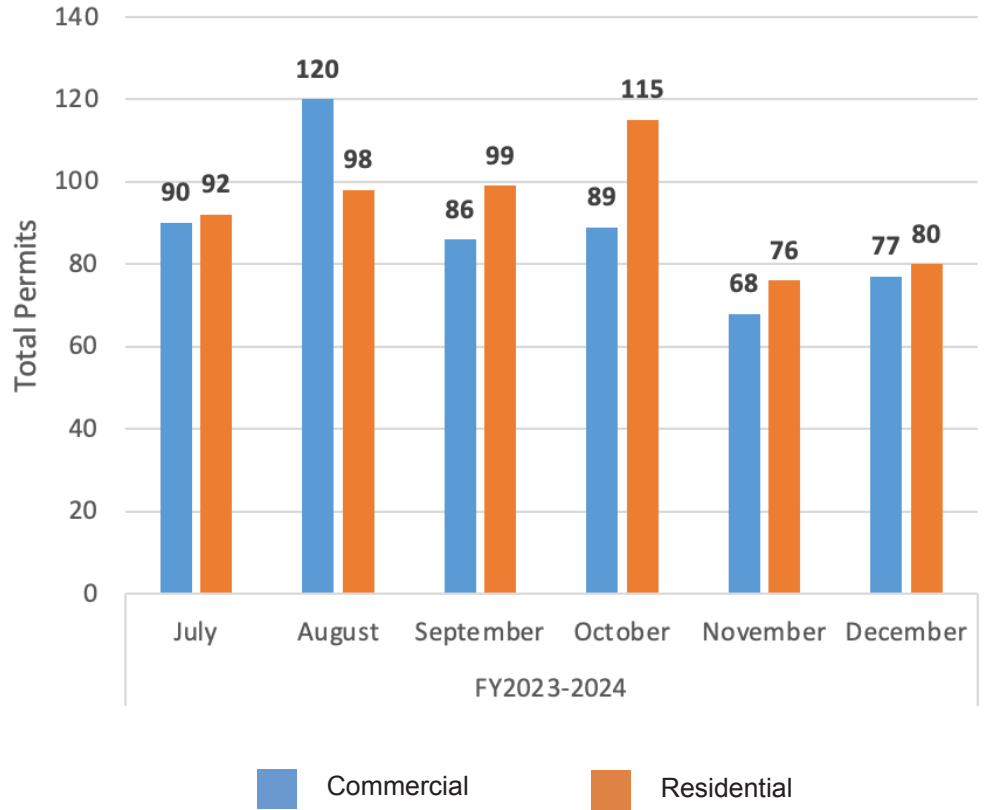
### Meet Our Staff

Daniela Monteiro began her career with the City of Reno in 2006 and has spent all those years in the Development Services Department. The first nine years of her career were spent in the Planning Division and eight years ago she made her way to the Building & Safety Division. Daniela was recently promoted to Assistant Director of Development Services for the Building & Safety Division.

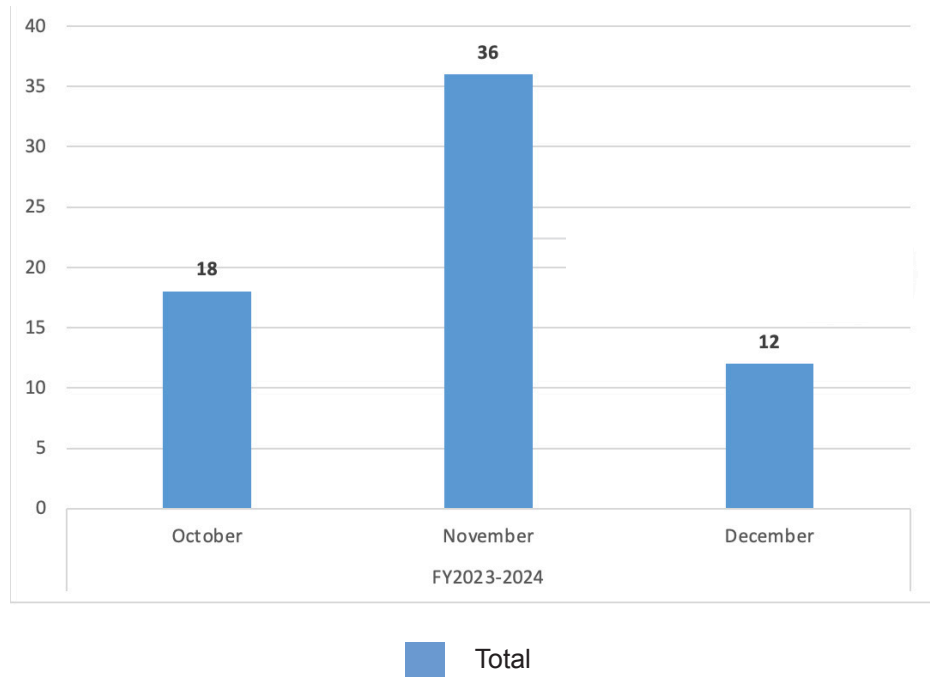
Daniela holds a Bachelor’s Degree in Public Administration. She is a nationally certified Building Official and holds the very prestigious Master Code Professional designation, which is the highest level of designation issued by the International Code Council.

She’s an avid Atlanta Braves fan and enjoys watching a series in person every year, at home or away. Hawaii is her favorite place to vacation and she tries to visit every year.

### New Construction & Remodel Counts by Group (Commercial or Residential):



### Total Permits Issued:



# Public Safety Dispatch

## Telecommunications

Our Public Safety Dispatch team provides 24/7 emergency and non-emergency assistance to the public and our area first responders. They are certified in Emergency Medical and Fire Dispatch protocols and are trained to provide life saving instructions to callers during the most critical situations. Recently, while providing back-up assistance to our local paramedic agency, one of our dispatchers recognized the need for immediate instruction while processing a reported cardiac arrest and took quick action. Within a minute of receiving the call our dispatcher had simultaneously initiated a fire department response and began providing the caller with CPR instructions.

**B2 - Trapped in Building Fire (1st Party)**

Make sure you have a **closed door** between you and the flames or smoke.

**Stay low** to the floor.

- Exactly **where** are you **located**?
- How **many** people are **with you**?

\* **Notify IC of location and number of occupants.**

If you have **access** to a **bathtub** or **sink**, fill it with water to **soak towels** and **cloths**. The water can also be used to **put out small fires**.

**Cover the cracks** in the doors with **wet** clothes, towels, cloths, drapes, or anything else that is readily available.

**Cover the air vents**, if needed.

**Do not break** any windows. If air is needed, **open** the window **just enough** to breathe.

If you can **open** a **window** slightly, **hang a sheet** or **blanket** out the window to **help** the firefighters (**responders**) **find** you.

**Make yourself known** to the **firefighters (responders)** when they arrive – **wave**, **call** out to them, **yell** for help.

## Radio Dispatch

Our Public Safety Dispatch team also operates four distinct radio channels, which provide 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.

## Public Safety Software Replacement

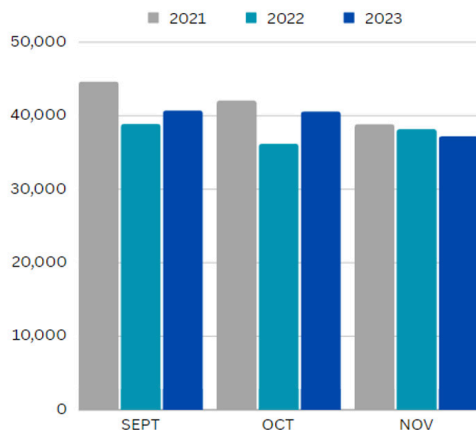
In November, our regional implementation team officially kicked off the CAD/RMS replacement project with our selected vendor Hexagon. Although this project will span the better part of two years we are excited to begin the work that will see all of our regional public safety partners on the same information platform. First steps include business process analysis, hardware/software installation and early configuration.

From 09/01/23 to 11/30/23 Dispatch staff processed:

- 118,500 total calls
- 39,924 911 calls
- With an average of 1,300 calls per day

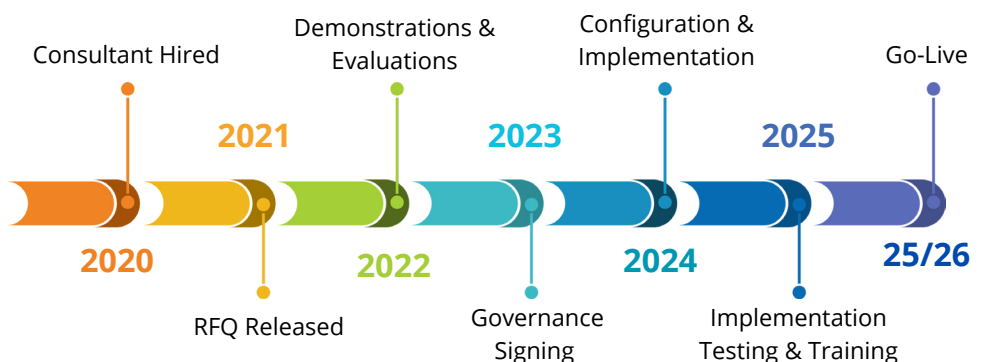
From 09/01/23 to 11/30/23 Dispatch staff processed:

- 61,534 calls for service entered
- 18,157 responder initiated calls
- With an average of 875 dispatches per day



## NEW CAD/RMS

HEXAGON OnCall CAD/RMS



# Economic Development

Economic Development reflects on an exceptional 2023 as it looks ahead to connecting, inspiring, and activating even more downtown investment and revitalization in 2024!

Place-based economic development in our Biggest Little City, like downtown revitalization, attracts investment into our community, while celebrating what makes Reno a choice location and enhances quality of life for all Renoites, and visitors alike.

## A Glow Up for Downtown Reno: ReStore Program Offers Business Owners Matching Funds for Downtown Façade Improvements

In its first round, \$455,754 was granted to 10 business owners who applied to participate in the newly launched ReStore Façade and Tenant Improvement Program. ReStore's matching grants for façade and interior upgrades aim to increase the visual appeal, economic vitality and overall livability of downtown Reno. These projects represent nearly \$2M of investment in our downtown area. "This is all about activating the inside and outside of storefronts," said Bryan McArdle, Revitalization Manager with the City of Reno. "We are bringing back to life not only individual buildings, but downtown as a whole. It takes partnerships and investments like this to make it happen."

### Examples of improvements coming as a result of the first round of awards are:

- Junkee Clothing will install new storefront windows
- Cal Neva will update an existing wall surface and add 17 new signage boxes
- Morris Hotel will update the entrance with new windows and awnings
- Pigeon Head Brewery will be adding an outdoor beer garden

## Activating Downtown

In its eighth year, **The OffBeat Music Festival** returned to Reno for three days of live music across multiple venues throughout Midtown. Drawing bands from across the country, as well as the local musicians, the festival expanded this year to include an outdoor main stage and vendor village, showcasing local businesses.



The wheels were turning on Locomotion Plaza once again, as **Downtown Reno Partnership (DRP) hosted Rollin' Reno**, transforming the plaza into a roller rink in September. With nearly 300 in attendance to partake in the skating, music, food and drinks, DRP will be announcing additional Rollin' Reno dates in 2024.

Midtown was grooving for the ultimate street party. **Dancing in the Streets** featured six outdoor music venues with back-to-back performances representing a unique genre of live music ranging from Funk Fusion, Latino, Folk Rock, Country, EDM Dance Pop and Motown. Unique street performers, unexpected flash mobs, dance lessons and food trucks made for an immersive and delicious experience in Midtown. Mark your calendars now - Dancing in the Streets returns July 13, 2024.



Welcoming children of all ages (and those young at heart) to downtown, Locomotion Plaza was activated throughout the month of October when City of Reno hosted a family-friendly series: **Thursday Night Movies on the Plaza Series with Cordillera Film Festival** featuring showings of beloved films - Frozen, The LEGO Movie and Hocus Pocus.



A new **Native Heritage Month Celebration** came to Midtown hosted by Sawabe Humano (Good Medicine). Recognized by the City of Reno with a proclamation, the event opened with a sacred blessing and included a Native-made marketplace, cultural demonstrations, Powwow dancing with drums and wellness workshops.



The community came together for the 22nd Annual **Veterans Day Parade** with the theme of “Service,” reflecting the military value and tradition of answering the call to duty with an opening prayer.

Holiday traditions on City Plaza were aglow as the annual **Christmas Tree Lighting** in partnership with the Holiday Lights Festival welcomed residents and visitors to downtown for a ceremony that was expanded this year to include the festival with hot cocoa and apple cider, food trucks and holiday shopping.

In its 25th year, the **Menorah Lighting** in partnership with Chabad of Northern Nevada commemorated the first night of Hanukkah in downtown Reno with a lively celebration of music and dancing. Reno was the first in eight nights of celebration in communities across northern Nevada.

The City of Reno is excited to partner to bring more events to our community in 2024. Keep an eye out for: **Locomotion Summer Concert Series, Wine Walks** with the Riverwalk District, **Flicks on the Bricks, Harmony on the River** with the Reno Philharmonic, and **Holiday Lights Festival + Parade**.



organizations create connections and develop their local innovation ecosystems within two years to prepare strong proposals for becoming future NSF Engines, which have the opportunity to receive up to \$160 million.

Fall brought news that Reno achieved designation as part of a regional Tech-Hub by the U.S. Department of Commerce’s Economic Development Administration strengthening our critical minerals supply chain – one of just 31 inaugural sites in the nation! “The Loop,” a consortium led by the University of Nevada, Reno, seeks to support the region in becoming a global lithium leader. It will make Nevada a strong node in a critical supply chain by aligning and coordinating its innovation and economic development activities with established companies, startups, education, and workforce development organizations in the lithium sector. From here, there is the opportunity to apply for Phase 2 that will bring \$40-\$70 million in additional funding.

### Reno’s Economic Evolution within Nevada’s Lithium Revolution

Early in the year, the City of Reno team hosted Dilawar Syed, U.S. Special Representative for Commercial and Business Affairs of the U.S. State Department, to discuss and engage with our local lithium battery companies. The Economic Development team organized a Nevada Battery Coalition roundtable and led Syed on a tour of Dragonfly Energy and Tesla.

This followed with the University winning a highly competitive \$1M NSF Engines Development Award for lithium battery workforce and economic development from the U.S. National Science Foundation’s Regional Innovation Engines program. These awards help

## Doing Business Downtown

Having sat vacant for the last 20 years, the City of Reno sold property near the Truckee River at a slight discount to a workforce housing developer, BUILT, with City Council approval, moving closer to the aim of providing more housing in downtown Reno. BUILT's plans include about 120 units of attainable housing, meaning the average wage can afford the average unit.

### Other Notable Headlines for Investment in the Biggest Little City:

- Carbon emissions tracking company nZero opens downtown headquarters
- Connecting to Downtown: University breaks ground on new Business School building in Gateway District
- Bagels & Brews, The Fe Hotel & Restaurant, Wolf Putt, Exotic Milkshake, and Uncle Junkee opened in downtown

### Ranking Reno: The Biggest (and Happiest) Little City:

Reno made the list time and again in 2023, with several publications and agencies taking note of our Biggest Little City. Notable mentions include:

- Outside Magazine: Happiest Places to Live in America
- Reno rises to #16 overall in Milken's ranking of Best Performing Cities, and ranked #2 in the nation for job growth
- Livability: Top 25 Best Cities in the West to Live In
- Heartland Forward: 13th Most Dynamic Metro – ranked for our economic resiliency and improved economic outcomes for citizens

### History in the making: Announcement of \$1B Private Capital Investment in Reno

Grand Sierra Resort announced what will be the largest private capital investment in the City of Reno's history with plans to infuse \$1B into the 140-acre property over the next decade. The centerpiece of the visionary project is an arena which is designed to host concerts and special events and additionally serve as home of Nevada Men's Basketball.

## Connect, Inspire, and Activate

Our Economic Development Team grew with the addition of Activation Coordinator Rachel Macintyre, and Property Analyst Maureen West-Cuthbert. Together, under the direction of Bryan McArdle, Revitalization Manager, they are charting the course for connecting, inspiring and activating interest and investment to support the livability and distinct vibe that is our Biggest Little City.

- Listen: Bryan McArdle on Revitalizing Reno, Renoites podcast
- Rachel Macintyre convened business owners in the Riverwalk and Brewery Districts to share the vision for downtown activation with the opportunities and resources available through the City and Downtown Reno Partnership for vibrant special events and placemaking; additional community and district outreach is planned for 2024.
- Bryan McArdle participated in a panel discussion at the 2023 Nevada Brownfields Workshop "Connecting the Dots: Renew, Reuse, Revitalize," presented by the Center for Creative Land Recycling, US EPA, and NDEP, to provide information on resources, funding, challenges, and strategies for redevelopment, leveraging both EPA and other federal and state resources.



# Equity & Community Relations

## Reno Constituents Institute

Congratulations to the 2023 graduating Reno Constituents Institute (RCI) cohort. Over the ten-week program, participants had the opportunity to learn about the City of Reno's government structure, departments, programs, services, and the community at large. RCI is dedicated to building and elevating strong communities by promoting access, transparency, inclusivity, and empowerment through education and fostering meaningful relationships. The 2024 RCI is scheduled to kick off in August. Applications will be available for the public in early summer. Learn more about the RCI on [Reno.Gov/RCI](https://reno.gov/rci).

## Trunk or Treat

The second annual Trunk or Treat event took place at Paradise Park on October 26, 2023. This event was a collaboration with the University of Nevada's Dean's Future Scholars program and Bernice Mathews Elementary School. Over 2,500 attendees enjoyed an evening visiting different community organizations, kid activities, music, and food trucks. Of course, candy was the main attraction and plenty was distributed. Many thanks to all the community partners who contributed to the success of this safe and family-friendly event. We look forward to hosting again in 2024!

## Hispanic Heritage Month Event

To commemorate Hispanic Heritage Month, the BELIEVE sign underwent a vibrant transformation, cycling through colors that symbolize the flags of various countries celebrated from September 15 to October 15. The community was warmly welcomed to join in the festivities on October 4, 2023, at Reno City Plaza. The lighting included a proclamation and featured a folklore dance performance by Ballet Folklorico Raices del Fuego, insights from community partners, and a sampling of cultural treats. Celebrations will continue into 2024 with a lighting in February to honor Black History Month. If you are interested in learning more or participating, please contact [EquityandCommunityRelations@Reno.Gov](mailto:EquityandCommunityRelations@Reno.Gov).

## Mural Reveal

The collaboration between Arts and Culture and Equity and Community Relations culminated in a celebration marking the completion of a mural at Teglia's Paradise Park Activity Center. Designed and painted by artist Miles Toland, extensive outreach contributed to the final product. The mural symbolizes unity and community and it was truly inspiring to see the community come together to recognize the efforts and art at the reveal. A special performance by Bernice Mathews students added to the event's charm and paletas were served by La Estacion.



## Human Rights Commission Micro-Donations

Made possible by Ward 3 Councilmember Miguel Martinez, Council liaison to the Human Rights Commission, a Community Micro-Donation program launched in the fall. Non-profit organizations had the opportunity to apply for funding efforts or events that bring awareness to community human rights issues. Applications were reviewed by the Human Rights Commissioners and recommendations were approved by the City Council. Congratulations to the following recipients: the Community Food Pantry, the Sierra Arts Foundation, Tribal Minds Inc., Stewart Indian School Preservation Alliance, and Awaken.

## Human Rights Campaign Perfect Score

The Human Rights Campaign (HRC) released the 2023 Municipal Equity Index scorecards on November 14, 2023, and the City of Reno received a perfect score for the sixth consecutive year. The annual assessment examines how inclusive municipal laws, policies, and services are for members of the LGBTQ+ community. This includes internal and external efforts including non-discrimination laws, the organization as an employer, leadership, and practices. The City of Reno remains committed to creating a community where all can thrive and will continue strengthening relationships citywide. Learn more at [HRC.org](https://hrc.org)





## Reno EngAGED

The Reno EngAGED initiative began with a diverse range of activities and events tailored to enrich the experiences of the senior community. This quarter, two resource fairs were organized showcasing various themes. One highlighted a public safety fair featuring the Reno Police Department, Reno Fire Department, REMSA, and more. The other focused on a public health fair with a wide variety of senior services for seniors to learn about resources in the community. Furthermore, both Aging and Disability Services and Care Chest served as guest speakers, presenting their programs and services, and contributing to highly successful events.



The team coordinated two field trips to the Reno Food Systems farm where seniors participated in garlic and tea workshops with an opportunity to learn about their services. More events consisted of technology classes at various locations throughout the community, a Halloween event, and a University of Nevada football game. Each event experienced strong attendance and was a success by engaging and enriching the senior community. Stay tuned for many more Reno Seniors EngAGED events in 2024.

Event/Activity	Level of Engagement
4 Senior Tech Connect Classes	41 Participants
2 Resource Fairs	60 Participants
2 Guest Speaker Events	30 Participants
2 Seniors Day Out to Reno Food Systems	47 Participants
1 University of Nevada Football Game	20 Participants
1 Halloween Event	40 Participants
<b>Total:</b>	<b>238 Participants</b>



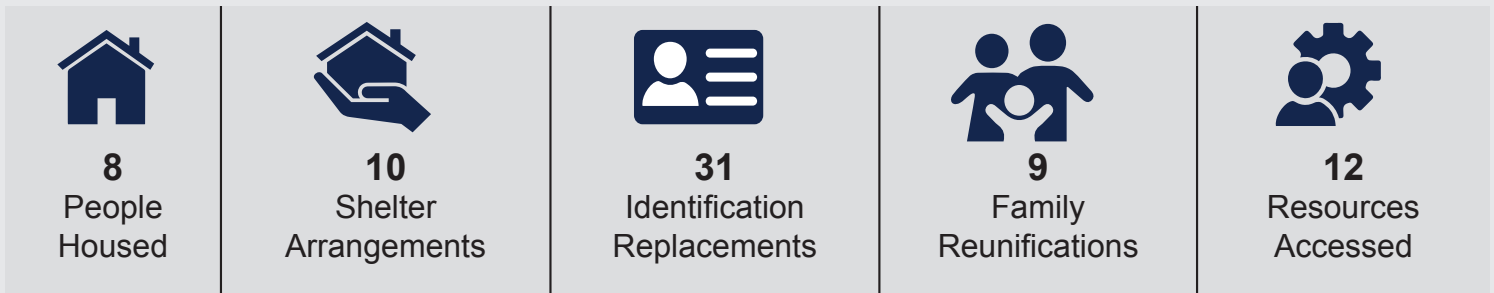
## Clean and Safe Quarterly Outreach Successes

Clean and Safe Outreach, Reno Initiative for Shelter and Equality (RISE), and the Karma Box Project provided one-on-one outreach to the unsheltered community and extensive trash removal. The following is the combined report from September - November 2023.

## Quarterly Service Requests

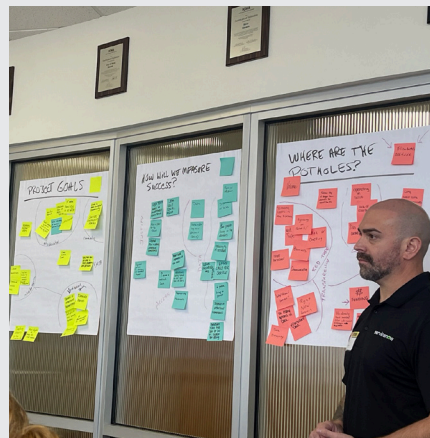
There has been an increase in service requests this quarter compared to last quarter. Between September - November 2023, the team received and addressed 572 homeless-related service requests, a 15% year-over-year increase. This increase is correlated to occupied vehicles. Outreach continues to be a priority to keep our community clean and safe.

## Outreach Outcomes (June - August 2023)



## Outreach Success Story

Outreach continues for the Clean and Safe Program. In partnership with the Reno Initiative for Shelter and Equality (RISE), we launched a concerted effort to help transition individuals with lived experience of homelessness into conversations as experts in the field and provide peer support services to identified camps. A community lead was identified to help with this new approach. The community lead was unsheltered for over a decade and successfully transitioned into an apartment with the assistance of the Housing and Neighborhood Development Division. The lead remains housed, employed, and continues to learn how to assimilate into stability and help others do the same. Since starting as a community lead, he has assisted five individuals into stable housing and continues to provide ongoing support.



## City Walks Updates

City Walks continue to happen throughout the city to assess concerns and identify solutions to enhance the quality of life of Reno residents. In October 2023, the City Walks team began visiting neighborhoods outside of the Business Improvement District (BID) to address concerns and brainstorm solutions. Walks are determined based on service requests and staff observations. City Walks continue to occur within the BID in collaboration with the Downtown Reno Partnership.

## Outreach Solution with ServiceNow

The City of Reno was selected to participate in a project with ServiceNow to help address homelessness via their in-house innovation team. Charged with generating solutions to complex challenges using a human-centered approach, Reno's project objective was to help build an application to assist individuals access services and housing through data with this team. Over the course of several workshops, tours, and group discussions, city staff and community partners provided invaluable input to help identify gaps and opportunities to reach this vulnerable population. Leading with empathy, an innovative prototype was created to help facilitate outreach and provide connections to essential needs in real-time. The group now awaits the development of this application to pilot its use and see what impacts can be made locally from a mobile device in the field.

## Training Division

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We have had a busy fall and winter. In October, we updated and trained on how we organize incidents. This will lead to better personnel accountability, safer incident scenes and better outcomes all around.

In November, we worked with the EMS Division to provide our line personnel with their much-needed annual refreshers. Keeping our medical personnel up to date on new techniques allows us to provide the best possible care for our community.

December was a busy month. We wrapped interviews to expand our EMS division by six, allowing us to open additional single-role medical units. The new medics started at the end of January. In addition, we just finished the interview process to hire 24 firefighters. This will help us keep up with retirements and possibly open a new truck company. This training helps our crews respond faster and provide the best service no matter how low temperatures drop.

Looking forward to the rest of winter, we have ice rescue training for our line personnel. This will refresh our procedures in rescuing people who end up out on the ice. By getting this training in, we will be able to respond faster and provide better service to our communities as the cold rolls in.

February will bring a joint hazmat training with Sparks and Truckee Meadows Fire. Keeping the valley safe depends on all departments working together.

## Emergency Medical Services (EMS)

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This quarter the EMS Division outfitted two new van ambulances to the paramedic level and successfully deployed them into the 911 response system. We completed nine days of division level training focusing on first responder mental health, documentation standards and active assailant preparedness. We are interviewing for six new single-role positions, including advanced EMT non-suppression (for the first time in RFD history). Lastly, we completed a study of various EMS and fire charting platforms and selected a new charting and data system that will allow our providers to document the calls we run in a more streamlined and efficient process. Over the next 90 days we will work with Emergency Services Online (ESO) on deploying this new program which will include department-wide training and education.

## Prevention

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It was a productive year for the Reno Fire Prevention team. Our prevention team conducted over 5,500 business safety inspections, tested and accepted over 4,000 life safety systems on new construction, and reviewed over 1,900 plans for new buildings. Unfortunately, we experienced a slight increase in the number of fires in our region this past year, with our team investigating a total of 260 fires. Of these, we made 12 arson arrests, successfully closing 30% of our arson cases, which is above the national average.

For the first time, our International Code Council-Certified Inspectors assisted the Reno Tahoe Airport Authority with mandated inspections. This partnership to prevent fires and explosion hazards has been critical as we prepare to adopt the 2024 International Fire Code, and International Wildland Urban Interface Code.

For the third year in a row, we teamed up with NV Energy and the Nevada Division of Forestry to use goats as fire mitigation tools in the Rosewood Canyons, an area we know is prone to wildfires. The goats grazed on over 45 acres of City and HOA-owned property, eliminating dangerous fuel loads. Currently, we are waiting for an archeological study to finish mitigation and re-seeding on the south facing slope of the upper canyon which should commence this spring. We have completed over 400 defensible space home assessments in this area and continue to seek grant funding for future mitigation projects in northwest Reno.

We have turned Boston, the arson dog, into a cartoon. As part of our efforts to educate the community in Community Risk Reduction, we have created a new safety video that will be distributed to the Washoe County School District. We are quite proud of this one.

Finally, Fire Marshal Tray Palmer retired from the City of Reno. After almost 29 years of dedicated service to the City of Reno, Tray's last day was January 4, 2024. John Mandell will serve as interim Fire Marshal until a permanent replacement is found.

## Wildland

This last year, Reno Fire Department sent 92 personnel out on wildland fire assignments across the United States. Our personnel were dispatched on 58 separate assignments. We had personnel assisting communities in Alaska, California, Florida, Georgia, Idaho, Washington, and Oregon. They worked 21,656 hours which equals 902 48-hour shifts. The average length of the assignment was 10 days. Our Rapid Extraction Module (REM) was assigned to Idaho multiple times throughout the season.

## Emergency Management

We are in the process of performing our 3rd annual Cancer Screenings for suppression personnel and expect the screenings to be completed in January. In collaboration with ARC Health & Wellness, our Emergency Management Division implemented a new and more efficient scheduling system for department annual physicals.

We completed the annual submission of the Regional Emergency Response Plan to the State of Nevada. We participated in the Integrated Preparedness and Planning Workshop along with a tabletop exercise at the Regional Emergency Operations Center (REOC). A vendor has been selected to develop and update the Regional Hazard Mitigation Plan. We expect to have a new plan in a year. We collaborated with City Safety, Security and Fire for a City Hall Evacuation Drill and After-Action Review.

## Operations

The Reno Fire Department is on pace to surpass 49,000 calls for service for 2023 (48,783 as of 12/27/23). We responded to approximately 330 Structure Fire Calls. Our Water Entry Team (WET) responded to approximately 40 river rescues and performed multiple river sweeps and patrols during the high-water spring run-off. We placed Medic 3 in service full time with Single Role Medics (SRMs) and staffed Medic 2 with a mix of suppression personnel and SRMs.

We are in the process of expanding our Urban Search and Rescue (USAR) and WET teams from 36 personnel to 45 personnel per shift. Expanding these teams ensures we have the right resource at the right time.



# Housing and Neighborhood Development

## Rental and Deposit Assistance

During the second quarter, HAND provided \$706,754 in rental and deposit assistance. This assistance provided housing stability for 290 unique households.

## Eviction Prevention Assistance

During the second quarter, HAND provided \$120,472 to residents for eviction prevention assistance. This assistance prevented evictions for 31 unique households.

## Ways I Care Certificate of Commitment Award

The Rental and Deposit Assistance Program received recognition from Veterans Affairs for commitment to working diligently to serve Veterans and other beneficiaries.

## New Program Assistant

Please welcome our new staff member, Karina Aguirre! She comes to us from the State of Nevada and brings knowledge and experience with housing and public engagement. She has already made a fantastic impact on the community! See the kudos below:

*"I have been trying to help a friend who has developmental disabilities for about 8 months now... I came into the rental assistance office last week and met Karina Aguirre. She listened to what the issues were and immediately took action. She emailed me that day... and got things pushed along so that my friend could get the help she desperately needed. She was extremely compassionate and caring... We need more people like Karina, and the City is very fortunate to have her in their employ."*  
- Recipient of Rental Assistance

## HAND Leads the Washoe County HOME Consortium

The HOME and HOME ARP application closed January 8, 2024. There was approximately \$5.2 million available for funding. The funding is for affordable housing development, as well as supportive services.

The department now has a certified Housing Quality Standards (HQS) inspector on staff! Alex Segura-Garcia recently passed his exam and is certified to conduct HQS inspections, which meet HUD's quality standards. This area of expertise is a valuable asset to our team, as we continue to expand our services and serve clients efficiently. Way to go Alex!

## Council Actions

Council approved \$1,448,690 in sewer reductions and \$32,239 in building permit reductions for Sutro Street Senior North and South affordable housing projects. This project will help construct 170 units of affordable housing for seniors.





## Reno Works

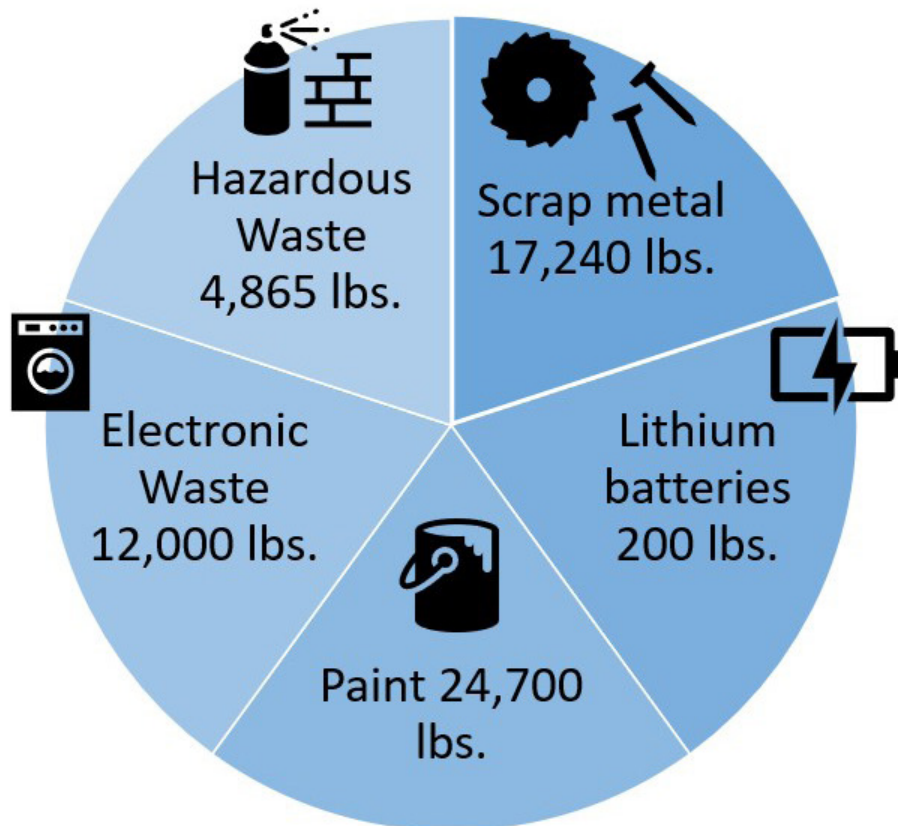
Eight residents graduated from Reno Works in November, bringing the total to 110 graduates. The next session of Reno Works starts February 5.

Additionally, the City received a \$75,000 award from the Community Investment Program with SilverSummit Healthplan to expand Reno Works to Reno Works+. The award will be utilized for post-graduation wrap around services and to implement two "Getting Ahead" classes. The Getting Ahead program is designed to empower participants with essential skills and perspectives which create a bridge out of poverty.

## Community Cleanups The Biggest Little Fall Refresh

The team completed six community cleanups in the fall of 2023. 868 residents utilized this free service and each ward provided 30 yard Waste Management bins, collecting a total of 870 yards of household waste. The following chart demonstrates the amount of items collected at six cleanups:

### Pounds of Hazardous and Electronic Items Collected:



# Human Resources



## Health of the Organization

As we kick-off 2024, let's take a moment to reflect. This story begins in October 2020 when the Reno City Council selected Doug Thornley as the next City Manager, and Mr. Thornley picked-up the leadership reins. Under the guidance of Council and the City Manager's leadership, the City has spent the intervening period focused on the health and well-being of the large and diverse workforce that provides service to this community on a daily basis. This focus included intentional investment in the systems and structures necessary to better support this workforce.

As a department, Human Resources is the team behind the team. The Human Resources team has worked diligently to further cultivate and strengthen a culture of wellness. This is no small undertaking. The City of Reno has about 1,500 employees providing services across 19 departments in fields that range from wastewater treatment and housing to swimming pools and first responders. The variety of work environments and impacting factors are complex. We were up for the challenge, and the work of the Human Resources team at the City has not gone unnoticed by other Human Resources professionals. The City's Human Resources team was recognized as a finalist in the Northern Nevada Human Resources Association 2023 HR All-Star awards. So, we would like to share what we think makes the City's HR team all-stars.

Norma Santoyo, Human Resources Director, joined the City in July 2021. Ms. Santoyo is the catalyst behind the evolution of the Human Resources team. Ms. Santoyo's efforts have been supported by the leadership of the

City Manager and through the investment of additional positions by the City Council. The addition of the Organizational Development Manager position, to fuel and support employee learning, growth and development; and a Benefits Manager position, to streamline and manage the City's self-funded health insurance program and robust benefit structure, have been pivotal in the Human Resources team's ability to further cultivate and strengthen a culture of wellness.

- **Self-Care Planning** – In a bold move, deviating from a typical benefits orientation, the City's Benefits Manager has focused benefit enrollment and benefit educational opportunities through the lens of a holistic, integrated self-care plan. New employees are encouraged and educated on how to create a self-care plan, provided resources on benefits to put in their wellness toolboxes and as a group learn about social determinants of health, burnout and refocusing thoughts on their circle of influence.



- **Biggest Little Intranet (BLI)** – Based on employee feedback, the BLI has been revamped, making it a growing hub for benefits information and education. This included developing and providing additional educational materials, online forms and links to streamline employee interface, and making the information much more widely available and accessible to everyone.

- **Training** – Training opportunities have reflected an employee wellness paradigm as well – providing training, including, but not limited to, topics of stress management, conflict resolution, domestic and workplace violence. In addition, at the leadership level, supervisors and managers are reminded on a regular basis to encourage employees to care for their health and wellness and take time to heal when they are ill or injured. This messaging will continue to be shared during ongoing meetings, training, and communications.

- **Benefits Education** - The City provides a benefits package that supports family health and wellness. To help employees make the best use of benefits for life circumstances, the Human Resources team provides educational opportunities. This includes regular email updates and the “Benefits in the House” program where benefit program service providers are brought on-site for employees to sign-up to meet and learn more about their benefits.

- **Well@Work** - Week-long health and wellness fairs that included lab work, a vaccine clinic and week-long health fair with vendors, presentations and wellness raffles all within the workplace. This week-long initiative gives employees the opportunities to take care of health needs while learning more about their benefit options. Other activities that promote and/or integrate personal wellness from videos, to Sit and Fit classes at City Hall, to walks with Boston (RFD Arson Dog) and Winter (RPD Facility Dog). Employees are encouraged to take advantage of these opportunities by checking out the Monday “What You Need to Know” weekly email to keep information fresh and in front of employees.



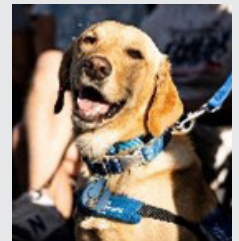
- **Best Place to Work** – As part of the Northern Nevada Human Resources Association Best Places to Work in Northern Nevada competition, the City received 3rd place in the extra-large business category in 2022, and was a finalist in the large business category in 2023. The City was named as the Best Places to Work for Working Mothers by the Children’s Cabinet. The City has used the information gained through these processes to engage employees in focus groups to develop a culture of wellness, improve communication, cultivate professional development opportunities and hold leaders accountable while engaging in positive recognition. These are employee led groups with support from management team members.

- **IAFF Open House** - When our IAFF Fire Collective Bargaining Group received a matching contribution from the City for deferred compensation, the City rallied with an open house, educational meetings, presentations and assistance to help members maximize financial opportunities.



- **Voluntary Leave Transfer Program** - Traditionally this program was available to offset paid leave gaps in the event of an employee’s serious health condition. This program has been expanded for use in the situation where the employee is required to care for an immediate family member’s serious health condition. This program enables employees to donate leave to support other employees in the event of gaps in paid time off for a catastrophic illness of their own or family member.

- **Therapy Dog Policy** – In addition to the working dogs that support our teams, the City has a cutting-edge therapy dog policy which allows employees to bring their certified therapy dogs into the work environment. The City also has regular visits from Paws4Love.



- **Public Safety Physicals** – Public Safety employees have annual physicals and lab work which identify indicators for predisposition to heart and lung issues, diabetes and other related illnesses. The City wanted to provide a “Next Step”. By partnering with Included Health, when employees receive their lab work and physical information, they can call Included Health to receive recommendations, help in understanding results and matching with a physician or specialist if warranted.



These are just a few of the initiatives directed to assisting employees to reach their optimal health and establishing a culture of wellness, that aren’t always front and center when you think of what it takes to support a workforce like ours. The Human Resources team are the people behind the people, supporting our employees, who are more than just our colleagues, they are our friends and our neighbors, they are a family member to this community. This is how we make this community more than just livable, this is how we make it lovable.



# Information Technology

## Facility Maintenance

As part of the Public Safety Center construction from June 7 - 10, 2023, an in-ground fiber optic cable was inadvertently damaged. The damage resulted in approximately 72 hours of disconnected service between the Corporation Yard and City Hall. This downtime impacted staff access to the internet and the local network, and their ability to serve the citizens. In addition to this particular downtime, the City also experienced internet circuit downtime. This internet circuit provides access to many cloud services and email transportation.

In today's fast-paced digital landscape, network downtime is not an option while doing business. In October of 2022, the Department of Information Technology (DoIT) embarked upon creating redundant circuits for critical infrastructure. These redundant circuits are for both the City's internet connection as well as Layer 2 connections back to the City's local network. DoIT opted for aerial, wireless, point to point connections to satisfy the need for seamless failover and redundancy.

Seamless failover will provide uninterrupted connectivity for both internet connectivity and the local network. In the event of a link (circuit) failure, the system will now intelligently switch to an alternate path, ensuring that data keeps flowing without missing a beat. This results in enhanced network uptime and a seamless user experience for the City of Reno team.

The implementation of this redundant design provides a scalable solution for the City's network infrastructure. The ability to increase bandwidth to each remote site can be done in a day. These completed redundant circuits are currently located at the following locations:

- City Hall (Internet & local network)
- Corporation Yard (local network)
- RPD (local network – will be relocated to the Public Safety Center)
- Dispatch (local network)

The following sites have been identified and are in the process of future implementation:

- Switch Data Center (local network)
- New Fire Station 1 (local network)

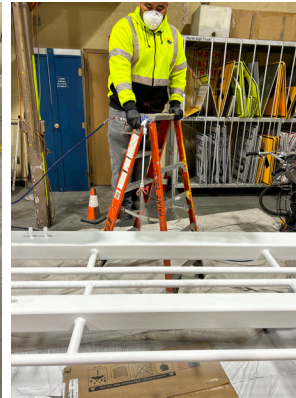
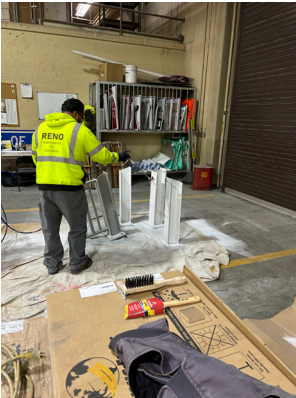


# Maintenance & Operations

## Streets Division

The Streets Division has been busy prepping for the winter season. Here we have our Streets Manager giving an interview with the local news to inform the public of some street brining. The brining of our roads is to help keep our roads and citizens safe from the first winter storm we were expecting that would bring slick and icy road conditions. The brine helps melt that ice on the road to help vehicles get more traction.

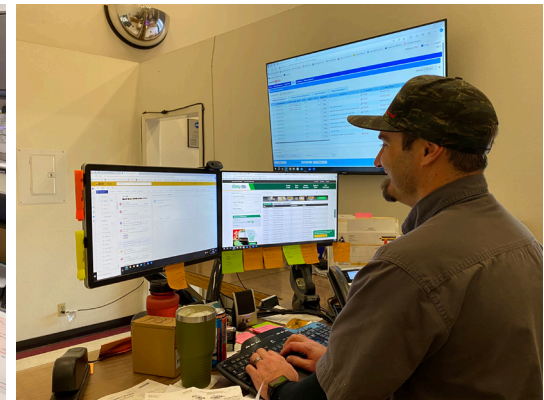
The Streets Division has also been busy with upkeep on the bridges downtown. Here our Streets crew is busy repainting the railings of the Lake Street Bridge. A fresh coat of paint on these railings helps keep downtown looking great!



## Fleet Division

Our Fleet Division is a small and mighty crew of just 15, with three incredible individuals who make up the administrative team. This team manages over 1,300 active part numbers and keeps track of approximately 13,000 items in inventory. By the end of the year, we are anticipating to process approximately 3,700 invoices and 3,600 work orders on vehicles for repair and preventative maintenance.

Here we have from left to right our Senior Equipment Service Writer, Program Assistant, and our Equipment Parts Technician.



## Facility Division

The Facilities Maintenance Division has been actively working on renovating the historic California Building. This past November the team completed a full roof replacement on the building and they are now in the process of replacing the building's HVAC system and overhead ducting. Future work on this facility is currently in the planning stage and will involve an interior remodel which will provide our citizens with a comfortable all-season space to host events.



## Sewers Division

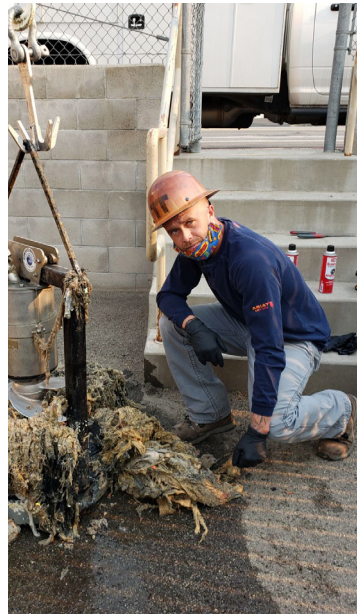
The Sewers Division has been busy updating their lift stations and the equipment that handles all of our wastewater. Here you can see some of the equipment that keeps all our wastewater underground. These lift stations are important in mixing and filtering some of the large debris that is either flushed or dumped into our drains. Our Lift Station Technicians are specially trained to service and maintain the lift station equipment to make sure there are no issues that could cause an overflow of wastewater. Stations have to be monitored 24/7 and if anything goes wrong, these technicians have to be ready to fix the issue and prevent any overflow.



Here we have one of our lift station technicians next to a clogged mixer that stopped mixing due to a mass of rags, baby wipes, and debris that were flushed into our sewer system. This had to be manually removed.

During the fall and winter, the Sewers team clears blockages in drainage ditches. These ditches are for storm water runoff which are important to keep clear. If these ditches fill up or are blocked, water will begin to flood our roads. Here we have one of our Sewer crews clearing out a drainage ditch at Somerset and the Del Webb area.

During the fall when the weather is changing, both our Streets team and our Sewers team tackle the ongoing task of clearing fallen leaves from both streets and storm drains. Fall leaves are beautiful, but the abundance of them in our gutters and storm drains can cause blockages. This creates a higher risk of water pooling onto our roads or of flooding occurring.



The Sewers team did media interviews to inform the public on ways they could prepare for the changing weather and how to help keep leaves and debris out of the gutters and storm drains. Here we have one of our Sewers Maintenance workers doing a radio interview in Spanish for our Spanish speaking community.



# Parking and Code Enforcement

## Improvement of Downtown Property

Code Enforcement successfully collaborated with the downtown property owner of the Cal Neva to address and rectify code violations related to their building's exterior surfaces and light fixtures.



## Code Enforcement Case on Newport Ln.

In partnership with the Reno Police Department, Code Enforcement officers gained compliance with a property that had different public nuisance violations for a decade.



## Community Safety and Services Team (CSAST) - Santa Crawl 12.09.2023

In partnership with RPD, Fire Prevention, and Business Compliance, Code Enforcement conducted a CSAST assignment during the Santa Crawl on Dec 9th. The team worked from 9pm-2am, inspecting venues and businesses. The team visited 56 establishments to address compliance with alcohol awareness cards, queue line safety, and unlicensed vendor operations. The assigned Parking Enforcement officer issued 47 citations.

## Parking Enforcement

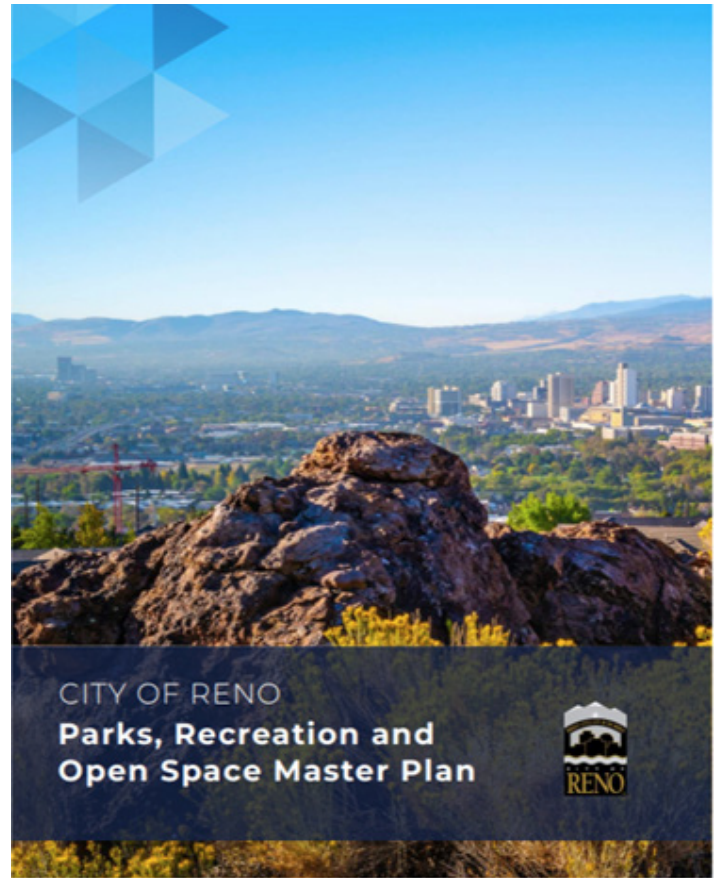
Between October and December, Parking Enforcement addressed 2,090 service requests of potential violations. Parking Enforcement officers also closed 1,224 service requests during that same time frame. The division submitted 237 vehicles for tow. The Parking Enforcement officers also issued a total of 2,796 parking violation citations.

Additionally, officers proactively addressed over 75 vehicles with violations in the vicinity of the Veterans Administration Hospital. During this period (October-December), Parking Enforcement proactively posted and addressed 27 abandoned vehicles during Clean & Safe Walks.

# Parks and Recreation

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

In a significant step to transform Reno into a hub for outdoor activities, the Reno City Council voted unanimously to adopt the Parks, Recreation, and Open Space (PROS) Master Plan on November 8, 2023. The adoption follows years of planning and community input, culminating in a comprehensive strategy that focuses on improving outdoor space in the City. The Parks Department worked with Stantec Consulting and Citygate Associates to develop this plan as an update to the 2008 Recreation Facilities Plan. The feedback from City Council, the public and various boards and commissions was used to recommend priorities for the identified implementation strategies and goals in the plan. The plan identifies current and future improvements, assesses levels of service and service gaps for the community as well as provides information on funding sources to achieve the identified goals. The Parks and Recreation Department plans to conduct regular updates of this plan every five years.



## Capital Projects

### Moana Pool

The second phase of construction is on-going. Steel was erected at the end of the summer and concrete walls are in place along with the roof of the facility. The three pools have been dug out and plumbed. Winter construction will consist of the installation of the glass windows, interior walls and the start of the finishes. The building is still on track to open in August of 2024.



### Mayors Park - Phase 3

Phase 3 is currently in the construction phase and includes the following improvements: irrigation supply reconstruction, flat fields with lights, playground replacement, and improvements to landscaping and amenities. The playground is complete and open for play; however, the sodding of the flat field will occur in April and will be open for play in August 2024.

### Dick Taylor Park - Playground Upgrade

The north section of the playground at Dick Taylor Park has received two new playground components: an inclusive climber and zip lines. Construction was completed in October 2023 and the playground is fully open.



### Dick Taylor Park - Tennis Court Upgrades

Construction of the tennis courts at Dick Taylor Park was completed in October of 2023. Court surfacing and fencing was replaced, and the complex now consists of one tennis court and four pickleball courts. The courts are currently open for play.



### Idlewild Pond Liner and Wall Repair Project

The installation of a geotextile pond liner and repairs to the leaking pond walls has entered into the environmental review and design phase. Construction is expected to occur in the fall of 2024 and completed in spring 2025.

### Sierra Vista Park - Parking Lot and Restroom Upgrade

The parking lot at Sierra Vista Park was recently redesigned and paved to include new ADA parking spaces. The site has been prepped for a new, year-round restroom structure that is expected to be installed in September 2024.

### Canyon Creek and Sterling Village

Canyon Creek and Sterling Village playgrounds are currently being replaced with new play structures and an inclusive swing at each park. Construction is under way and expected to be completed by April 2024.

### Robinhood Park - Reconstruction

Robinhood Park received many upgrades including a new playground and safety surface, a resurfaced multi-sport court, ADA sidewalk upgrades, a new picnic shelter cover, and refreshed landscaping. The park is currently open for use and a grand re-opening is scheduled for February 2024.

### Teglia's Paradise Park - Community Center

The façade of the Paradise Park Community Center had its mural dedication in October. The mural added much needed vibrancy to the park and surrounding neighborhood.

### Reno Tennis Center - Court Reconstruction Project

Courts 13-16 at the Tennis Center were upgraded to a post-tension concrete slab. These courts will last longer and provide a more playable surface for the community. The remaining funding available for repairs at the Tennis Center will be allocated to additional resurfacing of courts 1,2,4,5; fencing repairs, and additional lighting to be completed during the summer of 2024, with completion expected by September 2024.

### Teglia's Paradise Park - Playground and Restroom Upgrade

The playground and restroom at Teglia's Paradise Park are being replaced. Upgrades include parking lot enhancements, ADA upgrades, restroom replacement, playground replacement, shade structures, and upgraded landscaping. The playground will be open to the public once the safety audit is complete in January 2024.

## Aquatics & Athletics

- Senior Summer Games concluded. Senior Winter Games is between January 29-February 14, 2024.
- The Athletics Division has completed their summer and fall programming. The offerings include softball, kickball, volleyball and basketball. In the upcoming winter, the division will run volleyball, basketball and the second year of the dodgeball leagues. Staff is looking at ways to improve the registration process to better the fair play aspect of the leagues.
- The Athletics Division has made efforts to improve the playing surfaces at the Reno Sports Complex and at Idlewild Park to provide for safer and higher quality sports fields.
- The Aquatics Division continued to have all four pools open for the summer season with Idlewild closing at the end of September. The pools hosted all of the normal programs including lap and open swim, swim lessons, water fitness classes, lifeguard training and playing host to the four club swim teams in the region.
- The swim lesson registration continues to fill each season and with the upcoming opening of Moana Springs, the division should be able to expand the number of lessons offered to benefit the community.
- The Aquatics Division staff are continuing the process of planning the operations within the Moana Springs Community Aquatics & Fitness Center. Staff is balancing the current uses of the City of Reno pools with the demands of the general public for more community and family programming to be ready for the opening August/September 2024.

## Health & Wellness Division

- The division continues to run three recreation facilities: Evelyn Mount Northeast Community Center, Teglia's Paradise Park Activity Center and Neil Road Recreation Center.
- Health and Wellness staff enacted the online registration for the Sierra Kids programs, eliminating the need for a substantial amount of paper waste and making the process more user-friendly for our families.
- 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

- The Parks Maintenance Division currently has nine park improvement projects in construction and plans to begin designing a playground replacement at Miguel Ribera Park in January 2024.
- The Urban Forestry team, with support from the Reno Urban Forestry Commission, held the 4th annual Arbor Day Tree Subsidy Program in October 2023 to offer 300 discounted trees to Reno residents. The trees were grown locally by Moana Nursery and were offered at a discounted rate of \$26 per tree. This event was made possible with a generous donation from Kinder Morgan.
- Mayors Park fencing at the baseball field back stops is scheduled for January 2024.
- Oxbow Park replacement of concrete and benches is complete. This project included the removal of the existing worn concrete and picnic tables and a replacement with new ADA compliant picnic tables and concrete.



## Youth Services and Adaptive/Inclusion Division

- Sierra Kids Registration –1,600 children were registered between September-December 2023 Sierra Kids has 20 locations. J. Wood Raw Elementary School is a new addition to the Sierra Kids program.
- Vacation Station 2023 fall break had 240 participants attend at three locations: Plumas Gymnasium, Evelyn Mount Northeast Community Center and Jessie Beck Elementary School.
- The pilot season of the adaptive cycling center saw 100 visits and was awarded a grant from the Craig H. Neilsen Foundation for the 2024 cycling season.
- City of Reno Adaptive hosted its annual Military Sports Camp, September 11-15, 2023 offering fly fishing, adaptive cycling, sled hockey, adaptive watersports, and much more!



# Policy and Strategy

## OPS Welcomes New Team Members

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The Office of Policy and Strategy welcomed two members to the team at the end of 2023, filling both vacant positions in the office.

Carissa Bradley, the City's new Strategic Initiatives Manager, will be leading the work to guide the City's strategic planning and organizational performance management processes. She will be collaborating with departments across the organization on departmental actions and measurable outcomes, on the citywide quarterly review process, and on the 2025-2030 strategic plan update. Carissa joins us from the Washoe County Manager's Office where she served as the grants and community program analyst. Carissa has her bachelor's degree from the University of Nevada, Reno and a Master of Public Administration from the University of Southern California.

The team also welcomed Lauren Morris, the City's new Agenda Manager. Lauren will be coordinating Council agendas and meetings, leading the organization's agenda preparation and review process. She will also be working with the liaisons to the City's boards and commissions to create consistent and valuable processes. Lauren also comes from Washoe County, where she was serving as the board records and minutes manager in the Clerk's Office. She has a bachelor's in criminal justice and a Master in Public Administration and Policy from the University of Nevada, Reno.

Welcome to the team Carissa and Lauren! We are excited you are here!



## Reno Moves to Six Wards in 2024

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The change in a new year marks the official transition from five to six wards for the City of Reno. Beginning in January 2024, the new six-ward map took effect for all purposes necessary to carry out the 2024 election. Using the six-ward map, potential candidates can know in which ward they live as they contemplate filing for election, and voters can learn in which ward they will vote. For all other purposes, the map will go into effect when the results of the 2024 election are declared.

The transition from five to six wards is the result of state legislation (Assembly Bill 36) signed into law during the 2017 Session of the Nevada Legislature. The Reno City Charter Committee, a citizen committee appointed by members of the Reno City Council and Nevada Legislature, recommended the change.

The City completed its redistricting process in September 2023 following a comprehensive community engagement process. More information, including ways to view the new map, is available at [Reno.Gov/Redistricting](https://reno.gov/redistricting).

## Reno Charter Committee Begins Biennial Review

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The Reno City Charter Committee convened for their first meeting of the biennium on January 9, 2024. Since its creation in 2013, the committee has been tasked with reviewing the City's Charter every two years. After reviewing and discussing any recommended changes to the charter, the committee meets with the Reno City Council to discuss possible amendments. If approved, the City can use one of its bill draft requests (BDR) to sponsor legislation to amend the charter. The changes are then considered by the Nevada Legislature and eventually the Governor. The current version of the Reno City Charter was originally adopted in 1971 and has been amended several times since then. There are 13 chartered cities in the state of Nevada.

# Public Works

## 2023 Cured-In-Place-Pipe (CIPP) Rehabilitation Project

The project rehabilitated approximately 58,000 linear feet of existing sanitary sewer and 560 linear feet of storm drain system using a cured-in-place-pipe. This technology allows the City to extend the lifetime of sewer and storm drains without digging up pipes and replacing them.

### Project Status:

- Complete

### Funding:

- \$3,141,771.75 (Sewer Funds)



## 2023 Reno Preventative Maintenance Project

This annual project is part of the Neighborhood Streets Program, adopted by Council in 1997 and is responsible for maintenance of various City of Reno owned streets and parking lots, which include rapid set slurry sealing, mill & overlay operations, pavement patching, replacing pedestrian ramps, and placing pavement markings. Since first adoption, this annual project has been responsible for over 880 miles of surface treatment. This year's project primarily located in the southwest and northwest areas of Reno with surface treatment on approximately 31 centerline miles of road, patching on 347 streets, and overlay on approximately 1.5 centerline miles of road along with other miscellaneous associated work items completed by Sierra Nevada Construction.

### Project Status

- Complete

### Funding:

- \$3,234,007 (Street Funds)

## Beaumont Parkway Traffic Calming

The City of Reno uses different types of traffic calming to help reduce speeds and improve safety. Two sets of "angled slow point" traffic calming treatments were constructed on Beaumont Parkway, between Glen Eagles Drive and Sunline Drive, in an effort to reduce vehicle speeds. Prior to construction, 85% of cars were traveling at 42 MPH or below on a 25 MPH neighborhood roadway. Upon project completion, the 85% speeds were reduced to 28 MPH or below.

### Current Status

- Complete

### Funding

- \$38,000 (Street Funds)





## Dick Taylor Park Playground

This year Dick Taylor Park got a new playground! The project at Dick Taylor Park (located at 1140 Beech Street) also included minor grading and compaction, construction of concrete curbs and play structure foundations, and pour-in-place aliphatic safety surfacing.

### Project Status

- Complete

### Funding

- \$229,921 (RCT District 3, Parks Capital Maintenance)

## Dick Taylor Park Tennis & Pickleball Courts

The tennis courts at Dick Taylor Park were identified for improvements using Community Development Block Grant (CDBG) funds. The Dick Taylor Park Tennis and Pickleball Courts Project included demolishing the existing, 1980's-era tennis courts and fencing and replacing with one tennis court and four pickleball courts and fencing. The project also ensured the new courts were ADA-accessible.

### Project Status

- Complete

### Funding

- \$356,400.00 (CDBG)



## Truckee River Path Repairs & Kuenzli Erosion Control Project

The Truckee River Path is an important community asset. This project rehabilitated and stabilized the existing riverbank on the south side of the Truckee River underneath Kuenzli Bridge. This project also completed maintenance of the Truckee River path from Lake Street to Fisherman's Park including root

mitigation, asphalt patching, and pavement surface treatment.

### Current Status

- Complete

### Funding

- \$289,632 (Carson Truckee Water Conservancy District Grant and Parks Capital Maintenance Funds)

## Mayors Park - Phase III Playground and Recreation Field

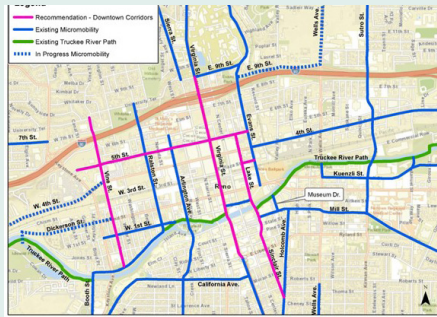
The Mayors Park Master Plan in the North Valleys identified multiple phases of improvements to Mayors Park (4222 Norton Street) and Dorothy McAlinden Park (14000 Stead Boulevard). Phase 3 includes a new ADA accessible playground and an irrigated recreational field with lighting! The project also includes irrigation main supplied with treated effluent from the Reno/Stead Water Reclamation Facility (RSWRF); a new pump station to provide required irrigation pressure; installation of a new concrete ramp to the recreational field that meets ADA standards; a six-foot tall chain-link fence surrounding the recreational field; and removing the existing playground.

### Project Status

- Project in progress. Remaining irrigation and turf anticipated to be complete in spring 2024.

### Funding

- \$1,878,275 (ARPA and RCT District 1)



## Downtown Micromobility Network

The City of Reno and RTC seek to enhance the downtown roadway network to improve safety for all users and create a more welcoming environment for pedestrians, bicycles, and other micromodes. RTC developed concepts for seven downtown Reno corridors and created an online tool to collect public feedback. Based on community engagement, business and property owner outreach and transportation engineering evaluation, staff recommended four corridors for project implementation. The recommendation was accepted by the Reno City Council and the RTC.

### Project Status

- Design will begin in 2024 and construction is anticipated to begin in 2025.

### Funding

- \$20 million (Federal Congestion Mitigation and Air Quality Improvement funds-RTC lead agency)

## Moana Parking Lot and Solar

This parking lot will be the host site for the City's first Community Based Solar Resource program by NV Energy! This project reconstructed a parking lot on Grant Drive prior to NV Energy installing solar carports. Now that the parking lot is completed, NV Energy will build, own, and operate carport solar arrays that will provide a solar subscription option to residents who would otherwise not be able to obtain solar energy due to cost or lack of space.

### Project Status

- The parking lot is complete, and NV Energy installed solar carports in December 2023.

### Funding

- \$1,500,000 (parking lot improvements only) (Capital Project Funds)





## Moana Springs Community Aquatics & Fitness Center: Update

For years the community has been eager to see a Moana Springs Pool again. This once in a generation project is a 52,000 square-foot two-level facility that will include a 50-meter indoor competition pool, multi-use indoor recreation pool, outdoor soaking pool, 5,000 square-foot fitness room, locker rooms, and multi-use rooms. The project was split into two phases. Phase 1 included civil site work and procurement of long-lead building materials. Phase 2 includes the construction of the building and pools.

### Project Status

- Phase 1 is complete and Phase 2 construction is scheduled to be complete in fall of 2024.

### Funding

- Total Project Budget \$45.7 million (Pennington Foundation Pledge, General Capital Improvement Fund & Tax-Exempt General Obligation Bond)

## Teglia's Paradise Playground and Restroom

The playground and restroom at Teglia's Paradise Park (2700 Paradise Drive) needed improvements. A new playground structure and safety surfacing, benches and picnic tables, a new restroom building, and upgraded sidewalks and landscaping were completed.

### Project Status

- The project is complete, aside from minor punch-list items.

### Funding

- \$1,322,900 (CDBG and RCT District 3)



## Parr Sewer Rehabilitation

The Parr lift station was identified as a high priority based on a condition report performed in 2020. The purpose of the project is to decommission the existing lift station on Parr Blvd and reroute flows via a gravity sanitary sewer line. The new sewer line will run southwest through several properties via easements and connect to an existing interceptor in Virginia Street.

### Project Status:

- Project is completed

### Funding:

- Project Cost: \$3,627,000.00 (Sewer Funds)

# Placemaking Study

Council accepted the Virginia Street Placemaking Study and adopted an implementation plan to help revitalize Reno’s downtown core. In spring 2022, Gehl Urban Design began a placemaking study of downtown Virginia Street. The goal of the Virginia Street Urban Placemaking Study was to create a shared community vision for downtown Virginia Street and develop a phased implementation plan to initiate the proposed changes. Gehl engaged the community and stakeholder groups for input and feedback during three phases of the process.

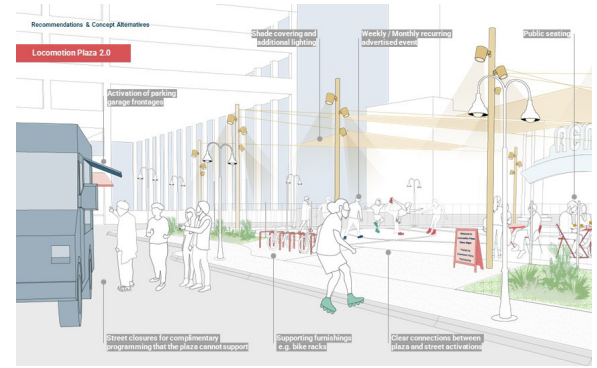
Public Works Capital Projects is working on Phase 1 of the implementation plan that includes design for improvements to Locomotion Plaza and street furnishings.

### Project Status

- Design in progress, design expected to be complete in fall 2024

### Funding

- Design and Construction \$2,000,000 (SLFRF)
- State and Local Fiscal Recovery Funds



# Public Safety Center

Construction is underway for the new Public Safety Center, which will soon serve as the headquarters for the Reno Police Department (RPD). Located in the heart of our downtown, the building’s central location helps ensure RPD’s swift emergency response and makes it convenient for residents to access. The site was formerly home to the Reno Gazette-Journal. Renovating the existing building provides a more sustainable option, allowing the City to reduce waste while preserving a rich piece of the Biggest Little City’s history.

From no dedicated public parking at the previous RPD station to approximately 50 public spaces, the Public Safety Center is designed to ease public access. Once inside, community members will be greeted by a large lobby, a public meeting space, and improved victim reporting areas. Other notable features include:

- Four interview areas, including a family room

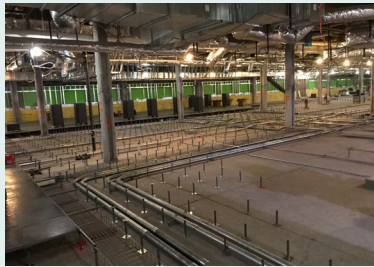
- Enhanced technology throughout the building
- 28,000 square feet of evidence storage
- Improved security and safety features
- Wellness amenities for staff to recreate and recharge such as a gym, sleeping rooms, and an inviting outdoor space
- Female-focused additions for employees like more women’s locker rooms and a private lactation room
- Sustainable design elements including rooftop solar

### Project Status

- Demolition, foundation and seismic upgrades are complete. Build out of interior and site improvements are underway. Estimated completion date is July 2024.

### Funding

- Project cost to date \$70 million. Funding sources include Pennington Foundation Pledge, General Capital Improvement Fund & Tax-Exempt General Obligation Bond



# Fire Station No. 2 Parking Lot Reconstruction Project

The Fire Station No. 2 Reconstruction Project included the replacement of curb, gutter, sidewalk, driveways, front and rear entrance concrete pads, and parking lot pavement of Fire Station No. 2, located at 2500 Sutro St. The project was completed by Sierra Nevada Construction (SNC) in October 2023.

### Project Status

- Complete

### Funding

- \$ 628,729.00 (CDBG and General Capital Projects Fund)



## Reno Fire Department Central Station Update

The Reno Fire Department Central Station is planned to be located on city-owned property at 455 East Second Street. The Reno Police Department (RPD) will be vacating this site in summer 2024 when they move to the new Public Safety Center (PSC) at 911 Kuenzli Street. This facility will replace Fire Station No. 1, located at 495 East Fourth Street, which was built in 2008 as a temporary facility to accommodate the Aces ballpark stadium.

RFD Central Station will accommodate extremely diverse functions, including housing, recreation, administration, training, community education, equipment and vehicle storage and maintenance, and hazardous materials storage. Since this will be the RFD Central Station, the facility will also accommodate the general public for community education or outreach programs. Based on initial concepts, the facility will be a three story, 65,000 square foot facility with seven fire engine and ambulance apparatus bays.

### Project Status

- Schematic design has been completed.

### Funding

- \$2,000,000 set aside from general obligation bond for design. Additional funding for construction will be necessary.



## Robinhood Park

The basketball courts and playground at Robinhood Park, located at 800 Robinhood Drive, were in poor condition. Renovations to the park included the demolition of the existing play structure and deteriorated rock walls, overlay and resurfacing of the basketball court, and replacement of the existing play structure with a new, ADA-accessible play structure with new pour-in-place rubberized safety surfacing. New concrete sidewalks and a reconfiguration of the park amenities will also be performed to

improve ADA accessibility throughout the park.

### Project Status

- Complete

### Funding

- \$427,407 FY21 Community Development Block Grant

## Holcomb Ave. Rehabilitation Project

This RTC project on Holcomb Avenue increased sidewalk connectivity to the surrounding areas, added a rapid rectangular flashing beacon at the Moran Street crosswalk to improve pedestrian crossing safety, and added buffered bike lanes for additional micromobility in the area. In addition, the Sinclair Street intersection was realigned to improve sight distance and safety and a new landscaping area was constructed. The project was completed September 2023.

### Project Status

- Complete

### Funding

- \$4,020,740 (RTC Fuel Tax) \$5,057 (City of Reno Parks and Recreation-Capital Maintenance Fund)





## Sky Vista

This RTC project on Sky Vista widened the roadway from one lane in each direction to two lanes each direction, added street lighting to improve visibility, increased capacity of sidewalks, added bike lanes for additional micromobility, and installed a new roundabout at the Silver Lake Road intersection to improve traffic flow. The project was completed December 2023.

### Project Status

- \$2,045,971

### Funding

- RTC Fuel Tax

## School Flashing Beacons in Ward 4

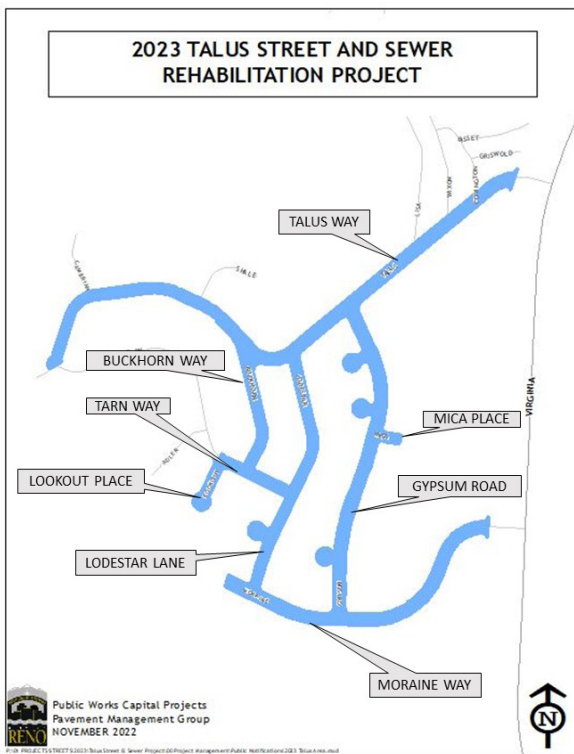
The City of Reno identified a critical need for solar school zone flashing beacon systems to be installed at several schools within the Reno city limits. School zone flashing beacons have been found to reduce crashes by up to 15%. Councilmember Ebert allocated funds to purchase and install solar school zone flashing beacon systems at three elementary schools in Ward Four.

### Project Status

- 25% Complete

### Funding

- \$70,000 (SLFRFL)
- State and Local Fiscal Recovery Funds



## Talus Street & Sewer Rehabilitation Project - Construction

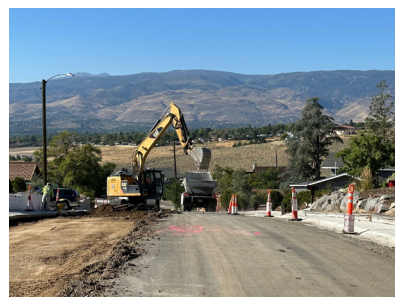
This rehabilitation project included replacement of nearly two miles of roadway, 3.8 miles of sidewalk and driveway replacement, curb and gutter, and 47 pedestrian ramps. It also included the replacement of select sanitary sewer manholes and pipes, select storm drain structures and pipes, pavement striping and signage, and other miscellaneous work.

### Project Status:

- Complete

### Funding:

- \$11,521,000 (Street and Sewer Funds)



## West 4th St. & Woodland Ave. Roundabout

This RTC project on 4th at Woodland improved traffic flow in the area by installing a new roundabout. In addition, the Mesa Park intersection was realigned to improve sight distance and safety. The project was completed October 2023.

### Project Status

- Complete

### Funding

- RTC Fuel Tax Regional Road Impact Fee (RRIF)  
\$4.35 Million



## Traffic Signal Refurbishing Project

The installation of yellow retroreflective borders around traffic signal heads is a proven safety countermeasure by the Federal Highway Administration (FHWA). Research on this safety treatment has shown that it reduces total crashes at intersections by up to 15%. The goal of the Traffic Signal Refurbishing Project is to refurbish and upgrade City owned traffic signal heads to meet current best practices which includes the installation of the yellow borders, repainting signal backplates black and replacing the red, yellow, and green LED signal indications.

### Project Status

- Complete

### Funding

- \$1,119,969 (Street Funds)

## Enterprise Rd. & Sutro St. Rehabilitation Projects

This RTC project reconstructed two different roadways, Enterprise Road from Evans Ave. to Valley Road and Sutro St. from 9th St. to Oddie Blvd. The work included removing and replacing the roadway section, installing new sidewalks to improve ADA connectivity, and curb/gutter replacement to improve drainage in the area. The Enterprise section included a 10 foot-wide shared use path on the south side of the road for both bicyclists and pedestrians. The 16 existing trees near the new path were preserved during construction.

### Project Status

- Complete

### Funding

- RTC Fuel Tax \$2 Million



# Utility Services

## Truckee Meadows Water Reclamation Facility (TMWRF) Mobile Organic Biofilm Demonstration

One of the most exciting technologies in wastewater treatment, Mobile Organic Biofilm (MOB), is a rare example of innovation through simplicity.

Commissioned in November 2023, this year-long demonstration will provide necessary data to determine if MOB can dependably achieve enhanced nutrient removal at TMWRF. Maintaining stellar phosphorus removal and reliably achieving nitrification in the secondary treatment processes at TMWRF would reliably treat ammonia and reduce nitrogen loadings to the Truckee River during the colder weather months and save millions of dollars in capital investment at TMWRF.

In the summer of 2023, the cities of Reno and Sparks contracted with Nuvoda (manufacturer of technology) Jacobs Engineering Inc. (Jacobs), and the University

of Nevada, Reno (UNR) to form the team for the MOB demonstration project. Nuvoda to procure 25 tons of kenaf – an organic media which acts as the substrate for the biological treatment to occur. Jacobs Engineering Inc. has been retained for process modeling, engineering, and operational assistance. UNR will be conducting laboratory analysis and data collection for the new technology.

The unique characteristics of the kenaf media provide ideal conditions for biological growth and densification necessary for enhanced nutrient removal at TMWRF. If Jacobs' process model is an indication of what actually happens with the demonstration, the results of this project could lead to a full-scale installation of the new technology and eliminate the need for several other capital improvement projects at TMWRF.



*Equipment installation for MOB demonstration at TMWRF.*

*This rotating drum screen and auxiliary pumps return the kenaf media back to the activated sludge process so their particles don't get wasted and can continue treatment.*



*Kenaf media being added to the Activated Sludge process at TMWRF. Staff added thirty-two (32) bags weighing 1,500 pounds each over the course of two days.*

*The brickettes break down rapidly and start to form a biofilm granule over the kenaf particles.*

## Truckee Meadows Water Reclamation Facility (TMWRF) Secondary Clarifier Rehabilitation

There are 14 clarifiers among the many large concrete tanks at TMWRF, and they require periodic rehabilitation to continue operation. This six-month construction project on Secondary Clarifier 2A was driven by the degraded steel and concrete within the clarifiers due to the corrosive nature of wastewater. A replacement of the original (1978) mechanical drive and gearbox were also installed during the project to assure the plant has replacement parts and can

operate for a longer period of time. TMWRF can operate with the tank out of service if needed; however, getting the tank back in service before the wet season will help manage flows throughout the facility. As a result of this project, the Secondary Clarifier 2A will be in good working order and will not need rehabilitation for several years to come.



*Containment tarp built around the clarifier complete with dust collection and humidifier. The steel inside the tank is blasted with a sand-like media and recoated. This containment keeps everything inside the job-site while the auxiliary equipment keeps the conditions safe for work under the containment.*



*Clarifier ready for recommissioning with a fresh coat of paint on all steel components and a new layer of concrete grout on the tank floor.*

## Boynton Slough Slope Stabilization Project

Sections of Reno-Tahoe Airport southeast security fencing and adjacent maintenance access road were threatened by severely eroding channel slopes due to the northward lateral stream migration of Dry Creek. The Boynton Slough Slope Stabilization Project successfully implemented riprap slope stabilization measures along the Dry Creek/ Boynton Slough channel, effectively mitigating erosion at various locations. Along with protecting airport security fencing, improved water quality is an added benefit of this project.

The project involved stream diversion and dewatering activities to ensure a secure working zone in and around the channel. Executed by Aspen Developers Corporation at a cost of \$1,662,000, with construction management and design oversight provided by AtkinsRéalis consultant company, the project demonstrated efficiency by achieving completion on December 15th, one month ahead of schedule.



## Environmental Control – Stolen Truck and Spilled Milk

On October 26, Environmental Control Officer (ECO) Farrar was traveling on Sierra Street and noticed a Model Dairy delivery truck being driven with an open back door. A man was standing in the back of the truck, waving to the ECO and yelling “I don’t know who is driving! Call the Police!”. The ECO called 911 and gave directions to locate the stolen truck, which was being driven slowly but erratically. He stayed near it with his emergency lights activated to warn other drivers. The truck eventually swerved sharply

and overturned on to its side.

Police and Reno Fire arrived on the scene, extricated and arrested the person who stole the truck, as they were still trapped in the cab. The delivery driver who was standing in the back of the truck escaped with only a minor injury. The ECO, with help of fellow ECO Gravenstein, then proceeded to clean up the gas and antifreeze from the accident. And yes, they also had to clean up - you guessed it - spilled milk!

## Lake Park Watershed Project

This project entails installing three landscaped floating wetland islands, revegetating the shoreline with native pollinator plants, and installing educational signage for the public. Benefits of this project include improving plant diversity and bird habitat, beautifying the park, and

educating the public on how wetlands can benefit natural ecosystems and water quality. Funding is provided by a Truckee River Fund grant and an in-kind match provided by the City of Reno. The project is slated for completion in fall 2024.



## Non-Qualifying Bridge Inspection Program

The newly created Non-Qualifying Bridge Inspection (NQBI) Program, tailored for assessing large culverts between the widths of 4 to 20 feet, employs cutting-edge technology to efficiently gather, document, and prioritize necessary repairs and maintenance. Through seamless integration with online GIS software, the program facilitates data visualization through maps and dashboards, enhancing accessibility for City staff. Drawing inspiration from the Stormwater

Basin Inspection (SWBI) Program, the NQBI Program adopts similar methodologies for consistent data collection, fostering a sense of user familiarity across inspection initiatives. Currently, City of Reno staff have conducted 49 inspections, exemplifying the proactive approach to assessing city infrastructure. Early issue identification through such inspections translate into substantial cost savings for the City.



## Stormwater Basin Inspection Program Update

The Stormwater Basin Inspection Program is still a work in progress, however all basins in the North Valleys have been inspected once, and basins that were ranked with higher priority issues (nine basins) have been re-inspected and the letters to those basin owners were sent out on November 20, 2023. The basin mapping is ongoing, where 158 out of 227 basins have been inspected and the remaining 69 basins are expected to be inspected within the next couple

of months. Daily updates on stormwater basin status and the program can be viewed along with reports that are available on most basins that have been inspected at our dashboard. The dashboard is interactive and allows one to hover over each slice in the pie chart and get statistics on basin count and conditions. The dashboard can be viewed at: <https://pwmmaps.reno.gov/portal/apps/dashboards/aadb25a006e846a1aa30d1eb504e0d76>



## FY 2024 Sanitary Sewer Flow Monitoring

The City recently completed Phase 1 of their three year flow monitoring program. The results from Phase 1 were used to help identify locations for flow meter installations in Phase 2, which have now been installed. The purpose of the program is to collect flow data that will help identify areas of high inflow and infiltration (I&I), refine the accuracy of the City's sewer model, and assist in prioritizing capital improvements to the sewer collection system.

### Schedule

- Implementation: Phase 2 of 3 underway

### Financial Information

- Project Estimate: \$622,000;  
Funding Source: Sewer Fund



# Additional Lift Station Replacement Design Efforts Underway

## Kimemie (formerly Edison Way) and Moraine (formerly University) Lift Station Improvements

Construction was recently completed on the replacement of both of these sanitary sewer lift stations, that had reached their useful life. Work included the installation of new pumps, polymer wet wells, site piping, backup generators, and upgraded electrical services.

### Schedule

- Construction at Kimemie: June 2023 to September 2023
- Construction at Moraine: January 2023 to October 2023

### Financial Information

- Total Project Cost: \$3,681,129;  
Funding Source: Sewer Fund



## North Dakota and Dermody Lift Station (LS) Replacement Project

This project includes replacing the existing outdated lift stations to meet current industry standards, reduce maintenance costs, and improve safety for 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.

### Schedule

- Construction: June 2024 to December 2024

### Financial Information

- Total Project Estimate: \$3,098,200;  
Funding Source: Sewer Fund

## Huffaker and Lakeridge Lift Station (LS) Replacement Project

This project includes replacing the existing outdated lift stations to meet current industry standards, reduce maintenance costs, and improve safety for staff. Project construction plans are nearly complete, and project bidding is scheduled for May, with project award anticipated in July 2024. The Huffaker

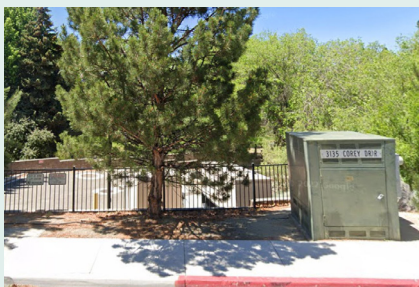
LS is located off Brunson Drive and the Lakeridge LS is located off E. Lake Ridge Shores.

### Schedule

- Design: June 2023 to December 2023

### Financial Information

- Total Design Estimate: \$321,940  
• Funding Source: Sewer Fund



## Corey and Sky Vista Lift Station (LS) Improvement Project

This project will make necessary improvements to ensure the lift stations meet current industry standards, reduce maintenance costs, and improve safety for staff. Project construction plans are nearly complete. The Corey LS is located to the northeast of Corey Drive and Rainna Court intersection and Sky

Vista LS is located at the northeast corner of Lear Boulevard and Sage Point Court intersection.

### Schedule

- Design: June 2023 to December 2023

### Financial Information

- Total Design Estimate: \$175,807  
• Funding Source: Sewer Fund

## Donner Springs, Stead Bus, Sagittarius and South Dakota Lift Station (LS) Improvement Project

This project will make necessary improvements to ensure the lift stations meet current industry standards, reduce maintenance costs, and improve safety for staff. Project construction plans are nearly complete. The Donner Springs LS is located to the north of Snowshoe Lane and Reggie Road intersection, the Stead Bus LS is located on Washoe

County School District property near US-395 in the North Valleys, the Sagittarius LS is located off of Sagittarius Drive to the east of Arbor Oak Court, and the South Dakota LS is located off of Smokewood Court.

### Schedule

- Design: June 2023 to December 2023

### Financial Information

- Total Design Estimate: \$269,814;  
Funding Source: Sewer User Fees



