

**Administration Team
Fiscal Year 2018/2019 Performance Measures**

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	2016/17 Value	Industry standards	2017/18 Value	2018/19 Target	Report #1 07/01/2018 to 09/30/2018
Public Records Request received/completed	93		213	150	55
Comprehensive Annual Financial Report Filed	On Time	State Law	On Time	On Time	Pending
Accounting entries processed	26,885		27,580	<25,000	7,058
District Human Resources staff versus industry standards of 1.22 per 100 employees	5 (903 employees)	10.33	5 (967 employees)	6 (900 employees)	6 (900 employees)
Employee Retention (all full time year round employees)	98%		98.25%	92%	97%
Turnaround time (in hours) for processing new hires	71	40-43	37.75	32	66.3

**Administration Team
Fiscal Year 2018/2019 Performance Measures**

Effectiveness

Performance Description	2016/17 Value	Industry standards	2017/18 Value	2018/19 Target	Report #1 07/01/2018 to 09/30/2018
Board minutes approved as submitted	100% (22 sets)	90%	100% (20 sets)	95% (22 sets)	3 sets
General Fund – Administration Costs to Fund Total	10.7%	20%	10.06%	10%	Calculated Annually
District Orientation and Customer Service trainings conducted	103		90	110	27

Community Value

Performance Description	2016/17 Value	2017/18 Value	2018/19 Target	Report #1 07/01/2018 to 09/30/2018
Support of Washoe County by providing marriage license issuance services which are no longer provided in Incline Village/Crystal Bay	197	199	175	56
District most recent Bond Rating	Aa1	Aa1	Aa1	
Hosting of homeowner associations and other community agency meetings seven (7) days a week at the Administration Building Boardroom	100	56	40	13
Attendance at various job fairs and school assistance of “How To” regarding applications and hiring	24	22	10	3