



WASHOE COUNTY

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CM/ACM	<u>JS</u>
Finance	<u>NA</u>
DA	<u>PL</u>
Risk Mgt	<u>NA</u>
HR	<u>NA</u>
Other	_____

STAFF REPORT

BOARD MEETING DATE: June 27, 2017

DATE: Tuesday, June 20, 2017
TO: Board of County Commissioners
FROM: Dana Searcy, Management Analyst
 (775) 328-2720, dsearcy@washoecounty.us

THROUGH: Al Rogers, Management Services Director

SUBJECT: Discussion and possible direction to staff on changes to Constituent Services programs including Citizen Advisory Board (CAB) and District Forum/Community Meetings for fiscal year 2017/2018. (All Commission Districts)

SUMMARY

This item provides the regular update on Constituent Services programs including Citizen Advisory Board (CAB) and District Forums/Community Meetings during the period June 1, 2016 to May 31, 2017. Staff is requesting direction on possible structural changes to these programs for fiscal year 2017/2018.

Washoe County Strategic Objective supported by this item: Stewardship of our Community, Safe, Secure and Healthy Communities, Regional and Community Leadership

PREVIOUS ACTION

- August 9, 2016 – Board approval of dissolving the West Truckee Meadows and the Verdi Township CAB, and creating the West Truckee Meadows/ Verdi Township CAB.
- June, 28, 2016 - Board acknowledged update and gave direction to staff. No action on this item.
- February 9, 2016 – Board acknowledged update and directed staff to take necessary steps to start the Gerlach/Empire CAB as soon as possible in 2016.
- October 27, 2015 - Board acknowledged update and took no action on this item
- June 9, 2015 - Board approved updated by-laws to reflect the approved CAB structure and purpose for FY 2015-2016.
- May 12, 2015 - Board approved CAB structure for FY 2015-2016, program changes and a community forum program.
- April 14, 2015 - Board direction to staff on the CAB program structure.

BACKGROUND

The Office of the County Manager, Government Affairs and Constituent Services program provides the direct link between County Commissioners and the County Manager to citizens of Washoe County. The program endeavors to promote superior customer responsiveness and two-way communication about Washoe County issues and programs between County Commissioners, staff and citizens. Constituent Services programs include opportunities for neighborhood community level discussions including Citizen Advisory Boards (CABs) and District Forums/Community Meetings. Additional current and developing tools, such as Washoe311, iLegislate and Open Washoe, are also used to share and obtain feedback from residents.

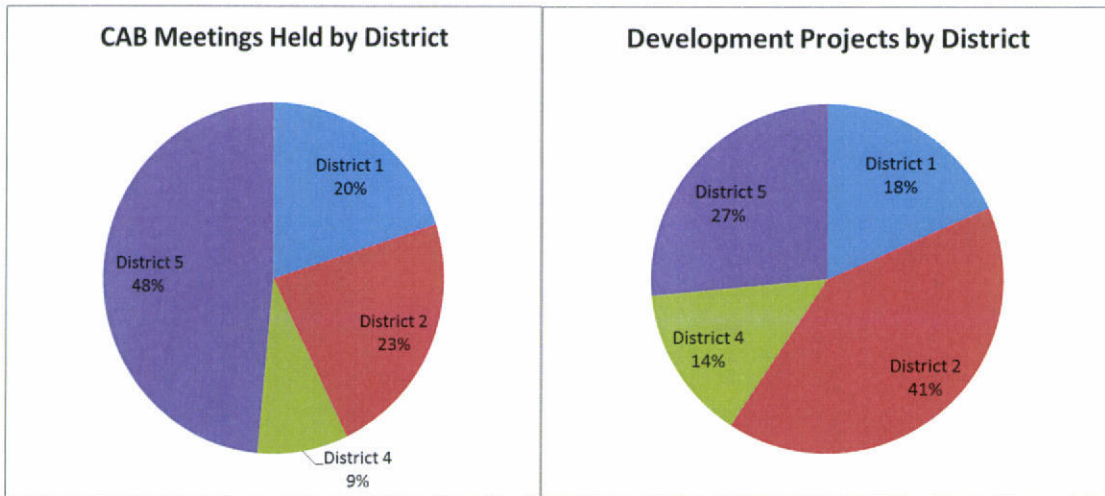
Citizen Advisory Boards (CABs)

The Washoe County CAB program purpose, intent, and structure are established by the Board of County Commissioners. The primary purpose of the CAB, as approved by the Board, is to review and collect feedback from neighborhoods on planning and related issues.

The CAB program includes 9 active Boards with 48 scheduled to meetings. Below is a summary of the CAB meetings for the period June 1, 2016 – May 31, 2017.

CAB Meetings: June 1, 2016 - May 31, 2017			
District	Citizen Advisory Board	Scheduled Meetings	CAB Meetings Held
1	Incline Village Crystal Bay	4	4
1	West Truckee Meadows Verdi	4	3
2	South Truckee Meadows Washoe Valley	12	8
4	East Truckee Canyon	4	0
4	Spanish Springs	6	3
5	Gerlach Empire	4	4
5	North Valleys	6	6
5	Sun Valley	4	4
5	Warm Springs Rural	4	3
Total Annual Meetings		48	35

CAB Meetings	2016/2017	2015/2016
Percentage of total meetings held vs scheduled	73%	84%
Total number of Development Projects	49	41
Scheduled Meetings held with Development Projects	84%	69%
Total Participants	1035	720
Average attendance	30	21
Commissioner Participation	66%	57%
Average Meeting Length(minutes)	82	84

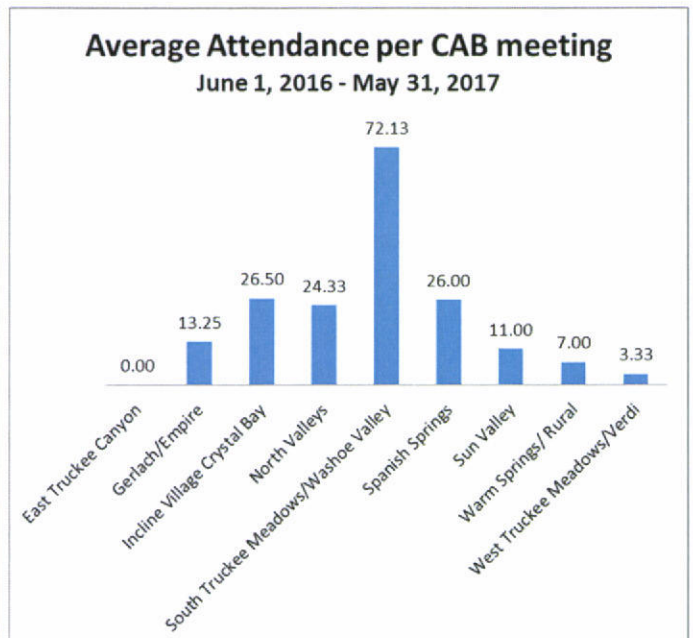
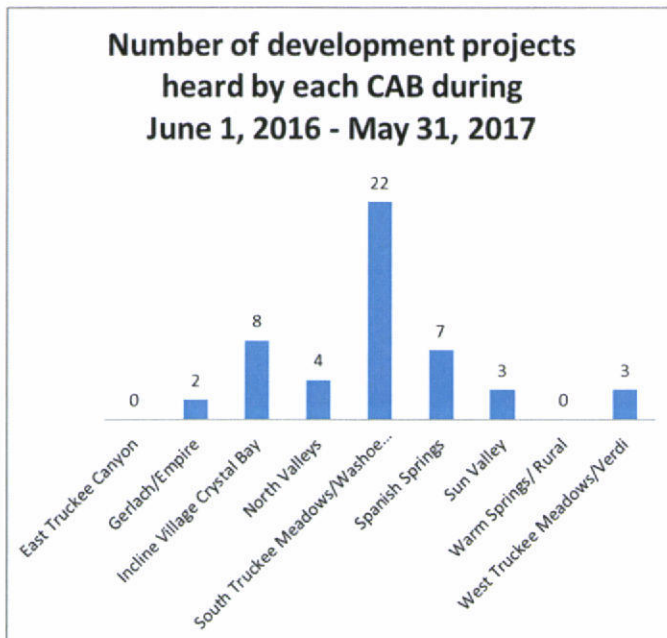


CAB Training

CAB Training is required for membership on a Washoe County CAB as per Citizen Advisory Board By-Laws (Article 1 Section 3c). A CAB training and a CAB training video (to allow for easy access to training materials) were provided this past year for members that included: a review of open meeting law, planning and permitting processes, and overview of CABs. In addition, staff incorporated training components during meetings which allowed staff to target to specific concerns. Training is planned for late summer/fall and will include the previous subjects as well as meeting etiquette and effective meeting management.

Pilot project results: South Truckee Meadows/Washoe Valley CAB consolidation

The South Truckee Meadows Washoe Valley CAB was consolidated in 2013 from 5 separate CABs. This consolidated CAB has seen nearly three times the average attendance and projects heard of the other Washoe County CABs over the past year. The diverse needs of this community are being met efficiently.



CAB Findings and Recommendations

Based on the data from this pilot program, it is recommended that a more condensed CAB program with fewer total boards meeting more regularly will have the following benefits:

1. Fewer total boards allow staff to organize more consistent and high quality meetings for the CAB program.
2. Fewer CABs with more frequent meetings allow for more development projects to be heard by CABs and the community residents.
3. More effective CABs due to a larger pool of applicants and more time for training.

These benefits lead to a more efficient CAB program.

Options of structural changes to CABs for consideration in order to improve effectiveness:

Current CAB List and Schedule: The diagram below depicts the current schedule of the 9 CABs. Meetings occur provided that a development project is scheduled to be heard by the Board of Adjustments or Planning Commission. Forty Nine (49) development projects were heard by CABs from June 1, 2016 to May 31, 2017. The total number of meetings held during this time was 35.

CURRENT CAB Meeting Schedule		
District	Citizen Advisory Board	Scheduled Meetings
1	Incline Village Crystal Bay	4
1	West Truckee Meadows Verdi	4
2	South Truckee Meadows Washoe Valley	12
4	East Truckee Canyon	4
4	Spanish Springs	6
5	Gerlach Empire	4
5	North Valleys	6
5	Sun Valley	4
5	Warm Springs Rural	4
Total Annual Meetings		48

Two options for consideration:

Option 1: Option 1 uses the strategy that has proven successful in District 2. More effective CABs can be created by combining the boards into one per district being scheduled to meet each month that there is a development project in the district to be reviewed. Using FY 2016/2017 development projects as a model, this option would have resulted in all development projects being heard by CABs (opposed to the 14 development projects which were not heard by CABs during this same time period with the current structure). This option also would have reduced the number of total meetings needed to be held in order to hear all development projects by 8 meetings from the current structure. (Current model: 48 scheduled meetings, 35 meetings were held, 49 development projects were heard by a CAB. Option 1: 48 scheduled meetings, 28 meetings would have been held, ALL development projects would have been heard by a CAB.)

OPTION 1 CAB Meeting Schedule	
Citizen Advisory Board	Scheduled Meetings
District 1	12
District 2	12
District 4	12
District 5	12
Total Annual Meetings	48

Option 2: Option 2 considers reducing the number of CABs from 9 boards to 6 boards. Current resources do not allow for 6 boards to meet every month; therefore, for this option the schedules were kept the same however the 3 Boards with the lowest attendance and development projects were combined into other Boards. Each Board would meet as scheduled below provided that there is a development project in the district to be reviewed. Using FY 2016/2017 development projects as a model, this option would have resulted in a reduction of development projects being heard by CABs by 1 project. While this option does reduce the number of meetings, it does not increase the number of development projects heard by CABs which is the primary objective.

OPTION 2 CAB Meeting Schedule		
District	Citizen Advisory Board	Scheduled Meetings
1	District 1	4
1	Incline Village Crystal Bay	4
2	District 2	12
4	District 4	6
5	District 5	6
5	Rual	4
Total Annual Meetings		36

Comparison of Options:

		Criteria		
		Maximize the development projects that are heard by CABs	Maximize the frequency of meetings for each CAB	Maximize the strength of the CAB members through increasing the applicant pool and increasing training
Options	Option 1: 4 CABs that meet every month	+ +	+ +	+ +
	Option 2: 6 CABs, one per district that meet similar to current scheduled	-	+	+
	Option 3: 9 CABs, no change to current program	+	+	-

* CAB meetings occur provided a development project is scheduled to be reviewed

District Forums/Community Meetings

District Forums and Community Meetings provide residents with insight and knowledge on the happenings of local government. Staff use this tool to address both large groups with district/county wide topics and smaller targeted communities with specific concerns.

Initial feedback from residents notes the value of the opportunity to meet informally with elected officials and staff.

Since June 2016, Washoe County has hosted eleven (11) District Forums and Community Meetings reaching more than 1600 residents. These meetings were in the form of:

1. District Forum Meetings – causal meetings with commissioners where a variety of topics can be discussed with residents. (6 meetings held in the past year)
2. Community Meetings to assist residents affected by major events in Washoe County. (5 meetings in the past year)

District	Meetings Held	Total Attendance
District 1	2	65
District 2	1	250
District 2 - Fire	1	150
District 4	1	55
District 5	1	7
District 5 - Flooding	4	950
Combined	1	250
Total	11	1692

District Forum meetings have developed to incorporate topical panel discussions. With the support of directors, the Community Services Department, Truckee Meadows Fire Protection District and the Sheriff's Office have had staff available during these community meetings. Staff was able to answer community questions regarding a variety of topics such as: road maintenance, code enforcement, flooding, weed/ditch maintenance, fire protection, and public safety. The program is also supported by other agencies including the Nevada Department of Transportation, the Regional Transportation Commission and the Reno-Sparks Indian Colony.

Areas of improvement during the next year:

1. Continue to educate the public about this opportunity measured by an increase in participation
2. Use staff resources more efficiently to be able to bring more of these meetings to residents of Washoe County.
3. Continue to develop effective systems to gather and implement citizen feedback.

Conclusion

The Washoe County Manager's Office staff anticipates an increase in the amount of development projects to potentially be heard by CABs due to the ongoing growth in Washoe County. Staff continues to work on ways to increase the effectiveness of these boards to handle this growth while maintaining the purpose of the CAB program. It is our

recommendation that the CAB consolidation Option 1, coupled with the continued utilization of the district forums, will achieve these goals. Putting resources into Washoe311, iLegislate and Open Washoe will also have an impact our success. The staff will provide the Board of County Commissioners updates twice a year or as needed on the Constituent Services program for consideration of the County Commissioners.

FISCAL IMPACT

No fiscal impact at this time. The funding for the Constituent Services programs including the Citizen Advisory Boards (CABs) and District Forum/Community Meetings are in the existing budget of the Constituent Services program for the Fiscal Year 2017/2018. Any fiscal impacts due to direction given to staff will be brought back to the board.

RECOMMENDATION

Acknowledge update and possible direction to staff on changes to Constituent Services programs including Citizen Advisory Board (CAB) and District Forum/Community Meetings for fiscal year 2017/2018. (All Commission Districts)

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be "Acknowledge update and possible direction to staff to changes on Constituent Services programs including Citizen Advisory Board (CAB) and District Forum/Community Meetings for fiscal year 2017/2018."

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

held on JUNE 20, 2017

by AL ROGERS

for Agenda Item No. 24

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



Constituent Services Program

District Forums/Community Meetings &
Citizen Advisory Boards
Program Update

June 27, 2017

Board of County Commission



Constituent Services Program

June 1, 2016 – May 31, 2017

- District Forums/Community Meetings
- Citizen Advisory Boards (CABs)
- Other developing tools:
 - Washoe311
 - iLegislate
 - Open Washoe
 - Next Door



FY17 District Forums/Community Meetings

- Meeting Program Structure:
 - Flexibly scheduled
 - Topical Discussions & Updates
 - Informal/Facilitation
 - Internal Staff/External Agencies

- Goals:
 - Increase efficiency and communication
 - Increase participation and feedback

District	Meetings Held	Total Attendance
District 1	2	65
District 2	1	250
District 2 - Fire	1	150
District 4	1	55
District 5	1	7
District 5 - Flooding	4	950
Combined	1	250
Total	11	1692



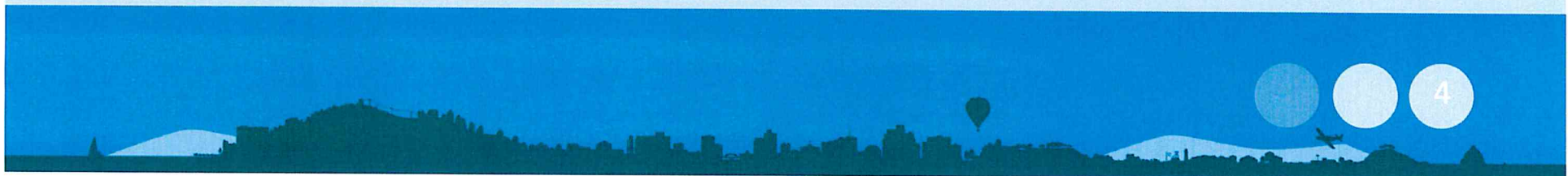
FY17 Citizen Advisory Board (CAB) Meetings

- Five (5) Districts – Total (9) CABs
 - Forty eight (48) meetings annually
 - Added Verdi CAB to the West Truckee Meadows CAB in August

- Meeting Program Structure
 - Focus on emerging land-use, planning and development issues
 - Advisory within geographic boundary of CAB
 - Open Meeting Law
 - Internal Staff/Contract

- Goals
 - Improve efficiency
 - Increase access to resources & technology
 - Increase participant attendance

CAB Meetings: June 1, 2016 - May 31, 2017			
District	Citizen Advisory Board	CAB	
		Scheduled Meetings	Meetings Held
1	Incline Village Crystal Bay	4	4
1	West Truckee Meadows Verdi	4	3
2	South Truckee Meadows Washoe Valley	12	8
4	East Truckee Canyon	4	0
4	Spanish Springs	6	3
5	Gerlach Empire	4	4
5	North Valleys	6	6
5	Sun Valley	4	4
5	Warm Springs Rural	4	3
Total Annual Meetings		48	35

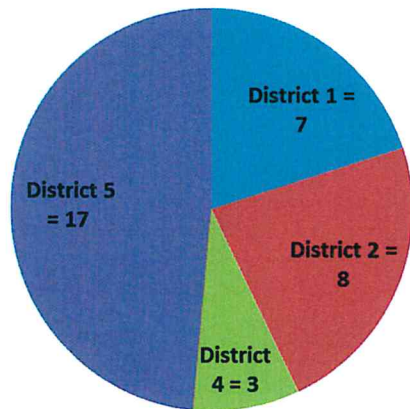




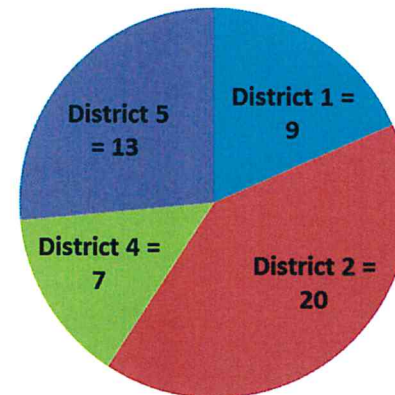
FY17 Citizen Advisory Board (CAB) Meetings

- Meetings
 - Average attendance increased from 21 to 30 per meeting
 - Increase due to large meetings in District 2 (150 attendees, 259 attendees)
 - Median attendance of the 35 meetings that were held was 15
 - Meeting length – average was 82 minutes
 - Forty nine (49) development applications reviewed
 - 67% of all CAB meetings held had a development project on the agenda

CAB Meetings Held by District



Development Projects by District

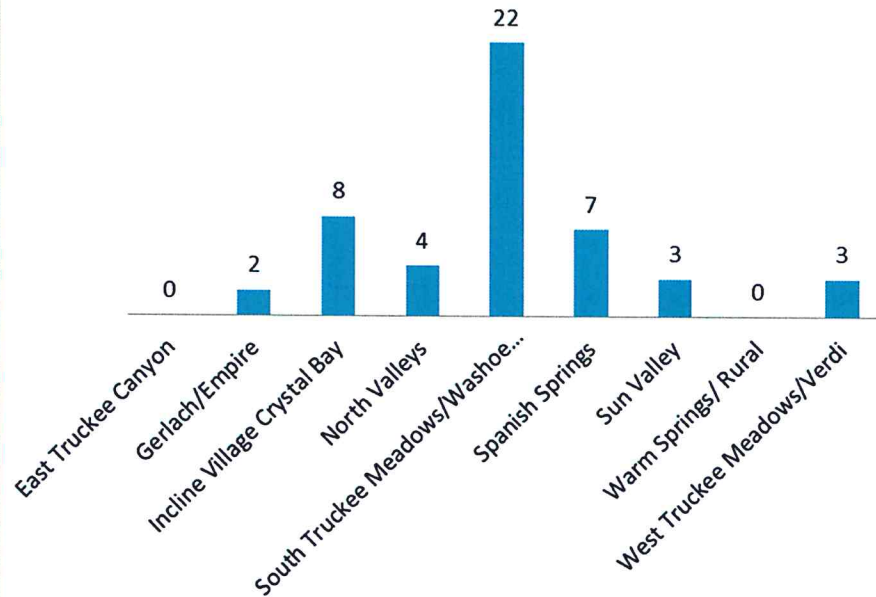




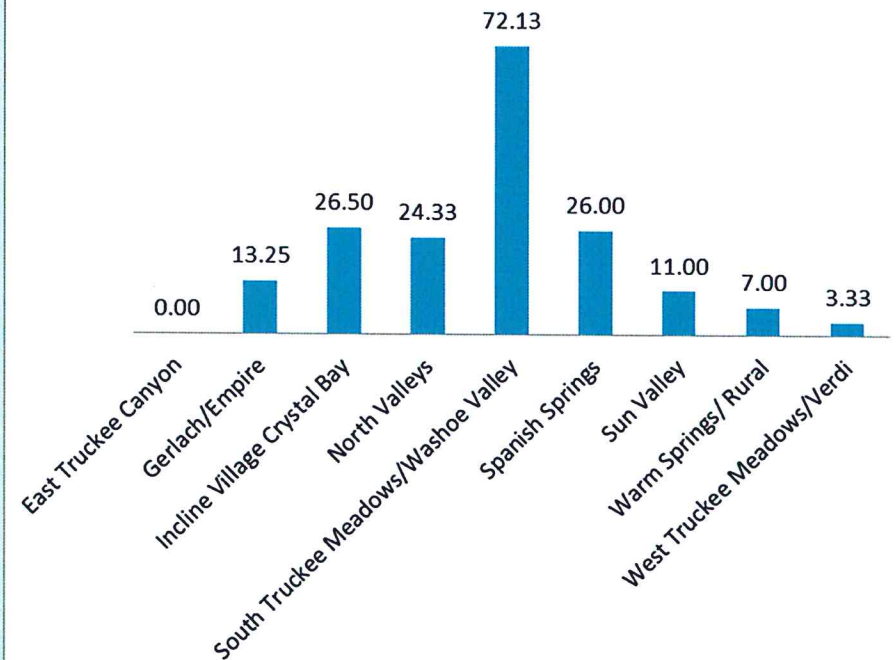
FY17 Citizen Advisory Board (CAB) Meetings

Individual CAB Metrics

Number of development projects heard by each CAB during June 1, 2016 - May 31, 2017



Average Attendance per CAB meeting June 1, 2016 - May 31, 2017





Possible Structural Changes to Address CAB Effectiveness

- **Structure**
 - One CAB per district
 - Scheduled to meet every month
- **Pros:**
 - CABs hear all Development Projects in fewer meetings.
 - More consistent CAB meetings

OPTION A CAB Meeting Schedule	
Citizen Advisory Board	Scheduled Meetings
District 1	12
District 2	12
District 4	12
District 5	12
Total Annual Meetings	48

*This option models the District 2, South Truckee Meadows Washoe Valley CAB. The diverse needs of this community are being met efficiently.



Possible Structural Changes to Address CAB Effectiveness

- **Structure**

- 6 CABs

- **Pros:**

- Reduces the number of CAB Meetings

- **Cons:**

- Does not increase the number of development projects heard by CABs, which is the primary objective.

OPTION B CAB Meeting Schedule		
District	Citizen Advisory Board	Scheduled Meetings
1	District 1	4
1	Incline Village Crystal Bay	4
2	District 2	12
4	District 4	6
5	District 5	6
5	Rural	4
Total Annual Meetings		36

*Current resources do not allow for 6 boards to meet every month; therefore, for this option the schedules were kept the same however the 3 Boards with the lowest attendance and development projects were combined into other Boards



Questions?