



WASHOE COUNTY

"Dedicated To Excellence in Public Service"

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CM/ACM _____

Budget _____

DA N/A

Comptroller. N/A

HR N/A

Other N/A

STAFF REPORT

BOARD MEETING DATE: May 12, 2015

DATE: May 5, 2015

TO: Board of County Commissioners

FROM: Al Rogers, Management Services Director
(775) 328-2017, arogers@washoecounty.us

THROUGH: John Slaughter, County Manager

SUBJECT: Recommendation to approve Constituent Services programs in Fiscal Year 2015-16 to include maintaining a Citizen Advisory Board (CAB) program consisting of seven (7) active boards and total of forty two (42) meetings with program changes to enhance efficiency and communication, and proposing an additional four (4) community forums per Commission District annually, with the exception of District 3 which would be proposed at eight (8) for an additional twenty (24) meetings, and other program efficiencies to improve Citizen Relationship Management in Washoe County. [Net Zero Impact]. (All Commission Districts)

SUMMARY

This item proposes recommendations for Constituent Services programs in Fiscal Year 2015-16 to include maintaining a Citizen Advisory Board (CAB) program consisting of seven (7) active boards and total of forty two (42) meetings with program changes to enhance efficiency and communication, and proposing an additional four (4) community forums per Commission District annually with the exception of District 3 which would be proposed at eight (8) for an additional twenty four (24) annual meetings, and other program efficiencies to improve Citizen Relationship Management in Washoe County.

Washoe County Strategic Objective supported by this item: Sustainability of our financial, social and natural resources.

PREVIOUS ACTION

April 14, 2015 - Board direction to staff on the Citizen Advisory Board program structure.

December 17, 2014 - Board approval to amend membership to the Warm Springs CAB.

October 14, 2014 - Board approval to increase East Truckee Canyon membership to 5 members and 2 alternates.

July 9, 2013 - Board approval of the second reading Washoe County Code Chapter 5.429 amendments.

AGENDA ITEM # 15

June 25, 2013 - First reading Washoe County Code Chapter 5.429 amendments changing the methods of recruitment and appointment of members, changing the method of filling vacancies, creating alternatives for the selection of officers, eliminating the office of secretary-treasurer, changing the terms of office of members

June 11, 2013. Board initiated proceedings to amend Washoe County Code, Chapter 5.

May 23, 2013. Board action to create 9 Citizen Advisory Boards replacing the previous 15 (1 inactive) boards.

April 23, 2013. Continuation of April 9 discussion and direction to staff to bring back 9 Citizen Advisory Boards for consideration.

April 9, 2013. Continuation of March 26, 2013 County Commission discussion on Citizen Involvement Revitalization Project specific to proposed advisory board structure and general direction for creation of up to nine advisory boards.

March 26, 2013. Report of Citizen Involvement Revitalization Project results, options for improvement for citizen involvement and proposed advisory board structure.

January 8, 2013. Status report to the Washoe County Board of Commissioners.

December 11, 2012. Board action to continue the Citizen Involvement Revitalization Project through March 31, 2013.

June 26, 2012. Board action to hold community forums in Citizen Advisory Board (CAB) areas in order to gather feedback on improvements to citizen involvement.

June 12, 2012. Board action to implement the Citizen Involvement Revitalization Project.

June 22, 2010. Board action to separate West Truckee Meadows and Verdi CABs.

June 9, 2009. Board action to suspend the Central CAB and recommend merging Verdi and West Truckee Meadows CAB (Approved 6/23/2009).

May 23, 2008. Board action to decrease the number of CAB meetings from every month to every other month for a net decrease in costs of \$54,906.12.

July 8, 2008. Board action to merge Cold Springs and North Valleys CAB.

BACKGROUND

The Office of the County Manager 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 County issues and programs between County Commissioners, staff and citizens. Constituent Services programs include opportunities for neighborhood level discussions including Citizen Advisory Boards (CABs) and District Community Meetings/Community Forums. Proposed changes to Constituent Services programs for fiscal year 2015 -2016 are intended to improve Citizen Relationship Management in Washoe County while addressing concerns of elected officials and residents.

In spring of 2013, the Board of County Commissioners provided direction regarding the number, purpose, meeting frequency, formality, administration and appointment process for the CABs. There are currently seven active and two inactive, established CABs, Verdi and Sun Valley. During the April 14, 2015 Board of County Commissioners meeting, Commissioners discussed possible alternatives to the CAB including: number of boards, concerns regarding CAB structure, mechanisms for gauging a successful program and ideas for meeting efficiency and purpose.

Incorporating the Board discussion April 14, 2015, the Constituent Services programs proposed for fiscal year 2015-16 include maintaining the number of active Citizen Advisory Boards and meeting frequencies for a total of 42 regular meetings annually, with program changes to enhance meeting efficiency and communication. In addition, staff recommends formalizing District Community Meetings/Forums as a program of

Constituent Services and providing an additional four (4) community meetings per district except for District 3 which would have eight (8) (total 24 meetings annually). District Community Meetings/Forums are reliable opportunities for residents to discuss topical issues of interest and receive updates to programs and services provided by Washoe County.

Citizen Advisory Board Program FY16

The Constituent Services Citizen Advisory Board program for fiscal year 2016 maintains seven (7) active Citizen Advisory Boards meeting 42 times annually.

Washoe County Citizen Advisory Boards by Commission District FY 16

<u>District</u>	<u>Advisory Board</u>	<u>Regular Meeting Frequency</u>	<u>Membership (including alternates)</u>
1	Incline Village Crystal Bay	4	7
1	West Truckee Meadows	4	7
2	South Truckee Meadows/ Washoe Valley	12	12
4	Spanish Springs	6	7
4	East Truckee Canyon	6	7
5	North Valleys	6	12
5	Warm Springs/Rural	4	7
Total FY15:		42	59

Table 1.0: Washoe County Active Citizen Advisory Boards, meeting frequency and membership for fiscal year 2015-2016.

The purpose of the Citizen Advisory Boards is to review and provide feedback on neighborhood concerns related to planning and development projects and to provide information to the decision making body and elected official. Criteria for measuring program success will include: CAB member, staff and public participation, evaluation of projects reviewed by the Citizen Advisory Board, and average meeting time. Program goals for fiscal year 2016 include improved efficiency, increased access to resources and technology, and, increased participant and staff attendance.

Structural Program Variables for Citizen Advisory Board Program

Program Variables

Purpose	Planning and development issues
Number	Seven active Citizen Advisory Boards, maintaining two inactive
Frequency	Commissioners discretion based on community needs
Level of Formality	Open Meeting Law
Administration	Internal and Contract
Appointment process	Selection by individual Commissioners

Table 2.0. Washoe County program variables for fiscal year 2015 Citizen Advisory Board program including purpose, number of boards, frequency of meetings, level of formality (formal, informal), administration (internal/contract) and appointment process (board appointment or selection).

Program changes for the Citizen Advisory Board in FY 2015-2016 include:

- Focusing CAB meetings on planning and development projects and redirecting updates, topical discussions to District Community Meetings/Forums in order to reduce CAB meeting length and improve meeting accessibility to busy community members and families. Goal is to reduce 3-4 hour meetings and continue to address issues of interest to the community at separate forums.
- Establishing common meeting parameters to improve meeting efficiency, reduce length, and standardized expectations for presenters. Specifically two (2) hour meeting time limits, meeting start times no later than 6 p.m., eliminating updates, standardizing agendas, standardizing membership to 5 members and 2 alternates, standardizing agenda items to allow boards to provide community recommendations on projects, limiting discussions at meetings to issues that Washoe County has jurisdiction, and improving access to technology to facilitate community discussions. This would be dependent on incorporating additional community meetings to provide another neighborhood level opportunity for discussing community issues by District.
- Adjust agenda creation and distribution process to include final approval and distribution of the CAB agendas as a responsibility of Washoe County Constituent Services staff. The final agenda reflects Washoe County and must represent the professional nature of the organization for both regional stakeholders, elected officials, presenters, members and attendees. Staff responsibility is to ensure that the final meeting agenda reflects the purpose of the CAB, honors stakeholders, provides comprehensive review of issues involved meets legal requirements and direction of the County Commission as a whole.

District Community Meetings/Community Forums

The Office of the County Manager/Constituent Services program also manages and coordinates Commissioner Community Meetings/Forums based on Commissioner and community requests. In 2014, five (5) Commissioner Forums were held with eighty (80) attendees. In 2013, twenty three (23) forums were held with 347 attendees.

In addition to the Citizen Advisory Board program, staff recommends formalizing community meetings in districts to address topical issues with feedback from Citizen Advisory Board members. District Community meetings would be held quarterly, up to four per District, except District 3 which would have eight (8), for a total of 24 meetings annually. There would be built in flexibility for meeting schedules to support Commissioner and community needs as necessary

Washoe County District Community Meetings/Community Forums FY 16

<u>District</u>	<u>Community Forum</u>
1	4
2	4
3	8
4	4
5	4
Total FY15:	24

Table 3.0: Washoe County District Community Meetings/Community Forums for Fiscal Year 2015-2016 include four (4) per County Commission District except for District 3 which will have 8 for a total of 24 meetings annually.

District Community meetings provide an opportunity to exchange information with the public on topics, gather feedback on regional issues, and connect directly with elected officials. The proposed programs will connect with Citizen Advisory Board with a process for members to provide feedback on topics for upcoming community meetings/forums.

Structural Program Variables for District Community Meetings

Program Variables

Purpose	Topical and updates
Number	Four (4) annually per District, District 3 eight (8) for a total of 24
Frequency	Scheduled quarterly, but flexible to meet Commissioner and community needs as necessary
Level of Formality	Informal/Facilitation
Administration	Internal Staff, contract for recording services

Table 4.0: Washoe County structural program variables for District Community Meetings including purpose, number of meetings, frequency of meetings, level of formality (informal/formal), and administration.

The proposed Constituent Services programs for fiscal year 2016 address concerns from the April 15, 2015 Board or County Commissioners meeting and take into consideration feedback from community members. During the last year concerns regarding the length of Citizen Advisory Board meetings, cost per meeting, structure, member role, attendee rate, and participation by elected officials and staff have been raised by both elected officials and constituents. Some key statistics for Citizen Advisory Board include:

- Each meeting is approximately \$3,400 accounting for dedicated staff time to facilitate the meeting, contracted recording secretary services and supplies
- Meeting length averages three (3) hours each meeting with many extending to four (4) hours. Meetings are held after work hours and often extend to 10 p.m.
- Participation Rate by elected officials is 60%
- 10 attendees is median
 - standard deviation between zero (0) attendees and 45 exists

- Increased participation with certain issues
 - 18.5% of meetings have 2 or less public attendance
 - 29.6% of meetings have 5 or less public attendance
 - 33.3% of meetings have 8 or less public attendance
- Staff resources are at capacity for administering the Citizen Advisory Board program. Requests for additional boards and meetings would require ongoing supplementary funds for County staff resources that have not been allocated in the fiscal year 2015-2016 budget.

The intent is to enhance citizen involvement by improving efficiency and communication in the Citizen Advisory Board program and providing additional opportunities for citizen involvement in local government by formalizing District Community Meetings/Forums. Between the Citizen Advisory Board program (42 meetings per year) and District Community Meetings (24 meetings per year), staff is scheduled to provide 66 meetings annually for residents to share their concerns on development projects and topics with their elected officials and staff.

Changes and Next Steps

The Washoe County Citizen Advisory Board program purpose, intent, and structure are established by direction of the Board of County Commissioners. To implement the board's direction, changes in geographic boundaries, purpose or composition required updates to the resolutions creating the Citizen Advisory Boards. Program operations are guided by County Code, Citizen Advisory Board handbook and by-laws. Each of these currently requires review and approval of the Board of County Commissioners.

With direction, staff anticipates bringing back additional information to the Board of County Commissioners on June 9, 2015 to include potential amendments to guiding resolutions, codes and documents.

FISCAL IMPACT

No fiscal impact

RECOMMENDATION

Recommendation to approve

Constituent Services programs in Fiscal Year 2015-16 to include maintaining a Citizen Advisory Board (CAB) program consisting of seven (7) active boards and total of forty two (42) meetings with program changes to enhance efficiency and communication, and proposing an additional four (4) community forums per Commission District annually with the exception of District 3 which would be proposed at eight (8) for an additional twenty (24) meetings, and other program efficiencies to improve Citizen Relationship Management in Washoe County.

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be "move to approve

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twenty (24) meetings, and other program efficiencies to improve Citizen Relationship Management in Washoe County.

The attached document was submitted to the
Washoe County Board of Commissioners during
the meeting held on May 12, 2015.
by Al Rogers
for Agenda Item No. 15
and included here pursuant to NRS 241.020(7) as
amended by AB65 of the 2013 Legislative Session.

Constituent Services Program

Citizen Advisory Boards, Community Forums
Program Update

May 12, 2015

Board of County Commission Meeting



Citizen Advisory Boards

- Seven (7) active and two (2) inactive boards
- Inactive – Sun Valley & Verdi

District	Advisory Board	Regular Meeting Frequency	Membership (w/alternates)
1	Incline Village Crystal Bay	4	7
1	West Truckee Meadows	4	7
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5	North Valleys	6	12
5	Warm Springs/Rural	4	7
Total FY16:		42	59



Citizen Advisory Board (CAB) Meetings

- **Proposed status quo for each District – Total (7)**
 - Forty two (42) meetings annually
- **Meeting Program Structure**
 - Planning/Development Issues
 - Advisory/Provide information to BCC
 - Open Meeting Law
 - Internal Staff/Contract
- **Goals**
 - Improve efficiency
 - Increase access to resources & technology
 - Increased participant and staff attendance



District/Community Forums

- **Proposed for each District – Total (24)**
 - Four (4) District 1, 2, 4, 5
 - Eight (8) District 3

- **Meeting Program Structure:**
 - Flexibly scheduled
 - Topical/Overall Updates
 - Informal/Facilitation
 - Internal Staff/Possible Contract

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



Citizen Advisory Board (CAB) Proposed Modifications

■ Meetings

- Focused on Planning and Development projects
- Issues with Washoe County jurisdiction
- Establish common meeting parameters
- Two (2) hour meeting length
- Meetings start no later than 6pm

■ Process

- Standardize CAB membership composition
- Agenda creation and final approval
 - Office of the County Manager



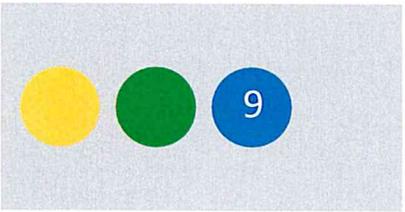
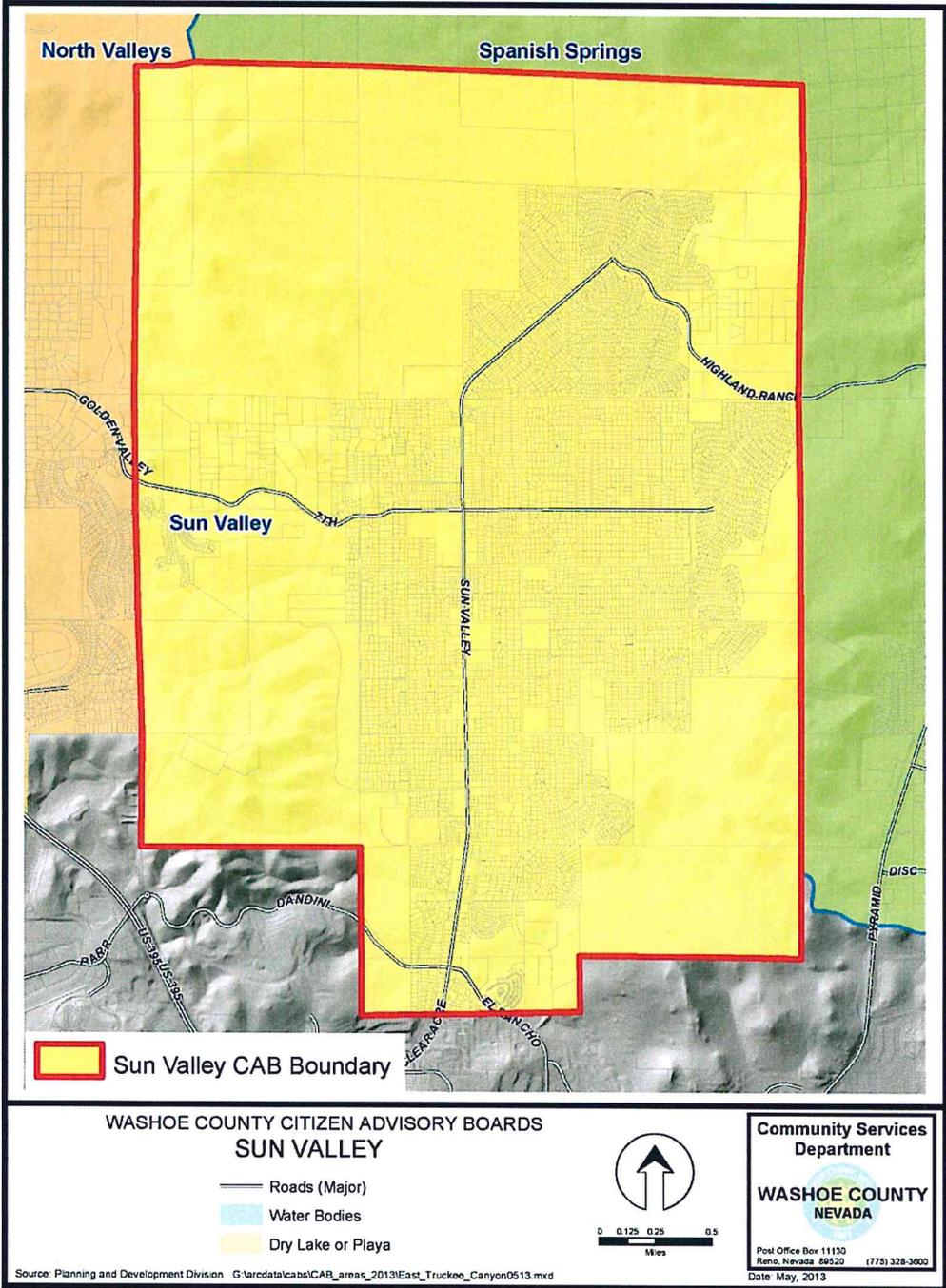
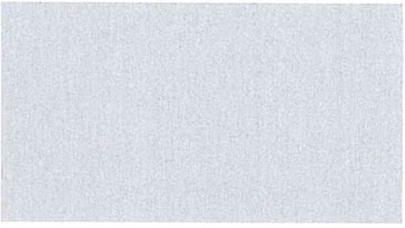
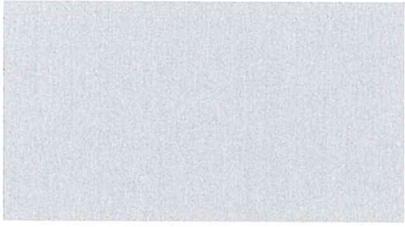
Citizen Advisory Board: Next Steps

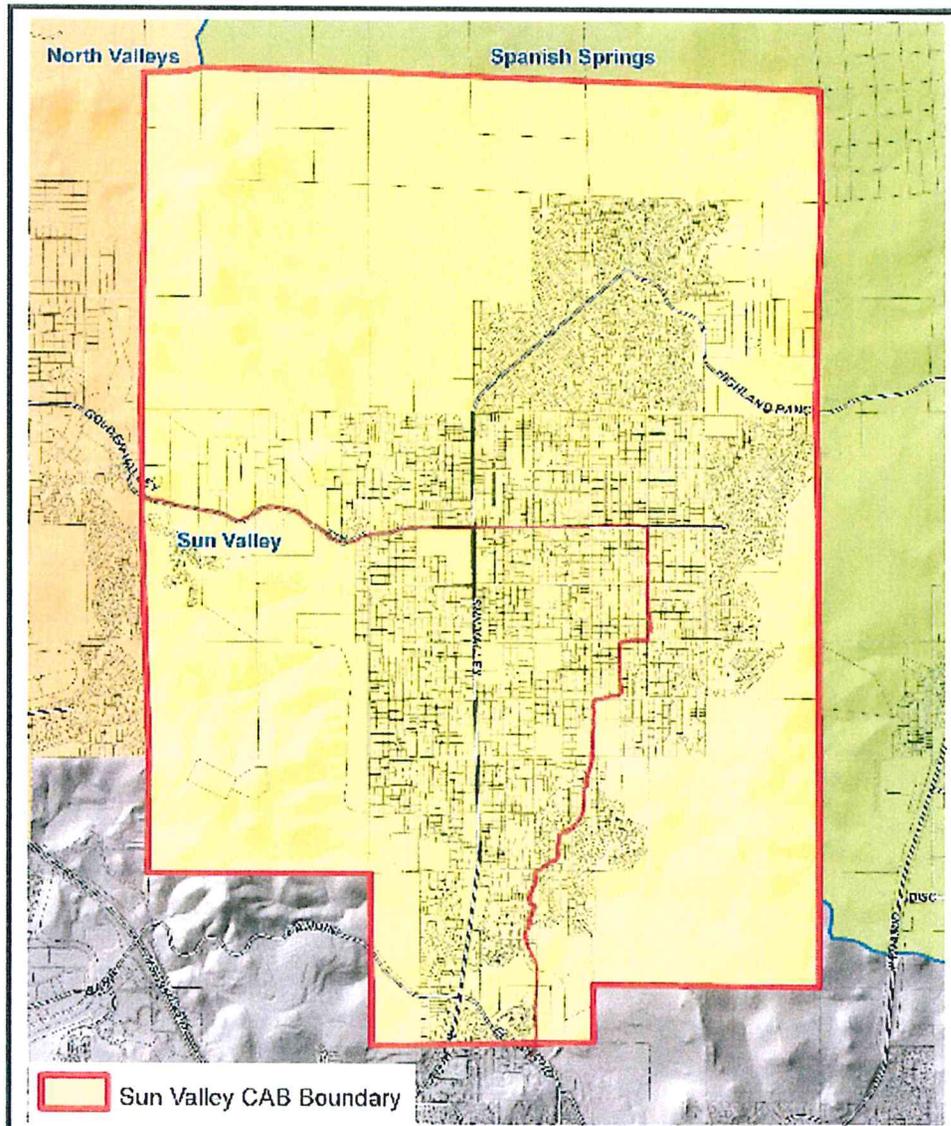
- **Board of County Commissioners – June 9th, 2015**
 - Updated CAB Handbook (2011)
 - Updated Code, by-laws
- **New Board Member Recruitment**
 - Selections in May
 - Training in June
 - Initial meetings of FY 2016 in July



Questions?







**WASHOE COUNTY CITIZEN ADVISORY BOARDS
SUN VALLEY**

- Roads (Major)
- Water Bodies
- Dry Lake or Playa

Scale: 1" = 1,000' (approx.)

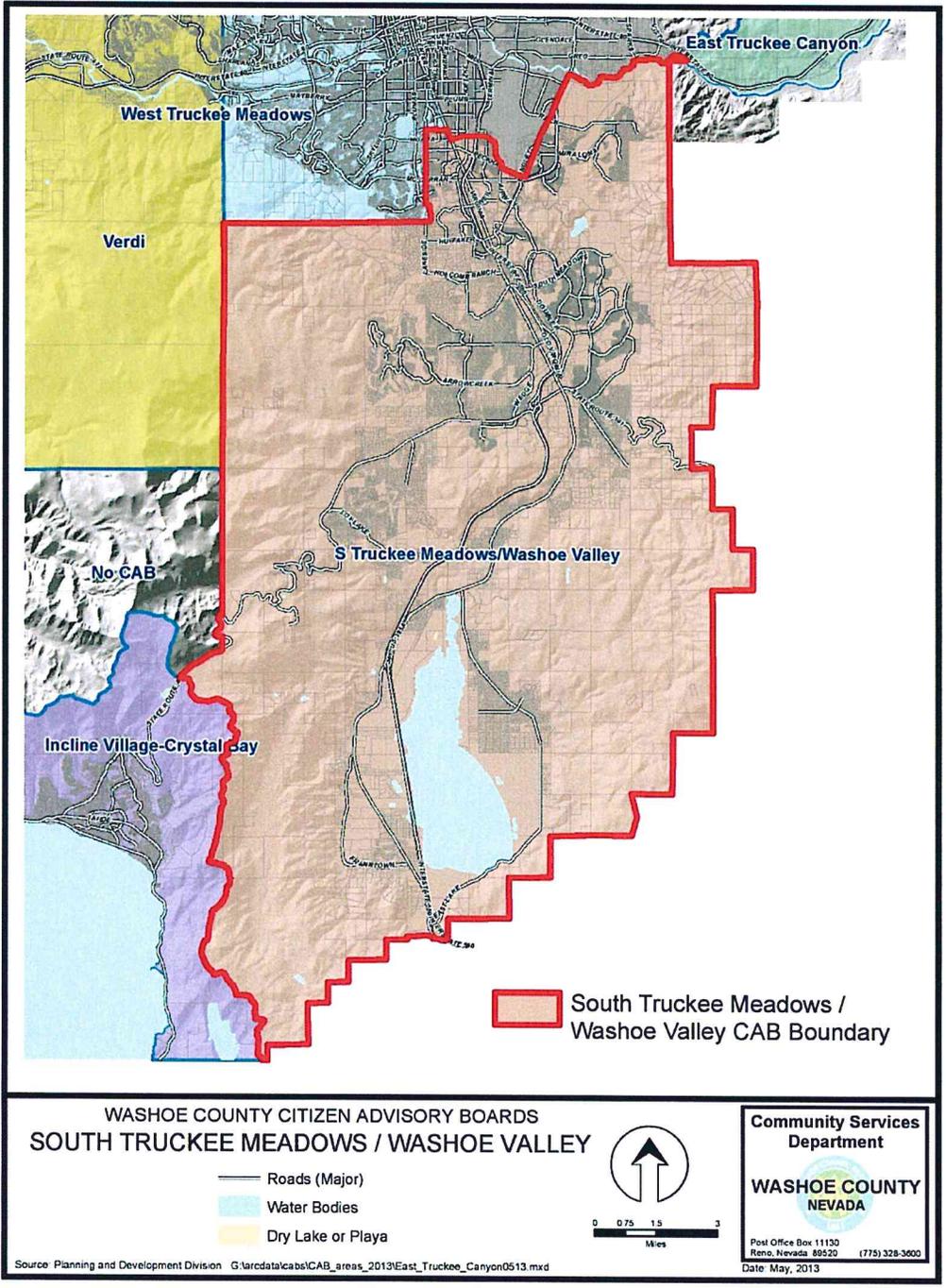
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Department**

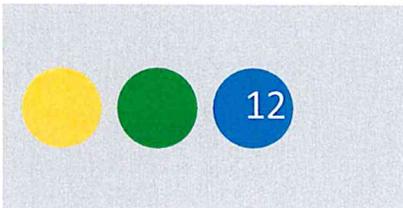
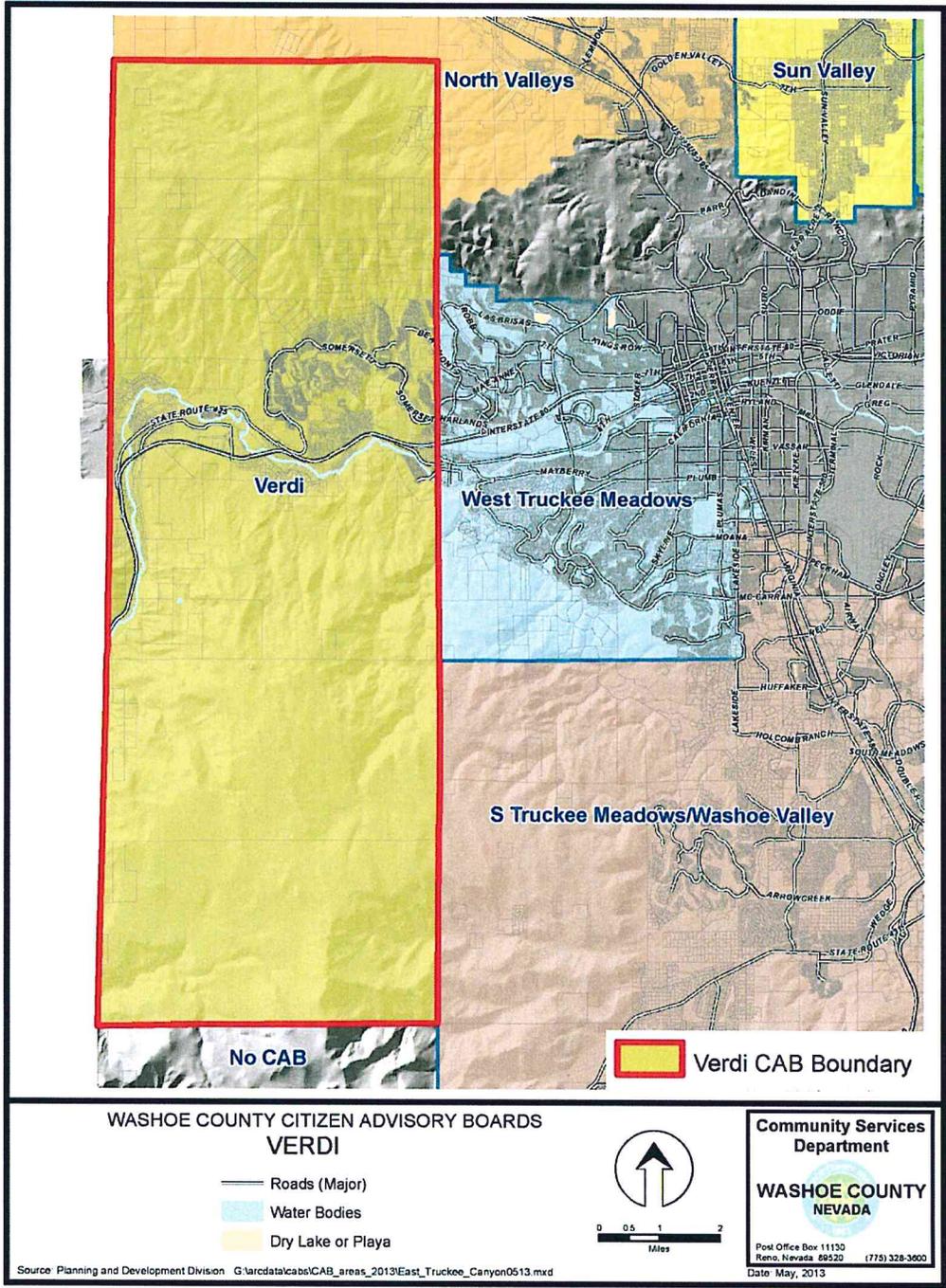
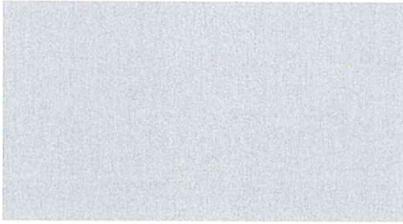
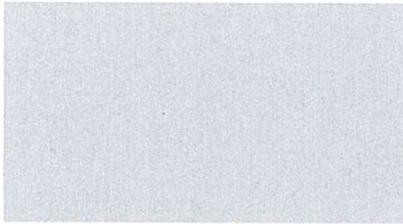
**WASHOE COUNTY
NEVADA**

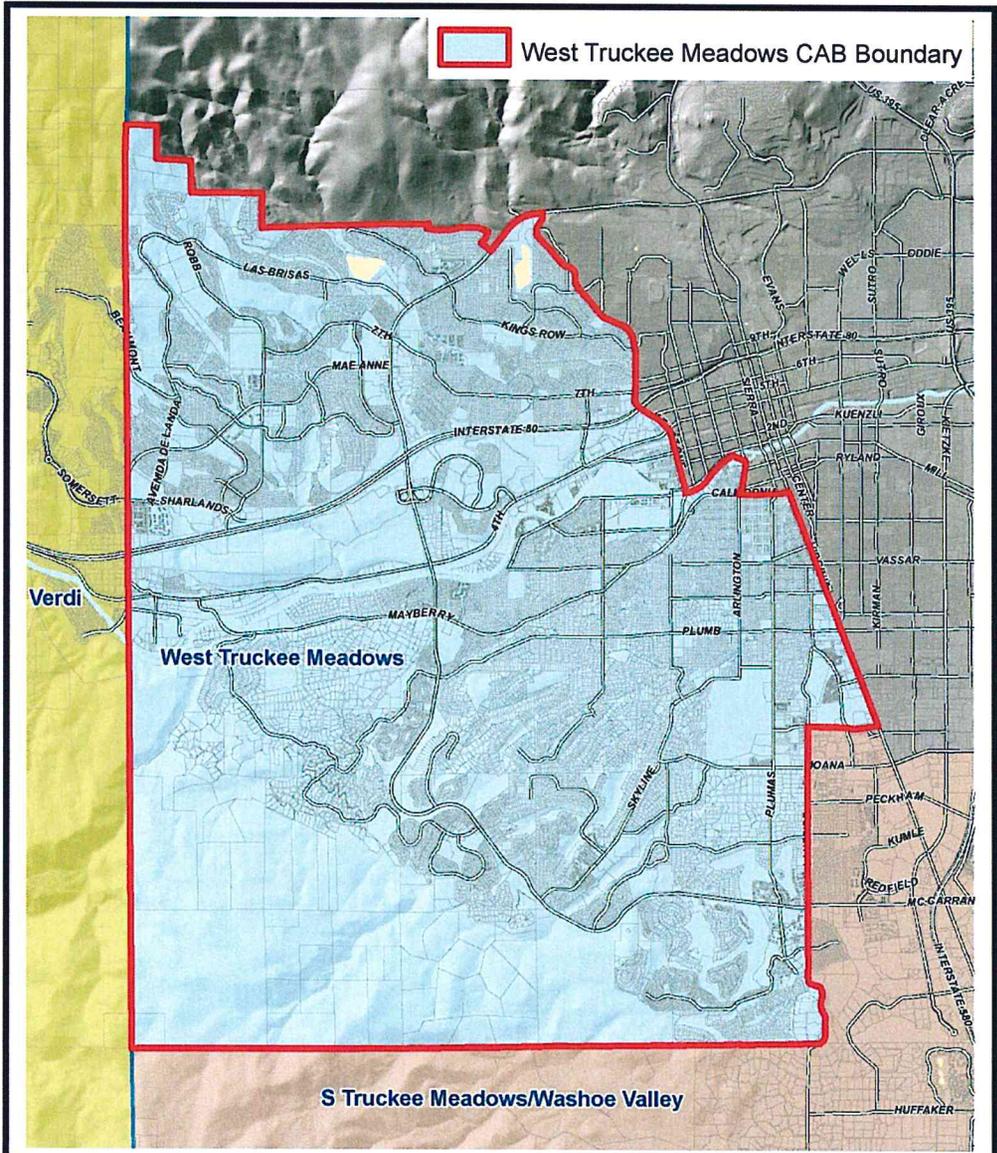
Executive Office: 106
 East Flamingo Avenue, Reno, NV 89502
 Phone: (775) 784-3300
 Date: May 2015

Map by Planning and Development Division. Coordinates: NAD 83. UTM Zone 12N. Projection: UTM. Contour Interval: 100 feet.









WASHOE COUNTY CITIZEN ADVISORY BOARDS
WEST TRUCKEE MEADOWS

- Roads (Major)
- Water Bodies
- Dry Lake or Playa



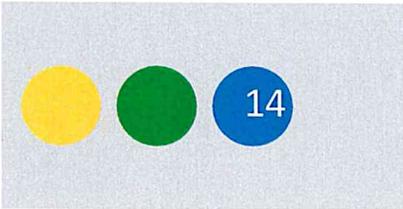
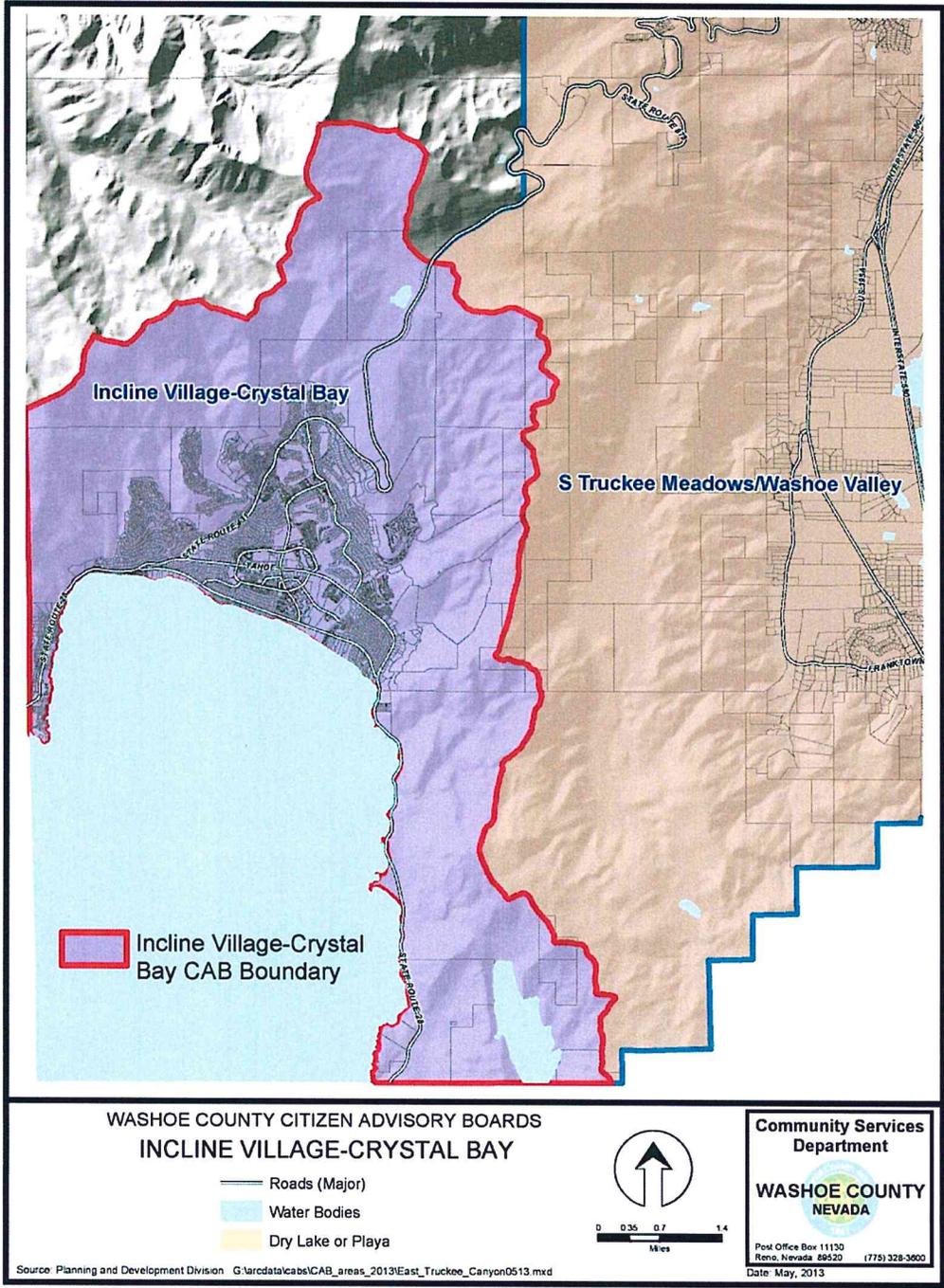
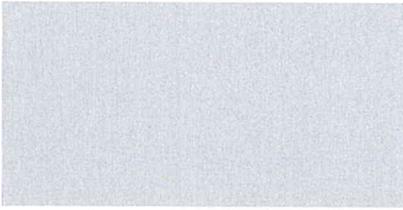
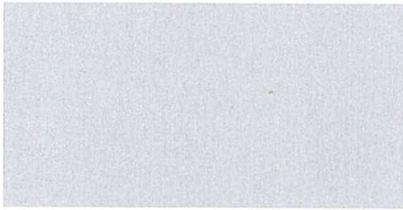
Community Services
 Department

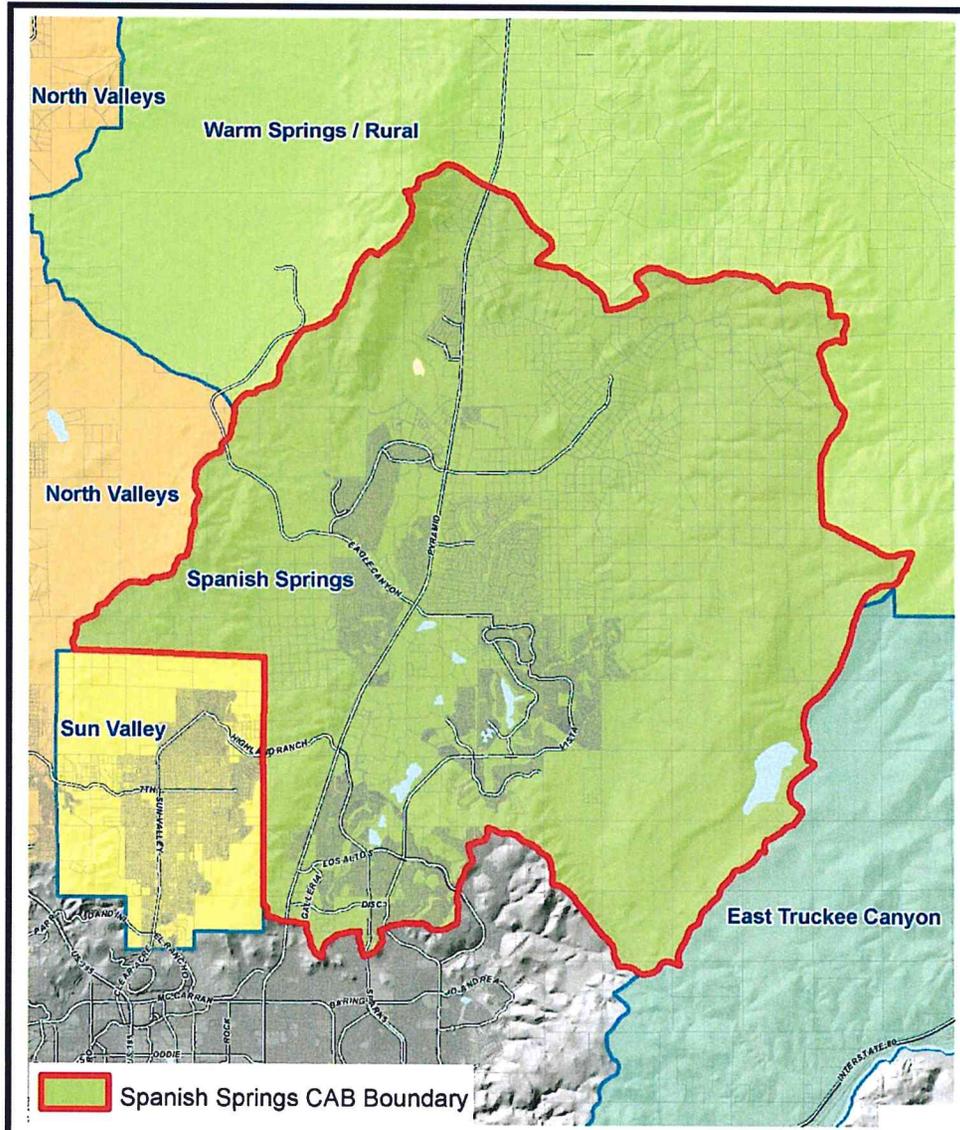


Post Office Box 11130
 Reno, Nevada 89520 (775) 328-3600
 Date: May, 2013

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WASHOE COUNTY CITIZEN ADVISORY BOARDS
SPANISH SPRINGS

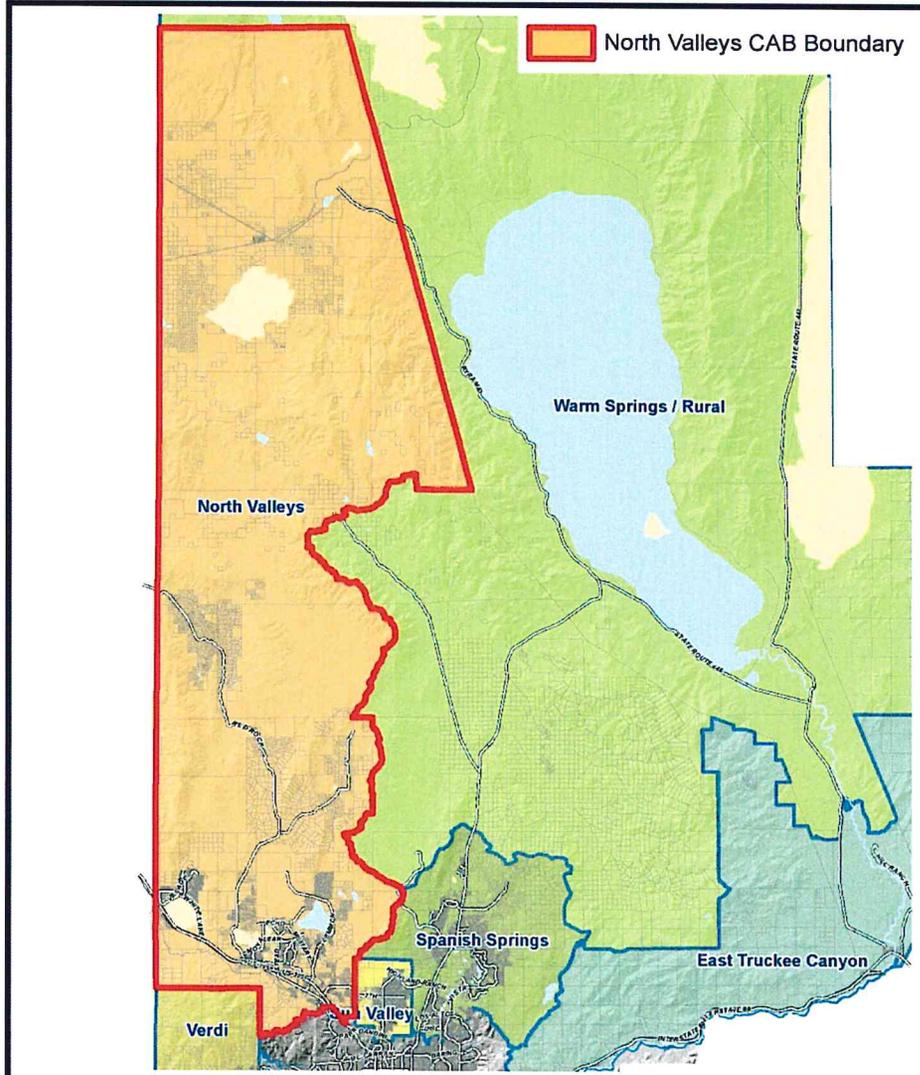
- Roads (Major)
- Water Bodies
- Dry Lake or Playa

Community Services Department
WASHOE COUNTY NEVADA
Post Office Box 11130
Reno, Nevada 89520 (775) 328-3600
Date: May, 2013

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WASHOE COUNTY CITIZEN ADVISORY BOARDS
NORTH VALLEYS

- Roads (Major)
- Water Bodies
- Dry Lake or Playa



Community Services
Department



Post Office Box 11130
Reno, Nevada 89520 (775) 326-3600
Date: May, 2013

Source: Planning and Development Division G:\arcdata\cabs\CAB_areas_2013\East_Truckee_Canyon0513.mxd



