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**DIAL 311**



The 2017-18 Annual Report is a publication produced by the Washoe County Communications Division of the Office of the County Manager.



# WASHOE IMPACTS

## 2017-18 ANNUAL REPORT



Our Values:



**INTEGRITY**

We are dedicated to uncompromising honesty in our dealings with the public and each other in conformance with our code of conduct.



**EFFECTIVE COMMUNICATION**

We believe in simple, accurate, and clear communication. We encourage the open exchange of ideas and information.



**QUALITY PUBLIC SERVICE**

The County exists to serve the public. We put the needs and expectations of citizens first and take pride in delivering services of the highest quality.



**WASHOE★IMPACT AWARDS**

Quality Public Service★Effective Communication★Integrity

To celebrate not only the Washoe County Leadership program, but all the work our employees do every day to impact our community, the State of the County traditional address has been transformed into the Washoe Impact Awards. This event is an annual celebration of the stellar county programs and the people who make them happen, highlighting the county's impact to our community.

Any Washoe County employee can nominate a program for an achievement that is above and beyond normal duties, and that embodies Washoe County's core values: Integrity, Effective Communication and Quality Public Service.

If you missed last year's Washoe Impact Awards, you can always watch the event here:

**2017 WASHOE IMPACT AWARDS WINNERS:**



SCAN FOR THE VIDEO  
Integrity: Sober 24



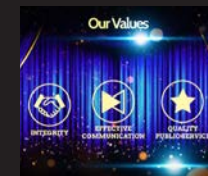
SCAN FOR THE VIDEO  
Effective Communication:  
Community Services  
Department University



SCAN FOR THE VIDEO  
Quality Public Service:  
Washoe County Child  
Advocacy Center



SCAN FOR THE VIDEO  
Manager's Choice for  
Commitment to Excellence:  
CERT



SCAN FOR THE VIDEO  
2017 Washoe Impact  
Awards



So who will win in 2018? Join us in person on October 18 or on our Washoe County YouTube channel to watch live for yourself:



SCAN FOR THE YOUTUBE PAGE  
Washoe County, Nevada



Strategic Objective:  
**REGIONAL & COMMUNITY LEADERSHIP**



John Slaughter  
 Washoe County Manager

**A LETTER FROM THE WASHOE COUNTY MANAGER, JOHN SLAUGHTER**

I am pleased to share some of our stellar accomplishments in the [2017-18 Annual Report Washoe Impacts](#). Throughout this Annual Report, our goal is to illustrate the larger initiatives that are driven by the vision of our Strategic Plan.

of County Commissioners, our Core Values guide our work daily. Our goal is to continue to provide quality public service with the utmost integrity to those we serve through the continued use of effective communication.

As you read through this report we hope it is clear Washoe County is striving to lead our region collaboratively, into a bright, sustainable and better tomorrow, by practicing innovation and excellence today.

Thanks to our dedicated leadership team, engaged employees, and the steadfast leadership of our Board

**A LETTER FROM THE WASHOE COUNTY COMMISSION CHAIR, MARSHA BERKBIGLER**

As Chair of the Washoe County Board of Commissioners, I am both thrilled and filled with pride by the work we do that impacts our region. From my fellow Commissioners, Washoe County leadership, staff and volunteers, we all take the leadership and direction of our county seriously as we continue to make positive change to the beautiful northern Nevada we all love.

Our Board of County Commissioners work to create policy and execute decisions that will best serve our entire community. We are grateful for the engagement of our citizens and always strive

to listen to their concerns. Whether it is through in-person meetings in our Districts, on-line feedback, answering citizen emails, or through our public comment process at Commission meetings, we hear their voices and use their input to promote a thriving community.



Marsha Berkbigler  
 Commission Chair

**WASHOE  
 311**

**REAL PEOPLE. REAL HELP.**

**More than a call center**, Washoe 311 is a customer service center, the hub of Washoe County that aims to serve our residents by providing accurate, helpful information they need 24 hours a day, 7 days a week. This friendly customer service center is striking a chord with the community and gaining momentum.

TOP TYPES OF REQUESTS:



**#1**  
 Marriage Certificates



**#2**  
 Status of Building Permits



TOP DEPARTMENT REQUESTED:

**ASSESSOR'S OFFICE**

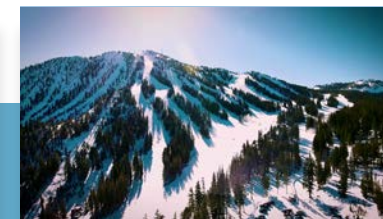
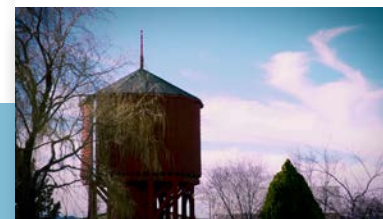


**8,218**  
 calls or service requests in FY17-18



**6,632**  
 calls or service requests in FY16-17

**24%**  
 increase



SCAN FOR THE VIDEO  
 Washoe 311: One Washoe. Connected.



**DIAL 3-1-1**

[WASHOECOUNTY.US/WASHOE311](http://WASHOECOUNTY.US/WASHOE311)

Strategic Objective:

# SAFE, SECURE AND HEALTHY COMMUNITIES

## CARING FOR OUR MOST VULNERABLE

The first of its kind in Washoe County, the [Family Engagement Center](#) opened its doors on December 6, 2017. An initiative of the Washoe County Human Services Agency, Children's Services Division, the center was made possible by \$1.7 million in federal grant funds from the Victims of Crime Act from the State of Nevada. The center will be a home of reunification, exploration and healing for extended family, estranged, biological, and foster parents to utilize while children are placed outside the home. The expansive 6,090 square foot facility offers indoor and outdoor visitation space, a playground, and serves as a multi-use facility for children in foster care. Since the opening, the Family Engagement Center has facilitated 6,000 visits.



SCAN FOR THE VIDEO  
Family Engagement Center Ribbon Cutting



## A SECOND CHANCE AT LIFE



In October 2017, the Washoe County Regional Medical Examiner's Office (WCRMEO) and non-profit Nevada Donor Network, teamed up to create a tissue and cornea donation program which is giving the opportunity for donation to more Nevadans than ever before.

Many do not realize, when deaths occur outside of a hospital setting, tissue and cornea donation may still be possible. But unless an organ and tissue procurement organization, such as Nevada Donor Network, is notified, registered donors or families who may choose donation as a lasting legacy for their loved ones may never have that opportunity. In addition to Washoe County, with 18 other counties in Nevada and California served by her office, Dr. Laura Knight, Washoe County Chief Medical Examiner & Coroner, saw this problem as an opportunity her office could help solve. She found a partner to bridge this gap with the Nevada Donor Network.



Dr. Laura Knight was recognized in April 2018 as the Forensic Leader of the Month by the Association of Organ Procurement Organizations

WCRMEO was one of the first medical examiner's offices in the country to enroll in the HRSA for Life Organ Donation Campaign



SCAN FOR THE VIDEO  
Donate Life

# BUDGET FOCUS AREAS IN FY19

### 1ST

Fiscally responsible budget given current financial situation

### 2ND

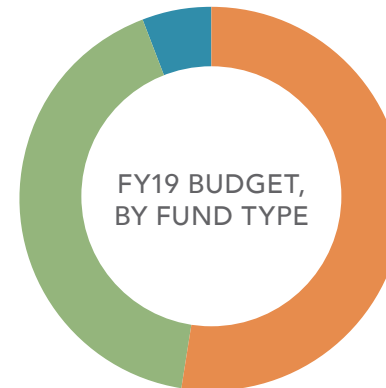
Cover costs of known impacts

### 3RD

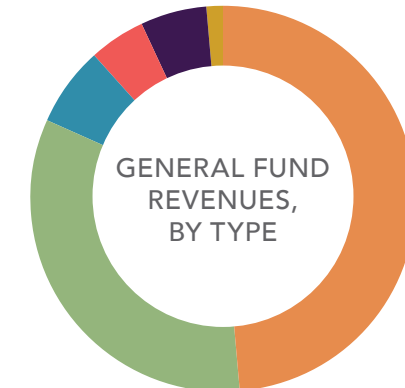
Assist departments with resource reallocation to fund critical needs

Responding to ongoing expenses related to two federally declared disasters (\$1.2 million), a depletion of the Stabilization Reserve (\$3.0 million), and a significant repayment of sales and use tax (\$4.6 million), departments were instructed to "hold the line" as additional resources would not be available. These

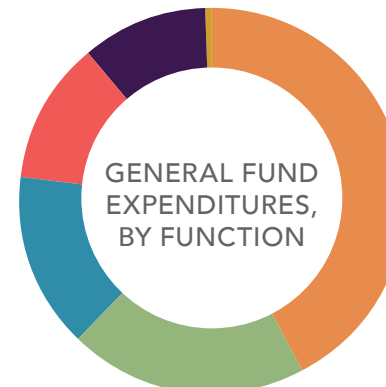
unprecedented circumstances resulted in a 2019 budget that uses one-time savings (fund balance) to balance. Despite these challenges, we're proud that this year's budget reflects net five new positions and slightly over \$900,000 for program expansion, almost 100% offset through reallocation of existing budget.



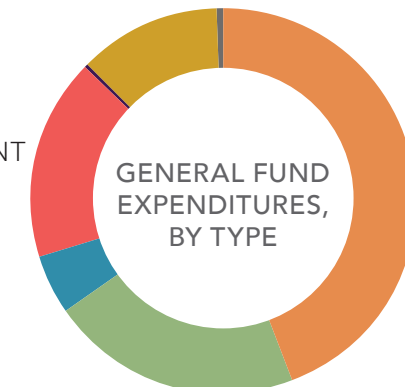
TOTAL  
\$658,768,508



TOTAL  
\$345,721,342



TOTAL  
\$346,868,200



TOTAL APPROPRIATIONS  
\$346,868,200

# Strategic Objective: PROACTIVE ECONOMIC DEVELOPMENT & DIVERSIFICATION

*The secret is out* – Northern Nevada is a wonderful place to call ‘home’, with our vibrant quality of life, outdoors, food, and arts & culture scene it’s no surprise the news is spreading. This has meant explosive growth for our region like never before. While growth and development are positive aspects of community development and bring many benefits, there are also growing pains associated.

Washoe County is proactively working to address growth in our region in a variety of ways.

In the last year we solicited feedback from our community on how we should grow by launching two growth surveys:

2,046



citizens have taken surveys  
(ADDITIONAL SURVEY IN THE WORKS)

IN 2017,

4,157  
building permits  
reviewed

5,942  
business licenses  
issued

919  
new businesses

In 17-18 Washoe County approved the special use permit for the largest solar energy storage facility in the country.

1,200

acres to create sustainable  
energy in our region

As a regional leader, Washoe County Community Services Department works with our local agencies to hold pre-development workshops on an ongoing basis for the development community. These workshops give applicants an early opportunity to talk to a variety of different reviewing agencies so they can receive a high-level overview of issues they might face throughout the process. It’s a proactive process that makes for a smooth and understandable experience for businesses.

23

PRE-DEVELOPMENT  
WORKSHOPS IN THE  
LAST YEAR



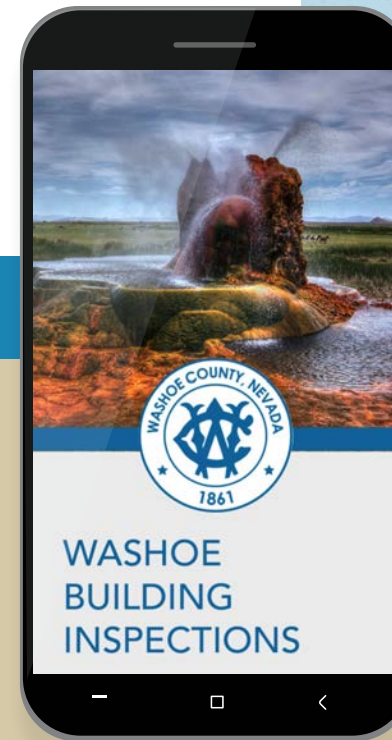
Washoe County currently has a Strategic Planning committee to focus specifically on economic development and its impacts in our community. This group meets on a regular basis to provide clarity to the community on what role Washoe County has and what resources it provides. The group also seeks to address and define the impact of Washoe County services in terms of cost of resources. For updates on our Strategic Planning process, including economic development, please scan the code below:



SCAN FOR THE WEB LINK  
Washoe County Strategic Plan

IN THE LAST YEAR, THE BUILDING REVIEW TIME  
HAS BEEN CUT FROM 28 CALENDAR DAYS TO

10 WORKING DAYS



In August of 2018, Washoe County was proud to launch a new, streamlined way to schedule inspections and expedite the construction process:

*The Building  
Inspections App*

The app was created to expand the tools available to request, schedule, cancel, view inspections and quickly view all building permit history with the goal of accelerating construction and completing permits efficiently. The app is free and available on the Apple or Google App Stores for contractors, sub-contractors, project managers, project supervisors and owner-builders scheduling inspections that are associated with permits.

# PARKS

In the 2016-18 fiscal years, Washoe County has invested \$12 million in our Parks & Regional Open Space through several key capital projects:

Multiple playground and resurfacing projects throughout the county including, South Valleys, Whites Creek, Eagle Canyon, Gator Swamp, Callahan Park, Thomas Creek, Bowers Mansion and MLK Jr. Park.



EAST SHORE TRAIL PARK

Other 2018 Major Capital Improvement projects include the acquisition of a 93-acre parcel of land adjacent to the Ballardini Open Space and newly-constructed trail system. Washoe County closed on Persigehl Open Space Parcel for \$3.2 million, an investment in the conservation of our open space recreation areas for years to come.

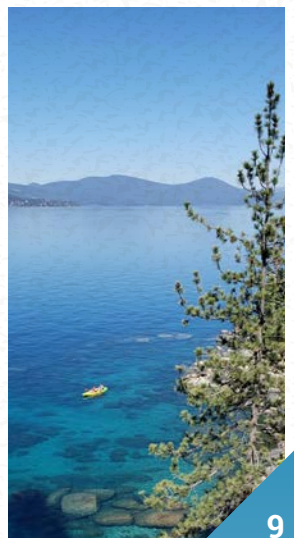
Washoe County has also made significant improvements in the North Valleys area, which included Flood Repair Projects at the Swan Lake Nature Study Area and trail reconstruction. In addition, a celebration was in order for the completion of the \$2.5 million

North Valleys Phase 5 expansion project. The project includes a new Babe Ruth baseball / softball field, Little League field, Flex Field, Parking lots and 3-mile trail system. On September 20, 2018 the Cal Ripken Spanish Springs league helped local officials with the ceremonial ribbon-cutting on the expansion project.



NORTH VALLEYS RIBBON CUTTING

Some on-line upgrades were also in order, as this year Washoe County Parks launched a new reservation software system which allows park users to create on-line reservation requests and on-line program registration so you can sign-on for the fun at any time.



# A FISCALLY SUSTAINABLE BUDGET *IMPACTS*

While the regional economy is improving and with the growth in population, the county's revenues are not keeping up with increased service demand. The total Washoe County budget for all funds is **\$658 million**. However, the demands and costs to provide county services to the community are also increasing and out-pacing the county's revenue growth. Washoe County receives over 80 percent of the General Fund revenues from

two sources: the Ad Valorem Property Tax and the Consolidated Tax (C-Tax). In addition, the FY2019 budget is impacted by a one-time C-Tax refund payback, estimated at \$4.6 million, due to an overpayment from a C-Tax corporate taxpayer. County staff is re-prioritizing and reallocating funds to meet our fiscally conservative budget practices.

## HIGHLIGHTS OF FY19 BUDGET

### GENERAL FUND TOTAL

 **\$346,868,200**

Balanced General Fund Budget  
*(Revenues + Use of Fund Balance = Expenditures)*

### CONTINGENCY FUND TOTAL

 **\$1,500,000**

Contingency Account for unanticipated or emergency expenses brought into alignment with pre-2018 level. Known ongoing disaster expenses included in operating budget.

### STABILIZATION RESERVE TOTAL

 **\$0**

Due to necessary disaster-related expenses in 2018, the Stabilization Reserve was reduced from \$3 million to zero. The Board of County Commissioners directed that FEMA reimbursements for disaster expenses replenish the Stabilization Reserve first.

### RESERVES (% OF BUDGET)



Strong Reserves Funded  
*(General Fund Reserves set at 13.3% of Budget, or \$46.7 million)*  
FY18 & FY19 decline of fund balance due to expenditures related to two federally declared disasters and a one-time sales/use tax refund.

**130**

donors have given the gifts of restored health and sight since the creation of the tissue and cornea donation program



**54%**  
were registered donors



## REGIONAL ANIMAL SERVICES AND THE PERRY FIRE

On the hot summer afternoon of July 27 just after 5pm, word was out that a fire had started near the Pyramid Lake area. Truckee Meadows Fire Protection District immediately got to the scene to begin fire-fighting efforts, along with many people don't think of – Animal Services.

Often during a fire emergency in the more rural areas of our county, large animals, livestock and pets need help getting evacuated, this is where our Washoe County Regional Animal Services (WCRAS) steps in to action. They were on the scene for 6 days, with over 800 staff hours working night and day to ensure the safety of our region's animals. In partnership with the Ironwood Equestrian Center, Animal Services staff was able to shelter and care for these animals through the emergency, with zero loss of life.

**326** animals

were in the care of WCRAS at the emergency evacuation shelter (largest known animal evacuation in recent county history)



In addition to emergency situations, Animal Services also works year round to ensure the health and welfare of animals in Washoe County. This includes low-cost vaccine clinics, microchipping pets, reunifying families with lost pets, and ensuring the health of our region's homeless pet population.

### IN THE LAST YEAR:

**3,047**  
microchips

**5,095**  
reunified pets

**3,870**  
free or low-cost vaccinations

**63** homeless pet clinic animals served



Strategic Objective:

# STEWARDSHIP OF OUR COMMUNITY



## ★ 2018 ★ ELECTIONS

2018 marked a huge year for elections. Not only did Washoe County receive brand new voting tablets and electronic poll books, but also welcomed a new Registrar of Voters, Deanna Spikula.

After serving in the Registrar's Office since 2011, Deanna Spikula officially became the Registrar of Voters on October 17, 2017 after her predecessor, Luanne Cutler, retired.

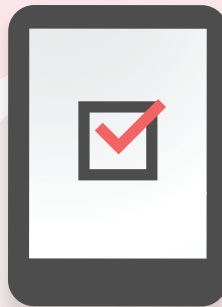
With new leadership also comes new innovation and the 2018 Primary Election was a perfect example. After a \$4.2 million investment from Washoe County and the State of Nevada, voters experienced new ICX Prime voting tablets and poll books. With a similar user experience as a smartphone, the tablets offer many options that the old system did not, including ease of use, larger font, increased accessibility and security.

**257,488** registered voters for the Primary



**69,260** voters turned out for the Primary (26.9% turnout)

That's a **24.59%** increase over 2016 Primary and a **14.81%** increase over 2014 Primary



**1,325** machines purchased

**981** ICX Primes machines and **185** poll books used in the Primary Election

**\$4.2 million** investment of new voting equipment (including the new poll books)  
**\$2.5 million** was funded by Washoe County  
**\$1.7 million** from the State



SCAN FOR THE VIDEO  
2018 Primary Election Coverage



To add further transparency in to the voting process, Washoe County Communications Division produced a live stream of Primary Election Night in real time, including interviews with public officials, behind-the-scenes access into the voting area and real-time results updates.

## BOARDS & COMMITTEES

our Commissioners serve on

In addition to serving as our Board of County Commissioners, they also serve on a number of boards & committees throughout the region.



District 1 Commissioner  
Chair Marsha Berkbigler

- Board of Fire Commissioners (TMFPD)
- Community Homelessness Advisory Board *(alternate)*
- Economic Development Authority of Western Nevada (EDAWN)
- Nevada Tahoe Conservation District Board of Supervisors
- Tahoe Prosperity Center Board of Directors
- Tahoe Regional Planning Agency Governing Board
- Tahoe Transportation District Board of Directors
- Tahoe Transportation Commission
- Truckee Meadows Regional Planning Agency Governing Board
- Truckee Meadows Water Authority Board *(alternate)*
- Truckee River Flood Management Authority *(alternate)*
- Washoe County Investment Committee
- Washoe County Legislative Liaison



District 2 Commissioner  
Bob Lucey

- Board of Fire Commissioners (TMFPD)
- Community Homelessness Advisory Board
- Economic Development Authority of Western Nevada (EDAWN) *(alternate)*
- Nevada Association of Counties Board of Directors (NACO)
- Regional Transportation Commission
- Reno-Sparks Convention & Visitors Authority
- Tahoe Regional Planning Agency Governing Board *(alternate)*
- Tahoe Transportation District Board of Directors *(alternate)*
- Tahoe Transportation Commission *(alternate)*
- Truckee Meadows Water Authority Board
- Truckee River Flood Management Authority
- Washoe County Debt Management Commission
- Washoe County School District Capital Funding Protection Committee
- Washoe County School District Oversight Panel
- Western Regional Water Commission



District 3 Commissioner  
Vice-Chair Kitty Jung

- Board of Fire Commissioners (TMFPD)
- Community Homelessness Advisory Board
- Nevada Works
- Statewide Partnership on Opioid Crisis
- Truckee Meadows Water Authority Board *(alternate)*
- Truckee River Flood Management Authority *(alternate)*
- Washoe County Animal Services Advisory Board
- Washoe County Criminal Justice Advisory Committee
- Washoe County Internal Audit Committee
- Washoe County District Board of Health
- Washoe County Investment Committee
- Washoe County Open Space and Regional Parks Commission Liaison
- Washoe County Senior Services Advisory Board Liaison
- Washoe County Stadium Authority



District 5 Commissioner  
Jeanne Herman

- Board of Fire Commissioners (TMFPD)
- Nevada Works *(alternate)*
- State Land Use Planning Advisory Council (SLUPAC)
- Truckee Meadows Regional Planning Agency Governing Board
- Truckee Meadows Water Authority Board *(alternate)*
- Truckee River Flood Management Authority *(alternate)*
- Verdi Television District (Liaison)
- Vya Conservation District
- Washoe County School District Capital Funding Protection Committee
- Washoe County School District Oversight Panel
- Western Nevada Development District
- Western Regional Water Commission



District 4 Commissioner  
Vaughn Hartung

- Board of Fire Commissioners (TMFPD)
- Nevada Association of Counties Board of Directors
- Regional Transportation Commission
- Truckee Meadows Regional Planning Agency Governing Board
- Truckee Meadows Water Authority Board
- Truckee River Flood Management Authority
- Washoe County Senior Services Advisory Board Liaison *(alternate)*
- Washoe County Stadium Authority
- Washoe-Storey Conservation District
- Western Regional Water Commission

Strategic Objective:

# VALUED & ENGAGED EMPLOYEE WORKFORCE



In an effort to further engage and develop our Washoe County employees, through the vision of the County Manager, John Slaughter, the [Washoe Leadership Program](#) was born. The program, defined by five employee-led committees, was designed to allow leadership opportunities for employees with the desire to grow and take a bigger role in the organization. Each committee is employee-led with specific goals and objectives that design and execute projects across the organization.



**There were 5 committees during FY2017-18:**



Training, Learning, and Leadership  
**EMPLOYEES PARTICIPATED: 476**



Employee Communications  
**EMPLOYEES PARTICIPATED: 4578**



Employee Recognition  
**EMPLOYEES PARTICIPATED: 913**



Employee Events  
**EMPLOYEES PARTICIPATED: 1429**



Giving & Volunteering  
**EMPLOYEES PARTICIPATED: 238**



The Customer Service Committee  
**WILL DEBUT NEXT YEAR**

**80+ employees** from **21** different departments are currently serving on committees.



Total Participating Employees:



**353.75**  
Total Employee  
Volunteer Hours



**\$16,060**  
Donations  
Received

## MISSION

Working together regionally to provide and sustain a safe, secure and healthy community.

## STRATEGIC DIRECTION

Washoe County will be the social, economic and policy leadership force in Nevada and the western United States.