



# Ada County



# 2013 A Year in Review

June 2014

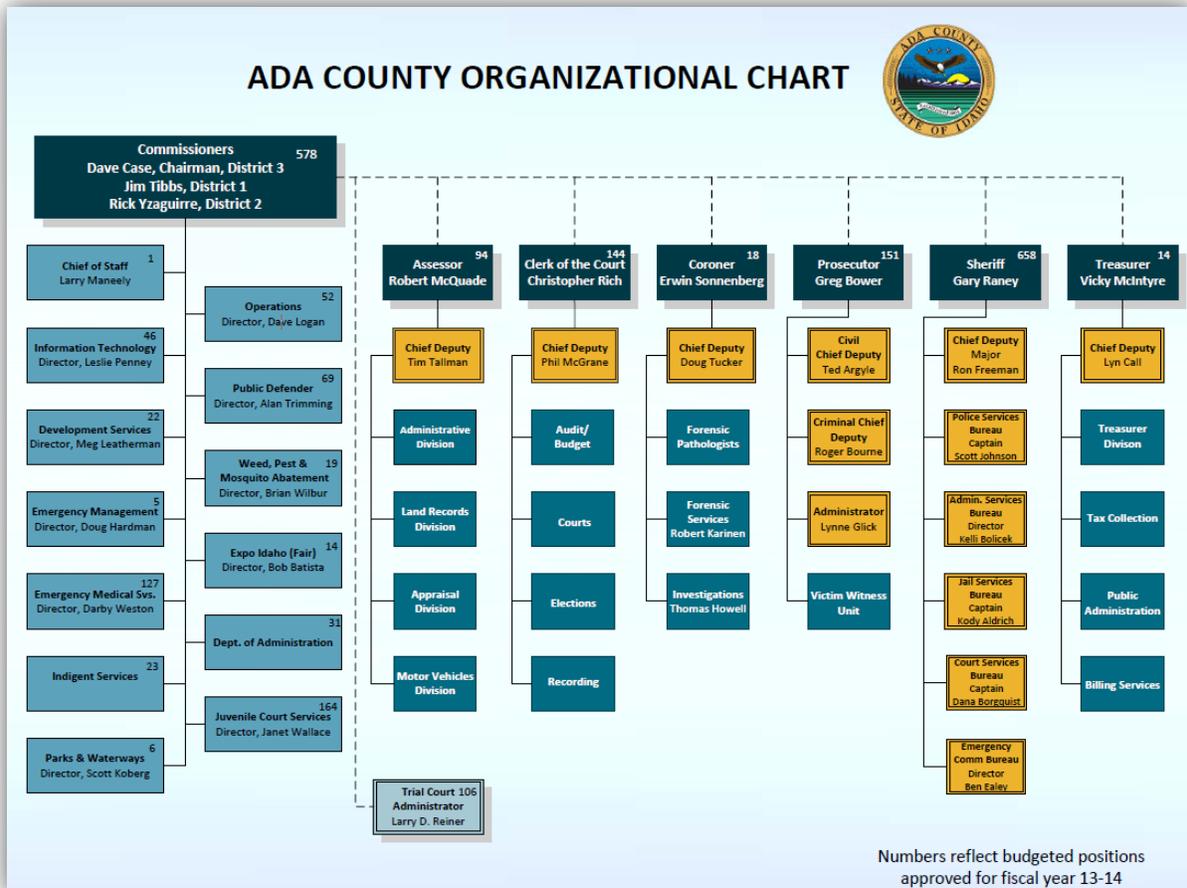
# INTRODUCTION

Ada County is a great place to live, work, and raise a family. Whether it's the vibrant cultural and recreational opportunities available, the friendly people or the mild climate, Ada County and its cities of Boise, Meridian, Garden City, Eagle, Star and Kuna, offer a fantastic quality of life. Good jobs, affordable housing, and safe communities make Ada County a great place to call home.



In 2013, Ada County continued to carry out our mission of providing effective and efficient government services to Ada County residents, which enhance our community's quality of life, through open, accessible and transparent county government. We worked to keep our citizens informed about important matters that could affect them, through a variety of methods, including public meetings, online audio recordings of meetings, educational events and outreach, robust and user-friendly websites, social media, and much more. Visit our website at [www.adacounty.id.gov](http://www.adacounty.id.gov), subscribe to our e-mail alerts, and follow us on social media to always stay tuned for the latest county news!

Each county elected office and department is very unique in what they do, however, each of them has a common desire and determination to provide high-quality services to Ada County and its residents. This report provides just a glimpse into some of the things we accomplished in 2013, as well as what we continue to do every day to provide the best service possible to our citizens and our community.





# County Elected Offices

The Board of Ada County Commissioners adopts ordinances, reviews and approves all county budgets, and sets tax levy rates as requested by the approximately 45 separate Ada County taxing districts. The Commission governs all unincorporated areas of Ada County, and makes decisions pertaining to land-use planning and development activities, often holding public hearings on such matters. Additionally, the Board of Commissioners oversees the operation of 12 individual Ada County departments, and the wide variety of services those departments deliver to county residents.



Commissioner District 1  
Jim Tibbs



Commissioner District 3  
Dave Case



Commissioner District 2  
Rick Yzaguirre

### A Few 2013 Highlights

In January 2013, newly elected Commissioners Dave Case and Jim Tibbs joined 12-year incumbent Rick Yzaguirre on the Board of Ada County Commissioners (BOCC), where all three reaffirmed commitments to the public of an administration that would make **openness and transparency** a fundamental element in their daily operation. This was in addition to a new as well as renewed commitment to produce greater **financial stability** for the county, and to ensure the daily business of Ada County government operates on a solid foundation rather than counting on future revenues or one-time funds for ongoing expenses. The Board also instituted a goal of planning for the future with a new capital improvement program, emphasized by the hiring of a strategic planner skilled in the means and methods of accomplishing long-term planning.

In early 2013, the Board of Commissioners unanimously joined together in commencing negotiations which resulted in the **termination of a publicly controversial waste-to-energy project** at the county's landfill. The termination of this project came after careful consideration and

review of comments received on the project, as well as the potential financial impacts and liabilities of proceeding with the project. All Commissioners agreed this termination was in the best interest of constituents. Subsequently, the Board has committed to and held more informational meetings to seek public input on proposed projects, such as those at the Ada County Landfill, Expo Idaho, Ada-Eagle Sports Complex, and more.

Last year's accomplishments also include partnering with multiple local government agencies in signing an **Emergency Medical Services (EMS) Joint Powers Agreement** (Ada County / Ada County Paramedics, Boise City, Meridian City, and several local Fire Districts) to create a single EMS system, for better inter-agency cooperation and more efficient emergency response across Ada County. This agreement has resulted in an unprecedented level of cooperation and collaboration in the delivery of Emergency Medical Services to Ada County citizens.

## Public Records Policy

In an effort to provide easier and less costly access to public records, Commissioners assembled a task force last year which included staff, public and media personnel, and resulted in development and implementation of a revised Public Records policy. Additionally, Commissioners initiated the posting of audio recordings from meetings on the county website, making these recordings readily available to the public at no cost.

## 2013 Community Events

Last year also marked the county's first National County Government Month celebration and Open House in April 2013, held at the direction of the Commission to offer citizens a special opportunity to look behind the scenes at their county government, and in an effort to educate the public on county programs and services. This Saturday event provided citizens the chance to take a Courthouse tour, get a close-up look at emergency vehicles and equipment used in serving Ada County residents, to see special demonstrations, and to interact with their elected officials and representatives from multiple county offices and departments.



*National County Government Month Open House, April 20, 2013*

Similarly, as part of their continued effort to conduct more public outreach, Commissioners hosted a successful "Fishin' with the Commission" event in mid-June 2013, in partnership with the

Idaho Department of Fish and Game, Swire Coca Cola, and the United Dairymen of Idaho. More than 100 kids and adults alike enjoyed a day of free fishing, free use of equipment, and instruction from Fish & Game personnel, many getting their first taste of such an experience.

## Commitment to Ada County's Landfill

Another ongoing commitment of the Board and the county's Operations and Solid Waste Management staff, is to continue to maintain a top-notch and state-of-the-art county landfill. As such, in late 2013, Commissioners committed to the development of a Hydrogen Sulfide landfill gas "scrubber" to be installed in 2014 at the landfill. The scrubber will essentially "scrub" gases extracted from the landfill, providing a double benefit by both helping to reduce odors emitted, as well as allowing more gas extraction to generate renewable energy. In line with that project, last year the Board empowered the county's Development Services and Information Technology Departments to create a new landfill odor reporting "app" to enable citizens to use smart phones, tablets, and computers, to report and rank the intensity of any offensive odors emanating from the landfill, in an effort to keep odors down and provide odor data which can be tracked and analyzed over time to determine areas for needed improvement.

Another significant project Commissioners pushed forward beginning in 2013 is the second (2<sup>nd</sup>) phase of closure of the original 40 year-old Hidden Hollow cell at the landfill. This landfill cell has been in operation since 1972, and requires a multi-phased closure, with this particular phase having an estimated cost of around \$2M. The Hidden Hollow cell is being replaced with the newer state-of-the-art, fully lined North Ravine cell, which will provide landfill service to Ada County for the next 70-100 years.

The Ada County Assessor's Office is comprised of four main divisions – Administrative, Appraisal, Motor Vehicles (DMV), and Land Records. The following is a brief summary of the overall accomplishments of each division in 2013.

### **Administration**

The mission of the Assessor's Office Administration division is to administer the office in a manner that assures confidence by providing timely and accurate access to information retained by the Assessor's Office. In 2013, the Administration division processed 4,008 Property Tax Reduction applications and 11,000 Homeowners Exemption applications. A number of supervisors and other Assessor's Office employees earned First Aid certifications in Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) use in the interest of customer and staff life-safety.

### **Appraisal**

The Assessor's Office Appraisal division works to professionally appraise real and personal property in Ada County, through recognized and approved mass appraisal techniques, and they work to assure properties are valued uniformly and equitably across the county. This past year, the division conducted its Second Annual Residential Real Estate Symposium, instituted a program for electronically collecting appraisal data in the field, started surveying new home owners to test the quality of assessment data, made assessment notices available electronically (e-assessment), and implemented the new personal property exemption program.

### **Motor Vehicles (DMV)**

The Assessor's Office Motor Vehicles division aims to provide efficient customer service to the public when registering and titling motor vehicles (note: driver's license services are managed by the Ada County Sheriff's Office). The Motor Vehicles division achieved great accuracy in 2013 with only a 0.3% error rate for motor vehicle titles. They served 279,156 total customers, and processed 715,111 total transactions, an increase of 10% from 2012, all with an average wait time of one (1) minute.



*Assessor  
Robert H. McQuade*

### **Land Records**

The Land Records division of the Ada County Assessor's Office serves two main functions – Deeds processing staff maintain property ownership records, and Geographic Information Systems (GIS) mapping staff maintain county basemap data, including a current land parcel map. This division processed 26,534 documents last year alone, completed 189 street name evaluations, assigned 711 new addresses (in unincorporated Ada County, Kuna, Eagle, Garden City and Star), collaborated with Boise and Meridian in the maintenance of a countywide address database, processed 97 new subdivisions, and established 2,487 new parcels.



*Clerk of the Court  
Christopher Rich*

The Ada County Clerk, Auditor and Recorder's Office has a variety of responsibilities in serving Ada County and its citizens. The Clerk's Office provides clerical support for the courts, and processes and maintains all court case filings. Running county elections and voter registration are also a part of the Clerk's Office duties. The Recorder function/division is responsible for recording documents related to property, as well as keeping documents of public record such as county meeting minutes and contracts, and issuing marriage licenses. The Audit function, or Auditor division, assists with development and implementation of the overall county budget, county tax levies, and processes property tax appeals to the Idaho State Board of Tax Appeals and the District Court.

Below are a few accomplishments of this office and its various functions over the past year.

**Courts Division**

In 2013, the Courts division served over 150,558 customers at its front counters on the first floor of the Ada County Courthouse. Of those, 92.3% waited less than two (2) minutes for service, a 61.6% reduction in wait times from Fiscal Year 2012 (10/1/11 to 9/30/12). The division also handled 74,098 phone calls and filed 89,428 cases.

Additionally, the division worked to increase efficiencies and provide better service in several other areas, including: Introducing a Calabrio phone recording system to enhance evaluation of employee phone interactions and aid in customer service training; made changes to copy desk procedures to allow for faster turnaround of requested document copies; remodeled the Appeals Office to increase production and accommodate two full time employees dedicated to appeals work; and relocated the Court Assistance Office to a new space which provides additional customer service space, and a waiting area for customers to be processed more quickly.

**Auditor Division**

The Auditor Division processed over 65,700 vouchers to pay for county expenses. This division earned the county a Certificate of Achievement for

Excellence in Financial Reporting for the twenty-fourth (24<sup>th</sup>) consecutive year.

Last year the Audit division implemented a new Electronic Auditor Certificate System to streamline and speed up receipted funds, and ensure funds are applied to the proper accounts. They've also undertaken and are near completion of a countywide financial module, to provide real-time access to financial transactions and expanded reporting capabilities. The system will save time and eliminate redundant programs and data entry. The division also began a countywide assessment of long-term capital needs through a strategic planning effort.

On the Internal Audit side, the division performed multiple internal audits, and completed a five (5) year review of Internal Audit compliance with audit standards. Internal Audit produced a Comprehensive Annual Financial Report (CAFR) within two and one-half (2 ½) months after the close of the fiscal year (9/30/13), while the average time for most mid-sized government organizations to complete this report is six (6) to eight (8) months. Additionally, Internal Audit assisted the Board of County Commissioners with a Request for Proposals (RFP) process to secure an Investment Advisor, and participated on a joint peer review

team to audit the Idaho Department of Transportation and prepare for a county quality assurance audit.

### **Records Division**

The Records division imaged 3.5 million pages of court records, digitally recorded 153,600 documents – a 15% increase over 2012, and issued more than 3,200 marriage licenses and over 1,700 alcohol licenses. In addition, the division selected a new Land Records Recording system through Helion Software, Inc., and undertook a paperless initiative assessment, which required an inventory of approximately 23,400 boxes of county files.

### **Elections Division**

The Elections division processed 9,457 ballots cast in the May 2013 Election, and 36,013 ballots cast in the November 2013 Election, from a total of 203,060 registered voters.

Elections introduced the E-Street Finder, a program used at polling sites to determine the correct ballot by using a voter’s address. The program eliminates errors stemming from complex and overlapping city and district boundaries within voting precincts. For 2013 Elections, the division utilized a *Ballot on Demand* program for early voting and mail-out absentee ballots. This reduced the number of preprinted ballots by 21,600, as on-demand printing removes the guesswork involved with ordering preprinted ballots. In partnership with Computers Arts, a “stand-alone” Ballot on Demand system was created that does not rely on a network, and can be deployed to any location on Election Day if needed. In addition, the division crafted legislation (which was ultimately passed) to eliminate the time consuming and needless requirement of stamping each ballot.

The primary role of the county Coroner is to determine and certify the cause and manner of death for cases which fall under the jurisdiction of the Coroner's Office, including death resulting from natural causes, accidental death, homicide and suicide.

The following are just a few examples of the great things Ada County Coroner, Erwin Sonnenberg, and his dedicated staff are committed to providing the citizens of Ada County. The Coroner's Office is well set to continue this tradition of maintaining the absolute highest standards of medical legal death investigation to the people of Ada County, while still remaining an active partner in the community in which they serve.

This past year, a new web based program was adopted to better manage cases. This program lets the Coroner's Office directly connect with the 29 other Idaho counties we provide service to, along with the ability to collaborate, share data, and exchange ideas with other agencies across the U.S. With the cost savings and reduction of manpower in program maintenance, this provides a significant savings to taxpayers.

The field of medical legal death investigation has seen and continues to see dramatic changes. The Ada County Coroner's Office is proud to report that it has been on the forefront of those changes, and has established itself as a highly respected leader in the industry. Ada County Coroner's Office actively supports the American Board of Medical Death Investigation (ABMDI), which is a voluntary national, not-for-profit, independent professional certification board, established to promote the highest standards of practice for medicolegal death investigators. Ada County's Forensic Supervisor, Robert Karinen, is a Board member of this organization, and also serves as a member of its Advisory Council. The Coroner's Office expects that by the end of 2014, 100% of the investigative staff

will have passed the American Board of Medical Death Investigation National Registry. This registry designation requires an extensive knowledge in the field, along with experience and rigorous testing.



*Coroner  
Erwin Sonnenberg*

The Coroner's Office is also accredited with the International Association of Coroners and Medical Examiners. This international association is committed to advancing the accurate determination of the cause and the manner of death through the utilization of science, medicine, and the law. In 2013, Coroner Sonnenberg received the "Making a Difference Award" at the association's annual conference. This award is given out to a member of the association who has contributed to improving forensics, not only in their state but also across the nation. This is the first time the award has been presented to an individual in the last five years.

### **Education and Partnerships**

The Ada County Coroner's Office values community education and partnerships, with many of the Coroner's staff participating in educational and outreach programs and speaking engagements in schools, to community organizations such as Mothers Against Drunk Driving (MADD), and various other professional and civic organizations. Additionally, the Coroner's Office has developed partnerships over the years with three major universities – University of Idaho, Idaho State University, and Boise State University. These

partnerships allow the professors to interplay with the Coroner's Office.

Idaho State University's Pharmaceutical College recently teamed up with Ada County Coroner's Office to do a research project on prescription drug usage involved in deaths. This study hopes to help counter the current epidemic of prescription drug accidental overdose deaths. This is ongoing research that is bringing great insight into activity within Ada County regarding prescription drugs. Coroner Sonnenberg is also involved in a committee with the Office of Drug Policy, in examining issues with prescription medications throughout Idaho. In addition to gaining important insights, educational television public service announcements have resulted from this committee.

The partnership between Boise State University and the Ada County Coroner's Office has proven very productive. This partnership includes an internship program, in which twenty-one (21) students have participated thus far. Of those, two

(2) have graduated from medical school, one (1) has gone to nursing school, five (5) have obtained graduate degrees, and the Coroner's Office has hired six (6). The Coroner's Office has also utilized Boise State's Anthropology Department in recovery efforts of skeletal cases, and partnered with the department to hold body recovery workshops. The workshops involve a mock search and recovery of buried skeletal remains, and are set up to receive accreditation with Boise State and the Idaho Peace Officer Standards & Training (POST) Academy for Law Enforcement for officers who attend.

In partnership with the Boise School District, the Coroner's office offers a community education program hosted by Ada County's own forensic pathologist, Doctor Glen Groben. This four (4) week class allows members of the public to come to the Coroner's Office and learn about what they do, and to hear lectures on forensic pathology, death scene investigation, and forensic anthropology. This class has been consistently one of the highest rated Boise School District Community Education programs.



Prosecuting Attorney  
Greg Bower

The Ada County Prosecuting Attorney's Office has two main divisions, Civil and Criminal. The **Criminal Division** prosecutes criminal cases in Ada County. The Criminal Division handles a variety of cases, including infractions, misdemeanors, juvenile cases, and all felonies in Ada County. The Criminal Division is also responsible for handling child protection cases and mental holds, and participates in numerous specialty courts such as drug court, veteran's court, and domestic violence court. The **Civil Division** is engaged in a wide spectrum of government and civil practice on behalf of Ada County, representing Ada County offices and departments, the Boise City/Ada County Housing Authority, and providing assistance as needed to the Idaho Association of Counties, the Fourth District

Court, and the Idaho Prosecuting Attorneys Association.

### Criminal Division

In 2012, the Criminal Division of the Ada County Prosecuting Attorney's Office processed approximately 15,510 criminal cases, many of which were never filed after screening. The successes of the general criminal caseload Deputy Prosecutors are measured in their dedication and in the letters of gratitude received. Deputy Prosecutors work long hours serving in a wide variety of capacities which extend well beyond the courtroom. Some of their many tasks include screening cases, pretrial case preparation, trial preparation, working with crime victims, assisting law enforcement with search warrants and arrest warrants, viewing crime scenes, attending law enforcement briefings, training law enforcement and other prosecutors at both state and national levels, fielding a multitude of questions from law enforcement officers, the public and media on a daily basis, handling taskforce and committee assignments, and handling post-conviction work long after defendants have been sentenced.

One of the greatest accomplishments of the Prosecutor's Office in 2013, was the creation of a Vulnerable Victims Unit, which combines into one unit the prosecution of domestic violence, adult sexual assault, and crimes against children, including child protection. Deputy Prosecutors

handle these cases vertically from inception to completion, which ensures stability and continuity in the prosecution of cases that involve the most vulnerable crime victims. These prosecutors work as a team with their Victim-Witness Unit to ensure victims are treated with respect, dignity and compassion. In addition, the Prosecutor's Office has moved one of its deputy prosecutors into the FACES Family Justice Center, in a coordinated effort with law enforcement and social service partners, to provide "wrap around" services to our most vulnerable crime victims.

The success of domestic violence prosecutors is measured not only in the lives they save, but in the words of victims, such as the following victim who wrote a letter of gratitude to Ada County Prosecutor Greg H. Bower in October, 2013:

*"When the attack first happened, I had an idea in my head about how things should turn out and what I would accept as far as an outcome. I made a decision early on that if that outcome was not achieved, I was seriously considering ending my life, which as far as I was concerned was over if I did not get my marriage back the way it was. Thanks to [the Victim-Witness Coordinator's] work with me – and [the Deputy Prosecutor's] as well – I came to see that the marriage I had [was] not something I want to go back to, and I owe them both a deep debt of gratitude for showing me respect, support, empathy, and oft-needed reality checks."*

Some additional accomplishments and acknowledgements of the Criminal Division this past year include:

- Andrew Ellis, a 10-year career Ada County Deputy Prosecutor and long-time child protection prosecutor, was appointed to the bench to serve as the new child protection Magistrate in the Fourth Judicial District.
- Deputy Prosecuting Attorney Jean Fisher was the recipient of the William E. Borah Minister of Justice Award for *“her tireless efforts to protect children and prosecute those who would do them harm.”*
- Two Deputy Prosecutors successfully tried and obtained a murder conviction in a baby homicide case, and two other Deputy Prosecutors successfully tried and obtained a manslaughter conviction in a Twin Falls manslaughter case. All of these Deputy Prosecutors worked tirelessly on these cases.
- A law enforcement officer and his team wrote a letter of gratitude to one of the trial team leaders, thanking her for her hard work and extraordinary efforts in securing a conviction after a jury trial for a felony battery of a law enforcement officer. The battery on this officer resulted in significant and permanent injury.

### **Civil Division**

Last year, the Civil Division handled many cases and inquiries on behalf of Ada County and the other public entity clients they represent, including negotiating and preparing hundreds of contracts, drafting ordinances and resolutions, and researching and drafting a multitude of other documents, advice letters, and legal opinions. At times, the Civil Division has over 1,000 cases open at once.

In cooperation with the University of Utah Law School and the University of Idaho Law School, the Civil Division successfully defended an attempt by Stanford University’s Law Clinic to overturn Idaho Law at the United States Supreme Court.

In 2013, the Ada County Prosecuting Attorney’s Office also proudly presented 13 service awards to employees with 10 years or more of service with Ada County. Three of those employees celebrated 25 years, and one celebrated 30 years. It is these experienced employees that enable the Ada County Prosecuting Attorney’s Office and the county to save taxpayer money by avoiding many mistakes offices with less experience frequently make.

The Ada County Sheriff's Office is the largest local law enforcement agency in the state, with 662 employees – 317 commissioned staff, and 325 professional staff, and 20 part-time, temporary, or project related staff. They provide police services to Ada County as well as the cities of Eagle, Star and Kuna. Idaho's Constitution and state law make Idaho Sheriffs responsible for almost every law enforcement function, including operating jails, issuing driver's licenses and concealed weapons permits, patrolling the waterways, serving civil process from the courts, and a variety of other functions.



*Sheriff  
Gary Raney*

Some of the key successes or larger projects of the Sheriff's Office in 2013 include:

- **Maximum Security Addition to the Ada County Jail**
  - The Sheriff's Office built a new 88 bed maximum security addition to the jail, which will allow for safer management of the inmate population. This addition brings the total bed space in the main jail to 1,129 beds. This new unit allows the office to provide a continuum of options when managing the jail's inmate population, and a greater ability to put the right inmate in the right location based on their behavior. This new addition will reduce risk to staff and other inmates making for a safer jail in Ada County.
- **Ada County Misdemeanor Probation (ACMP), First Year Under Sheriff's Office**
  - This past year, the Board of County Commissioners moved Misdemeanor Probation Services under the Sheriff's Office, which is funded by supervision fees. Last year alone, ACMP supervised 2,244 probationers.
- **Pre-Trial Services Unit Created by Sheriff Raney**
  - In 2013, the Sheriff's Office began a pre-trial unit, using evidence based research that will save county tax dollars, and make for safer communities. The pre-

trial unit now gives

judges and prosecutors more discretion and options when deciding the placement of pre-trial offenders.

Approximately half of all Ada County Jail inmates are pre-trial. Due to the success of the pre-trial unit, there is now an evidence-based path which will slow the need for the next jail expansion.

- **Jail Kitchen Remodel**
  - The Ada County Jail kitchen was built in 1994, and serves over one million (1M) meals a year. In 2013, a much needed addition was made to the jail kitchen, providing additional space, an expanded work area, a new commercial dishwasher, larger freezer, and additional warehouse space. This expansion also allows the jail to buy food in bulk, in turn saving taxpayer dollars.
- **Procured Thomas Prisoner Transport Bus**
  - The Sheriff's Office safely and efficiently transported over 16,000 inmates last year. To continue providing safe transport, the Sheriff's Office purchased a new prisoner transport bus, which serves as the new primary mode of transportation to safely move inmates back and forth to court on an almost daily basis.



*Treasurer  
Vicky McIntyre*

The Ada County Treasurer's Office functions as the tax collection body for Ada County, as well as the Public Administrator to manage estates when no family or personal representatives are available. In addition, the office processes regular county trash billing and payments, and makes investments on the county's behalf, managing an investment portfolio ranging in value from \$140-\$220 million dollars.

In an attempt to help Ada County residents stay better informed of key dates and Treasurer's Office activities, the office created a new Facebook page in 2013. The Ada County Treasurer was also active in the statewide organization of the Idaho Association of County Treasurers, and was elected as the State Secretary for the organization in August 2013.

Last year, the Ada County Treasurer's Office reduced property tax collection delinquencies to less than two (2) percent, from a high of about six (6) percent in 2011. The Treasurer also listened to Ada County residents' requests for a "west-end"

presence for tax collection, so from December 1 – 20, 2013 they staffed a temporary office in the Meridian City Hall Utility Billing department, and served about 500 taxpayers with their first-half 2013 property tax payments.

The Treasurer's Office also continued to develop greater efficiencies by automating unincorporated Ada County trash billing, and using a third-party vendor to print, stuff, and mail approximately 81,000 statements annually. Formerly, statements were printed internally, and were manually folded and stuffed. Now Treasurer's Office staff can focus on getting the "money in the bank" for greater earnings potential for Ada County taxpayers.



# County Departments

The Ada County Department of Administration is a collection of several key administrative functions of the county, and serves employees as well as the public in managing the county's human resources, administering employee benefits, risk management, purchasing or procurement activities, internal and external communications, and more. The vision of the department is to be a premier internal services organization providing integrated business solutions, promoting employee and organizational development, and ensuring maximum value for each taxpayer dollar.

### **Communications Division**

The Communications division manages communications and public information related matters for the Board of Ada County Commissioners and most Ada County departments and offices. The division works to provide timely and relevant information to departments, offices, the public and the media, regarding current issues, events and initiatives of Ada County government. This includes handling media and community relations, management of social media and electronic communications tools, development and issuance of news releases, oversight of internal communications, website development, marketing initiatives, management of special projects and events, and other related items.

#### *External Communications*

In 2013, the Communications Division issued more than 90 news releases, media advisories, public service announcements, guest opinions, etc., to help educate the public about county programs, services, events and other important issues, and also answered hundreds of media and public inquiries providing detailed and accurate information, and coordinating dozens of media interviews. As part of an effective communication strategy, the division managed a number of county webpages, social media accounts to reach out to citizens, and conducted regular outreach to the media and public. Communications staff regularly researched and prepared information for various county officials to present or share publicly at

events, radio appearances, media interviews, press conferences, and other engagements, and scheduled and coordinated many of these engagements. The division also designed, developed, printed, and distributed numerous publications and marketing/promotional materials to keep the public informed about county programs, services, job availability, events, facilities, etc.

#### *Internal Communications*

The Communications Division efficiently managed the county's internal global communications process, and developed and/or issued more than 150 announcements to county staff last year to keep them informed and updated on issues relevant to them as employees of Ada County.

#### *Special Events and Committees*

Communications staff also work regularly with other offices and departments to carry out special initiatives, projects, and events, and to help determine ways to better and more efficiently and effectively communicate to employees and the public on various matters. Some examples of special projects and initiatives the division was involved in last year include:

- Managed a workplace giving campaign through United Way, which raised \$17,200 for charitable causes, nearly a 3% increase over the previous year, and a 4% increase in participation

- Assembled and led a special project committee, meeting regularly to plan Ada County's Sesquicentennial (150<sup>th</sup> Anniversary) year celebration activities through 2014.
- Was a lead or key participant in planning, facilitating, &/or supporting numerous county special events and projects throughout the year, including the National County Government Month Open House in April 2013, Fishin' with the Commission in June, National Adoption Day in November, and the county's booth at the Western Idaho Fair in August.
- Led or took part in a number of committees and special initiatives to help create more

efficient and effective government processes, many of which are ongoing, including: A modification of the county's Public Records Request process, Courthouse Safety Planning Committee, Ada County's Continuity of Operations (COOP) team, West-Nile Virus and mosquito aerial spraying coordination and education effort, employee orientation video development team, new county website development focus group, free Community Health Screening partnership program, and a community Digital Inclusion Program partnership.

### **Employee Benefits Division**

The mission of the Employee Benefits team is to attract, motivate, and retain a diverse and engaged workforce with a high value employee benefits program designed to protect, improve, and enhance the lives of Ada County employees and their families.

benefits information to 234 new benefits-eligible employees through New Employee Orientation (NEO). They also increased Deferred Compensation Plan enrollment by almost 16% (846 to 979 enrollees), and consolidated administration of this program from 3 providers to 1 provider.

Employee Benefits saved the county \$2.9 million in 2013 by being a self-funded plan versus being fully insured by an external insurance agency. The division administered benefits for 3,909 covered lives (employees, spouses, and children), 32 employee retirements, and 54 childbirths to Ada County employees and spouses, and provided

Additionally, Employee Benefits completed a Request for Proposals (RFP) process to secure new medical and dental services vendor for the county, and remained active participants in the Employers' Health Coalition of Idaho, Southern Idaho Compensation & Benefits Association, and Human Resources Association of Treasure Valley.

### **Human Resources Division**

Ada County Human Resources (HR) aims to attract, motivate, and retain an engaged and diverse workforce, through partnering with Ada County offices, departments, and employees to provide professional guidance and expertise in Human Resource Management services. Human Resources is organized according to its many functions and services, with one person assigned to each area of

specialization who is proficient in county policy, as well as in state and federal laws and regulations.

To accomplish their mission, the HR team partners with other offices, divisions, and employees to provide professional guidance and services in five domains: policy development and administration, recruitment and retention, compensation,

performance and recognition programs, and employment legal compliance.

In 2013, Ada County Human Resources posted 117 job openings, processed 7,508 job applications (excluding Sheriff's Office applicants), 178 family medical leaves, and welcomed 268 employees through New Employee Orientation (NEO). The division also processed 249 new hires, 22 rehires, 130 promotions, and 32 retirements.

Human Resources (HR) also facilitated the development of a new video overview of Ada County for use at NEO and other events, to educate people about what county offices and departments do, and oversaw the selection and implementation of a new online employment application system in 2013. The system provides a much improved experience to all users including applicants, hiring managers, and HR staff. HR continued its efforts in supporting our veteran employees and applicants. Ada County is proud to have supported 19 employees who were on military leaves during 2013. HR recruited at the State of Idaho Hero2Hired job fair, and continued their

### **Purchasing Division**

From strategically planning the procurement process to managing and executing purchase plans, Ada County Purchasing performs procurement services for all Ada County departments and offices. Their responsibilities include guiding individuals through the purchasing process, maintaining ethical and impartial relations with vendors, and assisting with the budget process. The division's ultimate goal is to "secure the maximum value for each taxpayer dollar."

partnerships with a variety of veteran applicant resources. They received and processed 150 applications claiming Veterans Preference as provided under Idaho Statute.

Ada County Human Resources was honored to coordinate the selection procedures for two new directors last year – the Director of the Parks & Waterways and Emergency Medical Services Departments. Both processes involved cross-agency coordination and participation solicitation from key stakeholders for these critical county departments. HR's Internal Investigator attended extensive Prison Rape Elimination Act (PREA) training as required by federal civil statute and new juvenile facility standards published in 2012. This is a key partnership between Human Resources and the Juvenile Court Services Department in an effort to protect youth and staff in secure juvenile facilities. Additionally, the team continued to provide training opportunities to Ada County staff, to include supervisor development training, managing personalities and behavior in the workplace training, and on demand topics, as well as onboarding of new directors.

Overall in 2013, the Purchasing Division documented \$459,000 in savings from what was budgeted or estimated for projects, and the amount the product or service was actually procured for. Purchasing held the county's first reverse auction to procure Mobile Data Terminals for the Sheriff's Office, and through this method saved \$25,000. By way of an internal surplus function, the Purchasing Division reallocated \$6,000 worth of items to other offices and departments, resulting in yet more savings to the county and taxpayers.

## Risk Management Division

Risk Management is committed to implementing effective programs that are designed to minimize the county's exposure to loss, promote a healthy and safe work environment, and control costs. Risk Management also provides the county with the tools it needs to become more effective at evaluating and managing the uncertainties it faces. Risk Management is responsible for analyzing, managing, and processing claims for liability, workers' compensation, auto, property, and unemployment. Many of these services and programs are required by state or federal law. The Risk team meets the county's needs for safety, claims assistance, technical risk management, risk financing, risk control, and risk transfer solutions.

### Workers' Compensation Savings

- For 2013, Risk Management saved Ada County \$738,471 by actively managing claims vs. having a fully insured program with the State Insurance Fund.

### Cross Departmental Light Duty Savings

- Effective June 13, 2013, Risk implemented a cross-departmental Light Duty Program. This program identified light duty positions countywide to enable employees that may not have light duty work available in their own office or department to return to work in a light duty capacity in another

Ada County office or department for a short term assignment.

- For fiscal year 2013, 16 employees worked a combined total of 3,587 hours of light duty. Using the Idaho Industrial Commission's average state wage, this would be a cost savings of \$40,495.
- Compared to fiscal year 2012, with Cross Departmental Light Duty program there were 5 employees that worked a combined total of 1,526 hours of light duty. Using the Idaho Industrial Commission's average state wage, this would be a cost savings of \$16,896.

### Honors

- In August of 2013, Risk Manager Kelly Paananen was elected to the Board of Directors of PRIMA (Public Risk Management Association) of Idaho's Chapter. This role allows our Risk team to connect with other city and county risk managers and represent Ada County as a model of a cutting edge Risk Management programs.
- Risk Management also facilitates the county's Tobacco Cessation Program and other strategies to reduce county health care costs by providing and promoting these types of resources.

Ada County Development Services provides land development permitting, planning and zoning regulation, and other land use planning to support the interests of the public. These services are of general benefit to the community and are not limited to the development occurring on individual properties in the unincorporated areas of Ada County. Development Services has a vital role and a mandated responsibility as a local government to act on behalf of the public to protect its interests and to support its values.

Department staff worked through a partial office remodel in 2013 to condense office space and make room for other Courthouse needs. Additionally, the department implemented a new phone system. Beyond normal day-to-day responsibilities, department staff participated in many initiatives and training opportunities, including maintaining required professional certifications.

### Development Services 2013 Highlights

#### Planning & Zoning

- The Planning & Zoning Division experienced an increase in zoning applications, issuing 52 more zoning applications than in 2012
- The number of plats and lots/units greatly increased during the year, evidence of continuing growth in the local economy, with the number of plats nearly doubling over the previous year from 59 to 98. Additionally, the number of lots/units nearly tripled from 1,074 to 2,843

#### Building

- Development Services' Building Division issued 1,512 building permits in 2013, a 26% increase from 2012's total of 1,196

- The Building Division also completed 8,639 regular scheduled inspections in 2013, compared to 6,282 in 2012, an increase of 37%
- Building Official, Mark Ferm, attended and participated in the final action hearings for development of the 2015 International Residential Code, the division prepared a new county ordinance for adoption of the 2012 International Building Code, and partnered with surrounding jurisdictions in an effort to enhance building code uniformity throughout the Treasure Valley
- Updated Building Department Fee Resolution
- Robert Winterfeld tested and received Certification as a Residential Mechanical Inspector
- Bryan Gilbert tested and received certification as an Accessibility Inspector/Plans Examiner
- Building Division staff also assisted with staffing county events, and participated in a host of other trainings to stay current on professional requirements

The Board of Ada County Commissioners is authorized and required by Idaho Code § 46-1009 to maintain a countywide disaster preparedness agency, and for that purpose, has established the Ada County Department of Emergency Management. Ada County Emergency Management works closely with other local, state, and federal agencies to help the community mitigate, prepare for, respond to, and recover from all technological and natural disasters and emergencies in Ada County. Emergency Management work completed in 2013 includes:

## **Emergency Management Performance Grant Program Support**

- Facilitated Emergency Management Executive Council meetings and Local Emergency Planning Committee meetings
- Worked with Ada County Purchasing and area emergency responders to select a contractor to develop Emergency Operations Plans for Ada County, the six cities, and the Ada County Highway District (ACHD), and assisted the contractor with plan development
- Prepared for and facilitated Department of Homeland Security Inspector General audit
- Partnered with many other agencies in analyzing and planning for various local emergency management needs and concerns, including Boise River 100-year flood event planning, and Wood Duck Island restoration project
- Attended Idaho Emergency Management Agency state conference and the Idaho Bureau of Homeland Security Mini Emergency Management Workshop

## **Planning**

- Updated the Emergency Management Language Access Plan using the most recent United States Census Bureau data available for Limited English Proficiency persons in Ada County
- Revised the Ada County Wildfire Response and Hazardous Materials (HAZMAT)

Response Plans, and distributed copies of the plan to over 100 local, state, and federal agencies and individuals, and revised local Flood Response and Dam Failure Response Plans

- Maintained and updated Emergency Management website with monthly pointers and many disaster and preparedness-related documents and links

## **Public Education**

- Participated in seven different public preparedness events with an estimated 1,100 contacts made during those events
- Delivered 21 Family Emergency Preparedness presentations to citizens and groups throughout Ada County, reaching approximately 570 individuals
- Conducted Community Emergency Response Team (CERT) training for Boise City employees, a J.R. Simplot Emergency Response Team in Boise, and an Amateur Radio Club. Fifty-nine (59) adults completed the training during these courses
- CERT is also incorporated into the school curriculum at Meridian Medical Arts Charter High School (MMACHS). Through a partnership with the school and Meridian Fire Department, 58 students completed CERT there. MMACHS students won the top three places in the CERT competition held during the State of Idaho Health Occupations Students of America

conference and one team placed eighth at the national competition

- Coordinated and provided moulage support to Boise City for a Boise Airport exercise with 58 simulated accident victims
- Publicized a monthly Preparedness Pointer, e-mailed to 820 subscribers each month to provide information on emergency preparedness and personal safety

### **Mitigation**

- Completed the first All Hazards Mitigation Plan update; 22 partners participated in the process
- Worked closely with the Boise Fire Department and Boise State University (BSU) on obtaining funding for an improved Wildland Urban Interface map
- Facilitated a project with the U.S. Army Corps of Engineers to develop better flood maps from the head of Eagle Island to the County boundary on the west

### **Training / Exercise**

- Emergency Management scheduled, coordinated and facilitated an All-Hazards Incident Management Team (IMT) training course, Federal Emergency Management Agency (FEMA) Incident Command System (ICS) 300 training course with Boise Fire/Police Department, Basic Public Information Officer (PIO) Course for area PIOs, Active Shooter Course for local law enforcement, and a Livestock

Transportation Accident Workshop for local, regional, state and federal personnel.

- Participated in United States Bureau of Reclamation dam failure tabletop exercise, functioned as Controller/Evaluator in the Boise Airport triennial full-scale exercise, assisted Central District Health Department staff with Points of Distribution full-scale exercise, assisted Meridian Medical Arts Charter School with earthquake exercise and development of an exercise plan with evaluation guides and exercise facilitation, conducted outreach to Idaho Humane Society to enlist participation in upcoming Pet Sheltering/Mass Care Workshop Exercise, and continued refinement of Ada County's Training and Exercise Plan

### **Operations / Response**

- Conducted annual recertification of Ada County official user list for Government Emergency Telecommunication System (GETS) cards, and performed monthly certification of GETS card use
- Assisted Ada County Sheriff's personnel with maps for use in a response involving the kidnapping of a juvenile female from California and the subsequent wilderness rescue. Partially activated Ada County Emergency Operations Center (EOC)
- Assisted Bureau of Homeland Security in the Idaho Emergency Operations Center during recent statewide wildfires

The 240-acre Expo Idaho and Western Idaho Fairgrounds complex is a year-round special events venue which accommodates the annual 10 day Western Idaho Fair, as well as a wide variety of trade shows and other events throughout the year. Also located in the complex are Memorial Stadium, Les Bois Park, Lady Bird Park, and the Boise Riverside RV Park.

### Expo Idaho

Expo Idaho is a totally self-supporting entity. No taxpayer dollars are used for any fairground improvements, year-round building and grounds maintenance, or salaries. In 2013, Expo Idaho took over all food, beverage, and alcohol services for the facility, which was previously contracted out. Last year, Expo Idaho obtained 96% of their budgeted revenue, amounting to approximately \$120,000 more revenue than the prior year – a 14% increase. The Boise Riverside RV Park revenue amounted to \$487,172 in 2013, a 22% increase over the prior year, and one of the largest single day events produced at Expo Idaho was the Boise Music Festival.

- Several new events came to Expo Idaho in 2013:
  - Antique Roadshow
  - Sawtooth Lacrosse
  - Fly Fishing Expo
  - Discover Dinosaurs
  - Mayhem Obstacle Course
  - Color Me Rad
- Capital Improvements made to the facility last year include:
  - Siding for restrooms
  - Buildings painted to match current color scheme
  - HVAC digital system installed
  - LED lighting installed for the fairgrounds

### Western Idaho Fair

The Western Idaho Fair is the largest event in Idaho, and sees



about 250,000 visitors per year. Last year, the fair carnival grossed over \$1.8 million. The decision was made in 2013 to build a new grand entrance to the fair, as well as a new administration building to accommodate staff, for which construction will begin in 2014.

The Western Idaho is involved in *Fair Cares*, which gave over \$6,000 to local charities last year, and to date, the fair's scholarship fund has paid \$68,000. The fair honored 10 farm families last year, and paid \$125,000 in premiums to competitive and agriculture entries. Additionally, the fair received several awards at the 2013 International Association of Fairs and Expositions (IAFE):

- Outstanding Promotional Advertising Multipage Publication
- Outstanding Overall Social Media Campaign
- Agricultural Award – second place for Fair and Sponsor/Partner Joint Exhibit Program

## INDIGENT SERVICES

Ada County Indigent Services provides limited and temporary assistance to Ada County residents for the payment of some non-medical and medical expenses. Assistance from Ada County is required to be “as a last resort” only, or when no alternative exists. All counties in Idaho, including Ada County, often require repayment of any taxpayer funds used to assist a county resident under these laws.

### 2013 Highlights Include:

- Indigent Services had 2,590 new cases and 64 new applications for cremation/burial assistance in 2013
- Recovered \$500,000 in reimbursements
- Implemented new/enhanced Findings templates for medical and non-medical assistance applications
- Implemented the county’s electronic signature system, making it easier for the Board Chair to sign Findings and Liens documents. Not only does this new process save a significant amount of time for staff and the signing Chairperson, but produces a savings in paper and ink supplies by eliminating the need to print multiple copies of voluminous documents
- Implemented electronic filing of liens with the County Auditor and the Secretary of State
- Implemented “auto signature” for Final Notice letters, lien releases and Catastrophic (CAT) assignments. This has saved employee time by eliminating the need to carry paperwork to the Courthouse on a daily basis

The Information Technology (IT) Department is responsible for the technology based systems that provide a supporting role in delivering county based services to Ada County taxpayers. IT provides computing and communications infrastructure, services, support and innovation to the departments and elected offices charged with providing services to their tax paying customers. The department is also in charge of state-of-the-art network based VoIP Telephone System providing phone service to all county departments within Ada County. Some of the department's 2013 accomplishments include:

## **Administration**

The IT Administration division processed 1,382 internal work order requests providing support to Ada County offices and departments, as well as 139 programming requests, and 533 purchase requests. Using their top 8 technology vendors, they processed purchases amounting to \$2,033,527, and with special pricing requests saved the county an additional \$32,742.

## **Systems/Infrastructure Group**

- Office 2010 Rollout – installed Microsoft Office 2010 for county employees, giving us a standard version across the enterprise
- Installed new video hardware purchased by the Sheriff, to enhance the existing video conferencing capabilities for the county and allow up to 12 concurrent video conversations
- Managed the implementation of Calabrio Call recording software for the County Clerk's Office, which allows recording of all incoming calls to the Clerk's office through the call queuing system, and includes screen shots throughout the conversation
- Updated Treasurer's call queuing script to provide better service to the public, by providing specific information without the need for the caller to wait in line for an operator
- Implemented new call queuing script for Development Services, allowing the department to monitor call volumes to

better utilize the existing staff at no additional cost to the county

## **Software Development Group**

- Created a floor plan computer application for the Barber Park Event Center, allowing renters the ability to apply and arrange the accommodations for their event – eliminating third party hosting. This was done very quickly to overcome an unexpected decision by the hosting company to discontinue service
- Implemented digital signature processing between Indigent Services, Board of County Commissioners, Clerk/Auditor/Recorder, and the State of Idaho
- Updated Jury website and process for submitting Summons information online, eliminating third party hosting and mailing costs
- Created web-based work order system for Operations department to process internal work orders
- Implemented online payments for Alternative Sentencing and started this for Misdemeanor Probation
- Automated the "Idaho Pre-trial Risk Assessment Instrument" process
- Incident Tracking System – added ability for Boise Police, Meridian Police, and Ada County Sheriff to refer cases to the Prosecuting Attorney electronically, eliminating the paper based process

- Enhanced Commissioners' meeting minutes and audio recording availability to assist with the Board's government transparency efforts

### **Geographic Information Systems (GIS)**

- Odor Report website – Created a tool that provides the public the ability to report the presence or absence of landfill odors on mobile devices or PCs. Data gathered will be used for further research of landfill odor conditions, possibly creating an improved understanding of landfill odor
- Civil Service Application – Developed an internal web application designed for use in Ada County Sheriff patrol cars to create greater efficiencies for officers
- Major system upgrades – Upgraded to ArcGIS 10.2, migrated web applications to new servers, and upgraded to SQL Server 2012
- Elections poll worker ballot lookup – Designed an interactive mapping application in which poll workers can enter a voter's address and determine which ballot they need – this tool will be in all 145 precincts in the near future, and continue

ongoing development and upgrade of Election results tracker and polling place locator website

- Sesquicentennial Story Map – Designed an interactive map to walk users through 150 years of Ada County history in honor of the county's 150<sup>th</sup> year
- Sheriff Narcotics Intelligence Field Report – Converted current field report (.pdf) document into secure web application linked to spatially enabled database
- Created and developed spatial databases and stored procedures for use in interagency database
- Developed mobile GIS data sharing project that allows Weed Control crews to communicate throughout the county with other agencies, and other mobile device applications that add a spatial component to billing data and allow field crews to access, edit, and review data in the field
- National Pollutant Discharge Elimination System (NPDES) integration – Made mobile and server GIS application enhancements to comply with new Environmental Protection Agency (EPA) guidelines

The Ada County Juvenile Court Services (ACJCS) mission is to provide professional services that build, reinforce, and sustain skills to enhance the lives of youth and families. As mandated by the 1995 Juvenile Corrections Act, they practice a balanced approach to juvenile services. The balanced approach requires that court staff give equal consideration to methods for holding a juvenile accountable, assessing and implementing ways to ensure protection of the community, and assisting a young person to develop pro-social skills. Prevailing over this methodology is the Victim’s Rights Amendment to the Idaho Constitution, which requires the court to provide equal or greater services to victims’ needs for restorative justice than to offenders’ court-ordered services for accountability and rehabilitation.

### Probation

- The Juvenile Probation Services Division began filing probation reports electronically, which saves an average of 40 hours/week for the Probation team, allowing them more time in the field working with youth, and now Judges, clerks and attorneys are able to access reports anytime, anywhere through secure electronic media
- Probation’s Prevention Program gave 108 law related education presentations, reaching approximately 3,695 - 6<sup>th</sup> and 7<sup>th</sup> grade students in Ada County, and collaborated with five junior high/middle schools in providing group facilitation to at-risk students, hosting 25 groups and reaching about 197 at-risk students
- Probation teamed with an Ada County Prosecutor and Judge to present “Why Can’t We All Get Along,” a model for teaming professionals working with juveniles charged with sexual offenses, at the Association for the Treatment of Sexual Abusers (ATSA) Conference in Chicago

### Detention

- Completed installation of secure Sally Port for Detention – A fully enclosed gated Sally Port ensures safe arrival/departure of juveniles by Law Enforcement, and provides

- safe parking for Judges and staff as well as additional security to the building
- Detention Garden – Staff and juveniles maintained a garden to supplement food purchased for meals, and to teach juveniles gardening skills and nutrition
- Detention Staff held 313 learning groups for residents such as Music, Employment, Art Club, Book Club, Honors Group and Creative Writing
- PREA Compliance (Prison Rape Elimination Act) – All staff, local agencies, contractors and volunteers were trained in accordance with PREA, and Detention Center policies and procedures were modified to ensure PREA compliance
- Detention did a full-scale implementation of a music program for residents, which was hugely successful with juveniles developing new skills – some juvenile clients were presented with donated musical instruments upon their departure from Detention
- Installed Telmate Inmate Phone System in Detention to allows family member/guardians to pre-pay for phone calls, and this feature contains a congressionally mandated Prison Rape Elimination Act hotline

## Community Service

- 602 hours worked in the wildlife preserve
- 22.4 miles of fencing repairs and removal
- 520 hours worked for Boise Parks and Recreation
- 386 man-days of maintaining greenbelt and parks
- 82 bags of leaves raked and composted from Boise parks
- \$1,030 raised for Idaho Humane Society through recycling of aluminum cans
- 400 lbs of clothing collected for clothing banks
- 685 hours of trail work done in foothills
- 3,000 lbs of gravel moved by crews
- 16.7 miles of trails built or repaired in foothills
- Partnered with two local children's hospitals
- Named "Volunteer of the Year" at Veteran's Home
- Staffed the after school program at City of Light
- Worked side by side with Refugees at Create Common Good

## Clinical

ACJCS Clinical generated over \$280,000 in revenue in 2013, and became an approved licensed Medicaid provider. Additionally, the division gained a 2 year licensing rotation from Health & Welfare (the highest level available), scored 99% and 100% on a audits, increased the number of clients served by 12%, and added two new master level positions through reclassification.

## Special Events, Projects and Outreach

- Participated in the Victory Academy program, a cooperative educational partnership between Juvenile Court Services, the Boise School District, and the

Idaho Youth Ranch, which provides educational opportunities to at-risk youth

- Family Dinner Night (2<sup>nd</sup> Annual, sponsored by Drug Free Idaho) - Parents/guardians enjoyed dinner with their child in the Detention gym while juveniles read personal poems and the importance of family dining was discussed
- Court Clerks participated in the Firearms Project which involved reviewing approximately 10,000 files in order to update ISTARs on personal information, to include a firearm restriction
- Held 10<sup>th</sup> Annual Scales of Justice Bass Fishing Tournament with 50 juveniles on probation in good standing, 31 boaters from the community volunteered their time and boats, and the guest speakers were Idaho Supreme Court Chief Justice Roger Burdick, and Navy veteran Joshua Baker



*Chief Justice Roger Burdick speaks to juveniles during Bass Fishing Tournament*

- Held 2<sup>nd</sup> Annual "Take Your Child to Work Day" hosting 28 children of employees for a day to learn about ACJCS and the work their parents do
- Opened "Gail's Closet" for which staff, Ada County employees, and local agencies donated clothing and personal items for juveniles and their family who may be in need

- Took second place in the Treasure Valley’s annual Scratch for Schools, sponsored by the Idaho Lottery Commission
- Participation in Community Service Events
  - Humane Society Pet Food Drive
  - Food Bank Canned Goods Drive x 2
  - City Lights Shelter for Women and Children: Female Unit Probation Officers and juveniles assisted with end of season gardening project
  - City Lights Shelter for Women and Children: Female Unit Probation Officers served dinner to residents on eight occasions
  - City Lights Shelter for Women and Children: Adopted a family for Christmas
  - Bigs N Blue Holiday Party: Probation Officers assisted in the event as strong role models for at risk youth
  - Rake Up Boise: Raked up snow covered leaves at 3 homes
- Book Sale: Raised money for Probation’s GED Program
- Participated in and won the annual Bigs N Blue Basketball Tournament
- ACJCS 2<sup>nd</sup> Annual 5K – Probation and Detention Officers trained with clients who wanted to participate in this annual 5K

### Training

- Teamed up with BSU to hold two sessions of Spanish Language Training for employees, for which 32 Ada County employees trained to improve customer service and cultural awareness
- ACJCS group (Probation Officer, Judge, PA) presented “Why Can’t We All Get Along,” a model for teaming professionals working with juveniles charged with sexual offenses, at the Association for the Treatment of Sexual Abusers (ATSA) Conference in Chicago
- Trained 2 employees in Restorative Justice



*Rake Up Boise 2013*

Ada County Operations works on a daily basis to ensure that county-owned buildings and facilities are properly constructed, consistently maintained, and operating at peak performance.

The Ada County Landfill (Solid Waste Management) seeks to pro-actively manage county waste disposal facilities, enforce applicable codes, and provide reasonably priced and environmentally acceptable methods for solid and hazardous wastes reduction and disposal for county residents and businesses.

### Projects Completed in 2013

- Completed the Courthouse tenant improvement (TI) project (\$215,529). This project was in response to the increased demand for additional courtroom space and court programs space
- Development Services was remodeled to create space for the Drug Court Program. The Court Assistance Program was moved into remodeled space to provide more space for the Public Defender, and the City Attorney's offices were moved to into newly remodeled space to create space for Court programs
- Jail Kitchen Remodel Project (\$649,950). This project was designed to increase the capacity of the Jail Kitchen to serve a growing inmate population
- Jail Emergency Wiring and Infrastructure project (\$63,616). This project was designed to increase the Jail's ability to function in case of a prolonged major power outage
- Jail Pod D Expansion Project (\$5,000,000). This project is intended to meet the increased demand for high security cells at the Ada County Jail. The project provided 88 new high security beds and support areas
- Juvenile and Work Release Reroofing Project (\$106,000). This project installed new roofing on the facilities
- Drug Court Office Remodel (\$13,000). This project created new offices at the Drug Court Office at the Benjamin Campus
- Fuel Island and Shop Emergency Generator Upgrade at the Public Safety Building (\$34,000). This project updated the emergency generator at the facilities to improve the operation's ability to function in case of a prolonged power outage
- Sage Acre Water System Project (\$595,000). The Subdivision faced failing wells and water shortages. This project provided for a complete fire hydrant system and for domestic water in the Sage Acre Subdivision
- Wood Duck Island River Bank Repair Project (\$25,000). This project provided for emergency repair of the river bank to prevent flooding
- Upgraded more than 375 lights at the Public Safety Building complex by replacing existing fixtures with new LED fixtures (\$97,000 after utility incentives). Light fixtures replaced include exterior wall packs, parking lot lights, street lights, fuel island canopy lights, and select interior lights. This project greatly improves visibility at night and will save an estimated \$12,000 per year in energy costs

- Upgraded more than 70 exterior lights at Expo Idaho grounds and in the grandstands with LED fixtures (\$39,000). This project greatly improves visibility at night and will save an estimated 33,000 kWhs per year
- Installed direct digital controls on HVAC equipment at the Expo Building, Premium Office, and Western Town (\$45,500 cost after utility incentives). This project will provide better control of indoor air temperatures in the buildings and remote access to building systems by Operations staff
- Designed logo and redesigned Operations website to make more building information readily available and provide up-to-date project information to the public
- Consolidated shredding services and contracted with a shredding service provider that resulted in annual savings of approximately \$12,000
- To date, Ada County and the Operations Department have raised \$11,331 for the

FACES Family Justice Center through a Courthouse Complex special event parking program during BSU Football home games

### Landfill Related Projects in 2013

- Expansion of the gas collection system at the Ada County Landfill. This project expanded the system by 8,100 linear feet of gas piping, 26 additional well vaults, and over 1,000 linear feet of header piping. The project was designed to increase gas collection and reduce landfill gas odors
- Implemented the Cathode Ray Tube (CRT) waste recycling program at the landfill. The program has shipped more than 532,000 pounds of electronics, saving approximately \$96,000 from the landfill's operating budget
- Launched the new Ada County Landfill website and implemented an odor reporting feature that allows the public to inform the landfill of fugitive gas emissions



*Ada County Landfill*

## PARAMEDICS

Ada County Paramedics (ACP) serves the residents of Ada County as healthcare providers and patient advocates. The organization is also passionate about donating time and employee-pooled funds to local causes in an effort to enrich the lives of those who call Ada County their home. Ada County Paramedics has provided exceptional medical care and superior service since 1975. Their expertise and genuine concern for patients are just a few of the many things that shape their philosophy – a philosophy which is based on integrity, trust, humanity, stewardship and excellence. Ada County Paramedics' ambulances are staffed to match 911 calls by hour of the day across the county. Their goal response time is 9 minutes or less— which is met or exceeded over 85% of the time.



*Ada County Paramedics Staff*

Ada County Paramedics began 2013 with the transition to a new Director and a restructuring of administrative positions, to better align those positions with the functional areas of responsibility within the department's operations. In July, the Ada County-City Emergency Medical Services (EMS) System Joint Powers Agreement was signed and implemented by all agencies providing Emergency Medical Services within the borders of Ada County. This agreement created the framework for a single EMS system across all of the partnering agencies, including County, Cities, and Fire Districts. The operation of this agreement has resulted in an unprecedented level of cooperation and collaboration in the delivery of service to the citizens.

### **Membership Program and Web Presence**

ACP rebranded their previous membership program to the new VitalRide, and made a

complete upgrade of the department's website, social media, and marketing strategies, resulting in record levels of membership.

### **New Gurney System**

ACP made a fleet-wide deployment of the Stryker PowerLoad gurney system, to greatly enhance the safety of both patients and providers. This hydraulic system will eliminate the vast majority of patient lifting by EMS personnel, and virtually eliminates the risk of dropping a patient. Patient loading and gurney incidents have long been a source of debilitating and potentially career-ending back and shoulder injuries to EMS personnel.

### **Community Paramedics**

The department also continued development of their Community Paramedic program. Community Paramedics have moved forward into functional testing and proof of concept deployment, to clearly establish the value of this new service to the community. The Community Paramedics have done an outstanding job of engaging stakeholders from the community at large, hospitals and medical providers, insurance payors, and community health agencies, to stay in front of a rapidly changing healthcare environment.

## PARKS AND WATERWAYS

The mission of Ada County Parks and Waterways is to provide diverse outdoor recreation opportunities with quality facilities and education at an affordable price, while protecting resources and natural habitats for the safe enjoyment of our residents and visitors.

Last year, Parks & Waterways:

- Welcomed a new Parks & Waterways Department Director
- Provided and maintained public recreational boater usage at 100 dock locations and boat ramps around Lucky Peak Lake
- Provided and maintained public recreational trail access for users to over 12 miles of Boise River Greenbelt
- Provided and maintained public open space, park, and trails access to 68 acres at Barber Park
- Provided public recreational river access and facilities to 135,000 Boise River floaters
- Provided public open space and trails access to 377 acres at Hubbard Reservoir
- Provided open space, trails, and educational site information at 25 acre Oregon Trail interpretive trailhead facility
- Provided open space and trails access to 270 acres at the Ada Eagle Sports Complex (Ada County landfill buffer)
- Provided open space, trails, water quality enhancement, and educational site information at 3 acre Victory Wetland site
- As a contributing member of the Ridge to Rivers partnership, provided public recreational trail access, maintenance, and management of 150 miles of foothills trails including over 9 miles of newly constructed trail
- Moses Salazar, Ada County Maintenance Mechanic, received an award for a heroic lifesaving act by performing CPR on an infant while off duty at a children's baseball game, shortly after completing CPR certification for Ada County



*Barber Park Boise River Launch Area*



*Oregon Trailhead*

The mission of the Ada County Public Defender is to effectively represent indigent persons in serious criminal, mental health, juvenile, and abuse/neglect cases within Ada County. The court-ordered services provided by the Public Defender are extended to people who cannot afford to hire an attorney. The Public Defender's duties include arguing preliminary motions in court, conducting criminal investigations, interviewing witnesses and clients, preparing cases for trial, negotiating plea agreements, trying cases in front of juries and judges, and arguing post-trial motions. The Public Defender occasionally represents defendants in appeals and post-conviction petitions.

In 2013, the state legislature authorized three new judges for Ada County. This resulted in staffing issues for this office as well as other county offices. The Board of Commissioners recognized this, and despite difficult economic times, authorized additional attorney and support staff for the Public Defender's office, and staffing for other ancillary agencies. This circumstance created space issues, which was likewise recognized by the Board and additional office space was authorized to accommodate the need.

The Idaho Supreme Court is in the process of transitioning the courts to a paperless pleading

model. This will have a significant impact on all county agencies associated with the courts. The Board has authorized all impacted agencies to undertake planning to accommodate this change in format. This office is engaged with the IT Department to plan for the implementation, including the updating of computer resources in the office. The Board also authorized this office to plan for improvements in and updates to its existing office space, to provide an increasingly professional, conducive, and productive workplace.

**Ada County Weed Control** works in accordance with state and federal regulations to eliminate or control noxious weeds found within the county. A noxious weed is defined as any plant that has the potential to cause injury to public health, crops, livestock, land, or other property. **Ada County Pest Control** staff work with property owners to abate pests (such as gophers and rock chucks), and determine the best pest control methods for eligible residents having pest control problems. The **Ada County Mosquito Abatement** department (ACMAD) uses an integrated pest management plan to mitigate the impact of mosquitoes and the threat of West Nile Virus in Ada County. The ACMAD has a strong focus on education, ecologically sensitive control agents, and development site remediation (removal of mosquito development areas).

### **Mosquito Surveillance**

- In 2013, Ada County Mosquito Surveillance operations started on April 29, and continued through September 27 for a total of 22 weeks. There were a total of 76 fixed locations throughout Ada County that were trapped at least weekly to survey the mosquito populations in the county.

### **West Nile and Aerial Spraying**

- The District fought West Nile virus through the use of an aerial applied pesticide without an emergency declaration for the first time. The northwestern corner of Ada County continued to have mosquitoes test positive for West Nile virus even with the districts ground crews were working hard to stop the continuing spread of the virus. The decision was made to utilize an aerial contractor to treat 23,000 acres in one evening to help stop the spread of the virus.
- On August 22, 2013 parts of Star, Eagle and Meridian had adult mosquitoes treated from the air. The treatment resulted in a 95% reduction in mosquitoes, with no sites in the treatment area testing positive for at least 2 weeks. Breaking the West Nile virus cycle allowed our ground crews the ability to regroup and keep the virus in check the remainder of the season.

### **Weed, Pest & Mosquito Control Education**

- In FY13 the Ada County Weed, Pest & Mosquito Abatement office acquired a twenty foot long box trailer to be used as a mobile public education venue. The exterior of the trailer has been covered in a vinyl automotive wrap to create the appearance of a hand painted mural, depicting different county landmarks, noxious weeds, gophers, rock chucks and mosquitoes. The original artwork was created by Lance Corpus, the Ada County Weed, Pest & Mosquito Abatement office's Program & Education Specialist. More than 1,200 people stopped by to view the trailer at last year's Western Idaho Fair. The trailer was loaded with information on noxious weeds, gophers, rock chucks and mosquitoes, and had a coloring station, live mosquito larvae, and a microscope where kids could look at different species of mosquitoes. It was a chance for staff to interact with the public, answer questions, and converse about the services they provide.

The state of Idaho is divided into seven judicial districts, each with an Administrative District Judge who is chosen by the other district judges in the district, and a **Trial Court Administrator** (TCA) who is selected jointly by the Administrative District Judge and the Administrative Director of the State Courts. Thirty-four judges comprise the Fourth District which encompasses Ada County, Elmore County, Boise County, and Valley County. The Fourth Judicial District is committed to providing equal access to justice, promoting excellence in service, and increasing the public's trust and confidence in the Idaho courts.

**Ada County Problem Solving Courts**

Ada County’s Fourth Judicial District problem solving courts had 76 total graduates in 2013, as follows:

- Drug Court 1: 29
- Drug Court 2: 33
- Veterans Court: 6
- Mental Health Court: 14

**Drug Court**

In 2013, came the 84th graduating class for the *Ada County Drug Court Program*, bringing the total number of program graduates to 842 to date. The typical graduate completes drug court in 18.64 months. Drug court graduates to date have a combined sum of 14,248 years of use - an average of 17.08 years each. They have used a total street value of drugs in the amount of \$106,937.50 per day, which amounts to an average of \$128.68 per day per person.

At the time of program entry, 36% of the total drug court graduates were employed. At graduation, 95% of graduates were employed. The graduates not employed at graduation were enrolled in school full-time, were doing volunteer work due to a disability, or were on maternity leave. The economic impact of Ada County Drug Court graduates over a 15 year period is now over \$11 million. This equates to a yearly increase in wages of \$13,239.57 per person per year for graduates, with the average rise in wages at \$6.26 per hour.

Of the graduates, 29% returned to school or work, or were completing their G.E.D. or attending college while in the Drug Court Program. Ninety-four (94) drug-free babies have been born to female participants of the Drug Court program since it began.

**Ada County Employee Received State Judiciary’s Douglas Kramer Award for Excellence in 2013**

Ada County Drug Court Coordinator, Marreen Baker-Burton, received the State Judiciary’s annual Douglas Kramer Award for excellence and innovation in judicial administration for her leadership with four of the problem-solving courts in Ada County. It is the Judiciary’s highest administrative award.

**Ada County Domestic Violence Court (DVC)**

- The Ada County Domestic Violence Court is designated as a Mentor Court Site by the US Department of Justice, Office of Violence Against Women, as one of only three courts nationally that work to assist other courts to develop and implement effective court models to address domestic violence.
- DVC was awarded two US Department of Justice grants; \$300,000 Court Improvement Grant and a \$66,000 Mentor Site Training Grant.

The Court Improvement grant will enable the DVC to increase victim safety by providing enhanced

collaboration and expanded on-site services for victims. It will provide victims access to free civil legal services, case management, counseling, and access to interpreter services. The grant will also will increase offender monitoring and accountability by providing counseling, subsidized funding for domestic violence treatment (batterer intervention), and supervised visitation to offenders. Furthermore, the grant will provide training for court personnel and community stakeholders. In the past two years, there has been a 20% increase in DVC participants.

DVC numbers:

2013 (January through December)

- 426 defendants\*
- 1,010 individual post-sentence judicial review hearings
- 1,584 judicial contacts (pre-trial hearings, motions, post-sentencing review hearings) with defendants.

2012 (January through December)

- 404 defendants\*
- 1,190 individual post-sentence judicial review hearings
- 1,545 judicial contacts (pre-trial hearings, motions, post-sentencing review hearings) with defendants.

2011 (January through December)

- 341 defendants\*
- 991 post-sentencing judicial review hearings
- In 2011, we did not count the total judicial contacts (pre-trial hearings, motions, post-sentencing review hearings).

*\*This is the number of individuals actively involved in the court. These individuals may have more than one case in the court that is reviewed by the judge. Therefore the actual number of active cases is higher than this number.*

### **Ada County Celebrated National Adoption Day**

Each year, the National Adoption Day Coalition invites state judiciaries, through their Supreme Court, to participate in National Adoption Day. This is a day when many adoptions are finalized across the nation, and it attempts to raise awareness of the more than 100,000 children in foster care in the United States, waiting for permanent homes and loving families. In November, two (2) Ada County judges finalized nine (9) adoptions for local families on National Adoption Day.

### **New Judgeship Positions Appointed in the Fourth Judicial District**

Last year, state funding for two (2) new magistrate judge positions in Ada County was approved by the Legislature, and the District Magistrate Commission appointed local attorneys to these positions. The Idaho legislature also approved, and Governor Otter appointed, a new district judge to the Fourth Judicial District, which includes Ada County. This brings the number of district judges in the District to eleven (11).

### **Marshal's Office**

Aside from their typical daily responsibilities, in 2013, the Marshal's Office, in conjunction with the Department of Administration, instituted a new e-mail system for Courthouse occupants in the event of a bomb threat, evacuation or other emergency. This notification system enhances the safety and security of Courthouse staff and the public, with timely and efficient building searches and evacuations. The Marshal's Office also revised and updated their department Drug and Alcohol policy, which promotes a safer workplace for employees and the public. Additionally, the office geared up to participate in Active Shooter training in early 2014, along with Ada Metro SWAT and the Sheriff's Transport Team.

# CONTACT US

## ELECTED OFFICES:

**Ada County Commissioners**  
*Office Oversees 12 Departments*  
Phone: 208-287-7000

**Ada County Assessor**  
Phone: 208-287-7200

**Ada County Clerk**  
Phone: 208-287-6900

**Ada County Coroner**  
Phone: 208-287-5556

**Ada County Prosecutor**  
Phone: 208-287-7700

**Ada County Sheriff**  
Phone: 208-577-3000

**Ada County Treasurer**  
Phone: 208-287-6800

## FOURTH DISTRICT COURT:

**Trial Court Administration**  
Phone: 208-287-7500

## DEPARTMENTS:

**Department of Administration**  
Phone: 208-287-7123

**Development Services**  
Phone: 208-287-7900

**Emergency Management**  
Phone: 208-577-4750

**Expo Idaho / Western Idaho Fair**  
Phone: 208-287-5650

**Indigent Services**  
Phone: 208-287-7960

**Information Technology**  
Phone: 208-287-7020

**Juvenile Court Services**  
Phone: 208-577-4800

**Operations & Solid Waste Management**  
Phone: 208-287-7100 / 577-4725 Landfill

**Paramedics**  
Phone: 208-287-2962

**Parks & Waterways**  
Phone: 208-577-4575

**Public Defender**  
Phone: 208-287-7400

**Weed, Pest & Mosquito Abatement**  
Phone: 208-577-4646



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