

**Administration Team  
Fiscal Year 2017/2018 Performance Measures  
Report #3: January 1, 2018 to March 31, 2018**

**Overview**

Incline Village General Improvement District (IVGID) Administration Team is located at 893 Southwood Boulevard in Incline Village and provides support services consisting of accounting, payroll, human resources, information systems technology, risk management, District health and wellness, communications and Executive/Board support for the District. These services are provided in support of the District's operations of water, sewer, solid waste and recreation. We also work with members of the Crystal Bay and Incline Village community, other governmental agencies, and outside vendors seeking information about our District.

**Efficiency**

Performance Description	2015/16 Value	2016/17 Value	Industry standards	2017/18 Target	Report #1 07/01/2017 to 09/30/2017	Report #2 10/01/2017 to 12/31/2017	Report #3 01/01/2018 to 03/31/2018
Public Records Request received/completed		93		150	61	51	42 Rec'd 38 Comp'd 1 Retracted
Comprehensive Annual Financial Report Filed	On Time	On Time	State Law	On Time	Pending Delivery	On Time	On Time
Accounting entries processed	30,870	26,062		25,000+			
District Human Resources staff versus industry standards of 1.22 per 100 employees	5 (843 employees)	5 (903 employees)	10.33	5 (900 employees)	5 (903 employees)	5 (967 employees)	5 (967 employees)
Employee Retention (all full time year round employees)	92.3%	98%		92%	98%	98%	99%
Turnaround time (in hours) for processing new hires	32	71	40-43	32	45	26	43

**Effectiveness**

Performance Description	2015/16 Value	2016/17 Value	Industry standards	2017/18 Target	Report #1 07/01/2017 to 09/30/2017	Report #2 10/01/2017 to 12/31/2017	Report #3 01/01/2018 to 03/31/2018
Board minutes approved as submitted	90% (26 sets – 3 amendments)	100% (22 sets)	90%	95% (22 sets)	100% (5 sets to date)	66% (3 sets submitted; 2 sets approved; 1 set (08/22/2017) remains unapproved)	100% (8 sets submitted; 8 sets approved)
General Fund – Administration Costs to Fund Total	10.09%	10.7%	20%	10%	Under Budget	Under Budget	Under Budget
District Orientation and Customer Service trainings conducted	110	103		110	25	12	27

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**Community Value**

<b>Performance Description</b>	<b>2015/16 Value</b>	<b>2016/17 Value</b>	<b>2017/18 Target</b>	<b>Report #1 07/01/2017 to 09/30/2017</b>	<b>Report #2 10/01/2017 to 12/31/2017</b>	<b>Report #3 01/01/2018 to 03/31/2018</b>
Notary Public services performed at no charge to our community members	28	29	19	18	0	7
Support of Washoe County by providing marriage license issuance services which are no longer provided in Incline Village/Crystal Bay	197	197	175	84	30	23
District most recent Bond Rating	Aa1	Aa1	Aa1	Aa1	Aa1	Aa1
Hosting of homeowner associations and other community agency meetings seven (7) days a week at the Administration Building Boardroom	32	100	40	12	4	25
Attendance at various job fairs and school assistance of "How To" regarding applications and hiring	9	24	10	5	10	3