

**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 | Report #3 01/01/2017 To 03/31/2017 |
|--|----------------------|----------------------|--------------------|--|---|---|---|
| Public Records Request received/completed | | | | 95% (based on 120 requests received) | 15 Received 15 Completed 100% | 31 Received 31 Completed 100% | 17 Received 17 Completed 100% |
| Comprehensive Annual Financial Report Filed | On Time | On Time | State Law | On Time | In Progress | On Time | Completed last quarter |
| Accounting entries processed | 24,261 | 30,870 | | 24,000+ | N/A Yearly | 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) | 5 |
| Employee Retention (all full time year round employees) | 91.4% | 92.3% | | 94% | N/A done yearly or 98% | 98% 2016 Calendar | 98% |
| Turnaround time (in hours) for processing new hires | 28 | 32 | 40-43 | 32 | 29 | 71 (one position open since Oct 2016) | 38 |

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 | Report #3 01/01/2017 To 03/31/2017 |
|---|-------------------|---------------------------------|--------------------|----------------|---|---|---|
| Board minutes approved as submitted | 100% (23 sets) | 90% (26 sets – 3 amendments) | 90% | 95% | 100% (6 sets) | 100% (4 sets) | 100% (5 sets) |
| General Fund – Administration Costs to Fund Total | 11.11% | 10.09% | 20% | 10% | N/A Yearly | N/A Yearly | N/A Yearly |
| District Orientation and Customer Service trainings conducted | 72 | 110 | | 110 | 30 | 38 | 35 |

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Community Value

| Performance Description | 2014/15 Value | 2015/16 Value | 2016/17 Target | Report #1 07/01/2016 to 09/30/2016 | Report #2 10/01/2016 To 12/31/2016 | Report #3 01/01/2017 To 03/31/2017 |
|--|----------------------|----------------------|-----------------------|---|---|---|
| Notary Public services performed at no charge to our community members | 10 | 28 | 19 | 7 | 7 | 9 |
| 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 | 28 |
| 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 | 29 | 32 | 30 | 45 | 23 | 25 |
| Attendance at various job fairs and school assistance of "How To" regarding applications and hiring | 7 | 9 | 10 | 8 | 10 | 6 |