

**Administration Team**  
**Fiscal Year 2019/2020 Performance Measures**  
**Report#1: 07/01/2019 to 09/30/2019**

**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	2017/18 Value	Industry standards	2018/19 Value	2019/20 Target	Report #1 07/01/2019 to 09/30/2019	Report #2 10/01/2019 to 12/31/2019	Report #3 01/01/2020 to 03/31/2020	Report #4 04/01/2020 to 06/30/2020
Public Records Request received/completed	150		200	150	55			
Comprehensive Annual Financial Report Filed	On Time	State Law	On Time	On Time	Pending			
Accounting entries processed	25,000+		25,060	<25,000	6,925	(Cumulative)	(Cumulative)	(Cumulative)
District Human Resources staff versus industry standards of 1.22 per 100 employees	5 (900 employees)	10.33	6 (980 employees)	6 (950 employees)	6 (950 employees)			
Employee Retention (all full time year round employees)	92%		95%	92%	98%			
Turnaround time (in hours) for processing new hires	32	40-43	56.26 (4 qtr average)	32	34			

**Effectiveness**

Performance Description	2017/18 Value	Industry standards	2018/19 Value	2019/20 Target	Report #1 07/01/2019 to 09/30/2019	Report #2 10/01/2019 to 12/31/2019	Report #3 01/01/2020 to 03/31/2020	Report #4 04/01/2020 to 06/30/2020
Board minutes approved as submitted	95% (22 sets)	90%	95% (17 sets)	95% (22 sets)	4 sets			
General Fund – Administration Costs to Fund Total	10%	20%	10%	10%	Calculated Annually	Calculated Annually	Calculated Annually	
District Orientation and Customer Service trainings conducted	110		121	110	32			

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**Community Value**

<b>Performance Description</b>	<b>2017/18 Value</b>	<b>2018/19 Value</b>	<b>2019/20 Target</b>	<b>Report #1 07/01/2019 to 09/30/2019</b>	<b>Report #2 10/01/2019 to 12/31/2019</b>	<b>Report #3 01/01/2020 to 03/31/2020</b>	<b>Report #4 04/01/2020 to 06/30/2020</b>
Support of Washoe County by providing marriage license issuance services which are no longer provided in Incline Village/Crystal Bay	175	164	175	71			
Hosting of homeowner associations and other community agency meetings seven (7) days a week at the Administration Building Boardroom	40	72	40	24			
Attendance at various job fairs and school assistance of "How To" regarding applications and hiring	10	14	15	3			