

WASHOE COUNTY  
BOARD OF COUNTY COMMISSIONERS

QUARTERLY DASHBOARD REPORT  
APRIL 1-JUNE 30, 2018

WASHOE COUNTY COMMISSIONER REQUESTS  
WASHOE311 OVERVIEW  
SPECIAL DISTRICT FUNDS UPDATE  
WASHOE COUNTY FY18 Q4 STRATEGIC PLAN PERFORMANCE REPORT



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# BCC QUARTERLY DASHBOARD

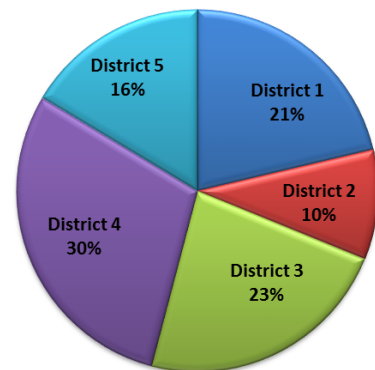
## WASHOE COUNTY COMMISSIONER REQUESTS

Requests from Washoe County Commissioners for further research, analysis or additional services are captured, clarified and tracked to support Commissioners' efforts to create policy and steer the direction of the County. During April 1, 2018 thru June 30, 2018, staff received **48** distinct requests in addition to the **53** requests that were active at the beginning of this time period. During this same time, **25** requests have been completed. There are currently **74** active requests.

Commissioners initiated a strategic management process in 2014 to align the organization with the adopted core mission and vision of the County. Staffs' goals include associating Commissioner Requests with the strategic plan and to focus resources on priority items. For this fiscal year (FY18), County Commissioners developed six goals including:

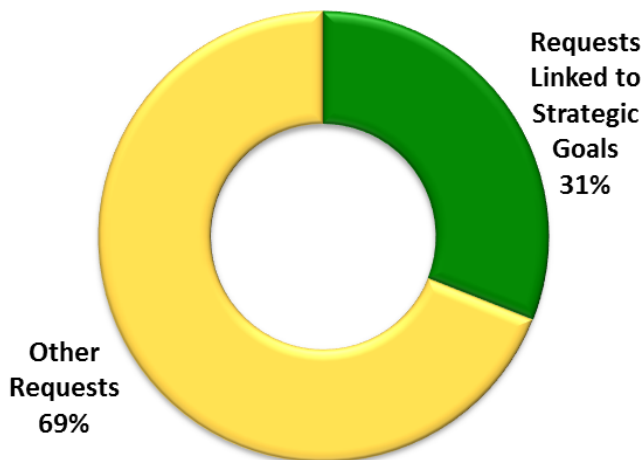
### Commissioner Requests by Commission District

April - June 2018



### Commissioner Requests

April - June 2018



**Economic Impact** – Be responsive and proactive to pending economic impacts.

**Infrastructure** – Enhance community safety through investing in critical infrastructure for current and future needs. (To be merged with Economic Impacts goal based on Board direction from January 2018.)

**Vulnerable Populations** – Collaborate, implement and provide an array of protective and supportive services to the most vulnerable.

**Marijuana** – Proactively prepare for the expected impacts of the use, production, cultivation and distribution of legalized marijuana.

**Unified Team and Employee Engagement** – Working together as a professional unified team.

**Employee Engagement** – Simplify workflows to improve service delivery and customer outcomes.

Of the Commissioner requests from this quarter, **31% are linked to adopted strategic goals**, a 6% increase from last quarter.

*The Washoe County Strategic Plan FY18 End of Year Performance Report is included at the end of this Quarterly Dashboard Report.*

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# COMMISSIONER REQUEST UPDATE: JULY 24, 2018

	Title	Priority	Strategic Goal	Progress	Status	Lead Staff	ACM	Analyst	Requested By
<b>Commissioner Berkgigler (18)</b>									
1	Ditch Conveyance System Review and Update (Steamboat)	Berkgigler Priority	Does not apply	Direct Update	Funding has been identified through the Western Region Water Commission for irrigation ditch network review. Available in July 2018, prior to that HDR is providing a scope of work for system review regarding capacity, municipality stormwater contribution.	Dwayne Smith	Dave Solaro	Searcy	Berkgigler, Hartung, Lucey
2	Financial Sustainability: Cost of a Washoe County standalone Dispatch Operation	Berkgigler Priority	Financial Sustainability	BCC Agenda	Staff working with IXP to analyze the costs of operating a stand alone dispatch center.	Christine Vuletic	Christine Vuletic	Searcy	Berkgigler, Hartung
3	Request for information regarding parking on streets in Incline	Berkgigler Priority	Does not apply	Direct Update	Creating a Flash Vote survey to gather information related to parking in Incline. Survey launch is expected at the end of July 2018.	Dwayne Smith	Dave Solaro	Tone	Berkgigler
4	Incline Way Multi Use Path		Does not apply	Direct Update	Dwayne and Dave updated the commissioner on May 15th to provide the process we are currently moving through for the creation of a project to utilize the TAP grant and an MOU with IVGID for construction on their parcel and ongoing maintenance of the path.	Dwayne Smith	Dave Solaro	Tone	Berkgigler
5	Lemmon Valley Flooding: Request Clarification About Whether There Are Plans to Dredge Swan Lake		Does not apply	Memo	Staff is reviewing this request	Dave Solaro	Dave Solaro	Searcy	Berkgigler
6	North Valley Planning: Sewer Treatment Plant in the North Valleys. Does this plant have the capacity for planned development in the North Valleys?		Economic Impacts	Board Presentation 3/2018	Continuing to work on this and will provide update in March 2018	Dwayne Smith	Dave Solaro	Searcy	Berkgigler
7	Presentation request: Special Assessment Districts (SAD)		Economic Impacts	Direct Update	Currently staff has created a checklist for the formation of an SAD based on the current policy related to SAD's and Nevada State Law.	Dave Solaro	Dave Solaro	Searcy	Berkgigler
8	Request for a written response on the status of the Memorandum of Agreement between Washoe County planning and TRPA.		Economic Impacts	Direct Update	Staff continues to track permitting review process with Tahoe Regional Planning Agency including monitoring of the number, type and review process for applications.	Sarah Tone, Mojra Hauenstein	Dave Solaro	Tone	Berkgigler
9	Request for Discussion on Road Standards for GIDs		Does not apply	Staff Review	Staff is reviewing this request	Dwayne Smith	Dave Solaro	Searcy	Berkgigler
10	Request for Information on the Planning Process		Economic Impacts	BCC Agenda 6/26/18	Staff is working toward a Planning Presentation on this item for BCC at the beginning of July that gives a broad overview of how Planning approvals and processes are structured, the scope of each PC, PMRC and BOA as backed by NRS and Development Code.	Mojra Hauenstein	Dave Solaro	Searcy	Hartung, Berkgigler, Lucey
11	Request for Information: Possibility to allow two houses on one parcel		Does not apply	Direct Update	Staff is reviewing this request	JamieLynn Rodriguez	Dave Solaro	Tone	Berkgigler
12	Request to look into prohibiting target shooting in high risk areas		County Manager Approved: Emergency	BCC Agenda	This item will be on the July 10 BCC meeting for request to amend Chapter 50 of the county code.	Dave Solaro	Dave Solaro	Tone	Hartung, Berkgigler, Jung
13	Request to review the inclusion of 1400 Border Town Rd in the Congested Area Boundary		Does not apply	Direct Update	WCRAS will be looking at the metes and bounds for congested vs. non-congested in the future as the animal codes are further refined. This area will be reviewed in the context of the entire congested area	Shyanne Schull	Dave Solaro	Searcy	Berkgigler, Herman
14	Request to work with NDOT		Economic Impacts	Direct Update	Staff is reviewing this request	Dwayne Smith	Dave Solaro	Tone	Berkgigler, Lucey, Hartung





## COMMISSIONER REQUEST UPDATE: JULY 24, 2018

	Title	Priority	Strategic Goal	Progress	Status	Lead Staff	ACM	Analyst	Requested By
15	Requested for Information: Did Washoe County Approve Swan Lake Dredging and Berm?		Does not apply	Memo	Staff is reviewing this request	Dave Solaro	Dave Solaro	Searcy	Berkbigler
16	Rise Marijuana Facility: Confirm they are complying with the security requirements		Marijuana		Staff is reviewing this request	Sarah Tone	Dave Solaro	Tone	Berkbigler
17	River Oaks: Water and Sewer Lines		Economic Impacts	Direct Update	Review resident questions, awaiting confirmation on ownership of water mains from PUC	Dwayne Smith	Dave Solaro	Tone	Berkbigler
18	Update on signage installation at Peavine	Herman Priority	Does not apply	Direct Update	The initial commissioner donation for signage has now been leveraged with grants to become a \$40,000 comprehensive trailhead signage project.	Dave Solaro	Dave Solaro	Searcy	Herman, Berkbigler
<b>Commissioner Hartung (29)</b>									
19	Alarm Ordinance/Response	Hartung Priority	Does not apply	Direct Update	Staff in the process of contract negotiations.	Dana Searcy	Dave Solaro	Searcy	Hartung, Lucey
20	Review options for Countywide and North Valleys Storm Water Solutions and Options for Special Assessment Districts	Hartung Priority, Lucey Priority	Economic Impacts	BCC Agenda	This project is being incorporated into the Economic Impact Strategic Goal. Staff is tracking work by Truckee River Flood Management Authority to review finance options for this project.	Dave Solaro	Dave Solaro	Searcy	Lucey, Hartung
21	Agenda Item Request: Discussion about the Detention Facility		Vulnerable Populations	Direct Update	This item is being referred to Fiscal Sustainability Goal Team	Kate Thomas	Kate Thomas	Tone	Hartung
22	Cargo Containers - Request change to regulations		Does not apply	BCC Agenda	Staff will seek feedback from residents through Open Washoe	Mojra Hauenstein	Dave Solaro	Tone	Hartung
23	Discussion and possible action about the sale of Wastewater capacity.		Economic Impacts		Staff is working with the City of Reno related to preparation of a staff report to the Board of County Commissioners and the Reno City Council to be heard in late August or September, 2018	Dwayne Smith	Dave Solaro	Searcy	Hartung
24	Ditch Conveyance System Review and Update (Steamboat)	Berkbigler Priority	Does not apply	Direct Update	Funding has been identified through the Western Region Water Commission for irrigation ditch network review. Available in July 2018, prior to that HDR is providing a scope of work for system review regarding capacity, municipality stormwater contribution.	Dwayne Smith	Dave Solaro	Searcy	Berkbigler, Hartung, Lucey
25	Event Fee Reimbursements		Does not apply	Staff Review	Staff is reviewing this request	Mojra Hauenstein	Dave Solaro	Tone	Hartung, Lucey
26	Financial Sustainability: Cost of a Washoe County standalone Dispatch Operation	Berkbigler Priority	Financial Sustainability	BCC Agenda	Staff working with IXP to analyze the costs of operating a stand-alone dispatch center.	Christine Vuleitch	Christine Vuleitch	Searcy	Berkbigler, Hartung
27	Financial Sustainability: Forensic Services		Financial Sustainability	Staff Review	This item is being referred to the Fiscal Sustainability Goal Team	Christine Vuleitch	Christine Vuleitch	Tone	Hartung
28	Flood Mitigation Update: FEMA HMGP Home Purchase Program		County Manager Approved: Emergency	Direct Update	December 12, 2017: the Board approved moving forward with the FEMA HMGP Home Purchase Program. Based on direction from the Board, Washoe County staff has submitted the application for the FEMA HMGP Home Purchase Program.	Dwayne Smith	Dave Solaro	Searcy	Hartung, Herman
29	Flood Mitigation Update: Flood Mitigation Plan		County Manager Approved: Emergency	Budget Review	During the September 12, 2017 BCC, the board unanimously approved staff to pursue the development of a flood mitigation plan.	Dwayne Smith	Dave Solaro	Searcy	Hartung, Herman
30	Presentation Request: John Enloe from TMWA about the Bedell Flat Rapid Infiltration Basin Investigation project		Economic Impacts	Board Presentation	Staff is reviewing this request	Dave Solaro	Dave Solaro	Searcy	Hartung
31	Presentation Request: NDOT presentation on the Spaghetti Bowl update		Economic Impacts	Board Presentation	Scheduled for a future BCC meeting or Community Fair	Dave Solaro	Dave Solaro	Searcy	Hartung





## COMMISSIONER REQUEST UPDATE: JULY 24, 2018

	Title	Priority	Strategic Goal	Progress	Status	Lead Staff	ACM	Analyst	Requested By
32	Presentation Request: RTC on Riff Fees and How they are Distributed		Does not apply	Memo	Preparing memo explaining riff fees.	Dwayne Smith	Dave Solaro	Searcy	Hartung
33	Regional Plan Update: Annexation Agreement		Economic Impacts	Direct Update	CSD Staff has met with Commissioners to provide an update on the annexation agreement process.	Dave Solaro	Dave Solaro	Searcy	Hartung, Herman, Lucey
34	Regional Plan Update: Infrastructure Funding Gap Study		Economic Impacts	Direct Update	Staff is reviewing this request	Mojra Hauenstein	Dave Solaro	Searcy	Hartung
35	Request for agenda item to go to NACO to end daylight savings time.		Does not apply	BCC Agenda	Not a current Commissioner request for priority item.	JamieLynn Rodriguez	Kate Thomas	Tone	Hartung
36	Request for Dashboard: List of All Road Closures for Emergency Services Access		Does not apply	Direct Update	List of road closures is provided to emergency services as a mandatory noticing process. Staff is also looking into the potential expanding resident and Washoe311 access to road closure information.	Sarah Tone	Dave Solaro	Tone	Hartung
37	Request for Information on the Planning Process		Economic Impacts	BCC Agenda 6/26/18	Staff is working toward a Planning Presentation on this item for BCC at the beginning of July that gives a broad overview of how Planning approvals and processes are structured, the scope of each PC, PMRC and BOA as backed by NRS and Development Code.	Mojra Hauenstein	Dave Solaro	Searcy	Hartung, Berkbigler, Lucey
38	Request Review of County Commissioner Powers, Duties and Responsibilities		Does not apply	Staff Review	Staff is reviewing this request	Kate Thomas	Kate Thomas	Tone	Hartung
39	Request Staff to Look Into Changing the Allowable Sizes for Accessory Buildings for Large Parcels		Does not apply	Direct Update	Provided Commissioners update, background information on request, and current regulations.	Mojra Hauenstein	Dave Solaro	Searcy	Hartung
40	Request to for Senior Discounts for Camping Spots		Does not apply	Direct Update	Staff is reviewing this request	Eric Crump	Dave Solaro	Searcy	Hartung
41	Request to look into prohibiting target shooting in high risk areas		Manager Approved: Emergency	BCC Agenda	This item will be on the July 10 BCC meeting for request to amend Chapter 50 of the county code.	Dave Solaro	Dave Solaro	Tone	Hartung, Berkbigler, Jung
42	Request to work with NDOT		Economic Impacts	Direct Update	Staff is reviewing this request	Dwayne Smith	Dave Solaro	Tone	Berkbigler, Lucey, Hartung
43	Requests discussion on the dedication of public streets and right-of-ways.		Economic Impacts	Staff Review	Prepare Washoe 101: Fact Sheet	Solaro, Dwayne	Dave Solaro	Searcy	Hartung
44	Review of cost recovery options for public safety		Does not apply	Direct Update	Review being performed for future presentation.	JamieLynn Rodriguez	Christine Vuletic	Searcy	Hartung
45	Review of Regulations Related to Code Enforcement and Hoarding		Does not apply	Direct Update	Staff is reviewing this request	Dave Solaro	Dave Solaro	Searcy	Hartung, Jung
46	Trunk Line BDR for E911 Surcharge		Manager Approved:	Staff Review	Staff is reviewing this request and confirming intent with Commissioner.	JamieLynn Rodriguez	Kate Thomas	Tone	Hartung
47	Washoe311 Needs to be Better Advertised		Does not apply	Staff Review	Staff will be presenting a Washoe311 update to the Board of Commissioners on July 24th.	Nancy Leuenhagen	Kate Thomas	Tone	Hartung, Jung
<b>Commissioner Herman (10)</b>									
48	Request for Assistance: 5945 Leon Dr.	Herman Priority	Vulnerable Populations	Direct Update	Staff have presented multiple resources and options for help.	Dave Solaro	Dave Solaro	Searcy	Herman
49	Update on signage installation at Peavine	Herman Priority	Does not apply	Direct Update	The initial commissioner donation for signage has now been leveraged with grants to become a \$40,000 comprehensive trailhead signage project.	Dave Solaro	Dave Solaro	Searcy	Herman, Berkbigler





## COMMISSIONER REQUEST UPDATE: JULY 24, 2018

	Title	Priority	Strategic Goal	Progress	Status	Lead Staff	ACM	Analyst	Requested By
50	Flood Mitigation Update: FEMA HMGP Home Purchase Program		County Manager Approved: Emergency	Direct Update	December 12, 2017: the Board approved moving forward with the FEMA HMGP Home Purchase Program. Based on direction from the Board, Washoe County staff has submitted the application for the FEMA HMGP Home Purchase Program.	Dwayne Smith	Dave Solaro	Searcy	Hartung, Herman
51	Flood Mitigation Update: Flood Mitigation Plan		County Manager Approved: Emergency	Budget Review	During the September 12, 2017 BCC, the board unanimously approved staff to pursue the development of a flood mitigation plan.	Dwayne Smith	Dave Solaro	Searcy	Hartung, Herman
52	Regional Plan Update: Annexation Agreement		Economic Impacts	Direct Update	CSD Staff has met with Commissioners to provide an update on the annexation agreement process.	Dave Solaro	Dave Solaro	Searcy	Hartung, Herman, Lucey
53	Request for a Citizen Survey Regarding Feedback on Waste Management		Does not apply	Direct Update	Resident information on Waste Management concerns are currently collected and analysed through Washoe311 qscend system.	Kate Thomas	Kate Thomas	Tone	Herman
54	Request for Information: RS2477 Roads		Does not apply	Direct Update	Commissioner Herman has been provided with a copy of the mapped public roads. Staff is working with BLM to continue efforts.	Dave Solaro	Dave Solaro	Searcy	Herman
55	Request to review process for addressing neighborhood complaints to CSD		Does not apply	Direct Update	Reviewing best practices nationwide.	Dave Solaro	Dave Solaro	Searcy	Herman
56	Request to review the inclusion of 1400 Border Town Rd in the Congested Area Boundary		Does not apply	Direct Update	WCRAS will be looking at the metes and bounds for congested vs. non-congested in the future as the animal codes are further refined. This area will be reviewed in the context of the entire congested area	Shyanne Schull	Dave Solaro	Searcy	Berkbigler, Herman
57	Warm Springs Special Area Plan		Economic Impacts	Staff Review	Staff is reviewing this request	Mojra Hauenstein	Dave Solaro	Tone	Lucey, Herman
<b>Commissioner Jung (22)</b>									
58	Parks and Trails - Request User Friendly Signs	Jung Priority	Does not apply	Direct Update	Exploring pilot project at parks. Next step is a tour with parks staff, Solaro and Commissioner. Rescheduling tour due to snow at the pilot location (Davis Creek Regional Park).	Dave Solaro	Dave Solaro	Tone	Jung
59	Request for Library Board: Propose Resolution to thank Rob Rothe in conjunction with the ribbon cutting of the new Nevada Marketplace in the Reno Town Mall	Jung Priority	Does not apply	Direct Update	Proclamation and research of support prepared for Mr. Rothe for future recognition opportunity.	Sarah Tone	Dave Solaro	Tone	Jung
60	Request to offer chair massages to employees	Jung Priority	Engaged Workforce	Direct Update	Staff is reviewing opportunities to partner with local service provider to provide this service to employees.	Kate Thomas	Kate Thomas	Tone	Jung
61	Regional Plan Update: Development in Closed Basins		Economic Impacts	Staff Review	Staff is reviewing this request	Mojra Hauenstein	Dave Solaro	Searcy	Jung
62	Request for an Events Ombudsman		Does not apply	Direct Update	The Business Facilitator will work as the Events Ombudsman	Dave Solaro	Dave Solaro	Searcy	Jung
63	Request for information on the Eviction Database		Vulnerable Populations	Direct Update	Centralized eviction database for northern Nevada is not available; however, HSA staff has been connected to current resources to assess relationship to homelessness.	Kate Thomas	Kate Thomas	Searcy	Jung





## COMMISSIONER REQUEST UPDATE: JULY 24, 2018

	Title	Priority	Strategic Goal	Progress	Status	Lead Staff	ACM	Analyst	Requested By
64	Request for Information: A Operational Definition of each Strategic Goal and How Staff Determines if the request Applies to a Strategic Goal		County Manager Approved: Supported by Strategic Planning	Memo	Staff is reviewing this information with Commissioner During Monthly Meeting	Dana Searcy	Dave Solaro	Searcy	Jung
65	Request for information: How efficient are developer impact fees at covering the costs of services needed for growth?		Economic Impacts	Strategic Planning Review	This is being addressed in the Strategic Planning Progress and in the Fee Study project.	Mojra Hauenstein	Dave Solaro	Searcy	Jung, Lucey
66	Request for Information: How Washoe County Helps the Humane Society		Does not apply	Staff Review	Staff is reviewing this request	Shyanne Schull, Nancy Leuenhagen	Dave Solaro	Tone	Jung
67	Request for Information: Map of all the private and public Dams in Washoe County and the responsibly party		Does not apply	Memo	Staff is reviewing this request	Dave Solaro	Dave Solaro	Searcy	Jung
68	Request for Information: Stats on First Responders Administering Over-Dose Drugs		Vulnerable Populations	Direct Update	Reviewing issue with agencies/divisions including need, established protocol, data collection, and available resources.	Kate Thomas	Kate Thomas	Tone	Jung
69	Request for Media Training		Does not apply	Direct Update	Staff is reviewing this request	Nancy Leuenhagen	Kate Thomas	Searcy	Jung
70	Request for Park Pavement Study		Does not apply	Staff Review	Pavement Condition Index (PCI) information is available on all our Washoe County Parking Lots, including Parks to include current PCT, historic and current funding levels, recent projects.	Eric Crump	Dave Solaro	Searcy	Jung
71	Request for Proclamation: 2018 National Apprenticeship Week		County Manager Approved	BCC Agenda Nov 2018	Assigned to staff for agenda in November 2018	Marilyn Kramer	Kate Thomas	Searcy	Jung
72	Request staff to consider the use of the General Services Tax		Vulnerable Populations	BCC Agenda	Referred to a future agenda item in the new calendar year 2019	Christine Vuletich	Christine Vuletich	Tone	Jung
73	Request staff to look into an elder care program for employees.		Does not apply	Direct Update	Provided employee education programs through AARP and incorporated additional caregiver resource packets into human resources employee references.	Sarah Tone	Christine Vuletich	Tone	Jung
74	Request to Develop Incentives for Housing Affordability		Vulnerable Populations	Direct Update	Staff is reviewing this request	Kate Thomas	Kate Thomas	Tone	Jung
75	Request to look into how Washoe County can be involved in the Access Advisory Board under City of Reno		Vulnerable Populations	Direct Update	Staff is reviewing and researching this request.	JamieLynn Rodriguez	Kate Thomas	Tone	Jung
76	Request to look into prohibiting target shooting in high risk areas		County Manager Approved: Emergency	BCC Agenda	This item will be on the July 10 BCC meeting for request to amend Chapter 50 of the county code.	Dave Solaro	Dave Solaro	Tone	Hartung, Berkbigler, Jung
77	Request to partner with the Red Cross		Does not apply	Direct Update	Researching opportunities to integrate Red Cross into education efforts by local fire departments that are targeting vacation rentals.	Kate Thomas	Kate Thomas	Tone	Jung
78	Review of Regulations Related to Code Enforcement and Hoarding		Does not apply	Direct Update	Staff is reviewing this request	Dave Solaro	Dave Solaro	Searcy	Hartung, Jung
79	Washoe311 Needs to be Better Advertised		Does not apply	Staff Review	Staff will be presenting a Washoe311 update to the Board of Commissioners on July 24th.	Nancy Leuenhagen	Kate Thomas	Tone	Hartung, Jung
<b>Commissioner Lucey(17)</b>									
80	Agenda Item: Legislative Initiative and Board Liaison	Lucey Priority	County Manager Approved: Legislature	BCC Agenda	The appointment of the government affairs liaison was postponed from the May 22 BCC meeting and will occur as a separate item at a yet to be determined time.	JamieLynn Rodriguez	Kate Thomas	Searcy	Lucey





## COMMISSIONER REQUEST UPDATE: JULY 24, 2018

	Title	Priority	Strategic Goal	Progress	Status	Lead Staff	ACM	Analyst	Requested By
81	Downtown Court	Lucey Priority	Economic Impacts	Direct Update	This project is being worked currently with a team from Washoe County and the District Court. Dwayne Smith is working with Purchasing to finalize a RFQ for master planning update services. Christine and Cathy Hill attended a P3 conference in February to assist in determining appropriate possible funding strategies.	Dave Solaro	Dave Solaro	Searcy	Lucey,
82	Review options for Countywide and North Valleys Storm Water Solutions and Options for Special Assessment Districts	Hartung Priority, Lucey Priority	Economic Impacts	BCC Agenda	This project is being incorporated into the Economic Impact Strategic Goal. Staff is tracking work by Truckee River Flood Management Authority to review finance options for this project.	Dave Solaro	Dave Solaro	Searcy	Lucey, Hartung
83	320 Saturn Circle - New Mfg. home placement issue		Does not apply		Made contact with Ms. Hoff to let her know that Commissioner Lucey has requested I contact her. Craftsman Homes is the contractor, John may be contacting the office as well.	Dave Solaro	Dave Solaro	Searcy	Lucey
84	3845 White Pine Drive - Mike Fischer - Cargo Containers and Code Enforcement		Does not apply		Contacted Mr. Fischer regarding this item. This is an item that will assist in informing some next steps with Cargo Containers.	Dave Solaro	Dave Solaro	Searcy	Lucey
85	Agenda Item: Consider Reduction in Hours for the Clerk's Office		Does not apply	Staff Review	Currently under review	Christine Vuleitch	Christine Vuleitch	Tone	Lucey
86	Alarm Ordinance/Response	Hartung Priority	Does not apply	Direct Update	Staff in the process of contract negotiations.	Dana Searcy	Dave Solaro	Searcy	Hartung, Lucey
87	Ditch Conveyance System Review and Update (Steamboat)	Berkbigler Priority	Does not apply	Direct Update	Commission for irrigation ditch network review. Available in July 2018, prior to that HDR is providing a scope of work for system	Dwayne Smith	Dave Solaro	Searcy	Berkbigler, Hartung, Lucey
88	Event Fee Reimbursements		Does not apply	Staff Review	Staff is reviewing this request	Mojra Hauenstein	Dave Solaro	Tone	Hartung, Lucey
89	Regional Plan Update: Annexation Agreement		Economic Impacts	Direct Update	CSD Staff has met with Commissioners to provide an update on the annexation agreement process.	Dave Solaro	Dave Solaro	Searcy	Hartung, Herman, Lucey
90	Request for Information on the Planning Process		Economic Impacts	BCC Agenda 6/26/18	Staff is working toward a Planning Presentation on this item for BCC at the beginning of July that gives a broad overview of how Planning approvals and processes are structured, the scope of each PC, PMRC and BOA as backed by NRS and Development Code.	Mojra Hauenstein	Dave Solaro	Searcy	Hartung, Berkbigler, Lucey
91	Request for information: How efficient are developer impact fees at covering the costs of services needed for growth?		Economic Impacts	Strategic Planning Review	This is being addressed in the Strategic Planning Progress and in the Fee Study project.	Mojra Hauenstein	Dave Solaro	Searcy	Jung, Lucey
92	Request to Look into Protections for Snow Plow Drivers		Does not apply	Direct Update	Staff is reviewing this request	Dave Solaro	Dave Solaro	Tone	Lucey
93	Request to work with NDOT		Economic Impacts	Direct Update	Staff is reviewing this request	Dwayne Smith	Dave Solaro	Tone	Berkbigler, Lucey, Hartung
94	Requests staff to look into creating an SAD off Andrew Lane to address flooding and other issues.		Does not apply	Direct Update	Staff has provided SAD policy to residents David Jones. Continue to work with the resident to refine his "ask" to create an SAD.	Dave Solaro	Dave Solaro	Searcy	Lucey
95	Update on Crossroads		Vulnerable Populations	Direct Update	Presentation planned for BCC tentatively scheduled for July 24.	Kate Thomas	Kate Thomas	Tone	Lucey
96	Warm Springs Special Area Plan		Economic Impacts	Staff Review	Staff is reviewing this request	Mojra Hauenstein	Dave Solaro	Tone	Lucey, Herman



# BCC QUARTERLY DASHBOARD

## WASHOE311 OVERVIEW

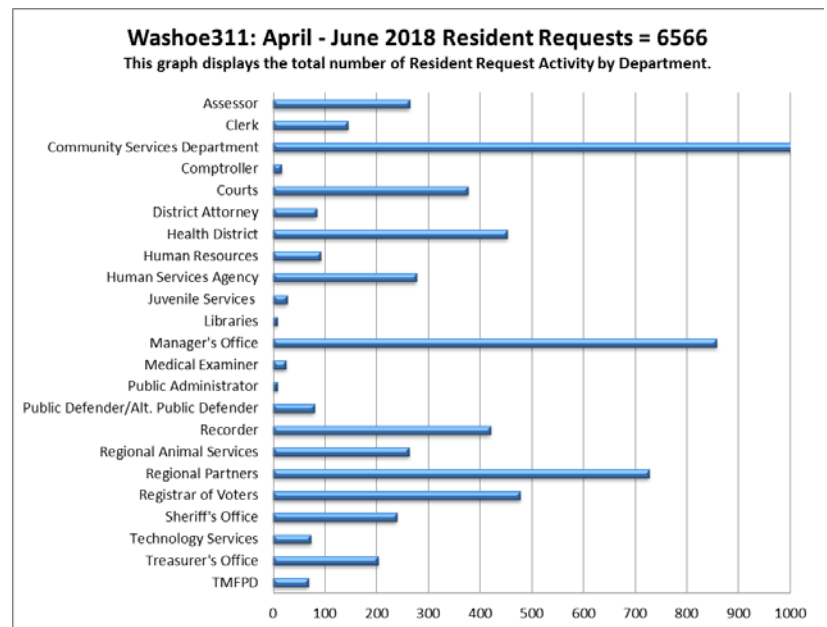
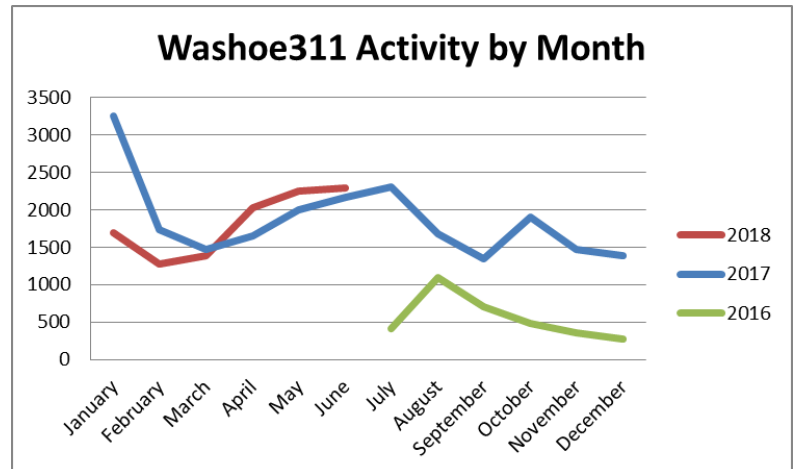
Established in June of 2016, Washoe311 is a centralized hub for Washoe County residents to access a variety of services and report concerns. The service center team members strive to answer a variety of requests on the first call, for example; special event information, reporting stray animals, graffiti and road damage; and inquiries about building permits and utility services.

The Washoe311 team total activity for the quarter of April 1, 2018 thru June 30, 2018 was **6566** (points of contact).

In Washoe County, the department with the highest volume of calls (cumulatively) through Washoe311 is Community Services Department (CSD). The service team answers a range of CSD questions from building permits, parks event information, to road conditions.

The following resident requests consistently remain as top requests across all departments together representing 22% of all calls this quarter:

- How to obtain a certified copy of a Marriage Certificate
- Request for information relating to: property taxes, property appraisals and parcel information
- Building permit information, requirements and status of approvals and inspections.
- Request for support for neighborhood services provided by other government agencies, including the cities of Reno and Sparks. (Labeled as Regional Partners on the graph)



Community emerging issues, events, seasons, holidays and emergencies are reflected in the volume and type of calls to the Washoe311 call center. For example, the increase in calls in January 2017 is associated with emergency response for floods. July through September there were more calls on animal issues and summer fire season. (Reference table *Washoe311 Activity by Month*) This past quarter, Washoe311 saw an increase in the amount of calls regarding voting due to the primary election that occurred this past June. Calls regarding voting represented 7.5% of all Washoe311 service requests for the quarter.

Washoe311 team can be reached directly at [washoe311@washoecounty.us](mailto:washoe311@washoecounty.us), 3-1-1, (775) 328-2003, or online at [www.washoecounty.us](http://www.washoecounty.us) (Select "Washoe311")





# BCC QUARTERLY DASHBOARD

## SPECIAL DISTRICT FUNDS UPDATE



### Special District Fund Distribution Summary for the 2017-2018 Fiscal Year

Funds Distributed to	District 1 Berkbigler	District 2 Lucey	District 3 Jung	District 4 Hartung	District 5 Herman
<b>Starting Funds</b>	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00
<b>Approved and Distributed</b>					
HSA - to support the Indine Community Center	\$ (14,000.00)				
Northern Nevada Literacy Council	\$ (3,000.00)				
Shakespeare Animal Fund	\$ (3,000.00)				
Community Foundation of Western Nevada - YES Program		\$ (10,000.00)			
Washoe County CSD - Support efforts to reduce speeding on Thomas Creek Rd		\$ (5,000.00)			
Truckee Meadows Fire Protection District, Kids Fire Camp		\$ (3,000.00)			
Friends of Washoe County Library - South Valleys Library, STEAM Programs		\$ (2,000.00)			
The Generator - to light up the Whale that will be placed in Downtown Reno			\$ (9,000.00)		
Truckee Meadows Parks Foundation, Employee Parks Walks/Challenge			\$ (3,500.00)		
Eddy House - Youth Homelessness			\$ (2,500.00)		
Reno Bike Project - To fund Bike Valet during the Reno Earth Day Event 2018			\$ (2,500.00)		
Northern Nevada Black Cultural Awareness Society (NNBCAS)			\$ (1,250.00)		
Friends of Washoe County Library - Summer/Winter Reading Program 2018			\$ (1,250.00)		
Community Foundation of Western Nevada - YES Program				\$ (15,000.00)	
Nevada Discovery Museum				\$ (1,000.00)	
The First Tee of Northern Nevada				\$ (1,000.00)	
Truckee Meadows Health Communities (via Renown Foundation)					\$ (5,000.00)
TMFPD, Water Pumps for Verdi fire suppression					\$ (4,900.00)
Board of Regents - 4-H Livestock Program & 4-H Horse Program					\$ (3,000.00)
Salvation Army					\$ (2,100.00)
Reno Rodeo Foundation - Washoe County High School Rodeo					\$ (2,000.00)
Veterans Guest House					\$ (1,000.00)
North Valley's High School ROTC					\$ (1,000.00)
Spanish Springs High School ROTC					\$ (1,000.00)
<b>In Process for Approval</b>					
Friends of Washoe County Library - Spanish Springs Library, STEAM Programs				\$ (1,000.00)	
Board of Regents - Water Innovation Campus				\$ (2,000.00)	
<b>Remaining Funds</b>	\$ -	\$ -	\$ -	\$ -	\$ -

Each Commissioner is budgeted \$20,000 in Special District Funds (\$100,000 total.) All Special District Funds have been allocated for the 2018 Fiscal Year.



# WASHOE BCC STRATEGIC PERFORMANCE SUMMARY

As of July 3, 2018

OVERALL PERFORMANCE				TOTAL
Prioritized County Goals by Status (ex 1.1)	5	0	0	5
Department Goals by Status (ex 1.1.1)	35	4	3	42

EXECUTIVE SUMMARY			
	Goal Owner	YTD Actual	Status
PROACTIVE ECONOMIC DEVELOPMENT AND DIVERSIFICATION: PENDING ECONOMIC IMPACTS			
1.1 ECONOMIC IMPACTS: Be responsive and proactive to pending economic impacts.		50	ON TARGET
SAFE, SECURE AND HEALTHY COMMUNITIES: VULNERABLE POPULATIONS			
2.1 Vulnerable Populations: Collaborate, implement and provide an array of protective and supportive services to the most vulnerable.		93%	ON TARGET
SAFE, SECURE AND HEALTHY COMMUNITIES: MARIJUANA			
3.1 Marijuana: Proactively prepare for the expected impacts of the use, production, cultivation, distribution of legal marijuana in Nevada (NRS 453A & NRS 453D), mitigating the consequences of marijuana by capitalizing on knowledge of impacts from other regions that have legalized marijuana.		86%	ON TARGET
REGIONAL AND COMMUNITY LEADERSHIP: PROFESSIONAL, UNIFIED TEAM			
4.1 Unified Team: Working together as a professional, unified team.		76%	ON TARGET
VALUED, ENGAGED EMPLOYEE WORKFORCE: SIMPLIFY WORKFLOWS			
5.1 Employee Engagement: Simplify workflows to improve service delivery and customer outcomes.		50%	ON TARGET

## PERFORMANCE SUMMARY DETAIL

	Goal Owner	YTD Actual	Status
<b>PROACTIVE ECONOMIC DEVELOPMENT AND DIVERSIFICATION: PENDING ECONOMIC IMPACTS</b>			
1.1 ECONOMIC IMPACTS: Be responsive and proactive to pending economic impacts.		50	ON TARGET
1.1.1 IMPACT OF GROWTH: Define the impact of growth to Washoe County and identify its costs for both Residential and Commercial development. Last updated: 2018-07-02	Mojra Hauenstein	50%	
1.1.2 FEE STUDY & ANALYSIS: Identify all the fees that are being charged or could be charged by the County related to development with the eventual goal to revise the fee structure to promote County... Last updated: 2017-11-16	Mojra Hauenstein	30%	
1.1.3 LONG TERM INFRASTRUCTURE IMPACT: Define impacts of growth on sustaining long term infrastructure needs across the county. Last updated: 2018-07-02	Megan Sizelove	0%	
1.1.4 AGENCY INFRASTRUCTURE MAINTENANCE COMPARISON: Define how other agencies and entities are addressing long term maintenance of infrastructure. Last updated: 2018-07-02	Megan Sizelove	0%	
1.1.8 KPI: Number of new residential and commercial development/building permits applied forLast updated: 2018-03-20	Mojra Hauenstein	782	
1.1.9 KPI: Number of new residential and commercial development/building permits issuedLast updated: 2018-03-26	Mojra Hauenstein	1,789	
1.1.10 KPI: Number of new unincorporated businesses opened in Washoe CountyLast updated: 2018-03-20	Mojra Hauenstein	1,069	
1.1.11 KPI: Number of pre-development meetings.Last updated: 2018-03-20	Mojra Hauenstein	9	
1.1.12 KPI: Number of online applications submittedLast updated: 2018-03-20	Lori Piccinini	1,379	
1.1.13 KPI: Create a map locating Primary (air quality, roads, sewer, land) and Secondary (services) impact cost Last updated: 2018-03-20	Mojra Hauenstein	0	
1.1.14 KPI: Calls for service: Call Center Last updated: 2018-03-20	Mojra Hauenstein	1,037	
1.1.15 KPI: Calls for service: Number of calls - Fire, EMS (Russ Pedersen)Last updated: 2018-03-20	Mojra Hauenstein	4,751	
1.1.16 KPI: Calls for service: Response Time - Fire, EMS (Russ Pedersen)Last updated: 2018-03-20	Mojra Hauenstein	8	
1.1.17 KPI: Calls for service: Number of calls - SheriffLast updated: 2018-04-04	Chuck Allen-Sheriff	14,477	
1.1.18 KPI: Calls for service: Response Time - SheriffLast updated: 2018-04-04	Chuck Allen-Sheriff	15	
1.1.19 KPI: Completed Projects – Number ofLast updated: 2017-12-01	Dwayne Smith	0	
1.1.20 KPI: Completed Projects – Construction Value ofLast updated: 2017-12-01	Dwayne Smith	\$0	
1.1.21 KPI: Active Projects – Number ofLast updated: 2017-12-01	Dwayne Smith	8	
1.1.22 KPI: Active Projects – Construction Value ofLast updated: 2017-12-01	Dwayne Smith	\$6,281,637	
1.1.23 KPI: Pending Projects – Number ofLast updated: 2017-11-29	Dwayne Smith	0	
1.1.24 KPI: Pending Projects – Construction Value ofLast updated: 2017-11-29	Dwayne Smith	\$0	
<b>SAFE, SECURE AND HEALTHY COMMUNITIES: VULNERABLE POPULATIONS</b>			
2.1 Vulnerable Populations: Collaborate, implement and provide an array of protective and supportive services to the most vulnerable.		93%	ON TARGET
2.1.1 SENIOR AND SOCIAL SERVICE MERGER: Merge Senior and Social Services by August 8, 2017Last updated: 2018-03-23	Amber Howell-Social Services	100%	
2.1.2 VULNERABLE POPULATION HOUSE: Increase housing options, programming and engagement for vulnerable populations Last updated: 2018-03-28	Amber Howell-Social Services	71%	
2.1.3 SOBER 24 PROGRAM: Implementation of the Sober 24 program.Last updated: 2018-03-28	Amber Howell-Social Services	100%	
2.1.4 CHILD MENTAL HEALTH SERVICES: Infusing mental health services in collaboration with the Child Advocacy Center. Last updated: 2018-04-02	Amber Howell-Social Services	100%	
2.1.5 KPI: Assess and analyze the number of drug screening test results and create a bi-annual report to assess program efficacy and additional resources needed based on trends Last updated: 2018-03-28	Amber Howell-Social Services	100%	
2.1.6 KPI: Infuse mental health services for traumatized victims who need immediate assistance after a sexual abuse experience. With the uptick of sexual assaults and the need for mental health access to... Last updated: 2017-12-19	Amber Howell-Social Services	100%	
2.1.7 KPI: There is currently a significant gap in housing for indigent populations, especially woman and permanent housing for crossroads graduates. Equally as important is the need to provide housing... Last updated: 2017-12-19	Amber Howell-Social Services	50%	
2.1.8 KPI: # of senior-related outreach effortsLast updated: 2017-11-28	Amber Howell-Social Services	100	
<b>SAFE, SECURE AND HEALTHY COMMUNITIES: MARIJUANA</b>			
3.1 Marijuana: Proactively prepare for the expected impacts of the use, production, cultivation, distribution of legal marijuana in Nevada (NRS 453A & NRS 453D), mitigating the consequences of...		86%	ON TARGET
3.1.1 QUICK START CODE AMENDMENTS: Implement code amendments for "quick start" program for adult-use recreational marijuana facilities in unincorporated Washoe County. Last updated: 2018-03-05	Sarah Tone	100%	
3.1.2 MARIJUANA GOVERNANCE STRUCTURE: Establish a governance structure for implementation, regulation and enforcement of marijuana in Washoe County Last updated: 2018-06-25	Sarah Tone	100%	
3.1.3 EMERGING ISSUE TRACKING: Capture, review and share data and emerging issues in order to proactively respond to fluid environment for regulation and community impacts (ie. social,... Last updated: 2018-06-25	Sarah Tone	45%	



3.1.4 MARIJUANA CODE AMENDMENT: Implement permanent code amendments for legal marijuana facilities in unincorporated Washoe County. (Must be in place and adopted by April 1, 2018) Last updated: 2018-03-05	Sarah Tone	100%	
3.1.5 KPI: Increase tracking of impacts of marijuana on Washoe County ServicesLast updated: 2018-06-25	Sarah Tone	40%	
3.1.6 KPI: Increase reporting of staff time dedicated to marijuanaLast updated: 2017-11-28	Sarah Tone	60%	
3.1.7 KPI: Expand reach of education program Last updated: 2018-03-05	Sarah Tone	750	
3.1.8 KPI: Approval of Code Amendments Last updated: 2018-06-25	Sarah Tone	90%	

#### REGIONAL AND COMMUNITY LEADERSHIP: PROFESSIONAL, UNIFIED TEAM

4.1 Unified Team: Working together as a professional, unified team.		76%	ON TARGET
4.1.1 COMMUNITY OUTREACH METRIC: Develop Countywide community outreach metric.Last updated: 2018-06-27	Nancy Leuenhagen	93%	
4.1.2 NEW EMPLOYEE ORIENTATION PRESENTATION: Develop new employee orientation presentation.Last updated: 2018-03-13	Nancy Leuenhagen	83%	
4.1.3 AMBASSADOR PROGRAM: Develop Ambassador Program to all 24 departments.Last updated: 2018-07-02	Nancy Leuenhagen	50%	
4.1.4 KPI: Obtain 10 completed one-sheets from the Unified Team Committee and post to SharePoint site and create an infographic with the data by Q4. Last updated: 2018-03-13	Nancy Leuenhagen	100%	
4.1.5 KPI: Work with NEO Sub Committee to develop outline of future Ambassador Program by end of Q3Last updated: 2018-06-27	Nancy Leuenhagen	75%	
4.1.6 KPI: Establish Sub Committee to revamp NEO and hold at least 1 meeting by end of Q2Last updated: 2018-06-27	Nancy Leuenhagen	100%	

#### VALUED, ENGAGED EMPLOYEE WORKFORCE: SIMPLIFY WORKFLOWS

5.1 Employee Engagement: Simplify workflows to improve service delivery and customer outcomes.		50%	ON TARGET
5.1.1 EMPLOYEE ENGAGEMENT PROGRAM: Build on the established WLP to ensure a sustainable employee-led engagement program that supports leadership, collaboration, service, communication, and appreciation... Last updated: 2018-06-27	Gabrielle Enfield	98%	
5.1.2 INTERDEPARTMENTAL TRAINING: Create a centralized training web page including interdepartmental trainings available county-wide and coordinate sharing training resources. Last updated: 2017-10-05	Nora Boisselle	0%	
5.1.3 CROSS-DEPARTMENTAL PILOT PROGRAM: Launch pilot programs through the cross-departmental resource sharing process, by the end of FY18. Last updated: 2018-04-03	Ben Hutchins	30%	
5.1.4 COUNTY-WIDE QI OPPORTUNITIES: Research the opportunities for county-wide QI, which will support culture of empowerment. Last updated: 2018-07-02	Sarah Tone	37%	
5.1.8 KPI: Number of participants at County functionsLast updated: 2018-06-29	Gabrielle Enfield	1,300	
5.1.9 KPI: Number of employees receiving recognitionLast updated: 2018-06-27	Gabrielle Enfield	915	
5.1.10 KPI: Number of hours County employees volunteeredLast updated: 2018-04-05	Gabrielle Enfield	133	

Goal Owner	YTD Actual	Status
Green = On Target/within 5% of planned target.		
Yellow = Off Target/within 10-20% of planned target.		
Grey = Deferred/Not Started.		
Red = Critical/with 20% or more from planned target.		