



WASHOE COUNTY

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CM/ACM

Budget

DA

Comptroller

HR N/A

Other N/A

STAFF REPORT

BOARD MEETING DATE: June 28, 2016

DATE: June 14, 2016
TO: Board of County Commissioners
FROM: Al Rogers, Management Services Director
(775) 328-2017, arogers@washoecounty.us
THROUGH: John Slaughter, County Manager
SUBJECT: Acknowledge update and possible direction to staff on changes on Constituent Services programs including Citizen Advisory Board (CAB) and District Forums for fiscal year 2017 (All Commission Districts.)

SUMMARY

This item provides the regular quarterly and first annual update on Constituent Services programs including Citizen Advisory Board (CAB) and District Forums between June 2015 and June 2016. Staff is requesting direction on possible changes and overall programs for fiscal year 2017.

Washoe County Strategic Objectives: Stewardship of our community; Safe, secure and healthy communities; Regional and community leadership

PREVIOUS ACTION

February 9, 2016 – Board acknowledged update and directed staff to take necessary steps to start the Gerlach/Empire Citizen Advisory Board as soon as possible in 2016.

October 27, 2015- Board acknowledged update and took no action on this item

June 9, 2015 - Board approved updated by-laws to reflect the approved CAB structure and purpose for FY 2015-2016.

May 12, 2015 - Board approved CAB structure for FY 2015-2016, program changes and a community forum program.

April 14, 2015 - Board direction to staff on the Citizen Advisory Board program structure.

October 14, 2014 - Board approval to increase East Truckee Canyon membership to 5 members and 2 alternates.

December 17, 2013. Board approval to amend membership to the Warm Springs CAB.

July 9, 2013 - Board approval of the second reading Washoe County Code Chapter 5.429 amendments.

June 25, 2013- First reading Washoe County Code Chapter 5.429 amendments changing the methods of recruitment and appointment of members, changing the method of filling

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vacancies, creating alternatives for the selection of officers, eliminating the office of secretary-treasurer, changing the terms of office of members

June 11, 2013 - Board initiated proceedings to amend Washoe County Code, Chapter 5.

May 28, 2013. Board action to create 9 Citizen Advisory Boards replacing the previous 15 (1 inactive) boards.

April 23, 2013 - Continuation of April 9 discussion and direction to staff to bring back 9 Citizen Advisory Boards for consideration.

April 9, 2013 - Continuation of March 26, 2013 County Commission discussion on Citizen Involvement Revitalization Project specific to proposed advisory board structure and general direction for creation of up to nine advisory boards.

March 26, 2013 - Report of Citizen Involvement Revitalization Project results, options for improvement for citizen involvement and proposed advisory board structure.

January 8, 2013 - Status report to the Washoe County Board of Commissioners.

December 11, 2012 - Board action to continue the Citizen Involvement Revitalization Project through March 31, 2013.

June 26, 2012 - Board action to hold community forums in Citizen Advisory Board (CAB) areas in order to gather feedback on improvements to citizen involvement.

June 12, 2012 - Board action to implement the Citizen Involvement Revitalization Project.

June 22, 2010 - Board action to separate West Truckee Meadows and Verdi CABs.

June 9, 2009 - Board action to suspend the Central CAB and recommend merging Verdi and West Truckee Meadows CAB (Approved 6/23/2009).

May 19, 2008 -. Board action to decrease the number of CAB meetings from every month to every other month for a net decrease in costs of \$54,906.12.

July 8, 2008 - Board action to merge Cold Springs and North Valleys CAB.

BACKGROUND

The Office of the County Manager and Constituent Services program provides the direct link between County Commissioners and the County Manager to citizens of Washoe County. The program endeavors to promote superior customer responsiveness and two-way communication about County issues and programs between County Commissioners, staff and citizens. Constituent Services programs include opportunities for neighborhood community level discussions including Citizen Advisory Boards (CABs) and District Community Meetings/Community Forums.

Changes to Constituent Services programs for fiscal year 2015 -2016 were approved on May 5, 2016 by Board of County Commissioners and incorporated into Citizen Advisory Board by-laws and resolutions on June 9, 2015. They were subsequently incorporated into training programs reflecting changes in program focus, meeting and administrative efficiencies and establish a new program, District Forums. Below are highlights of the year of the 2015-2016 Constituent Services programs between June 2015 and June 2016. Staff anticipates bringing updates to the Board on a quarterly basis.

Imperative to success of Constituent Services community programs is providing consistency and clarity in services to establish a reliable standard for community and local partners. To meet this expectation the Citizen Advisory Board and District Forum programs are completed in the same manner for all Districts. The common format supports successful program that is communicated to constituents and partners.

Citizen Advisory Boards

Citizen Advisory Board program was approved FY 2015-2016 to include 7 active and 2 inactive Citizen Advisory Boards were scheduled to meet **42** times annually. Between June 1, 2015 through June 30, 2016, one Citizen Advisory Board was activated (Sun Valley) and one added (Gerlach) for a total of **9** boards meeting **48** times annually.

Citizen Advisory Board	District	Scheduled Annual Meetings	Meetings held between June 1, 2015 through June 30, 2016
West Truckee Meadows	1	4	3
Incline Village Crystal Bay	1	4	5
South Truckee Meadows Washoe Valley	2	12	9
Sun Valley	3 and 5	4	4
East Truckee Canyon	4	4	2
Spanish Springs	4	6	6
Gerlach Empire	5	4	1
North Valleys	5	6	6
Warm Springs Rural	5	3	2
<i>Verdi</i>	5	<i>Inactive</i>	<i>Inactive</i>
Total		48	38

Between June 2015 and June 2016, Washoe County Citizen Advisory Boards held **38** meetings (**84%** of scheduled meetings occurring between June 1, 2015 and June 30, 2016). Average public participation at the meetings is **14** individuals per meeting (total of **532** participants). Average public participation is lower than 17 participants per meeting at mid-year; however, higher than average of 6 and 7 participants reported in 2012 and 2014. Elected officials participated in **58%** of the meetings. Meeting length average is **84** minutes.

The primary purpose of the Citizen Advisory Boards as approved by the Board of Commissioners is to review and collect feedback from neighborhoods on planning and related issues. Since June 2015, Citizen Advisory Boards have reviewed **46** applications with **39%** of the meetings including a development project on the agenda. Example topics include review of variances and permitting requests, master plan amendments, to scenic byway and parks master planning projects.

CAB Training

CAB Training is required for membership on a Washoe County CAB as per Citizen Advisory Board By-Laws (Article 1 Section 3c).

Two (2) Citizen Advisory Board trainings have been provided in the past year for members that included: a review of open meeting law, planning and permitting processes,

and overview of Citizen Advisory Board. In addition, staff provided two CAB leadership meetings that incorporated training components

An additional training is planned for August which will cover previous subjects and will also include meeting etiquette and effective meeting management. A training video is planned to allow more flexibility in completing the training requirement.

District Forums

Another avenue for residents to speak directly with their Commissioners is District Forums. Since June 2015, Washoe County Commissioners have hosted nine (9) of the planned twenty (20) District forums reaching more than 600 residents. Initial feedback from residents notes the opportunity to meeting informally with elected officials and staff. It provides residents with inside knowledge on the happenings of local government.

District	Number of District Forums	Number of participants
District 1	3	161
District 2	3	395
District 3	2*	50
District 4	0	0
District 5	1	23
Total	9	629

**Combined forum between District 3 and District 5 in Sun Valley*

Structure of the District Forums has developed to incorporate topical panel discussions. For example, with the support of directors, the Community Services Department was highlighted at three district forum/community meetings. Staff was able to answer community questions ranging from road maintenance, parks and trails planning/operations, snow removal, code enforcement, water quality projects, flooding, to weed and ditch maintenance.

Areas of improvement during the second year is to continue to educate the public about this opportunity measured by an increase in participation, ensure a strong connection between Citizen Advisory Boards and District Forums, and implement citizen feedback component.

In addition to Citizen Advisory Boards and District Forums, Constituent Services has been supporting the development of neighborhood meetings to discuss the potential move of a medical marijuana facility. Between June 2015 and June 2016, staff has hosted an additional three meetings reaching 51 residents.

This report highlights the first eight months of the new Constituent Services programming. Washoe County Manager’s Office staff anticipants continuing to provide the Board of County Commissioners with a quarterly updates on Constituent Services programming for consideration of the County Commissioners.

FISCAL IMPACT

No fiscal impact

RECOMMENDATION

Acknowledge update and possible direction to staff on changes on Constituent Services programs including Citizen Advisory Board (CAB) and District Forums for fiscal year 2017 (All Commission Districts.)

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be "Acknowledge update and possible direction to staff on changes on Constituent Services programs including Citizen Advisory Board (CAB) and District Forums for fiscal year 2017."



Constituent Services Program

Citizen Advisory Boards, District/Community Forums Program Update

June 28, 2016
Board of County Commission





FY16 Citizen Advisory Board (CAB) Meetings

- Five (5) Districts – Total (9)
 - Forty three (48) meetings annually
 - Added Sun Valley CAB in September
 - Added Gerlach/Empire in February

- Meeting Program Structure
 - Focus on emerging land-use, planning and development issues
 - Advisory within geographic boundary of CAB
 - Washoe County jurisdiction/Information to BCC
 - Open Meeting Law
 - Internal Staff/Contract

- Goals
 - Improve efficiency
 - Increase access to resources & technology
 - Increased participant and staff attendance



FY16 Citizen Advisory Board (CAB) Meetings

Citizen Advisory Board	District	Meetings Planned Annually	Meetings Completed June and January 2016
West Truckee Meadows	1	4	3
Incline Village Crystal Bay	1	4	5
South Truckee Meadows Washoe Valley	2	12	9
Sun Valley	3 and 5	4	4
East Truckee Canyon	4	4	2
Spanish Springs	4	6	6
North Valleys	5	6	6
Warm Springs Rural	5	3	2
Gerlach/Empire	4	4	1
Total		48	38



FY16 Citizen Advisory Board (CAB) Meetings – 2nd Quarter

- Meetings
 - Average attendance increase to 14 per meeting
 - Meeting length – average 84 minutes
 - Forty three (46) development applications reviewed
 - 39% of all CAB meetings

- Training
 - Open Meeting Law
 - Planning/Development Process
 - Healthy Meetings
 - Code of Conduct

- Process
 - Items introduced at meetings by Chair/Members
 - Agenda creation and final approval
 - CAB Chair
 - Office of the County Manager – Constituent Services



FY16 District/Community Forums

- District – Total (20)
 - Four (4) District 1, 2, 3, 4, 5

- Meeting Program Structure:
 - Flexibly scheduled
 - Topical/Standing Overall Updates
 - Informal/Facilitation
 - Internal Staff/Possible Contract

- Goals:
 - Increase efficiency and communication
 - Increase participation and feedback



FY16 District/Community Forums

District Forum	Forums Schedule Annually	Forums Completed	Participants Attending Forum
District 1	4	3	161
District 2	4	3	395
District 3	4	2*	50
District 4	4	0	0
District 5	1	2	23
Total	20	9	629



FY16 District/Community Forums

- District Forums – Total (20)
 - 9 Complete

- Meeting Program Structure:
 - Flexibly scheduled to date
 - Schedule for remainder of FY2016
 - Topical – MME
 - Standing Overall Updates
 - Informal/Facilitation



Questions?