



C I T Y O F
RENO
Memorandum

DATE: March 17, 2026

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager

FROM: Nathan Ullyot, Director
Ripley Foli, Office Assistant II
Matt Brezina, Parks Manager

DEPT: Parks and Recreation

SUBJECT: Park Partners Pilot Program at Oxbow and Summit Ridge Park

Purpose

This memo outlines a new community engagement pilot program that will be launched at Oxbow Nature Study and Summit Ridge Park in April called the Park Partners program. The purpose of this program is to create a safe and easy way to encourage community members to report safety concerns or maintenance issues they find while visiting the park. After initial engagement staff will seek to connect volunteers with more intentional involvement that will support efficiencies and free up staff bandwidth for more critical and technical maintenance tasks.

Initial Steps

The program is expected to roll out in early April 2026 with a brief media event put on by the Communications Department and installation of signs at Oxbow Nature Study and Summit Ridge Park. Signs will be installed in March and will include examples of incidents to report along with the correct phone numbers connecting the citizen to the appropriate City of Reno (City) department. Additionally, a QR code on the sign will send the reporting party directly to Reno Direct for notification and future tracking purposes.

Concerned citizens that show a pattern of reporting may be contacted by Parks staff and invited to participate in a volunteer program that will further engage them in the care and upkeep of the parks. Engagement tools to be presented to the volunteers may include City labeled safety vests, litter collection tools, and gloves.

The pilot program at Oxbow Nature Study and Summit Ridge Park will run through December 2026, upon which staff will evaluate the quantity of service requests reported to the Parks Department, along with the quantity of dedicated volunteers that took part in the Park Partners program. Quarterly updates will be presented to Reno City Council.

Future Opportunities

Should the program prove successful, Parks staff will expand to other highly visited parks, such as Tegli’s Paradise Park and Virginia Lake Park. The program will be identified on the City website with detailed instructions of how and where to participate. Depending on participation, Park Staff and Park Rangers may create community engagement workshops to show community members what issues to look for and how to report to the correct department.

For volunteers who desire to be engaged at a deeper level, volunteer processing will allow them to support staff by opening, closing and stocking public restrooms. Along with direct reporting to park maintenance staff and Park Rangers.

Signage

The sign features a blue and yellow color scheme with a mountain silhouette background. At the top left is a star icon, and in the center is the City of Reno logo. The main title 'Be a Park Partner' is in large white letters, with the Spanish translation 'Sea un buen participe del parque' below it. Three columns provide contact details for different types of issues: maintenance (Reno Direct), suspicious activity (Non-Emergency), and active threats (Emergency Services). A QR code is located at the bottom center, flanked by instructions in both English and Spanish to inspect the code before scanning.

Park Hours
Horas del parque
Apr. 1 - Sept. 30 **5am - 10pm**
Oct. 1 - Mar. 31 **6am - 7pm**

Be a Park Partner
Sea un buen participe del parque

Reno Direct	Non-Emergency no emergencia	Emergency Services servicios de emergencia
(775) 334-4636	(775) 334-2121	911
Maintenance issues including water leaks Problemas de mantenimiento, incluyendo fugas de agua	Suspicious activity, illegal dumping or camps Actividades sospechosas, desechos ilegales o campamentos	Active threats or emergencies Amenazas activas o emergencias

Inspect before you scan. If this QR code appears to be a sticker or is damaged, please do not scan it.
Contact Reno Direct via phone at (775) 334-4636 or visit Service.Reno.Gov

Inspeccione antes de escanear. Si el código QR parece ser una calcomanía o estar dañado, no lo escanee.
Comuníquese con Reno Direct por teléfono al (775) 334-4636 o visite Service.Reno.Gov