



# WASHOE COUNTY

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CM/ACM \_\_\_\_\_

Budget N/A

DA \_\_\_\_\_

Comptroller. N/A

HR N/A

Other N/A

## STAFF REPORT

BOARD MEETING DATE: October 27, 2015

**DATE:** October 15, 2015  
**TO:** Board of County Commissioners  
**FROM:** Al Rogers, Management Services Director  
(775) 328-2017, [arogers@washoecounty.us](mailto:arogers@washoecounty.us)

**THROUGH:** John Slaughter, County Manager

**SUBJECT:** Update, discussion and possible direction to staff on Constituent Services programs including Citizen Advisory Board and District Forums for fiscal year 2016 between June and October [Net Zero Impact]. (All Commission Districts)

### SUMMARY

This item provides an update and discussion on Constituent Services programs including Citizen Advisory Board and District Forums for fiscal year 2016 between June, and October 2015. Staff is requesting possible direction on these programs for remainder of fiscal year 2016.

Washoe County Strategic Objective: Stewardship of our community; safe, secure and healthy communities; regional and community leadership; and, valued and engaged workforce.

### PREVIOUS ACTION

June 9, 2015. Board approved updated by-laws to reflect the approved CAB structure and purpose for FY 2015-2016.

May 12, 2015. Board approved CAB structure for FY 2015-2016, program changes and a community forum program.

April 14, 2015. Board direction to staff on the 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.

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

AGENDA ITEM # 11

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 community level discussions including Citizen Advisory Boards (CABs) and District Community Meetings/Community Forums.

Changes to Constituent Services programs for fiscal year 2015 -2016 were approved on June 9, 2015 by Board of County Commissioners and incorporated into Citizen Advisory Board by-laws and resolutions. They were subsequently incorporated into training programs reflecting changes in program focus, meeting and administrative efficiencies and establish a new program, District Forums. Below are highlights of the first three months of the 2015 Constituent Services programs between June and October 2015. Staff anticipates bringing an annual update to the Board to review the program's effectiveness in late spring of 2016.

Imperative to success of Constituent Services community programs is providing consistency and clarity in services to establish a standard that community and local partners can expect and rely on and ensure effective community. To meet this expectation the Citizen Advisory Board and District Forum programs are completed in the same manner for all Districts. The common format supports successful program that is communicated to constituents and partners.

**Citizen Advisory Boards**

Citizen Advisory Board program for FY 2015-2016 includes 8 active and 1 inactive Citizen Advisory Boards scheduled to meet **43** times annually.

<b>Citizen Advisory Board</b>	<b>District</b>	<b>Meeting Schedule Annually</b>	<b>Meetings held between June and October 2015</b>
West Truckee Meadows	1	4	1
Incline Village Crystal Bay	1	4	3
South Truckee Meadows Washoe Valley	2	12	4
Sun Valley	3 and 5	4	1
East Truckee Canyon	4	4	2
Spanish Springs	4	6	2
North Valleys	5	6	2
Warm Springs Rural	5	3	1
<i>Verdi</i>	5	<i>Inactive</i>	
<b>Total</b>		<b>43</b>	<b>16</b>

Between June and October of 2015 Washoe County Citizen Advisory Boards held **16** meetings (**80%** of scheduled meetings). Average public participation at the meetings is **16** individuals per meeting (total of **301** participants). Elected officials participated in **half** of the meetings. Meeting length average is **one hour**.

The purpose of the Citizen Advisory Boards as approved by the Board of Commissioners is to review and collect feedback from neighborhoods on planning and related issues. In 2015 to date, Citizen Advisory Boards reviewed **28 applications a 12% increase over the 2014 calendar year**. Example topics include review of variances and permitting requests, master plan amendments, to scenic byway and parks master planning projects. In 2012 the Citizen Involvement Revitalization Project results indicated that planning and parks issues were the second most important item for residents to review.

**District Forums**

Another avenue for residents to speak directly with their Commissioners are District Forums. Since approval in the spring of 2015, Washoe County Commissioners have hosted **five** of the planned **23** District forums reaching **more than 400** residents. Initial feedback from residents notes the opportunity to meeting informally with staff and Commissioners provides residents with inside knowledge on the happenings of local government. An area of improvement during from the first three months is to continue to educate the public about this opportunity measured by an increase in participation and ensure a strong connection between Citizen Advisory Boards and District Forums.

<b>District</b>	<b>Number of District Forums</b>	<b>Number of participants</b>
District 1	1	TBD
District 2	2	360
District 3	1*	25
District 4	0	0
District 5	1	23
<b>Total</b>	<b>5</b>	<b>408</b>

*\*Combined forum between District 3 and District 5 in Sun Valley*

This report highlights the first three months of the new Constituent Services programming. Washoe County Manager's Office staff anticipant providing the Board of County Commissioners with an annual update on Constituent Services programming for consideration of the County Commissioners. Staff welcomes suggestions to support the success of new programming. Changes in governance, purpose or structure of the Citizen Advisory Board require additional approval by the Board of County Commissioners to including guiding documents and adjustments to budget and staff resources.

#### **FISCAL IMPACT**

No fiscal impact

#### **RECOMMENDATION**

Accept update, discussion and provide possible direction to staff on Constituent Services programs including Citizen Advisory Board and District Forums for fiscal year 2016 between June and October

#### **POSSIBLE MOTION**

Should the Board agree with staff's recommendation, a possible motion would be "move to accept update and discussion on Constituent Services programs including Citizen Advisory Board and District Forums for fiscal year 2016 between June, and October 2015"

The attached document was submitted to the **Washoe County Board of Commissioners** during the meeting held on 10-27-15 by Managers Office for Agenda Item No. 11 and included here pursuant to NRS 241.020(7) as amended by AB65 of the 2013 Legislative Session.

October 26, 2015

Request Tracker Submission #4945

Hello,

Please restore the options for the CAB agendas to the previous pattern. The North Valleys residents have a unique role because development regulated by two different government agencies affects them. Citizens have to work with Washoe County and the City of Reno.

How can we have effective communication if there is no clearing house at the grass roots level for citizens?

Both the City of Reno and Washoe County benefit from knowledge of concerns and views of the citizens they govern. As for departments and elected officials, good representation means just that...being aware of the needs of the neighborhoods and working together for quality answers to social and financial issues. Bypassing community input invites unnecessary distrust and discord.

Thank you in advance for correcting the scope of agenda business allowed to the Citizens Advisory Boards.

Sincerely,

Bonnie Klud,

Alternate for the Silver Knolls neighborhood

in the North Valleys CAB

- 10-27-15 BCC # 11  
Manager's Office

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by Managers Office  
for Agenda Item No. 11  
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# Constituent Services Program

Citizen Advisory Boards, Community Forums  
Program Update

**October 27, 2015**

**Board of County Commission**



# FY16 Citizen Advisory Board (CAB) Meetings

- Status quo for each District – Total (8)
  - Forty three (43) meetings annually
  - Added Sun Valley CAB in September
  
- Meeting Program Structure
  - Focus on emerging land-use, planning and development issues
  - Advisory within geographic boundary of CAB
  - Washoe County jurisdiction/Information to BCC
  - Open Meeting Law
  - Internal Staff/Contract
  
- Goals
  - Improve efficiency
  - Increase access to resources & technology
  - Increased participant and staff attendance



# FY16 Citizen Advisory Board (CAB) Meetings

## ➤ Meetings

- Two (2) hour meeting length
- Start no later than 6pm
- Standardized membership
  - Five (5) At Large Members
  - Two (2) At Large Alternates

## ➤ Process

- Agenda creation and final approval
  - Office of the County Manager – Constituent Services
  - Items introduced by Chair/Members



# FY16 Citizen Advisory Board (CAB) Meetings – 1<sup>st</sup> Quarter

Citizen Advisory Board	District	Meetings Planned Annually	Meetings Completed June and October 2015
West Truckee Meadows	1	4	1
Incline Village Crystal Bay	1	4	3
South Truckee Meadows Washoe Valley	2	12	4
Sun Valley	3 and 5	4	1
East Truckee Canyon	4	4	2
Spanish Springs	4	6	2
North Valleys	5	6	2
Warm Springs Rural	5	3	1
Verdi	5	Inactive	N/A
<b>Total</b>		<b>43</b>	<b>16</b>



# FY16 Citizen Advisory Board (CAB) Meetings – 1<sup>st</sup> Quarter

- Meetings
  - Average attendance increase to 16 per meeting
  - Meeting length – average 1 hour
  - Twenty eight (28) development applications reviewed
    - 12% over ALL of 2014 calendar year
  
- Training
  - Open Meeting Law
  - Planning/Development Process
  - Healthy Meetings
  - Code of Conduct
  
- Process
  - Items introduced at meetings by Chair/Members
  - Agenda creation and final approval
    - CAB Chair
    - Office of the County Manager – Constituent Services



# FY16 District/Community Forums

- District – Total (24)
  - Four (4) District 1, 2, 4, 5
  - Eight (8) District 3
  
- Meeting Program Structure:
  - Flexibly scheduled
  - Topical/Standing Overall Updates
  - Informal/Facilitation
  - Internal Staff/Possible Contract
  
- Goals:
  - Increase efficiency and communication
  - Increase participation and feedback



# FY16 District/Community Forums – 1<sup>st</sup> Quarter

District Forum	Forums Schedule Annually	Forums Completed June and October 2015	Participants Attending Forum
District 1	4	1	85
District 2	4	2	360
District 3	8	1*	25
District 4	4	0	0
District 5	4	2	23
<b>Total</b>	<b>24</b>	<b>6</b>	<b>408</b>



# FY16 District/Community Forums – 1<sup>st</sup> Quarter

- District Forums – Total (24)
  - 5 Complete
  
- Meeting Program Structure:
  - Flexibly scheduled to date
    - Schedule for remainder of FY2016
  - Topical – MME
  - Standing Overall Updates
  - Informal/Facilitation



# Questions?

