



CITIZENS ADVISORY BOARD BOARD MEMBER HANDBOOK

WELCOME

Welcome, members of the Washoe County Citizens Advisory Board (CAB) program! Information in this handbook provides you with an overview of your role as a member of the CAB. Please note that this Handbook is not all-inclusive; but rather, is meant to introduce you to the CAB program and point you to additional available resources.

The Board of County Commissioners (BCC) established Citizens Advisory Boards (CABs) in areas of the County where residents may share similar concerns. The purpose of the Citizens Advisory Boards is to provide an avenue for residents to have a closer connection to the County, and a forum for residents to share thoughts on neighborhood concerns and provide ideas specific to their community. Additionally, the CABs are to assist, advise and collaborate with the county commissioner in whose district the CAB is located on community issues and matters of public interest within the CAB's designated geographic area.

Washoe County Citizens Advisory Boards include: (Listed by Commission District)

Commission District One: Alexis Hill

Incline Village/Crystal Bay
West Truckee Meadows/Verdi

Commission District Two: Mike Clark

South Truckee Meadows/Washoe Valley/District 2

Commission District Three: Mariluz Garcia

Sun Valley/District 3

Commission District Four: Clara Andriola

Spanish Springs/District 4

Commission District Five: Jeanne Herman

North Valleys
Warm Springs/Rural
Gerlach/Empire
East Truckee Canyon

The geographic area of responsibility for each CAB is defined by boundaries that have been established by the BCC through an adopted resolution. The resolutions contain geographic information systems maps that depict the CAB boundaries. The resolutions (and maps) were most recently updated by the BCC on May 26, 2026. Digital versions of the maps can also be found on the Washoe Regional Mapping System by seeking for Citizens Advisory Boards in the Districts & Zones feature.





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ABOUT CITIZENS ADVISORY BOARDS

One of the main functions of the Citizens Advisory Boards is to communicate ideas between the County and non-County presenters to the local community, and from the community back to the County in an advisory capacity. Citizens Advisory Boards hold regular meetings within their communities. CAB agendas should be developed based on what information, issues and topics are pertinent to that particular community. CAB members are liaisons in their neighborhoods to Washoe County and should maintain positive relationships with elected officials and Washoe County staff.

Benefits of Citizen Involvement

Citizen involvement produces better-informed decisions by county government and begets better-informed citizens. How well the advisory system works in practice depends upon the individuals involved. A good advisory system relies on the working relationships established between CAB members, community members, and the county government.

Legal Basis for CABs

Nevada Revised Statutes (NRS) 244.1945 authorizes the Board of County Commissioners to establish CABs "for any purpose relating to the county about which the board desires study or advice." In accordance with this authorization, the BCC established the CAB program through the enactment of ordinances codified in Washoe County Code 5.425 through 5.435, inclusive. Note: While NRS authorizes the BCC to establish CABs, it does not require the BCC to establish CABs or mandate the existence of any CAB.

Washoe County Code 5.425 through 5.435 governs the establishment of the CABs, membership, member service on and removal from the CABs, requirement for bylaws, and dissolution of CABs.

CABs are governed within this legal framework by a set of standard bylaws adopted by the Board of County Commissioners. The bylaws enable each CAB to follow a standard set of operating procedures while providing enough latitude to allow the CAB to conduct its affairs and meetings in a fashion which encourages public participation.

Citizens Advisory Board Membership

Members on CABs are selected by the county commissioner in whose district the CAB is contained, with the intent to provide representation, to the extent reasonably possible, from a broad cross-section of the represented community. The idea is to ensure that all major viewpoints are examined, and that any faction or special interest group does not dominate the Citizens Advisory Board. Washoe County commissioners select members and alternates who are residents from within a CAB's geographic area or within one mile of its boundaries as outlined in Code for staggered three-year terms that begin July 1 and run through June 30.





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Role of the CAB Chair and Members

Citizens Advisory Board Members are responsible for creating positive experiences at public meetings, adherence to Nevada's Open Meeting Law, and communicating with elected officials and Washoe County staff. Below are expectations of members and alternates.

CAB Chair: Chairs are expected to follow both the roles of a CAB member and the following special roles:

- Preside over all CAB meetings and maintain order in accordance with Nevada Open Meeting Law requirements and the CAB Bylaws.
- Facilitate productive meetings by engaging CAB members to openly discuss issues, share in equal participation, and ensure all members have a chance to express their thoughts and opinions on an issue.
- Foster a platform that allows for a diversity of opinions to be expressed.
- Excuse CAB members from attending a particular meeting and arrange for an alternate to fill in, as necessary.
- Work with the designated Washoe County liaison and the applicable county commissioner to draft CAB agendas.
- Work with the staff liaison to open and close the meeting facility, and assist with the set-up of the meeting space.
- Work with the staff liaison to address community concerns, prepare for appropriate presentations identified for each meeting agenda, and approve correspondence initiated by the CAB and prepared by the staff liaison prior to mailing such correspondence to the applicable county commissioner or the Washoe County Commission.
- Ensure that Nevada's Open Meeting Law is followed throughout CAB meetings and that meetings are managed to allow for the proper capturing of minutes and are held with decorum and respect.
- Time management of the CAB meeting to ensure that the CAB meeting lasts no longer than three hours, and ideally no longer than two hours.

Vice Chair: Assumes the role of the Chair in their absence.

CAB Members: Roles of CAB members are:

- Identify items of interest or issues of concern in the community through regularly scheduled advisory board meetings and as a representative of their CAB.
- Review minutes, reports, memorandums and other documentation regarding the information or issues which the board is researching and discussing.
- Represent the views of your neighbors by communicating the range of options regarding the items of interest or issues of concern to the CAB and the Commissioner Support team.
- Operate in an advisory capacity, not a decision-making forum.
- Regularly attend meetings.
- Maintain good communications with your commissioner and Commissioner Support team.
- Respectfully execute the duties as a CAB member by using ordinary diligence and not taking unfair advantage of the position as CAB member.
- Understand and adhere to Open Meeting Law requirements, CAB bylaws, and attend mandatory trainings.
- Refrain from representing a personal opinion as that of the entire CAB without an affirmative vote on the matter having taken place at a CAB meeting.





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Information Sharing and Agenda Creation

Citizens Advisory Board meetings provide a venue for residents in a community to receive updates from presenters about regional and area initiatives and other events. The CAB agenda is developed in collaboration with the applicable county commissioner, the CAB Chair, and the assigned Washoe County liaison from the Washoe County Commissioner Support team. Agreed upon agenda items are scheduled for placement on an agenda through the Commissioner Support team. Agenda topics should be relevant and specific to the community issues and matters of public interest within the CAB's geographic area of responsibility. Agenda topics should also concern matters within Washoe County's governmental power, control, or jurisdiction. Please note that one-off individual requests (i.e., the removal of an abandoned vehicle) may be made without agendizing the topic for a CAB meeting. The concerned CAB member should work individually with their Commissioner Support staff member to address these requests and concerns outside of CAB meetings.

Advocacy and the Citizens Advisory Board

CAB meetings should provide a forum that encourages candid and frank discussions of community concerns and issues. It is especially important that CAB meetings be conducted to allow a "neutral playing field" so all individuals present feel comfortable sharing their thoughts on all sides of any issue. The CAB Chair, in either preparing the agenda or in conducting a meeting, must be careful to avoid giving any perception that the meeting or discussion will be slanted or limited to the detriment of full and balanced, open discussion. Depending upon the issue under discussion, reasonable time limits or other rules may be imposed by a CAB Chair to ensure, to the extent possible, an orderly process and full discussion - both pro and con - on the issue or project being discussed. Outbursts and applause from the audience should be discouraged. Asking for an impromptu vote by a call to raise hands from the audience in attendance is also discouraged, as it does not advance CAB decorum. CAB meetings are to be run with the same professionalism and decorum expected of all county business meetings, designed to elicit input on pertinent county issues.

Disclosures for Conflicts of Interest: Any CAB member who has taken a public position on a project or issue that is on their CAB's agenda should consider whether they need to disclose a potential conflict of interest. Further, any CAB member who has a financial, familial, or other personal or business involvement in a matter listed on a CAB agenda, should:

- Disclose, as part of the record, his/her involvement with the issue or project; and if applicable, any financial, familial, or other personal or business relationship or involvement relating to the project or issue.
- Recuse: Any CAB member who has:
 - Received a gift or loan, or
 - A financial, employment, or business interest, or
 - A private interest or personal commitment, such as a family or similar relationship, in the particular issue or project being discussed at the CAB should not only take the actions outlined above to disclose the potential conflict, but should also consider recusing themselves from any participation as a CAB member on the particular project or issue.

The proper method for recusal is to first disclose the potential conflict of interest immediately after the agenda item is called with enough specificity to show the public the effect of the board member's consideration of the item at issue; then excuse yourself from the dais/front of the room and leave the room during the item being considered. Once the item for which you have recused yourself is concluded, you may return to the dais/front of room and continue participating as a member of the CAB. It is important that feedback from issues and concerns of the community expressed in CAB meetings be shared with Washoe County.





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Representation of CAB

No CAB member may represent the CAB in other proceedings, either orally or in writing, as advocating a particular position unless the specific topic under consideration was discussed and voted upon by the CAB. In making any representation, the CAB member must be careful to report on the issues and concerns - both pro and con - as presented to the CAB, in addition to the vote the CAB conducted on the issue.

Representation of Washoe County

Under no circumstances may a CAB member use their position as a CAB member to represent, advocate or imply, in either County or non-County proceedings, that Washoe County is taking any particular position on an issue unless specifically authorized to do so by the Board of County Commissioners.

THE CITIZENS ADVISORY BOARD MEETING

Nevada Open Meeting Law

State law requires that meetings of public bodies must be open and public. Citizens Advisory Boards fall within the definition of public bodies and must follow Nevada Open Meeting Law. Open Meeting Law governs agenda creation, distribution, meeting management, quorum, minutes, and document management. All Citizens Advisory Board members receive training on open meeting law. CAB training materials are available on the Citizen Advisory Board website at www.WashoeCounty.gov/CABS. CAB Chairs, in particular, should be familiar with Open Meeting Law, and be adept at recognizing and addressing possible violations during CAB meetings. If at any time as a CAB member you are uncertain of a potential Open Meeting Law violation, please contact the Commissioner Support Team for clarification, which may consult with the Washoe County District Attorney's Office.

Dignity Index

The Dignity Index is a philosophy that introduces the idea of using language that is rooted in dignity, to ease divisions and create an environment where ideas can be discussed. By focusing on the speech and not the speaker, the Dignity Index is designed to draw our attention away from the biases of partisan politics and toward the power we each have to heal our country and each other. CAB members are encouraged to run meetings in a manner in which Board members, presenters, and the public treat each other with dignity to achieve more for the community.

Room Layout

Typical room layout for a CAB meeting includes board members sitting at the front of a room. Participants and alternates sit in seats in the audience. If a CAB member is absent for a meeting, an alternate may take his or her place as a member of the CAB for that particular meeting at the front of the room.

Agenda

The agenda for each meeting may include presentations on topics of interest for that geographic region. The agenda is drafted, finalized, and posted by the Washoe County Commissioner Support Team within the Office of the County Manager, in collaboration with the CAB Chair and applicable commissioner. Staff works with the CAB Chair to ensure that issues are addressed and that CAB members have received necessary information to host successful meetings. Staff will also work with the CAB Chair to ensure that a reasonable number of topics/items (2-3 maximum) are agendized. If there are agenda topics that would be of interest to the community at large, please share those with the commissioner, CAB Chair and/or the Commissioner Support Team for potential inclusion in future meetings. Remember, the number one rule of Open Meeting Law compliance is to stick to the agenda!





Typical Order for Each Agenda

The typical order for each agenda includes:

- 1) Call to Order (roll call, aloud) and determination of quorum.
 - a. CAB Chair should complete a verbal roll call for the purposes of minutes and identification of CAB members. Alternate members should also be identified as being present in the audience, or absent.
- 2) Pledge of Allegiance.
- 3) Instructions for providing public comment (if conducting virtual-only meeting).
- 4) Public Comment - Limited to 3 minutes per person.
- 5) Review, possible modification and approval of Minutes of prior meeting.
- 6) Presentation from community partner(s) on topics of interest (i.e., water conservation, fire safety, law enforcement update.) Note: These presentations are considered “non-action items” under the Open Meeting Law, meaning the CAB will not be engaging in deliberation of the subject matter of the presentation or voting on the item. Accordingly, public comment is not required. However, in the spirit of public participation, the CAB Chair may decide to allow members of the public to ask questions of the presenter, providing the following requirements are met:
 - a. Presenter accepts comments and questions from the Citizens Advisory Board members first.
 - b. Members of the public may ask questions of the presenter; however, the CAB Chair must maintain a succinct and productive meeting by using good meeting management skills, including:
 - i. Directing members of the public to be polite to guests and ask meaningful questions. Rhetorical questions or non-question statements are not considered meaningful questions and should not be tolerated.
 - ii. The CAB Chair should not allow a member of the public to dominate the meeting by asking numerous or repetitive questions.
 - iii. Each member of the audience who wishes to ask questions should have one question period.
 - iv. Caution should be exercised to ensure that non-agendized topics that may arise from questions on a particular item are not discussed by the CAB, as discussion of non-agendized topics could become a violation of Open Meeting Law. The CAB Chair is empowered to remind the public that questions must pertain to the agendized item and that the CAB’s discussion must stick to the agenda.
 - v. Contact information for the presenter may only be made available for specific, individualized questions or longer discussions outside of the CAB meeting, at the offer of the presenter.
- 7) Business items labeled “for possible action.”
 - a. Presentation from agenda item’s proposer.
 - b. Questions, comments, discussion or deliberation from CAB members.
 - c. CAB Chair accepts public comment from the audience limited to three (3) minutes per person and directed to the Citizens Advisory Board only on agenda items marked as “For Possible Action.” Note: Public comment is an opportunity for the public to have a 3 minute block of time to provide feedback on the agenda item. It is not designed as a question and answer period. Any questions posed by the public during a public comment period are directed to the CAB as a whole, and if a CAB member wishes to publicly ask the presenter the posed question after the public comment period has closed, there is an opportunity for the CAB member to do so.
 - d. After each member of the public has been given one 3-minute opportunity to provide public comment, the Chair closes public comment. Note: Each member of the public gets a single opportunity to speak per item labeled “for possible action.” There is no





- reserving time or passing unused time to other members of the public.
- e. If desired, a member of the CAB may make a motion on the item labeled "for possible action." Potential motions may be to approve or deny the item at hand, table the discussion for a future meeting, or simply take no action.
 - f. Any other member of the CAB may second the motion.
 - i. If there is no second, the motion simply fails.
 - ii. CAB members vote on the motion should be based on the presentation at the meeting, board discussion and public comment.
 - g. The CAB chair "calls the question" by calling for CAB members to state whether they are for the motion (i.e., "all those in favor") and also must call whether any CAB members are against the motion ("any opposed"). All board members must vote "aye" or "nay" aloud.
 - i. CAB members should not abstain from a vote unless they have disclosed a conflict of interest.
- 8) Announcements.
- a. An assigned CAB member or staff liaison may wish to announce upcoming Neighborhood Meetings relating to development projects for attendees to plan to visit and provide community input.
 - i. The County's development review process does not require property owners or developers to bring proposed or pending development projects to the CABs for input. Rather, Neighborhood Meetings conducted in accordance with the County's development review process are the required platform to share ideas and concerns with developers and property owners about proposed development projects. CAB members who are not concurrently serving on the Washoe County Planning Commission or Board of Adjustment are welcome to attend these meetings as individuals, provided the CAB member clearly states that their feedback is not to be construed as feedback from the CAB.
 - b. Other announcements.
 - c. Selection of topics for future agendas.
- 9) Commissioner updates.
- 10) Final Public Comment, limited to 3 minutes per person.
- 11) Adjournment.

Role of the CAB Chair at a Meeting

At a CAB meeting:

- The Chair controls the meeting.
- This includes adhering to the set agenda and ensuring that other CAB members also adhere to the set agenda and not discuss items that are not posted on the meeting agenda; managing public comment and ensuring fairness by limiting each person to 3 minutes per person; and maintaining decorum.
- The Chair may take action (with or without warning) when a citizen's statements or other conduct disrupts the orderly, efficient, or safe conduct of a meeting. We do not restrict a speaker's viewpoint. However, reasonable restrictions can be placed upon the time, place and manner of speech. Irrelevant, unduly repetitious, and personal attacks which antagonize others are examples of speech which can be re-directed or reasonably limited.
- If the Chair does not believe that courtesy and decorum are being used by attendees, they may warn the offending citizen(s) about the non-courteous/disruptive behavior and that the meeting will be recessed or adjourned if outbursts occur/continue. The Chair may also remind attendees that all comments are to be addressed to the CAB as a whole and that it is inappropriate to single out or attack individual CAB members (or anyone else).





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- If a member of the public engages in additional outbursts or continues to be disruptive, the Chair may recess the meeting, ask the offending person to leave the meeting, or in extreme circumstances may close all discussion and public comment and adjourn the meeting.
- Prior to a decision to end a meeting under this provision, it is important to remember that the Chair should make every reasonable effort to allow at least one period of general public comment prior to adjournment, with exceptions being limited to emergencies.
- If the Chair allows questions during a non-action item, the Chair should ensure that everyone has an opportunity to ask a question(s). During an item listed "for possible action," the Chair should ensure that everyone has a chance to provide public comment and to limit the time to three minutes per person, per action item, as provided in the agenda.
- Though it can be difficult to interrupt and end someone's public comment, it is important that the 3-minute period state on the agenda be honored to be mindful of others' time and those that adhere to the 3-minutes period. The CABs should consider a 3-minute timing device in full view of the public.
- If the person speaking is repeating concerns already expressed by another, the Chair can so state and focus that person's comments. Use courtesy and common sense.
- Note: If the Chair allows a person to materially exceed the 3-minute limit, then the Chair should also extend the same courtesy to any other member of the public who wishes for more time. This may involve asking those individuals who have already spoken if they would like to come back up for an additional "X" seconds of time, and allowing those who have not yet spoken to receive the same amount of additional time.

Role of CAB Members at the Meeting

At a CAB meeting:

- CAB members should remember that they are not elected officials, so they do not represent residents of that area; but rather, are charged with representing an area of the community and providing feedback pertinent to that area.
- CAB members should provide feedback on community issues and concerns for action items on the agenda, and the CAB should work with the Washoe County liaison to share such feedback with Washoe County decision-making bodies, based on the motion of the CAB.
- CAB members have the right to have an opinion and to express that opinion.
- CAB members (particularly, the Chair) run the meeting; the audience does not.
- CAB members should remember that actions by the CAB should reflect all sides of any discussion and should list the issues and concerns of each position. The chief purpose of the CAB is not necessarily the vote of the members, but the generation of input on the issues and concerns expressed through the public meeting process.
- CAB members should remember that a call by a CAB member for a vote by the audience (i.e., non-CAB members) is not appropriate. Decisions made by the CAB should be made by considering the information presented at the meeting by the presenters, other CAB members, and public comment-- not by raised hands in the audience. The call for such a vote by a public commenter should also be discouraged by the CAB Chair, should this request occur.





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Voting at a Citizens Advisory Board Meeting

Citizens Advisory Board members are expected to vote on procedural items (meeting minutes, election of CAB officers) in accordance with Nevada's Open Meeting Law and County procedures and common practices. At the call of the Chair, this involves a motion by any CAB member (approve, approve with modifications, deny, table for a future meeting, take no action, etc.), a second by a different CAB member, a call for any further discussion among the CAB members, a call to vote (with an option for both an "aye" and a "nay" provided for clarity), and then CAB Chair's summary of the vote ("motion passes unanimously", etc.). The process is led by the CAB Chair. Alternate CAB members do not vote, unless they are serving as a regular CAB member by filling in for an absent member.

For every item that is noted as an "action item" on the agenda, CAB members may vote to provide a recommendation to the decision-making body (the BCC). This action is most beneficial when supported by a summary of what was heard at the meeting and the reasons for the decision.

The Washoe County commissioners will generally not consider a CAB vote based on approval or denial, but as advice on issues reviewed by the CAB. For this reason, it is often more helpful if CABs provide advice to county commissioners and the Washoe County Commission in the form of suggested alternatives or corrective actions, supporting or opposing opinions.

Quorum to Conduct a Meeting

The CAB must have a quorum of members present in order to conduct a meeting. State Law defines a quorum as a simple majority of the membership of a public body. This translates for CABs as a simple majority of the total membership of the CAB. Alternates do not count toward a quorum unless they are actually serving at a meeting in place of an absent regular member. Vacant member positions, however, do not count toward a quorum. The following examples illustrate how quorums are calculated:

- The total membership of a CAB is five members; three members must be present for a quorum.
- If any regular member is absent at a meeting, the Chair may approve that an alternate who is present at the meeting serve in the regular member's stead.
- For example, if only 1 CAB member was present at a meeting, the Chair could approve the 2 alternates to sit in for two of the regular members who did not attend. The quorum of three members would be satisfied and the meeting could proceed.

If a quorum of CAB members is not present at a noticed meeting, then the meeting cannot occur. The CAB Chair must announce to the audience that a quorum of CAB members is not present; and therefore, a CAB meeting will not occur. The staff liaison will stop recording the meeting, evacuate the meeting space, and depart. The minutes will reflect that a quorum of CAB members was not present and that the noticed meeting did not occur.

A quorum must be present for the entire CAB meeting. Should a member excuse themselves from the CAB meeting during the meeting, and if the member's departure causes the total CAB members to be less than a quorum, then the meeting must immediately stop unless an Alternate member is available to sit in. The staff liaison will stop recording the meeting, evacuate the meeting space, and depart. The minutes will reflect that the members' departure created less than a quorum of members and that the meeting was subsequently stopped.





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Again, if this does happen, it is important that the Chair make all reasonable efforts to ensure that there has been at least one period of general public comment before the meeting is adjourned, which could involve asking the departing member to delay departure briefly to allow public comment to occur before a quorum is lost.

CAB members should not meet as a quorum outside of a CAB meeting, particularly with the intent to discuss anything pertaining to possible future agenda topics or to deliberate toward any action. All deliberation and discussions regarding a topic under future consideration by the CAB must occur at a properly noticed CAB meeting for the purpose of maintaining a transparent government and complying with the Open Meeting Law.

A “walking quorum” should be avoided. A walking quorum is a series of meetings, telephone conferences, email communications, or other means of communication in which groups of less than a quorum are meeting, sharing information, and could arrive at a consensus or understanding regarding governmental business that, if the groups were considered collectively, would constitute a quorum. The Open Meeting Law applies to such “walking quorums” that are used to evade the requirements of the Open Meeting Law.

Alternates

The County Commission has established up to two (2) alternate positions on each of the CABs by resolution. Alternate positions do not count towards the total membership of a CAB when determining a quorum. Alternates should, however, temporarily replace a CAB member for a meeting should a member fail to attend the meeting or if a member must leave the meeting. The CAB Chair will formally announce for the record that the alternate is filling in for a specific member for the particular meeting. After such recognition by the Chair, then the alternate counts as a regular member and also towards the membership quorum. While substituting for a member, the alternate has the full authority of CAB membership during that meeting (e.g., voting on action items).

When an alternate is not acting in the capacity of a voting member, they should sit in the audience.

Alternates are subject to the same attendance policy as regular members. Their name will be called during roll call to ensure proper tracking of attendance.

Election of Officers

Election of officers is typically held at the first CAB meeting of each new fiscal year after new members have been appointed as a result of CAB recruitment, typically in July. Elections are held for the offices of Chair and Vice Chair from existing appointees on the CAB. Nominations from non-CAB members are not permitted. The terms of office for each officer are for one year or until a successor is elected; however, there are no term limits to serve as Chair or Vice-Chair. Newly elected officers assume office immediately upon election. Alternates are not eligible to serve as officers of the CAB.

- If a new Chair is elected, the previous Chair will immediately relinquish operation of the meeting to the new Chair, who will act as Chair for the remainder of the meeting.
- It is recommended that a CAB not elect a member who is not present at the meeting.
 - However, if an absent member is elected to an office, the election is contingent on the member agreeing to hold the office.
 - If the absent member is elected as the Chair, the current Chair will continue to chair the remainder of the meeting.





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Staff will contact the absent elected member to see if they are willing to accept the office. If the absent member agrees to accept, that person assumes the responsibility immediately. If the absent member does not agree to accept, election of officers to fill the vacant office will be placed on the next CAB agenda.

Attendance

CAB Members are required to report an absence to the Chair for it to be an excused absence. Members having three consecutive unexcused absences are automatically removed from the CAB. To acknowledge presence and absences, the CAB completes a roll call at the beginning of the meeting, including for regular members and Alternates. Approved absences, unexcused absences and alternates stepping in for missing members are acknowledged during roll call.

CITIZENS ADVISORY BOARD MEETING TIPS

Since the official business of a CAB can be conducted only at a meeting, it is important to make sure the CAB meeting is structured to encourage public participation. If your CAB meeting is long, complicated and focused only on CAB members, then your meetings will eventually lose public participation.

The following are some guidelines to follow to help ensure smooth meetings:

- ✓ Start on time
- ✓ End at a reasonable hour with the goal of a two-hour time limit. Meetings must not last longer than three hours.
- ✓ Follow the agenda (it is a violation of the Open Meeting Law to discuss items not appearing on the agenda)
- ✓ Encourage the public to participate (clarify how they are able to do so)
- ✓ Ensure no one person dominates the discussion
- ✓ Actively listen
- ✓ Do your homework before the meeting (prepare)
- ✓ Do not hold unnecessary meetings
- ✓ Uphold decorum and adjourn the meeting should respectful discourse cease

Meeting Room Environment

In addition to these guidelines, the meeting room environment is also crucial to a smooth meeting.

Here are some items to check:

- ✓ Room size is adequate for anticipated crowd
- ✓ Temperature is set at a comfortable level
- ✓ Enough seats, agendas and supporting materials are available. (Should have several paper copies of agenda and supporting materials for in-person meetings).
- ✓ Lighting and sound system are adequate
- ✓ Introduce yourself to community members prior to the meeting
- ✓ Ensure that health protocols are implemented





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CITIZENS ADVISORY BOARD COMMUNICATION

Effective communication between the Citizens Advisory Board, the public, and Washoe County staff and elected officials is essential to the Citizens Advisory Board program. Below is a summary of the exchange between members, the public, staff and elected officials.

Citizens Advisory Boards and Public Communication

Citizens Advisory Boards must adhere to Nevada Open Meeting Law to provide notice to the public on upcoming meetings and distribute meeting information. In addition, Washoe County staff augments this process through additional notifications.

Notification of Meetings

The best tool for residents to receive information about upcoming meetings is through the Washoe County Email Notification system at www.WashoeCounty.gov/cmail. Residents sign up to receive information in their district, including Citizens Advisory Board agendas and meeting announcements by selecting the district that fits their CAB (i.e., Incline Village/Crystal Bay CAB would select District 1, Gerlach/Empire CAB would select District 5, and so on.)

Agenda Distribution

- Posted at mandatory posting locations as indicated on the meeting agenda
- Mailed to individuals requesting a physical copy
- Emailed to individuals signed up to receive county updates through email at www.WashoeCounty.gov/cmail (Preferred method)
- Posted online at www.WashoeCounty.gov/CABS and www.notice.nv.gov

Receiving information on what happened at a meeting

Residents interested in learning more about what happened at a Citizens Advisory Board meeting can request available audio/video of the meeting and may review meeting minutes online at www.WashoeCounty.gov/CABS. The minutes are also reviewed at the next CAB meeting for accuracy and board approval. When possible, recorded meetings will be uploaded for viewing on the Washoe County YouTube page. Video content may be edited to exclude the administrative set-up and tear-down periods, but will include content from commencement to adjournment.

Public Comment

Community members wishing to provide feedback at a Citizens Advisory Board meeting may do so during the public comment period at the beginning and end of the meeting. In addition, if an item is agendaized "for possible action," public comment may be provided during that agenda item after the CAB's discussion and prior to a motion and vote by the CAB. Public comment may also be submitted in writing by emailing CAB@washoecounty.gov by 4 p.m. the day prior to the meeting, or by filling out the public comment card at the CAB meeting. Public comment during a meeting is limited to 3 minutes per person, per comment period. There is no legal obligation to read written comments into the record. They are simply entered into the record and do not have to be read aloud.

CAB Group Email Addresses

In an effort to provide the citizens of Washoe County with an easy means of providing their comments and/or concerns to members of their community Citizens Advisory Board, Washoe County has established an email address for each CAB. The CAB email address is constructed so that any email that is received will be automatically forwarded to Commissioner Support staff.





The message will then be forwarded to the sitting CAB members and will be logged for tracking purposes and possible follow up. Please remember that as CAB members, do not “reply all” to these messages to avoid discussing or deliberating on CAB business in a quorum outside of a public meeting; thus, ensuring compliance with Nevada Open Meeting Law.

Communicating with Washoe County Staff and Elected Officials

Information discussed at the Citizens Advisory Board meeting is communicated to Washoe County staff using a variety of tools, including minutes and correspondence as set forth in the Bylaws.

- Minutes are completed according to Nevada Open Meeting Law requirements for each CAB meeting.
- Minutes are a summary of the events of the meeting and are not transcribed verbatim. Only proposed amendments to minutes that change a misrepresentation of the sentiment of a statement will be changed by County staff.
- Minor changes such as grammar will not be changed on the request of CAB members or the public, nor will comments made during a CAB meeting that accurately captured the sentiment of a statement.
- Meeting minutes are posted online as a draft until they are approved, at which time they are posted as part of the permanent record.
- It is essential that Citizens Advisory Board members clearly state their name, every time, when speaking during a public meeting, including when making a motion or seconding a motion. This allows for an accurate record to be created. The CAB Chair should ensure that both CAB members and members of the public adhere to this standard.
- Meeting minutes should be agendized as “For Possible Action” and voted upon at the subsequent CAB meeting.
- For topics not on a Citizens Advisory Board agenda, CAB members are encouraged to submit an email to CAB@WashoeCounty.gov highlighting their concerns, ideas and thoughts on the topic at hand. Information will be addressed by a member of the County staff.
- Updates, either verbal or written, are also provided to elected officials and senior staff following the CAB meeting, highlighting issues raised, meeting management, attendance and opportunities for improvement.
- Correspondence memorializing any input or recommendation on a matter that is approved by a vote of the CAB shall be sent to the applicable county commissioner or the Washoe County Commission, as provided in Article 8 of the Bylaws.

Washoe County Manager’s Office staff also strives to maintain an active open communication channel with members to identify emerging issues and possible solutions. Please work with County staff liaisons to invite presenters to CAB meetings to ensure that the agenda adequately reflects the planned presentation, the information presented is relevant and appropriate for discussion by the CAB, and all policies and procedures are followed. CAB members should not take it upon themselves to invite presenters, although anyone may provide public comment during appropriate periods on the agenda. In addition, members are encouraged to communicate directly with their county commissioner.





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Safety

MOST IMPORTANTLY!!! Safety of you and others in attendance at CAB meetings is paramount. If you are aware of a dangerous situation or emergency, act accordingly. This may include calling 911, alerting others to the danger, or fleeing to an area that is safe from the dangerous situation or emergency. Further questions or concerns on any of these issues can be discussed with the County's Security Administrator by dialing 775-328-2018. However, this contact should not be treated as a substitute for calling 911 or for taking any actions necessary to ensure safety in the face of an emergency or imminent danger.

In Closing

We realize there is a lot of information here, and it can at times feel overwhelming. We encourage you to communicate with Commissioner Support staff to iron out any difficulties you're experiencing or to help gain a better understanding of any issues involved with your membership on the CAB.

For additional information on Citizens Advisory Boards, please contact the Washoe County Commissioner Support Team at 3-1-1 or at CAB@WashoeCounty.gov.





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Appendix A – CAB Process Flow for Agendizing Items: A guide to best practice

Introduction

This process was developed to enhance communication and collaboration among the CAB's applicable commissioner, CAB members, and County staff for the purposes of placing requested items on a CAB agenda. It serves as a flexible framework that may be modified to meet the needs of any CAB.

CAB Agenda Creation Process and Best Practices

** All progression of activity is contingent upon response time and availability of participating entities, i.e., CAB members, presenters)*

Step 1 – Topic Identification (Triggers All Subsequent Activity)

CAB topics are identified by the CAB Chair in collaboration with the applicable commissioner and the Washoe County liaison from the Commissioner Support team, and with consideration given to the relevance of the topic to the local community and presentation requirements. The desired focus and outcome of the presentation should be documented and provided to the Commissioner Support liaison for communication to the presenting entity at the time of initial contact/request for attendance. If the entity has already been contacted by the commissioner or a CAB member, relevant contact information is provided to the liaison for ongoing coordination. Once this step is completed, all subsequent steps in the process are initiated.

Step 2 – Initial Outreach (Immediately Following Step 1; At Least 3 Weeks Before the CAB Meeting)

Commissioner Support liaison contacts the appropriate department, organization, or individual to request the presentation, outlining community-specific needs and the desired learning outcomes for meeting attendees. Liaison confirms presenter availability for the proposed CAB meeting date.

Calendar invitations are then sent for:

- A pre-CAB virtual meeting (to the presenter, CAB Chair, Vice Chair, commissioner, and Commissioner Support liaison) to align expectations with goals.
- The CAB meeting date (to the presenter) to ensure the date is reserved on their calendar.

Step 3 – Pre-CAB Coordination (Preferably at least 2 Weeks before the CAB Meeting)

An online pre-CAB meeting is held with the presenter, CAB Chair and Vice Chair, the applicable commissioner, and Commissioner Support liaison. Presentation goals are reviewed with the Commissioner Support liaison documenting the discussion to assist in drafting descriptive and compelling language for the agenda and promotion materials for the meeting. Promotional aspects will include a headline, engaging body copy, and a related photo for a digital flyer to promote the meeting.

Draft agenda language specific to the presentation and the draft digital flyer are circulated to the presenter, the CAB Chair, and the Commissioner for approval. Once the specific presentation agenda item language is approved, a complete draft agenda, including expected time allocated to each agenda item, is sent to the CAB Chair for approval, and the Commissioner is also included. The draft agenda may not yet include links.





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Meanwhile, presenters should prepare information as outlined during the pre-CAB meeting and as described within the agenda language, to encourage the public to provide feedback and ask questions. Presenters may also include their contact information for ongoing dialogue between the presenter and the public.

Presenters are informed of Department of Justice accessibility requirements and reminded that presentations should be submitted at least seven (7) days prior to the CAB meeting. If the presenter cannot provide the presentation in a federally required accessible format, the Commissioner Support liaison will revise the materials as needed for compliance.

Step 4 – Final Preparation & Promotion (No Later Than 4 Full Business Days Before the CAB Meeting)

The Commissioner Support liaison finalizes the accessible presentation materials and publishes the accessible agenda to the internet. The supporting materials are included as web links on the accessible agenda. These links may include:

- The presentation created by the presenter.
- The Chair Report-Out.
- Draft minutes.
- Public safety highlights documents.

The accessible agenda with the links to presentations are attached to the calendar invitation for CAB members and presenting entities and partners. Other additions to the updated calendar invitation will include draft minutes and the promotional digital flyer.

Once the agenda is posted to the internet and the calendar invitation is updated, the Commissioner Support liaison will:

- Create an e-blast to be distributed to the appropriate District subscriber list and Community Involvement subscribers, using the headline, imagery and language from the digital flyer.
- This email will also be sent from the Commissioner Support liaison directly to CAB members for ease of sharing, ensuring the “unsubscribe” link at the bottom is removed to avoid the staff member from being inadvertently unsubscribed.
- The digital flyer will also be distributed to CAB members, the commissioner, and the hosting library (if applicable) via email.
- The meeting will be promoted to the appropriate Nextdoor neighborhoods and Facebook neighborhood groups.

Hard copy meeting packets including the agenda, draft minutes, presentation materials and other supporting materials, the CAB Chair Report-Out, opportunities for board applications, etc. will be created as a single, stapled packet for attendees to grab easily.

Step 5 – Day of the CAB Meeting

The Commissioner Support liaison facilitates the meeting:

- Set up of the host facility to include dais and name placards, seating arrangements, placement of public documents such as sign-in sheet, hard copies of agenda packets, and placement of QR code signage such as the input portal and Wordly accessibility opportunity;
- Ensures the meeting is recorded and that the Wordly accessibility tool is available;
- Actionable requests made during the meeting are documented;
- Request-to-speak forms are collected;
- Breakdown of the meeting space and securing of the location after the meeting ends.





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Step 6 – Post-CAB Follow-Up

- Commissioner Support liaison provides presenter contact information to CAB members and the commissioner for their consideration to send a 'thank you' message.
- All actionable requests made during the meeting are documented and tracked through completion, with updates or final outcomes reported at the next CAB meeting as part of the CAB Chair Report-Out.
- Meeting documentation is scanned and archived.
- Meeting recording is archived and posted to YouTube.
- Draft minutes are prepared
- Each week, the input portal is checked by Commissioner Support staff to ensure any requests made within the CAB area are included in the CAB Chair Report-Out at the next meeting.

Possible Annual Planning Cycle

- **August:** CAB Chair solicits agenda topic ideas from Board members.
- **September:** CAB meeting includes Board and public discussion of topic ideas.
- **October:** Final list of agenda topics is presented as a "For Possible Action" item with public comment.
- **November:** Annual agenda calendar is shared with the community.
- An annual calendar is provided to the area Library for consideration for posting and promotion.

Additional Outreach

- Maintain HOA and neighborhood publication contacts for submission of topics/articles.
- Identify community calendars for posting CAB meetings and broader CAB program visibility.
- Washoe County facilities, e.g. Parks.
- Paid or free media, as needed.

CAB Washoe County Ordinance

The purpose of sections 5.425 to 5.435, inclusive, is to establish Citizens Advisory Boards covering designated geographical areas of Washoe County and to set forth procedures by which they function. Citizens Advisory Boards are established to assist, advise, and collaborate with the county commissioner in whose district the board is located, as well as the Board of County Commissioners, with issues of concern in the designated geographical areas that are within Washoe County's governmental jurisdiction. Citizens Advisory Boards are advisory only, and the creation of advisory boards does not diminish or alter in any way the statutory and constitutional or other authority of the Board of County Commissioners of Washoe County.





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Presentation & Meeting Process

