

**Administration Team**  
**Fiscal Year 2018/2019 Performance Measures**  
**Report #3: 01/01/2019 to 03/31/2019**

**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**

<b>Performance Description</b>	<b>2016/17 Value</b>	<b>Industry standards</b>	<b>2017/18 Value</b>	<b>2018/19 Target</b>	<b>Report #1 07/01/2018 to 09/30/2018</b>	<b>Report #2 10/01/2018 to 12/31/2018</b>	<b>Report #3 01/01/2019 to 03/30/2019</b>
Public Records Request received/completed	93		213	150	55	37	52
Comprehensive Annual Financial Report Filed	On Time	State Law	On Time	On Time	Pending	Pending	Pending
Accounting entries processed	26,885		27,580	<25,000	7,058	12,503	17,754
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)	6 (900 employees)	6 (980 employees)
Employee Retention (all full time year round employees)	98%		98.25%	92%	97%	99%	99%
Turnaround time (in hours) for processing new hires	71	40-43	37.75	32	66.3	39.75	89

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**Effectiveness**

<b>Performance Description</b>	<b>2016/17 Value</b>	<b>Industry standards</b>	<b>2017/18 Value</b>	<b>2018/19 Target</b>	<b>Report #1 07/01/2018 to 09/30/2018</b>	<b>Report #2 10/01/2018 to 12/31/2018</b>	<b>Report #3 01/01/2019 to 03/30/2019</b>
Board minutes approved as submitted	100% (22 sets)	90%	100% (20 sets)	95% (22 sets)	3 sets	3 sets	6 sets
General Fund – Administration Costs to Fund Total	10.7%	20%	10.06%	10%	Calculated Annually	Calculated Annually	Calculated Annually
District Orientation and Customer Service trainings conducted	103		90	110	27	33	29

**Community Value**

<b>Performance Description</b>	<b>2016/17 Value</b>	<b>2017/18 Value</b>	<b>2018/19 Target</b>	<b>Report #1 07/01/2018 to 09/30/2018</b>	<b>Report #2 10/01/2018 to 12/31/2018</b>	<b>Report #3 01/01/2019 to 03/30/2019</b>
Support of Washoe County by providing marriage license issuance services which are no longer provided in Incline Village/Crystal Bay	197	199	175	56	29	18
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	100	56	40	13	19	16
Attendance at various job fairs and school assistance of “How To” regarding applications and hiring	24	22	10	3	4	5