



C I T Y O F  
**RENO**  
Memorandum

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**DATE:** July 24, 2025  
**TO:** Mayor and City Council  
**THROUGH:** Jackie Bryant, City Manager  
**FROM:** JW Hodge, Assistant City Manager  
**DEPT:** City Manager's Office  
**SUBJECT:** Emergency Management Regional Collaboration Update

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This memo is provided as an update to the work currently underway to address opportunities related to emergency management collaboration identified during the May 21, 2025, Reno City Council meeting. As a reminder, the City of Reno is a partner in the regional emergency management program, collaborating with a robust list of regional public safety, utility, public agency, and local, state, and federal government partners, led by Washoe County Emergency Management.

The information provided in this memo includes work completed since our last Council memo update sent on June 10, 2025. This is an ongoing process with work underway to test and implement new efforts to continuously improve the process and respond to the changing environment of emergency management.

To date, efforts have focused on six strategic areas.

1. Improved access to information through consolidation of resources and tools.
2. Expanded use of Perimeter Map as a tool to share geographic updates regionally.
3. Increased awareness and use of constituent emergency communication tools.
4. Coordinated cooperation of regional public information officers.
5. Improved communication related to evacuation planning and processes.
6. Collaboration with utility services to improve awareness and education.

The following updates are broken down by strategic area and highlight the work completed and the work underway to successfully update and implement identified optimates.

### **Strategy 1: Improved access to information through consolidation of resources and tools.**

- Staff created [www.reno.gov/emergency](http://www.reno.gov/emergency) to be the go-to landing page to connect to all emergency management pages and information in the region.
  - This page includes links to pages related to preparedness, response, and recovery.
  - These links may be regional but will ensure we are all sharing the same information.
  - We will update this page and the header of our main page during any large emergency to ensure it has the most relevant and timely information available.
  
- The Dashboard of Regional Agencies (DORA), developed and hosted by Washoe County Emergency Management, is the go-to resource that connects users to multiple emergency response resources that are updated with relevant emergency information. DORA is linked directly from [www.reno.gov/emergency](http://www.reno.gov/emergency).
  - Pages available on DORA:
    - Perimeter Map – Main source of current information on a map.
    - Live Fire Webcams – Alert Nevada fire webcam network.
    - NV Energy Outage – Current map of all outages in the region.
    - Wildfire Mitigation – Updates on areas with wildfire mitigation efforts.
    - Severe Weather Dashboard – Severe weather alerts and updates.
    - Traffic Maps – Updates on current traffic concerns in the area.
    - Air Quality – Air quality meters in the region.
    - Wind – Current and predicted wind in the region.
    - Earthquake – USGS earthquake map and recent geographic events.
    - Additional Resources – List of other helpful resources.
  
- Staff are actively collaborating with Washoe County Emergency Management on use and possible updates to DORA including a future branding campaign to educate the community on the availability and use of this resource. Meetings are underway with content owners as well as technical staff to plan the next steps and updates to DORA.

### **Strategy 2: Expanded use of Perimeter Map as a tool to share geographic updates regionally.**

- A team, comprised of members from Public Works, Special Events, Reno Fire Department, Washoe County Emergency Management, and the City Manager's Office came together to identify what other useful information can be added to the Perimeter Map website. The goal is to make this site a regional resource for anyone in the area to learn more about road closures, emergency events, evacuations, shelter information, and more.
  - The team has identified opportunities to use perimeter map to share City road closures, event notifications, and other useful information.
  - Tests are underway and expected go live on August 1, 2025.

- It's important to note that the Perimeter Map is slowly being adopted by multiple cities and counties across the state and is an easy-to-use tool for residents looking for real time information in the event of an emergency.

### **Strategy 3: Increased awareness and use of constituent emergency communication tools.**

- The RAVE Smart 911 platform has replaced CodeRed, the region's previous emergency notification tool. This new system provides a robust app and user interface as well as expanded options for emergency notifications including translation, audio options, the ability to broadcast messages through multiple methods (call, email, text message, and more), and the capability to directly message users with access and functional needs identified for assistance with evacuations. Transition to the new platform requires users to sign up and provide their information to be included in emergency alerts. Once enrolled, users will get alerts for their registered address as well as their current geographic location.
  - Reno is supporting increased awareness and enrollment into the Smart 911 system through dedicated social media messaging and ongoing support of efforts to increase use across the region. Anyone can sign-up by visiting [www.reno.gov/emergency](http://www.reno.gov/emergency) and clicking on "alerts and warnings."
  - All three jurisdictions auto enrolled all sewer users in the RAVE Alert system using the information on file and included additional information as an insert in recent sewer bills. Reno customers will start receiving information in this week's bills.
- Reno Emergency Dispatch is evaluating opportunities to use the Smart 911 interface to gather additional information and support efforts to make notifications during an emergency. This evaluation is in collaboration with Washoe County Emergency Management and other jurisdictional 911 call centers.

### **Strategy 4: Coordinated cooperation of regional public information officers.**

- Regional PIO's hosted a collaborative meeting focused on our emergency messaging and websites. The team is working to update our two main online sources to align better with the community's expectations.
  - [www.readywashoe.com](http://www.readywashoe.com) will transition to be focused on how to prepare for emergencies including resources and plans.
  - [www.emergencywashoe.com](http://www.emergencywashoe.com) will transition to focus on information during an emergency to include the dashboard of regional agencies (DORA).
- The Washoe County Emergency Management Administrator is working to plan a PIO/Communication team focused exercise to practice roles associated with the new

layout and deployment of resources within the Regional Emergency Operations Center (REOC). This management structure is deployed during regional emergencies and the exercise will focus on collaborative communication through practicing response in defined roles as part of the new Incident Support and “community lifelines” models.

- PIO’s and communication staff from regional partner agencies will practice defined roles during an emergency response including how and when we communicate, what tools we have to communicate with the public during an emergency, and how to interface with the policy group (elected officials) during an emergency.

### **Strategy 5: Improved communication related to evacuation planning and processes.**

- Currently, the Washoe Regional Evacuation Plan is in place with the purpose of providing for the orderly and coordinated evacuation of all or any part of the population of Washoe County. Additionally, there are resources and education to prepare the public to be ready in case an evacuation is ordered.
- The City of Reno through the Reno Fire Department is actively participating in an update to the Washoe Regional Evacuation Plan. This update will support evacuation planning by confirming current potential evacuation routes that could be used in an emergency and identifying strategic areas for fuels reduction along these routes, helping to improve overall route safety and reliability during an emergency.
  - The information used for the Evacuation Planning is derived from two different studies outlined below.
    - GIS based Evacuation route risk and evacuation entrapment analysis through the City of Reno’s grant funded Community Wildfire Protection Plan (CWPP). This determines the level of risk wildfire presents in specific evacuation routes assessing road features and evaluating fire behavior in landscapes immediately adjacent to the evacuation routes.
    - County wide evacuation study, including both cities, to determine areas of concern and identify mitigation actions to ensure swift and safe evacuations. The next step is to secure and utilize traffic and fire modeling software to thoroughly evaluate routes. This study is funded by a private donation.
- Evacuation planning is a dynamic process. While we can ensure that our major roadways are prepared for emergency evacuation needs, choosing an actual route depends on the emergency and the safest way in our out will be determined by the incident commander and/or the REOC at the time of the emergency.
  - Pre-planning - Using the results of the study's analysis, agencies can prioritize fuels mitigation work in areas that align with potential evacuation needs, improving the effectiveness and safety of emergency egress routes.

- Identification of evacuation routes- Official evacuation routes are designated by the Washoe Regional Evacuation Plan. A timely evacuation of the cities/unincorporated towns in Washoe County is limited by the number of routes that can be used. It is assumed that all Interstates, U.S. Highways and State Routes that provide egress capacity from cities/unincorporated towns to a reasonable destination area outside of Washoe County will be used as evacuation routes.
- Communication of Emergency Routes - In an emergency, public safety agencies on scene will determine evacuation areas and routes based on the location and severity of the emergency and the most likely direction the emergency will progress. Public notifications regarding evacuations are issued by Washoe County Emergency Management and regional emergency managers through various channels including Perimeter Map, Smart 911, regional partners social media channels, our media partners, and dedicated websites like emergencywashoe.com.

**Strategy 6: Collaboration with utility services to improve awareness and education.**

- Major utilities are mandated under state law to report emergency planning efforts.
  - NV Energy is required to submit their Corporate Emergency Response Plan and their Vulnerability Assessment to the Nevada Department of Emergency Management.
  - Truckee Meadows Waster Authority (TMWA) is required to submit their Corporate Emergency Response Plan to the Nevada Department Emergency Management and their Risk and Resiliency Assessment to the Environmental Protection Agency.
- Updates from NV Energy related to their two emergency programs were outlined in a Council memo posted on July 1, 2025. NV Energy has created educational materials outlining the Public Safety Outage Management (PSOM) program as well as their Emergency De-Energization procedures. Both programs are intended to ensure safe response operations during an emergency with the PSOM being proactive to prevent (or reduce the risk of) emergencies and the de-energization being reactive to an immediate threat that requires the poser to be shut off without notice.
  - NV Energy has developed a website dedicated to helping people prepare and understand outages, regardless of the cause. This page can be accessed by visiting <https://www.nvenergy.com/outages-and-emergencies/outage-preparation-tips>.
  - NV Energy customers can sign up through their NV Energy account page under the “My Account” tab in the “Manage Alerts” section to receive calls, emails, and/or text messages for outages impacting their address.

- The NV Energy outage page is also linked to DORA as a resource for anyone to quickly review power outages in the area and any identified restoration information.
- Truckee Meadows Water Authority (TMWA) has partnered with the Reno Fire Department and will be collaborating on joint education sessions between both organizations to ensure a high level of partnership and planning related to large scale emergencies. Additional opportunities will be identified through the collaboration efforts.
  - While TMWA does not have a site available for public viewing of outages, if there is an emergency or planned repair that causes disruption in service, TMWA will use door hangers or go door to door to notify the public of the service outage if safe.
- NV Energy and TMWA are important stakeholders that participate with the REOC on a consistent basis. Their regional collaboration includes classes, meetings, exercises, stakeholder notifications, EOC activations and stakeholder education.

This work is planned to continue and evolve to ensure Reno's ongoing participation and support of a well prepared and robust emergency management program. As a partner, Reno is committed to supporting region wide efforts aimed at supporting continuous advancement of these strategies and future efforts to support the program.

Due to the continuing efforts underway, we expect a full update to be provided through a Council presentation in fall of 2025.