



**NEVADA  
COUNTY**  
CALIFORNIA

**Information &  
General Services**

---

# **Annual Report**

## **2022**

## Contents

Agency Director Letter .....	3
Culture and Values .....	4
Applications Division .....	5
Administration Services .....	7
Central Services Division .....	8
Purchasing Division .....	8
Library Division.....	9
Airport Division .....	10
Emergency Services Division .....	11
Facilities Division .....	12

## Agency Director Letter



I am pleased to present the Information and General Services (IGS) Annual report for 2022. In reviewing all we have accomplished this year, IGS staff and across the entire County organization is committed to extensive collaboration.

The shift to remote work fueled a need to examine and improve upon the strength of county workforces and cybersecurity. Federal funding opportunities that emerged in response to the pandemic have boosted investment in broadband. And the need to innovate quickly has driven the creation of new partnerships — both interdepartmental and those that involve public-private collaboration.

The measure of our work goes beyond the total budget of \$22,018,000 or the over 6000 service requests handled, the almost 100 projects delivered, or the over 400,000 materials that Library patrons checked out. It can also be measured by the steadfast commitment to providing outstanding service to all County staff and constituents. IGS is fortunate to have such a well-rounded group of over 130 professionals who enjoy their jobs and serve our community with passion, dedication, and innovation.

We completed a considerable number of very high value and impactful projects that benefited County staff, the public, and other local public agencies. Just a few of the many IGS accomplishments include:

- Brought COVID Vaccine Clinic Online - Phones/Internet/Hardware
- Supported River Fire planning, mapping, after survey analysis
- Completed the body-worn camera rollout and implementation
- Replaced the Enterprise Data Storage platform
- Installed Microsoft Teams Rooms equipment in all conference rooms
- Library served many roles during various emergency situations: heating center, cooling center, overnight cold weather shelter
- Completed the Sheriff Dispatch relocation to the old Juvenile Hall administration offices
- Completed upgrades for our Human Resources modules
- Responded to wildfires, snowstorms and other public emergency events, opening the County emergency operations center for a total of 54 days.

Many thanks to all the wonderful IGS and County employees across the organization for their commitment to collaboration, dedication, innovation, and drive that made 2022 another notable year of accomplishments in our shared pursuit to best serve Nevada County residents.

A handwritten signature in black ink that reads "Steve J. Monaghan". The signature is written in a cursive, flowing style.

Steve Monaghan

Information and General Services Director

# Culture and Values

Information and General Services is proud to share a recently codified a vision and core values document to guide the behavior of employees within the Agency and shape the foundation for IGS all departments to maintain a healthy, effective, and high performing culture.

Staff engagement was central in developing and maturing the IGS Behavior and Cultural standards leading to the following three focus areas: Integrity and Ethics, Service, and Commitment. These standards which are summarized below ensure alignment within the IGS departments and teams.

## VISION STATEMENT

We are a healthy, effective, high performing organization. We commit to serve and support our county and community.

## CORE VALUE STATEMENTS

### Integrity and Ethics

*We:*

- Are honest, forthright and unbiased
- Take responsibility, are trustworthy and thoughtful
- Endeavor to do the right thing

### Service

*We:*

- Provide quality solutions that meet customer needs
- Are respectful, kind, and responsive
- Take personal ownership in our values, goals, objectives, and assignments

### Commitment

*We:*

- Are committed to serve
- Are team-oriented, constantly learning professionals
- Listen and partner with our stakeholder



## Applications Division



**The Applications Division, or “Apps Team,” works with County partners to advise, facilitate, support and manage implementation, customization, training, development and governance for software applications, data repositories, reporting dashboards and geographic information systems.**

The following list highlights Apps Team projects completed in 2022 in alignment with Information System’s Strategic Plan Objectives.

### Business Intelligence

- Developed roadside vegetation treatment tracker
- Leveraged GIS tools to map broadband coverage data across the County
- Developed Internship tracking and cost savings dashboard

### Process Improvement

- Developed Youth Jobs Corps workforce placement software solution
- Automated numerous digital workflows to replace inefficient paper processes
- Automated school notification system for missing persons and parking citation dispute system

### Communications and Engagement

- Conceived and launched Business Relationship Management Team
- Launched public-facing Cannabis dashboard
- Mapped December storm disaster recovery efforts

### Information Security

- Bolstered security of Nevada County FileShare system
- Created backward-compatible solution to support access to legacy financial system
- Added secure login functionality for legislative tracking and approval software

### Operational Excellence

- Assembled modern GIS map platform
- Created numerous sites to support interagency collaboration and remote work
- Fostered roll-out of NeoGov training solution and retired legacy system
- Migrated legacy computer-aided dispatch mapping server to modern platform

## Technical Operations Division





**The Technical Operations division is responsible for maintaining more than 1,500 networked computers, printers, and other devices; 1,000 telephones, 185 servers, including 150 virtualized servers; and over 50 major applications in more than 36 connected locations, serving over 1200 County employees and contractors, 24 hours a day, 7 days a week.**

The Technical Operations division performed its major roles of Business-Hours Service Desk and Desktop Support, ongoing maintenance and operation of vital infrastructure systems, as well as ongoing maintenance and tuning of security systems throughout 2022 other major accomplishments completed in support of Information System's Strategic Plan Objectives are listed below.

#### Business Intelligence

- County Email Domain Update and rebranding support

#### Process Improvement

- Azure Data Gathering and Sizing Exercise
- Sheriff's Regional Dispatch and Training Facility Enhancements

#### Communications and Engagement

- Produce and Broadcast January Board of Supervisors Workshop

#### Information Security

- 24x7x365 Security monitoring system implementation

#### Operational Excellence

- Responded and resolved 49 after-hours calls for service
- Wi-Fi systems upgrade and remote site support
- Disaster Recovery site relocation
- Data Center UPS replacement
- Sheriff's Station 91 Connectivity Upgrade





## Administration Services



### The General

**Administration provides services in the areas of information technology, solar internal service fund, facilities planning and management, procurement, emergency preparedness, and internal services, along with ensuring sound management of the County Library system and the County Airport.**

### Information & Services

#### Major Accomplishments

- Provided Administrative Support to
- Provided 58 technology training sessions to County staff to raise the level of expertise on desktop tools, new technology and productivity techniques.
- Provided increased training opportunities through self-service user groups and increased web and video resources on the Infonet.
- Provided management and oversight for budgets totaling more than \$25.9 million for all IGS Divisions, including the Airport and the Library.
- Prepared and submitted award-winning applications for the Digital Counties national competition received third place.
- Cross trained two staff members in Central Service functions.

#### Cable TV Accomplishments

- Disbursed PEG funding appropriately supporting local broadcast capabilities.
- Continued to provide a high level of customer satisfaction for CATV subscribers by clearing 100% of requests for problem resolution.
- Produced and broadcasted live public meetings over the two cable TV provider systems.
- Maintained a 99% uptime and overall operational performance level.



## Central Services Division



**The Central Services Division of the IGS provides the following services: incoming and outgoing mail handling, courier service to remote worksites, answering the central telephone information line, and providing multi-function (copy/fax/scan) office machines and related services and supplies**

### Major Accomplishments

- Processed outgoing 150,550 letters and packages.
- Daily processing of incoming USPS mail - picks-up, sorts, and delivery of mail to every County building.
- Received daily shipments from FedEx Express, FedEx Ground, UPS, Staples plus intermittent shipments/pallets from FedEx Freight and GLS (General Logistic System).
- Received and verified USPS billing statements for business reply mail which included thousands of ballots mailed to Elections in prepaid envelopes for this years elections.
- Processed County departments' printer/copy machines cartridges, HP or Cannon, via UPS or vendor contact

## Purchasing Division



**Nevada County operates a centralized purchasing system which supports all Elected offices and departments throughout the year.**

### Major Accomplishments:

- Increased solicitations by 15%.
- Realized cost savings of over \$1million to the County.
- Purchasing staff supported Office of Emergency Services for the 2021/22 winter storm event and negotiated several contracts with emergency services vendors such as Outlaw Foods and partnerships with the local Schools for potential emergency shelters
- Simplified several Bids to create annual contracts for supporting flooring maintenance and repair, workstation surface repair and tree and vegetation removal services.
- All Buyers attended professional development training for professional procurement skill building and growing their procurement careers.
- Issued 52 invitations for bids and requests for proposals including solicitations for the Recreation and Resiliency Master Plan, the revised "GoNevadaCounty" website and construction of the new Material Recycle Transfer Station.
- Provided various donations of County surplus items such as furniture, vehicles and IT equipment to community non-profits, schools, and other public agencies and recouped over \$150,000 in Surplus return on investments.





## Library Division



**The Nevada County Library (NCL) provides services to residents and visitors, promotes reading, encourages lifelong learning, serves as a community center, and bridges the technology gap. The system is a vital component of county government, operating five community libraries, one historical archive, two book drop locations, and an online digital branch.**

### Major Accomplishments

- Library programs had a total of 35,000 attendees and community members checked out more than 400,000 items.
- Finalized design plans for the new library in South County and identified contractor. The South County library will be modeled after the new Penn Valley location.
- Established JPA to develop funding mechanism for new Truckee Library. The library has worked closely with the Town of Truckee and Friends of the Truckee Library to create a new library facility.
- Created a Recreation Collection in support of the Board of Supervisors Recreation priority; collection includes outdoor equipment, games, and musical instruments.
- Supported County emergency response. The library served many roles during various emergency situations: heating center, cooling center, overnight cold weather shelter, and clean air zones.
- Established an online local history archive focusing on the Wykoff photography and Osborn Woods poster collections.



## Airport Division



Nevada County Airport plays a vital role in the economic and recreational health of Nevada County including administering hangar and tie-down rentals, administering concession agreements with fixed-base operators, delivering aviation fuel services, and providing for the planning, development and on-going maintenance of Airport facilities. One of the critical roles for the community is the “dawn to dusk” fuel service support provided during the fire season in support of CALFIRE and the United States Forest Service (USFS) air attach operations.

### Major Accomplishments:

- With a partnership with Cal FIRE, were moved a significant amount of hazardous vegetation and approximately 20 trees identified as hazards to aviation on the east and west sides of the airport, at no cost to the airport.
- Improved airport safety by replacing the aged Airport beacon with an LED system updating critical infrastructure while reducing the amount of energy to operate the system.
- Completed the bidding and award process of the rehabilitation design Taxiway A, Ramps 1, 2 & 5 rehabilitation design.
- Worked in concert with Facilities, IGS Administration and Purchasing to get a lease agreement for the Storage/Office warehouse on Lot 5 approved by the Board of Supervisors. This new development will be a long-term revenue stream for the airport and will be the county’s main storage facility.
- Established the Grass Valley California Disaster Air Response Team (CalDART) This team is local pilots volunteering their time and aircraft to moving critical personnel or supplies in the event of a local emergency when time is critical.



## Emergency Services Division



**The Office of Emergency Services (OES) is responsible for coordinating with County departments, local cities, special districts, and the community to mitigate against, prepare for, respond to, and recover from disasters. OES maintains the County Emergency Operations Center (EOC) in a state of readiness and leads the County in Recovery from Federally Declared Disasters.**

### Major Accomplishments:

- Nevada County OES was successful in being awarded several grants for large landscape level fuel treatment projects including the South County Shaded Fuel Break Project and Woodpecker Ravine Shaded Fuel Break Project.
- The Ponderosa West Phase I Grass Valley Defense Zone Project was successfully completed treating over 1,000 acres.
- The OES team was successful in obtaining Congressionally Directed Spending earmark funding for FY22 for the Ponderosa West Grass Valley Defense Zone Project and FY23 funding for maintenance of Phase I of the Ponderosa West Grass Valley Defense Zone Project.
- The OES team was successful in receiving grant funding for the implementation of the first ever Firewise Microgrant Program providing resources for these communities.
- The Emergency Operations Center was activated in response to several emergency events supporting key partners and the community over this last year including the Winter Storm Events, Rices Fire, Still Fire, Pleasant Fire and McCourtney Fire.
- OES in partnership with Nevada County Public Works successfully obtained a grant from CAL FIRE and initiated the removal of 417 hazardous trees for key evacuation routes.
- OES in partnership with the Firesafe Council of Nevada County successfully implemented the Free Community Green Waste Dropoff events resulting in the processing and disposal of over 3,400 tons of green waste from private properties.
- Funding was successfully obtained to initiate the planning efforts for updating the Community Wildfire Protection Plan (CWPP), Local Hazard Mitigation Plan (LHMP), and Evacuation Study.



## Facilities Division



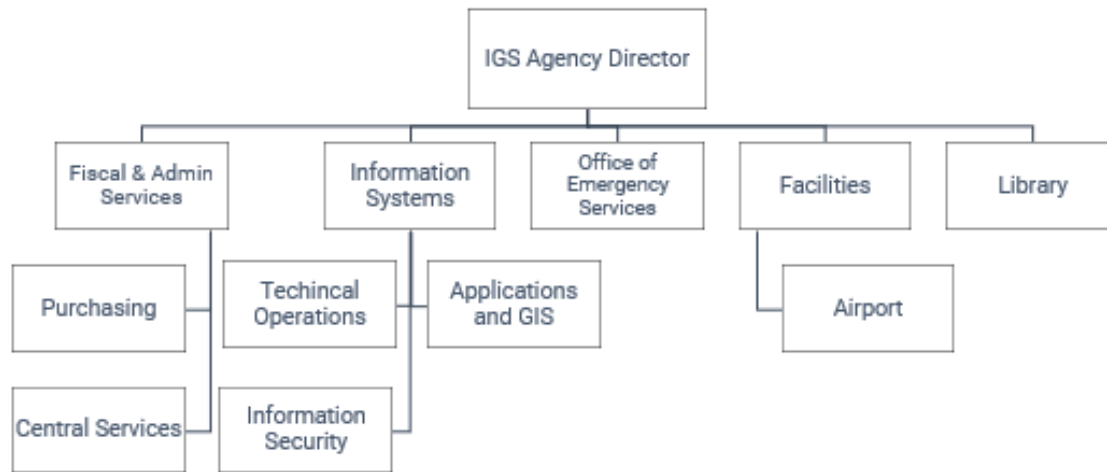
**Facilities Management is responsible for 40 County owned, eight leased facilities and 66 acres of vacant land. Facilities Management is also responsible for lease management of County-owned facilities (nine locations) for office space and cell tower locations. Services include buildings and grounds maintenance, facility security, leased space development, space planning, remodeling, and capital facilities planning, design and construction.**

### Major Accomplishments

- Large vegetation thinning projects were completed on County properties at the following locations: La Barr Meadows, Eric Rood Center campus and County property along Highway 49
- 15 pine trees were removed at Tobiassen Park adjacent to the Eric Rood Administrative Center (ERAC) due to a bark beetle infestation.
- Completed the installation and commissioning of the new ERAC generator. This new diesel-powered generator will power the entire ERAC, during a power shut down.
- Facilities completed an updated 5-year project schedule, which covers project for ADA, safety, deferred maintenance, and departmental requested projects.
- Facilities entered a long-term lease agreement for development of a Countywide storage facility on airport property.
- Completed the Sheriff Dispatch administration relocation to the old Juvenile Hall.
- Completed projects at the Truckee Joseph Center Probation and District Attorney.
- Facilities entered a Memorandum of Understanding with the National Forest Service (NFS) for development of a new NFS headquarters on County property located next to the Juvenile Hall Facility.



# IGS Management Structure



Steve Monaghan  
Agency Director  
(530) 265-1239  
steve.monaghan@nevadacountyca.gov



Craig Griesbach  
Office of Emergency Services Director  
(530) 265-1583  
Craig.Griesbach@nevadacountyca.gov



Desiree Belding  
Deputy Purchasing Agent  
(530) 265-1557  
Desiree.Belding@nevadacountyca.gov



Elise Strickler  
Administrative Services Officer  
(530) 265-1705  
elise.strickler@nevadacountyca.gov



Justin Drinkwater  
Facilities Director  
(530) 470-2637  
Justin.Drinkwater@nevadacountyca.gov



Jason Jones  
Information Security Manager  
(530) 470-2637  
Jason.Jones@nevadacountyca.gov



Kevin Edwards  
Airport Manager  
(530) 273-3374  
kevin.edwards@nevadacountyca.gov



Kevin Pedersen  
Applications Manager  
(530) 470-2486  
Kevin.Pedersen@nevadacountyca.gov



Landon Beard  
Technical Operations Manager  
(530) 265-1687  
Landon.Beard@nevadacountyca.gov



Nick Wilczek  
County Librarian  
(530) 265-1705  
Nick.Wilczek@nevadacountyca.gov



Paul Cummings  
Emergency Services Manager  
(530) 265-1515  
Paul.Cummings@nevadacountyca.gov



# **Nevada County Information and General Services**

950 Maidu Avenue

Nevada City CA, 95959

530-265-1238

