

The attached document was submitted to the **Washoe County Board of Commissioners** during the meeting

held on 5-9-17

by Al Rogers

for Agenda Item No. 16

and included here pursuant to NRS 241.020(7) as amended by AB65 of the 2013 Legislative Session.



# BCC Monthly Report

May 5, 2017

## UPDATE ON PRIMARY REQUESTS

**Lemmon Valley, Silver Lake and Swan Lake Flooding:** **Lemmon Valley, Silver Lake and Swan Lake Flooding:** As flooding in the North Valleys has transitioned from emergency response to long-term recovery, our focus is and will remain, on assisting affected residents. The dedicated Recovery Team is led by Incident Commander, Dave Solaro, and collaboratively combines five key departments in Washoe County to comprise the team. Communications has been a priority and key component with these efforts and several weekly updates are created and provided to commissioners and available to the public at [www.washoecounty.us](http://www.washoecounty.us)

*Primary:* Dave Solaro

*Management Analyst:* Dana Searcy

*Next Steps:* Routine reports from Recovery Director

**Flooding, ditch maintenance and regional storm water:** Between January and March 2017 Commissioners have discussed planning and operations current practices for ditch maintenance, options and solutions for addressing isolated and regional flooding, opportunities for storm water management programs and requests for direct and individualized support for residents. Washoe County staff is currently working with the District Attorney and the City of Reno to discuss ditch ownership, maintenance and processes moving forward. Washoe County staff is preparing a comprehensive update for County Commissioners and will report regularly on progress.

*Primary:* Dave Solaro

*Management Analyst:* Dana Searcy

*Next Steps:* Comprehensive update to commissioners targeted for August 2017 and regular updates to Commissioners via County Manager.

**Board Commission Appointments:** Commissioners have expressed interest in updates and process changes to the appointment process for boards in Washoe County. Commissioners appoint themselves to 33 regional boards and commissions and appoint citizens to 22 boards and commissions. Interests from the board on appointments include notification, applicant review process and rules governing qualifications for applicants. To support Commissioners efforts, upcoming vacancies for boards and appointments will be included in the 90 Day Calendar (attached). Staff will provide Commissioners a comprehensive report in July 2017.

*Primary:* Al Rogers

*Management Analyst:* Jamie Rodriguez

*Next Steps:* Board of County Commissioners Update, July 31, 2017 (BCC Summer Workshop).

**Regional Annexation and Regional Planning:** County Commissioners requested additional information on the annexation agreement between the cities and Washoe County with the intent of providing educated and informative responses to partnering agencies.

*Primary:* Dave Solaro and Mojra Hauenstein

*Management Analyst:* Sarah Tone

*Next Steps:* Information summarized for Commissioners by May 2017 with individual meetings to be set with each Commissioner.

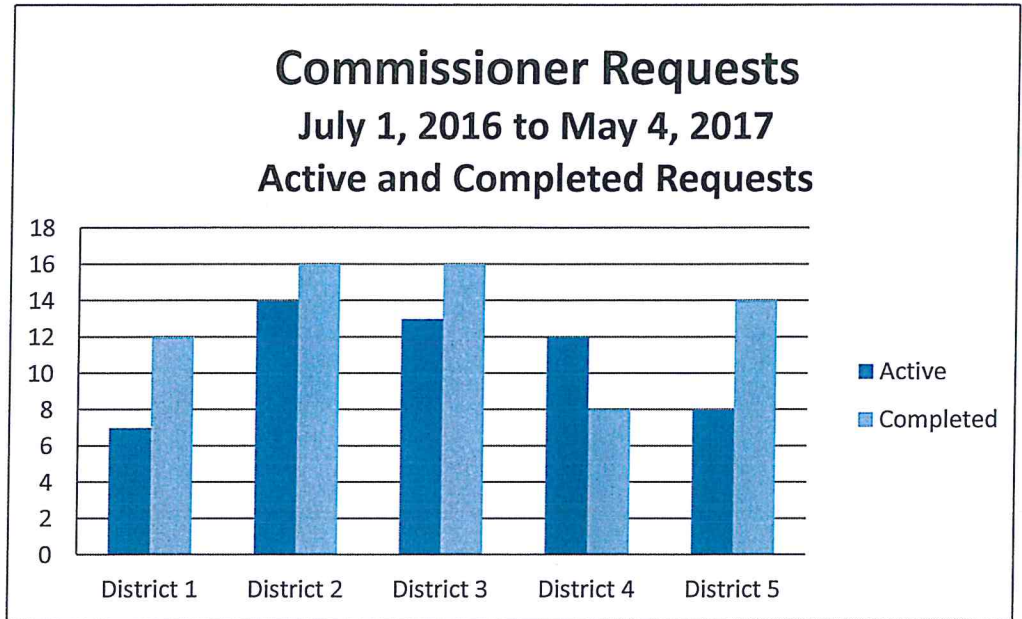




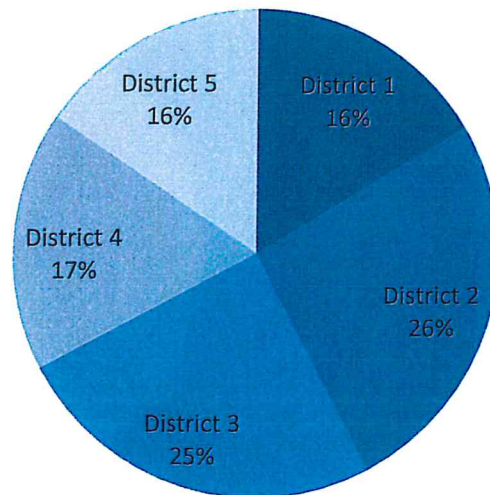
# BCC Monthly Report

## COMMISSIONER REQUESTS

Board of County Commissioner requests as directed from Commission meetings are captured and distributed to staff after review by the Washoe County Manager. Between July 1, 2017 and May 4, 2017, staff received 120 requests. Of the requests, over 55% have been completed.



## Commissioner Requests July 1, 2016 to May 4, 2017 The percentage of total requests by Commission District







Washoe County Commission  
Active Requests  
May 4, 2017

#	Requested By:	Title	Status	Assigned to	Progress	Next Steps
1	Berkbigler	Kurt Richter: Indoor Tennis Complex	Active	Solaro	Assigned to staff	TBD
2	Berkbigler, Hartung	Request for information regarding remediation of personal property: 275 Magnolia (Snow)	Active	Schiller, Solaro	Staff Review	Memo
3	Berkbigler	Request for status on park at Silver Knolls	Active	Solaro	Assigned to staff	Memo
4	Berkbigler, Jung	Request staff to prepare an agenda item for a potential human rights diversity commission	Active	Tone	Assigned to staff	Memo
5	Berkbigler, Jung	Request to add a prayer to beginning of every BCC meeting that rotates between different religions add signage to the Chambers that says "In God We Trust"	Active	Slaughter	Assigned to staff	BCC Agenda
6	Berkbigler	Yucca Mountain Resolution	Active	Slaughter	Staff Review	Direct Update
7	Berkbigler, Hartung	Concern regarding illegal installation of billboard off of highway 1-80	Active	Solaro	Staff Review	Memo 5/28/2017
8	Hartung	2HR: Request for review of Nicole Street and possible improvements/agency coordination to address speeding and drag racing	Active	Solaro	Staff Review	Memo 5/23/2017
9	Hartung, Lucey	Alarm Ordinance/Response	Active	Rogers	Staff Review	BCC Agenda 6/23/2017
10	Hartung	Alzheimers: Request for presentation on Alzheimer patient services in Vegas	Active	Schiller	Assigned to staff	BCC Agenda
11	Hartung	Annexation Agreement	Active	Solaro	Assigned to staff	BCC Agenda August 2017
12	Hartung	Elected Official Liaison position to Planning and Development	Active	Solaro	Staff Review	BCC Agenda 5/23/2017
13	Hartung	Request for information regarding road improvements on Pyramid and Calle De La Plata	Active	Solaro	Assigned to staff	Direct Update 5/10/2017
14	Hartung	Request for information Waste Management contract variations between Washoe County and Incline Village	Active	Schiller, Tone	Staff Review	Memo
15	Hartung	Request for status on Spanish Springs Haul Road	Active	Solaro	Assigned to staff	Direct Update 5/10/2017
16	Hartung	Spanish Springs Sewer Project	Active	Solaro	Staff Review	Direct Update 5/10/2017
17	Hartung	Yes! Student Initiative	Active	Rogers, Searcy	2 hr Rule	BCC Agenda 6/27/2017
18	Herman	Request a report from Dr. Boughman	Active	Rogers	Assigned to staff	BCC Agenda
19	Herman	Request for information on parks funding including the Wilbur May Arboretum	Active	Solaro	Staff Review	Direct Update
20	Herman	Request for Information: RS2477 Roads	Active	Solaro	Staff Review	Direct Update
21	Herman	Request for new ordinance that requires neighborhood complaints to be submitted in writing and notarized.	Active	Slaughter, Solaro	Staff Review	BCC Agenda
22	Herman	Request for update on the use of privilege tax for recreational marijuana	Active	Schiller, Tone	Staff Review	Legislative Review
23	Herman	Update on signage installation at Peavine	Active	Solaro	In Progress	Memo 5/4/2017



Washoe County Commission  
Active Requests  
May 4, 2017

#	Requested By:	Title	Status	Assigned to	Progress	Next Steps
24	Herman	Verdi Library Hours of Operation	Active	Rogers, Scott	Staff Review	Direct Update
25	Herman	Warm Springs Voting Location	Active	Cutler	In Progress	Legislative Review
26	Herman	Request for additional Citizen Advisory Boards (CABs) and place Bureau of Land Management on CAB agendas	Active	Rogers	Staff Review	Direct Update
27	Herman	Request for additional information on animal control	Active	Schull	Staff Review	Staff Review
28	Herman	Request information on broadband access for rural residents	Active	Review by staff	Staff Review	Staff Review
29	Herman	Request for staff to review ability to modernize the Red Rock Fire Station	Active	Review by staff	Staff Review	Staff Review
30	Jung	District Fund Request: Request for District Funds in District 3 next year to be dedicated to Truckee Meadows Parks Foundation	Active	Searcy	Assigned to staff	BCC Agenda 7/11/2017
31	Jung	Note: Clarification on staff community meetings and need for 2 hour rule	Active	Rogers	In Progress	BCC Agenda 7/2017
32	Jung	Peavine Cultural Resources Plan	Active	Solaro	Assigned to staff	Staff Review
33	Jung	President Portrait at Mills Lane Justice Center	Active	Slaughter	Assigned to staff	Direct Update
34	Jung	Request for Agenda Item: Contract Management and potential for contract committee	Active	Vuleitch	Staff Review	Direct Update 5/9/2017
35	Jung	Request for information: area plans	Active	Solaro	Assigned to staff	Staff Review
36	Jung	Request for information to Commission on emergency management practices in relation to civil unrest and possible power grid threats	Active	Rogers	Assigned to staff	Memo
37	Jung	Request for internal response and support for opiate abuse	Active	Slaughter	Staff Review	Staff Review
38	Jung	Request for resources: who to approach to ignite a campaign for banks to donate foreclosed properties	Active	Slaughter	Staff Review	Staff Review
39	Jung	Request for update on Community Mental Health Programs Per NRS	Active	Schiller	Assigned to staff	BCC Agenda June 2017
40	Jung	Review of entertainment venue code	Active	Schiller	Assigned to staff	Legislative Review
41	Lucey	2 hour Rule: Summary of recreation field use at regional parks, finance structure, rental process/fees, etc.	Active	Solaro	Staff Review	Legislative Review
42	Lucey	2hr: Downtown Navigator Program	Active	Schiller	2 hr Rule	BCC Agenda 5/23/2017
43	Lucey	Beer Garden, Callahan School House	Active	Solaro	Assigned to staff	TBD
44	Lucey	Commissioner Request Prioritization	Active	Tone	Assigned to staff	BCC Agenda 6/13/2017
45	Lucey	Electric Cars Parking Enforcement	Active	Rogers	Staff Review	Memo
46	Lucey	Health District strategy for additional demands expected from regional growth	Active	Rogers	Staff Review	Staff Review
47	Lucey	Presentation Request: Pretrial Risk Assessment	Active	Slaughter	Staff Review	BCC Agenda





Washoe County Commission  
Active Requests  
May 4, 2017

#	Requested By:	Title	Status	Assigned to	Progress	Next Steps
48	Lucey	Presentation Request: Risk Evaluation and Risk Assessment tool being released through Sheriff and Court System	Active	Slaughter	Staff Review	Staff Review
49	Lucey	Request for Lucey to return as Flood Board member	Active	Al Rogers	Assigned to staff	BCC Agenda 5/23/2017
50	Lucey	Request for staff support of pre-trial risk assessment	Active	Slaughter	Pilot Study	Staff Review
51	Lucey	Thomas Creek Speeding Enforcement and Signage Request	Active	Solaro	Staff Review	Memo
52	Lucey	2 hour: Request to review and update Washoe County business license and permitting for breweries with respect to state regulations and possible process efficiencies.	Active	Solaro	Assigned to staff	Legislative Review
53	Lucey	Drainage, Washoe Valley - NDOT	Active	Solaro	Assigned to staff	Direct Update



# BCC Monthly Report

## WASHOE COUNTY COMMISSION MEETINGS

### 90 DAY WORKING CALENDAR

DATE	TENTATIVE ITEMS IDENTIFIED FOR BCC MEETING*
05/16/17, 10am	Donations for Social Services and Sheriff's Office Proclamations <ul style="list-style-type: none"> <li>• Older Americans Month</li> <li>• May 15, 2017 as Peace Officers Memorial Day and May 11-17 as National Police Week</li> <li>• Wildfire Awareness Month</li> <li>• Emergency Medical Services Week</li> <li>• Proclaim May 16, 2017 as Robert and Peter Lissner Day</li> <li>• National Public Works Week</li> <li>• Lake Tahoe Wildfire Awareness Month</li> <li>• National Council of Juvenile and Family Court Judges</li> </ul> Legislative Update
05/23/17, 10am	2018-19 Budget Hearing Appeal of "Color rock" Development Code Amendment – District 2 Appeal of Master Plan Amendment Spanish Springs RV Storage – District 4 Planning Commission and Board of Adjustment Appointments Reno Tahoe Barracuda Championship Outdoor Festival License Commission Special District Funds Legislative Update
5/30, 10am	Tentative Special Meeting – 2018-19 Budget Hearing (if necessary)
6/13/17	Commission Issue Update/Dashboard & Prioritization Legislative Update
6/20/17	Donations Proclamations <ul style="list-style-type: none"> <li>• Parks and Recreation Month</li> </ul>
6/27/17	Code Amendment: Sign Code Exemptions Emergency Management Update Community Update Mental Health Programs
7/11/17	Commission Issue Update/Dashboard Commissioner Jung FY18 Commission Special District Funds (Parks)
7/18/17	Donations, Proclamations
7/25/17	FY18 Strategic Plan Goals Update FY17 Strategic Plan Goals Final Report 2017 Legislative Session Overview
7/31/2017	Summer BCC Workshop
8/8/17	Annexation Agreement Update
8/15/17	Donations and Proclamations

\*Tentative items identified for the BCC meeting may not appear on the Washoe County Commission meeting agenda and/or may be moved to another agenda date and time. To review the final agenda, please visit [www.washoecounty.us/bcc](http://www.washoecounty.us/bcc) three working days prior to the meeting. Commissioners are scheduled to meet on the second, third and fourth Tuesdays of the month.





# BCC Monthly Report

## WASHOE311

The Washoe311 Service Center is a centralized point of contact for residents to connect to Washoe County services. Washoe311 is currently focused on redirecting and connecting residents with the appropriate department and, for select calls, has expanded to provide extended service during the initial call. The Washoe311 team responded to 751 resident requests during the month of April 2017. Of the 751 service requests 102 required extended assistance and are categorized by Commission District.

### Most Submitted Resident Requests – July 2016 to April 2017

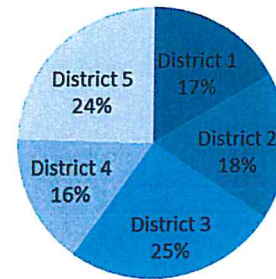
- Flood Events
- Property Appraisal
- Marriage Certificate
- Property Taxes

### April 2017 (751 total requests)

- Property Appraisal
- Building Permits
- Property Taxes
- Marriage Certificate

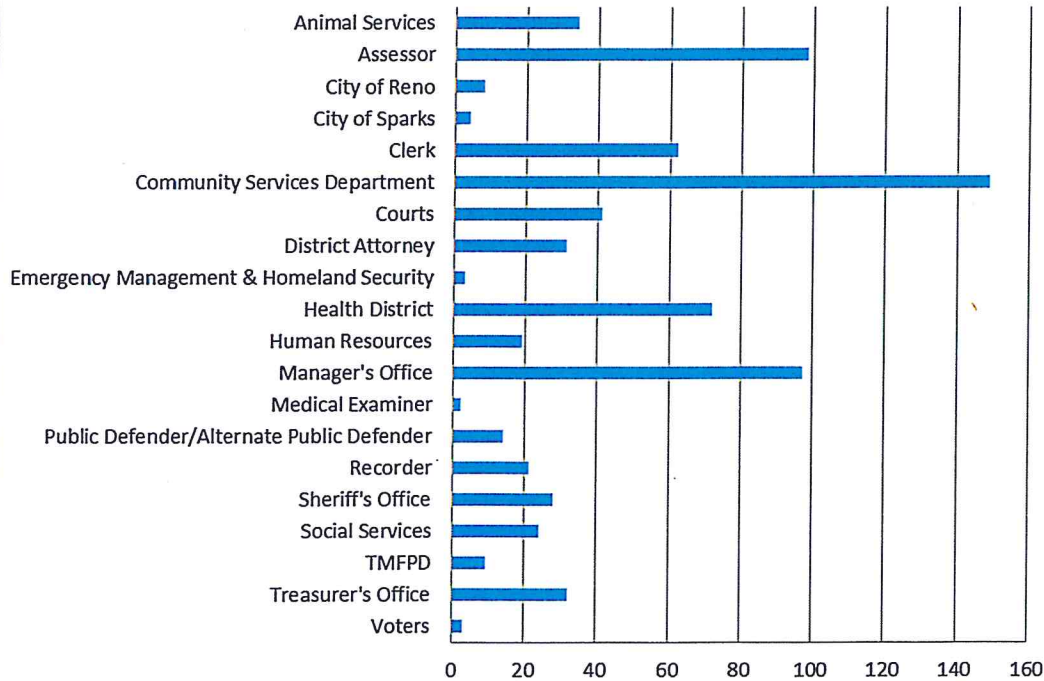
### Washoe311 - April 2017

This graph displays the percentage of calls by district for the 102 Resident Requests that required additional assistance during the month of April.



### Washoe311 - April 2017 Total Resident Requests = 751

This graph displays the total number of April Resident Requests by Department.



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







# BCC Monthly Report

## Washoe311 Monthly Calls

Commissioner District 1: Marsha Berkbigler

April 1-30, 2017

<b>Request Type</b>	<b>Count</b>
Animal Hearing	2
Animal Issue	2
Programs and Activities in the Parks	2
Building Codes Construction Information Design Requirements	1
Child Social Services	1
Code Violation/Enforcement	1
Emergency Management and Homeland Security	1
Flood Issues	1
Food Complaints Food Services	1
Homestead/Deeds	1
Other	1
Senior Social Services	1
Transfer waste service	1
Zoning	1
	<hr/>
	<b>17</b>

## Washoe311 Monthly Calls

Commissioner District 2: Bob Lucey

April 1-30, 2017

<b>Request Type</b>	<b>Count</b>
Waste Management Issues	6
Property Appraisal/Parcel Questions	3
Alternative Sentencing	1
Animal Issue	1
City of Reno	1
Juvenile Services	1
Managers Office	1
Prices of picnic pavilions, buildings or gardens	1
Report clogged ditches	1
There is a stop sign (or other street sign) is down	1
Truckee Meadows Fire	1
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# BCC Monthly Report

## Washoe311 Monthly Calls

Commissioner District 3: Kitty Jung

April 1-30, 2017

<b>Request Type</b>	<b>Count</b>
Reno Criminal Division	4
Veteran Exemptions	3
Child Social Services	2
City of Reno	2
City of Sparks	2
Add or Remove Service	1
Criminal DA	1
Design Requirements	1
Divorce	1
Flood Issues	1
Food Permit	1
General Health	1
How long does it take to get a pothole repaired?	1
Human Resources	1
Managers Office	1
Programs and Activities in the Parks	1
Report Flooding Damange 2017	1
What will be on the next BCC meeting	1
	<hr/>
	<b>26</b>





# BCC Monthly Report

## Washoe311 Monthly Calls

Commissioner District 4: Vaughn Hartung

April 1-30, 2017

<b>Request Type</b>	<b>Count</b>
Code Violation/Enforcement	2
Waste Management Issues	2
Business Licenses	1
Business Personal Property	1
Change of Address	1
City of Sparks	1
Flood Issues	1
Homestead/Deeds	1
Immunization Immunization Records	1
Mini-Scooters, Off Road Vehicles on public road	1
Other	1
Property Appraisal/Parcel Questions	1
Vector Born Disease Control	1
Veteran Exemptions	1
	<hr/>
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## Washoe311 Monthly Calls

Commissioner District 5: Jeanne Herman

April 1-30, 2017

<b>Request Type</b>	<b>Count</b>
Waste Management Issues	6
Lemmon Valley Flooding 2017	4
Building Permit	2
Flood Issues	2
Other	2
Property Appraisal/Parcel Questions	2
Animal Issue	1
Building Codes Construction Information Design Requirements	1
Design Requirements	1
General Health	1
Property Recording	1
Sheriff	1
Veteran Exemptions	1
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	<b>25</b>

