



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

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**DATE:** June 16, 2025  
**TO:** Mayor and Council Members  
**THROUGH:** Jackie Bryant, City Manager  
**FROM:** Ashley D. Turney, Assistant City Manager  
**DEPT:** City Manager's Office  
**SUBJECT:** Parking Program Updates

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This memo shall serve to update Council on operational changes and updates to the Parking Program since the last memo to Council, dated May 5, 2025.

On May 29, 2025, the parking collection software and program review was transferred to the City Manager's Office for review and solution implementation.

Upon review, it was discovered that the support contract for the existing software was cancelled in August 2024. Additionally, registered vehicle owner information was not being submitted to the City's systems, preventing the City from accessing information for billing on parking citations.

- May 30, 2025: the City re-engaged the existing software company and executed necessary documents to reconfigure access to registered vehicle owner information.
- June 5, 2025: existing systems were updated, and the current version of parking collection and enforcement software was implemented.
- June 10, 2025: registered owner data was configured and sent to City of Reno systems.

**Next Steps:**

On June 18, 2025, approximately 19,000 letters will be sent to registered owners for all outstanding citations. Staff will monitor revenue collections on a weekly basis and unpaid citations may be sent to collections if payments are not remanded.

Meetings are scheduled to determine the cost, effort, and potential timeline to reinstate DMV holds.

To better align enforcement operations, parking enforcement officers and duties will report to the Reno Police Department effective July 1, 2025.

Additional operational changes are expected over the coming months and Council will receive updates periodically on these, as well as regular revenue updates.