



C I T Y O F
RENO
Memorandum

DATE: October 14, 2025

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager

FROM: Tyler Shaw, Agenda Manager
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DEPT: City Manager's Office

SUBJECT: Boards & Commissions Program Implementation Update

This memo provides an overview of the process changes implemented by the City Manager's Office following Council's adoption of the Boards & Commissions (B&C) Resolution and Ordinances on August 27, 2025. As a result of Council's action, oversight of the B&C program was transferred from the City Clerk's Office to the City Manager's Office. Since this transition, the Agenda Management team has modernized operations through integration into a user-friendly online platform (OneMeeting), improved compliance by standardizing bylaws and onboarding procedures, and strengthened board member and public engagement through expanded training, clearer appointment processes, and enhanced Neighborhood Advisory Board member participation in the development process.

These changes have resulted in \$24,760 in direct annual hard-cost savings, \$6,875 in one-time savings, and efficiency gains that benefit both the public and staff. The specific changes are categorized and outlined in greater detail below.

Centralized Administration and Technology Integration

The City has started the transition of boards and commissions administration into OneMeeting, the agenda management system already in use Citywide. Although the City has been paying for the system's boards and commissions features for several years, those capabilities have never been activated or integrated into daily operations.

With this integration, the City now manages all boards and commissions through a single, centralized platform that connects administrative, public, and Council-facing functions. OneMeeting automatically tracks member appointments and term expirations, flags upcoming vacancies, and maintains a complete archive of historical membership data. It also allows staff to upload key reference materials, such as bylaws, meeting schedules, and orientation documents, directly to each board's record, ensuring that both members and the public always have access to the most current and accurate information.

This "one-stop" system eliminates the need for manual tracking spreadsheets, reduces the potential for errors or outdated information, and provides real-time visibility into all advisory bodies for staff, Council, and the community.

As part of this transition, a new public-facing Boards and Commissions landing page was launched (Reno.gov/Boards), consolidating more than forty outdated webpages into a single, user-friendly hub. The page provides access to rosters, terms, board directories, applications, frequently asked questions, and training resources. Internally, OneMeeting now serves as the system of record for B&C administration by tracking appointments and expirations, maintaining rosters, and producing quarterly vacancy memos automatically.

By performing the OneMeeting integration in-house, staff also avoided additional consulting expenses that had previously been estimated at \$6,875 for the same integration.

Appointment and Onboarding Improvements

The appointment process has been streamlined and standardized. An internal process change now allows both Council and staff liaisons to place appointment items directly on Council agendas, reducing delays that previously left members waiting months for reappointment. Newly appointed board members now receive formal welcome letters containing their term information and staff liaison contact details. Agenda Management staff follow up directly with board liaisons after each Council meeting to confirm appointments and initiate onboarding, ensuring new members are quickly and consistently brought into their roles. This simple but important step has eliminated the gaps in communication that previously left new members unclear about their responsibilities.

Training and Support for Members and Liaisons

Training has been a central focus of the implementation. The City first provided internal training for all staff liaisons to review new rules and procedures. A subsequent public training session was held at City Hall for board members, Council Members, and the public. More than seventy participants attended, representing a wide variety of the City's boards and commissions system. The session included an overview of the Nevada Open Meeting Law, Public Records Act, updated governance practices, and an interactive development project exercise.

Feedback from attendees indicated that members left with greater clarity and confidence in their roles. To expand access, an online version of the training was recorded and is now [available on the City's YouTube channel](#), providing a permanent resource for current and future board members.

Neighborhood Advisory Board & Planning Commission Enhancements

The B&C Resolution introduced significant improvements to Neighborhood Advisory Boards (NABs), strengthening their role as a forum for public feedback on development projects by improving how member comments are communicated to planning staff, the Planning Commission, and City Council. Certain development project types are now required to be presented at NAB meetings before moving to the Planning Commission or Council. NAB members complete standardized Project Review Worksheets for each development project they hear, which are included in the official record of that project. A NAB officer must also provide public comment at subsequent hearings to summarize the board's discussion and neighborhood input.

To support these changes, a dedicated staff liaison was moved into the Manager's Office from Development Services to serve as the liaison to all six NABs and the Planning Commission. Within two months of this position being moved, staff implemented new processes to route constituent issues brought forward at NAB meetings to appropriate departments, standardized quorum check processes, and aligned the Planning Commission public comment procedures with Council protocols to ensure continued compliance with the Open Meeting Law. In addition, staff have also launched an enhanced staff liaison presentation at all NAB meetings, which will include a deep dive on a new training topic each month, designed to ensure NAB members and the public who attend the meetings have as much information about the development process as possible. Staff also collaborated with the Development Services team to implement a new automated workflow for land use projects, significantly improving the efficiency and accuracy of the City's project review process from intake to Council.

As part of the ongoing efficiency improvements, NAB meetings have also transitioned to virtual-only packet distribution, which will result in annual savings of \$3,744 in printing costs and reduced setup time for NAB meetings.

Creation of the Board Secretary Role

One of the most significant reforms in the Resolution is the establishment of a Board Secretary role for every affected board, commission, and committee. Secretaries are elected by their peers and hold key responsibilities, including verifying quorum, preparing minutes in compliance with Nevada Open Meeting Law, and working with staff liaisons to develop the body's annual report.

This reform brings the record keeping process closer to the source of discussion, ensuring greater accuracy and transparency in meeting documentation. It also eliminates the City's prior reliance on contract minute-takers for these boards, resulting in more than \$20,000 in annual cost savings, while strengthening accountability and participation among board members.

Beyond preparing minutes, secretaries will collaborate with their staff liaisons to produce annual board and commission reports, which serve as the primary mechanism for advisory bodies to communicate their work, priorities, and recommendations back to the City Council. These reports help close the feedback loop between Council and the City's advisory network, ensuring that the voices of each board and commission can help inform future policy discussions.

In conjunction with the Secretary role, all affected boards are adopting standardized bylaws to promote consistency and clarity across advisory bodies. Over time, individually crafted bylaws had created an uneven system with conflicting provisions and outdated requirements. The standardized bylaws template replaces this patchwork with a unified governance framework that is easier to administer and fully aligned with Citywide standards.

Together, the establishment of the Secretary role and the adoption of standardized bylaws strengthen the sustainability of the B&C system, reinforce compliance, and enhance the value of board and commission service for both members and the public.

Next Steps

In the months ahead, staff will focus on stabilizing the reforms already adopted, particularly by supporting new board secretaries in their roles and completing the adoption of standardized bylaws. Agenda Management staff will also begin presenting these changes directly to boards and conducting additional member trainings. Additional training topics are being developed to guide boards through the preparation of annual reports, which will be required by July 1 of each year.

Concurrently, the Community Engagement and Services Department will be gathering feedback from board members and the public on preferred engagement methods and specific feedback on the B&C changes. This feedback will be critical in shaping future refinements to the system.

Given the number of outstanding changes still being implemented and the importance of gathering robust public feedback, staff now anticipate bringing any adjustments to the Resolution back to Council in the Spring of 2026.