



C I T Y O F
RENO
Memorandum

DATE: June 10, 2025
TO: Honorable Mayor and City Council
THROUGH: Jackie Bryant, City Manager
FROM: JW Hodge, Assistant City Manager
DEPT: City Manager's Office
SUBJECT: Emergency Management Update – Progress and Current Efforts

Overview

At the May 21, 2025 City Council meeting (Item C.1), staff received direction to modernize and strengthen the City's coordination and communication of emergency management efforts. Since then, work has progressed rapidly across several coordinated tracks to enhance public safety, communication, and operational readiness. This memo outlines the strategic workstreams underway and the progress achieved to date.

Emergency Management Workstreams and Progress

Following City Council direction, staff launched six coordinated workstreams to modernize emergency management efforts and strengthen regional alignment. Each workstream is led by a designated team and is advancing toward near-term deliverables:

- Emergency Web Presence and Infographics: A consolidated Emergency Management landing page is in draft, with final visuals and content underway. The site will link to ReadyWashoe.com and EmergencyWashoe.com and include infographics to clarify emergency roles, response protocols, and resident action steps.
- Smart911 and Emergency Messaging: City messaging campaigns are being developed to boost Smart911 enrollment. Staff met with Washoe County Emergency Management and the Smart911 vendor to coordinate future uses, including internal alerts. Messaging templates for public safety outage management (PSOM) events are also in development, with coordination from NV Energy.

- Perimeter Map Integration: A cross-departmental team is identifying users, data connections, and use cases for both emergency and non-emergency scenarios. A plan is underway for GIS integration and standardized internal guidelines to support deployment.
- Evacuation Planning and Education: The Reno Fire Department is assembling a summary of existing protocols and future improvements based on regional evacuation studies. A public-facing education effort is also in development to explain route planning and communication tools.
- Utility Coordination: City staff are engaging NV Energy and TMWA to align on tools, outage communications, and emergency response protocols. These partners already serve designated roles in the Emergency Operations Center, and integration efforts are strengthening that collaboration.
- Joint Information System (JIS)/Joint Information Center (JIC) Coordination and Regional Public Information Officer (PIO) Collaboration: Communications staff rejoined regional PIO meetings and confirmed participation in upcoming JIS/JIC exercises. Outreach is ongoing to align messaging, clarify roles, and ensure readiness during activation.

Staff will continue to advance these deliverables in coordination with regional partners and will provide a full update during a Council presentation in August.