

**Administration Team  
Fiscal Year 2016/2017 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 technology, risk management, community relations, 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 agency.

**Efficiency**

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #1 07/01/2016 to 09/30/2016	Report #2 10/01/2016 To 12/31/2016
Public Records Request received/completed				95% (based on 120 requests received)	15 Received 15 Completed 100%	31 Received 31 Completed 100%
Comprehensive Annual Financial Report Filed	On Time	On Time	State Law	On Time	In Progress	On Time
Accounting entries processed	24,261	30,870		24,000+	N/A Yearly	N/A Yearly
District Human Resources staff versus industry standards of 1.22 per 100 employees	5 (821 employees)	5 (843 employees)	10.33	5 (843 employees)	5	5 (903 employees)
Employee Retention (all full time year round employees)	91.4%	92.3%		94%	N/A done yearly or 98%	98%  2016 Calendar
Turnaround time (in hours) for processing new hires	28	32	40-43	32	29	71 (one position open since Oct 2016)

**Effectiveness**

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #1 07/01/2016 to 09/30/2016	Report #2 10/01/2016 To 12/31/2016
Board minutes approved as submitted	100% (23 sets)	90% (26 sets – 3 amendments)	90%	95%	100% (6 sets)	100% (4 sets)
General Fund – Administration Costs to Fund Total	11.11%	10.09%	20%	10%	N/A Yearly	N/A Yearly
District Orientation and Customer Service trainings conducted	72	110		110	30	38

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**Community Value**

<b>Performance Description</b>	<b>2014/15 Value</b>	<b>2015/16 Value</b>	<b>2016/17 Target</b>	<b>Report #1 07/01/2016 to 09/30/2016</b>	<b>Report #2 10/01/2016 To 12/31/2016</b>
Notary Public services performed at no charge to our community members	10	28	19	7	7
Support of Washoe County by providing marriage license issuance services which are no longer provided in Incline Village/Crystal Bay	209	197	175	73	41
District most recent Bond Rating	Aa1	Aa1	Aa1	Aa1	Aa1
Hosting of homeowner associations and other community agency meetings seven (7) days a week at the Administration Building Boardroom	29	32	30	45	23
Attendance at various job fairs and school assistance of "How To" regarding applications and hiring	7	9	10	8	10