

## COMMUNITY PROFILE

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### About Washoe County

Washoe County, a political subdivision of the State of Nevada, is a growing area located along the eastern slopes of the Sierra Nevada Mountains in western Nevada. A five-member elected Board of County Commissioners governs the County. The county covers an area of 6,600 square miles in the northwest section of the state, bordering California and Oregon, and has a population of 396,844. The county seat is the City of Reno, the third largest city in Nevada. Other communities in Washoe County are Sparks and Incline Village, at Lake Tahoe. Recreational activities abound, including skiing, snowboarding, camping, hunting and fishing, lake sports, biking and hiking, all within minutes of the metropolitan area. Citizens enjoy cultural events, quality public schools and excellent public services. The economy is growing, housing is plentiful and the cost of living is moderate. Washoe County's climate is mild, with low humidity and rainfall, and the residents enjoy the full range of all four seasons.

The Washoe County employs nearly 3,100 people in permanent positions and fills a large number of seasonal positions during the year. The County fulfills major service provider roles, as an administrative arm-of-the-state, as a regional and community services provider, as well as providing governmental administrative and support service functions to the community. A brief review of these roles includes the following:

#### State-Mandated Services

- Property appraisal and assessment (Assessor's Office)
- Tax collection (Treasurer's Office)
- Record, index and archive real estate transactions and marriages (Recorder's Office)
- Issue marriage licenses; take public meeting minutes; maintain court records (County Clerk)
- Voter registration and elections (Registrar of Voters)
- Prosecution of criminals (District Attorney)
- Death Investigation (Coroner)
- Preside over all civil, criminal and probate cases and domestic, family and juvenile matters (District and Justice Courts)
- Intervention, guidance and control programs for children under 18 (Juvenile Services)
- Criminal defense for the needy (Public Defender)

- Communicable disease surveillance and control; ambulance franchise oversight; environmental health compliance; recording and issuance of birth and death certificates (District Health)
- Temporary financial assistance, health care assistance, indigent burials (Social Services)
- Child protection and placement (Child Protective Services Division, Social Services Dept.)
- Safeguard and protect assets of deceased citizens (Public Administrator)

#### Regional Services

- Animal Services
- Jail
- Alternative Sentencing program
- Libraries
- Law Library
- Regional Parks
- Regional Radio System
- Senior Services
- Forensic Services
- Water, sanitary sewer, flood control
- Emergency Operations Center/Management
- Toxicology Services
- Agriculture Extension Services
- Regional Public Safety Training

#### Community Services

- Sheriff- patrol and criminal investigation
- Fire Protection
- Community Parks and Recreation programs
- Roads (snow removal, street repair)
- Business Licensing
- Land use planning, building permits, building safety inspection, engineering

#### Administrative & Internal Services

- County Manager's Office
- Finance
- Human Resources
- Community Relations
- Legislative activities
- Comptroller
- Risk Management
- Information Technology
- Purchasing
- General Services and Facility Management
- Collections
- Internal Audit
- Fleet Operations

# VISION, VALUES AND STRATEGIC PRIORITIES

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## Washoe County Vision and Mission Statements

Washoe County is home to Lake Tahoe, one of the most beautiful places on earth; to the majestic Sierra Nevada mountains; to the life-giving Truckee River; to vast open ranges and blue sky; to pastoral ranches and to the friendly, vibrant communities including the cities of Reno and Sparks.

### Vision Statement

Our vision is that by preserving and enhancing our high quality of life, Washoe County will remain a healthy, safe and compelling place in which to live, work, recreate, visit, and invest.

### Mission Statement

The mission of Washoe County is to provide efficient, effective and high quality public services through:

- Excellent regional services
- Open, informed, and collaborative decision-making
- Valued staff that is accessible and accountable
- Quality, sustainable facilities and infrastructure
- Responsible growth management and
- Preservation of our natural resources, open spaces, and magnificent natural landscape

Our service role in fulfillment of this mission includes, but is not limited to, justice and public safety, health and sanitation, social services, culture and recreation, elections and administrative services, and public works.

## Washoe County Organizational Values

### We value...

**COMMUNITY:** We take pride in our region, our neighborhoods, and our people, and we are dedicated to building a healthy, prosperous region with a strong sense of community.

**QUALITY PUBLIC SERVICE:** Quality service to all is the fundamental reason that Washoe County exists.

**TEAMWORK:** We believe in the value of teamwork and a spirit of cooperative effort within our organization and our community.

**PEOPLE:** We strive to treat all people with equity, dignity, respect, and fairness. We believe that our employees are our most valuable resource. Each person's public contribution is essential to our success.

**COMMUNICATION:** We believe in simplicity, accuracy, and clarity in communications with the public and each other. We encourage the open exchange of ideas and information.

**INTEGRITY:** We are dedicated to high ethical and moral standards and uncompromising honesty in our dealings with the public and each other in conformance with our code of conduct.

**PROFESSIONALISM:** We believe in high professional standards and performance that results in an objective analysis of issues, free of our personal biases.

**PROGRESSIVE THOUGHT:** We value innovation and creativity, and support an orientation for change and intelligent decision making.

# Washoe County Strategic Priorities

## **Improve Public Safety, Security and Health**

- Support Homeland Security and Emergency Preparedness
- Support clean and safe Neighborhood Communities
- Improve disease prevention and control
- Address identified fire service issues

## **Preserve and Enhance Our Quality of Life**

- Effectively plan and manage use of our natural assets including water, air and open space
- Improve growth management, planning and land use through regional collaboration
- Reduce Traffic congestion and transportation system improvements
- Encourage civility

## **Improve Regional Collaboration**

- Collaborate with our regional partners for planning and management of open space
- Collaborate with our regional partners in planning for transportation and transit services
- Pursue shared services that may improve cost-effectiveness
- Continue to improve communication and cooperation among regional partners
- Pursue and facilitate Community infrastructure reinvestment

## **Support a Healthy Economy**

- Support efforts to expand affordable housing opportunities
- Encourage renewable energy projects
- Support healthy, vibrant downtowns
- Support efforts to expand tourism, capitalizing on our unique natural setting
- Identify and support infill infrastructure priorities

## **Improve Government Efficiency and Financial Stability**

- Support efforts to achieve financial stability for County and local governments
- Improve County government accessibility and efficiency through technology and "one-stop shops"
- Simplify and streamline County government by focusing on core services
- Ensure that all services reflect best practices through performance measurement and benchmarking

## **Provide Excellent Public Services**

- Encourage Citizen Participation
- Expand opportunities for communication with citizens through increased town hall meetings, e-government, e-mail, and other means
- Enhance efforts to serve growing populations of seniors, minority groups and families and children at risk
- Develop and expand volunteer opportunities

## **Develop our Workforce**

- Effectively plan for and manage growing County workforce challenges including succession planning, retention of talent, employee morale, and education
- Collaborate to enhance the quality and availability of our regional workforce
- Enhance teamwork and employee wellness
- Maintain our status as an employer of choice