



## FY16 PRIORITIZED GOAL STATUS – 1<sup>ST</sup> QUARTER REPORT

### **GOAL #1: BE RESPONSIVE AND PROACTIVE TO PENDING ECONOMIC IMPACTS.**

Supporting Strategic Objective – Proactive Economic Development & Diversification

Goal Champions: Commissioner Berkbigler and Joey Orduna-Hastings

Performance Measures	Target	Actual	Status
# of new res. & comm. dev./building permits approved	358	136	➔ On Target
Number of complaints logged regarding the development permit process.	-	-	➔ On Target
Time to issue new commercial permits (days).	60	-	➔ On Target
Number of self-help resource videos created for common County processes	4	0	➞ Off Target



#### Recent Accomplishments

- Working with the Goal 1 team, Trevor Lloyd led the re-establishment of the development pre-application process.
- Technology Services implemented new Credit Card readers to meet Personal Credit Information requirements for new credit cards with embedded smart chip technology.
- Juvenile Services complied with all of the recommendations made by the State of Nevada for Wittenburg Hall's medical clinic and staff

### **GOAL #2: KEEP SENIOR SERVICES ON PACE WITH RISING SENIOR POPULATION.**

Supporting Strategic Objective – Safe, Secure & Healthy Communities

Goal Champions: Commissioner Herman and Kevin Schiller

Measure	Target	Actual	Status
# of senior-related outreach efforts	482	10	➔ On Target
Meals Served	416,000	87,753	➔ On Target
Number of 8-week computer training classes conducted for seniors	3	1	➔ On Target



#### Recent Accomplishments 13

- Ken Retterath, Shawn Marston and the rest of the Goal 2 team established a cross-departmental Senior Outreach Team.
- Washoe County Libraries partnered with Senior Services to host its first successful 8-week computer class for seniors and a waiting list has been established for future sessions.



## **GOAL #3: ENHANCE COMMUNITY SAFETY THROUGH INVESTING IN CRITICAL INFRASTRUCTURE FOR CURRENT AND FUTURE NEEDS.**

*Supporting Strategic Objective – Safe, Secure & Healthy Communities*

*Goal Champions: Commissioner Hartung and Al Rogers*

Measure	Target	Actual	Status
# of capital projects in progress	44	15	 On Target
Number of capital projects completed in FY16	44	1	 On Target



### **Recent Accomplishments**

- Juvenile Services completed an emergency (natural emergency and active assailant) strategy and resurfaced the Wittenburg recreation field.
- The Medical Examiner’s Office installed a digital x-ray system to help maintain safe, efficient services.

## **GOAL #4: PREPARE FOR THE IMPACT OF MEDICAL MARIJUANA ON THE COUNTY.**

*Supporting Strategic Objective – Safe, Secure & Healthy Communities*

*Goal Champions: Commissioner Jung and Kevin Schiller*

Measure	Target	Actual	Status
% of the maximum allowable fees recovered	100%	15%	 On Target
Percent of departments tracking actual time spent on MME applications, licensing and operational monitoring.	90%	-	 Deferred
Percent of MME facilities in compliance with County regulations/codes on annual review.	100%	0%	 On Target
Percent of valid complaints against MME facilities addressed and resolved.	100%	0%	 On Target
Percent of departments tracking financial impacts from MME.	90%	50%	 Off Target



### **Recent Accomplishments**

- The Community Services Department is prepared for potential increases in business licenses and permits.
- The Health District is inspecting and issuing permits for medical marijuana facilities that meet Air Quality and Environmental Health regulations



## **GOAL #5: WORKING AS A PROFESSIONAL, UNIFIED TEAM.**

Supporting Strategic Objective – Regional & Community Leadership

Goal Champions: Commissioner Lucey and Nancy Leuenhagen

Measure	Target	Actual	Status
# of department presentations to BCC	24	4	➔ On Target
Number of people accessing staff directory per week.	300	-	➔ On Target
Establishment of Regional Call Center % Complete	100%	10%	➔ On Target
Number of County-related contacts to the Regional Call Center.	-	-	➔ On Target



### **Recent Accomplishments**

- Updated the County website to improve access to FAQs and staff contact information
- Finalized guidelines for dept. presentations to the Commissioners including video features of each dept. when possible.
- Completed consolidation of regional GIS data to provide a single and concise spatial data source.

## **GOAL #6: SIMPLIFY WORKFLOWS TO IMPROVE SERVICE DELIVERY AND CUSTOMER OUTCOMES.**

Supporting Strategic Objective – Valued and Engaged Workforce

Goal Champions: John Slaughter and Joey Orduna-Hastings

Measure	Target	Actual	Status
Establishment of employee suggestion program % complete	100%		➔ On Target
# of employee suggestions submitted	6	-	➔ On Target
Number of employee suggestions implemented.	3	-	➔ Off Target
Employee survey response rate.	50%	-	➔ On Target
Employee Satisfaction Score.	-	-	➔ Off Target



### **Recent Accomplishments**

- The County Manager finalized the transition of the Animal Services Department.
- The Alternative Sentencing Department expanded services to the Sparks Justice Courts with an Alternative Sentencing staff member to provide probationer orientation/check-in/alcohol and drug testing at the facility.
- The Alternate Public Defender is using tablets in the courtroom linked to the case management system allowing for easier access to discovery and our calendars.