

AGENCY DIRECTOR LETTER



I am pleased to present the Information and General Services (IGS) Annual Report for 2025, highlighting our staff's, and the County's, shared commitment to service, collaboration, and excellence.

In 2025, IGS made meaningful forward progress by working "on the business" across the agency. We strengthened the foundation of our vision to be a Healthy, Effective, and High-Performing Organization by advancing organizational maturity, investing in staff through professional development, and delivering key projects and initiatives that move the County forward.

Our staff are not only amazing, creative, and talented professionals, they are artists, athletes, scholars, parents, entrepreneurs, musicians, veterans, and comedians. This diversity is our greatest strength and enabled us to deliver a wide range of services in 2025, including:

- **Library** services that support lifelong learning through youth summer programs, adult literacy, technology classes, and even a community amateur wrestling event.
- **Facilities** services that beautify public spaces, improve building lifecycle maintenance, manage the airport, and advance major library, public safety, and health and human services construction projects.
- **Emergency Services** offering free community green waste programs, implementing a first of its kind biomass project, award winning community engagement, and operating a state model Emergency Operations Center.
- **Administrative and Procurement** services that are the hub to the county departmental spokes improving grant and project management, processing all county mail, and ensuring county departments have the resources they need.
- **Information Systems** empowers our organization through innovation and technology including supporting a special election, implementing a new Enterprise Resource Planning software, and leadership of AI policies and governance.
- **Animal Shelter** services providing compassionate, high-quality care for both animals and the people who care for them.

This report offers a high-level snapshot of the outstanding work of more than 130 IGS staff members in 2025. We are proud to share their accomplishments in service to the Nevada County community.

Craig Griesbach
Information and General Services Agency Director

CULTURE AND VALUES

Information and General Services is proud to share a codified vision and core values document that guides 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 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 VALUES STATEMENT

Integrity and Ethics

We:

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

Service

We:

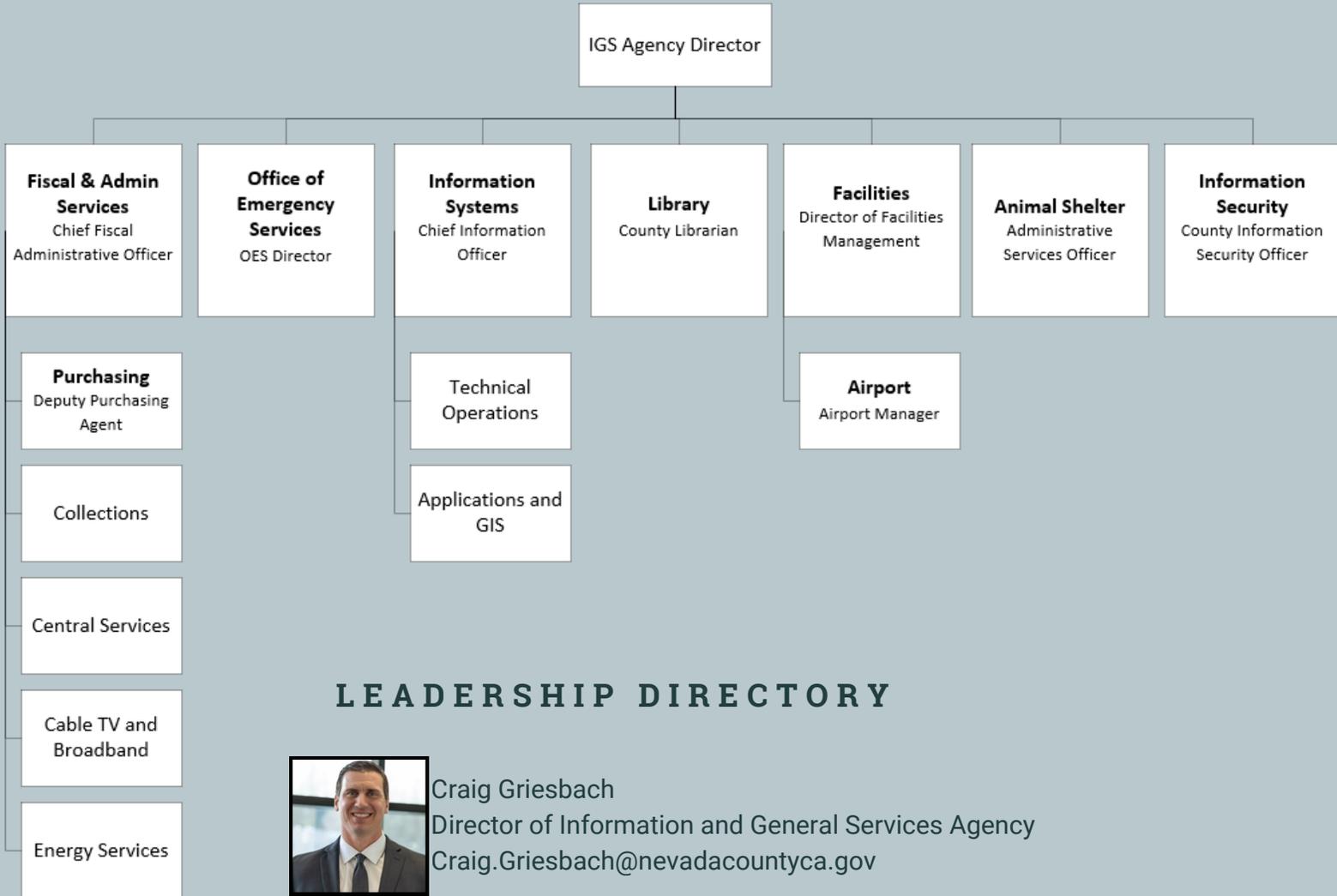
- Provide quality solutions that meet customer needs.
- Are respectful, kind, and responsive.
- Take personal ownership in our values, goals, objectives, and assignments.

Commitment

We:

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

ORGANIZATIONAL CHART



LEADERSHIP DIRECTORY



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AIRPORT

OVERVIEW:

Nevada County Airport is vital to the County's economic and recreational health, managing hangar and tie-down rentals, concession agreements, aviation fuel services, and the planning, development, and maintenance of airport facilities. It also provides critical dawn-to-dusk fuel support during fire season for CAL FIRE and the U.S. Forest Service air attack operations.

AIRPORT SNAPSHOT



155k+ GALLONS AVIATION FUEL PUMPED



\$111k+ FAA AND STATE GRANT AWARDED



172 LEASES AND PERMITS MANAGED



21k+ DOCUMENTED TAKEOFFS AND LANDINGS

KEY HIGHLIGHTS:

FLY-IN CELEBRATION

The Nevada County Airport hosted an Armed Forces Day and Fly-In celebration with military & civilian aircraft displays, flyovers, awards ceremonies, food trucks and community activities. The free event honored service members, boosted local engagement, and showcased the airport as a key community and aviation hub.



HIGH SCHOOL CTE PROGRAM FOR AVIATION

Over the past year, we successfully established a new Aviation CTE pathway at Nevada Union High School. This included school outreach, aircraft displays, job shadow days, and airport tours, including CAL FIRE operations. We also supported Guerrilla Ground School, a free community aviation ground school. The AOPA-based curriculum is fully approved and enrollment is underway.



PURCHASING

OVERVIEW:

The Purchasing Division provides centralized procurement and contract services for Nevada County, ensuring fair, transparent, and strategic sourcing of goods and services. We support departments through competitive solicitations, contract execution, surplus property management, and cost-effective solutions that deliver value to the community.

PURCHASING SNAPSHOT



55% INCREASE IN COMPETITIVE SOLICITATIONS



1k+ PURCHASE REQUESTS PROCESSED



400+ CONTRACTS AND LEASES EXECUTED



\$1 mil+ COST SAVINGS REALIZED

KEY HIGHLIGHTS:

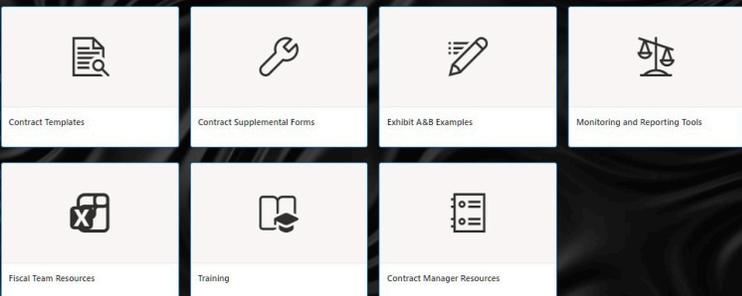
EXPANDED PROCUREMENT

The Purchasing Division significantly expanded competitive procurement efforts, supporting major County initiatives including, the Dog Bar bridge and Hirschdale bridge replacement projects, emergency warming shelters, and the Sutton Commons Resource Center remodel, while maintaining compliance, transparency, and fiscal responsibility.



CONTRACT MANAGEMENT TEAM

A centralized Contract Management Team was established, creating standardized tools, improving consistency, providing training videos and enhancing support and oversight. The Division has been working diligently to implement the new ERP system to modernize financial transactions, centralize contracts, and assist with data-driven decision making for the county.



FACILITIES

OVERVIEW:

The mission of the Facilities Department is to plan for, operate, maintain, and preserve County facilities. This includes providing for the management of facility improvements and new construction projects. Our goal is to provide safe, functional, aesthetically pleasing, and comfortable facilities and grounds for the public and county departments in the most cost-efficient, expeditious, and effective manner possible.

FACILITIES SNAPSHOT



2266 SERVICE REQUESTS COMPLETED



65 PROJECTS COMPLETED



4980 HOURS DEDICATED TO COUNTY PROJECTS

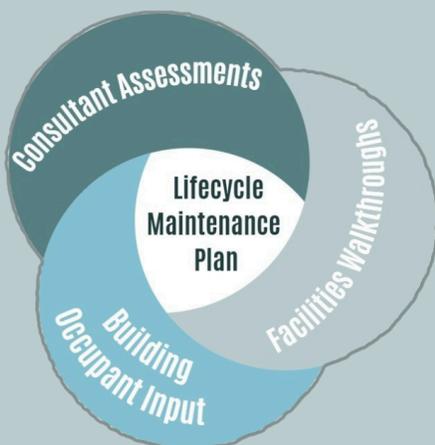


512k+ SQ FT OF FACILITIES MAINTAINED

KEY HIGHLIGHTS:

COUNTY OPERATIONS

The Maintenance Division responded to over 2,000 service requests in the last year, completing more than 25% of them within 24 hours. Their work spanned plumbing, electrical, flooring, roofing, painting, and general maintenance needs demonstrating the team's diversified skill set and operational flexibility in supporting County facilities.



LIFECYCLE REPLACEMENT PROGRAM

Facilities has developed a long-term building lifecycle replacement program leveraging 20-year building condition assessments, occupant input, and Facilities staff expertise to produce annual project punch lists. This program will help ensure County facilities remain functional, safe, and comfortable.

LIBRARY

OVERVIEW:

The Nevada County Library 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.

LIBRARY SNAPSHOT



600k CIRCULATED
ITEMS



40 MONTHLY
STORYTIMES



2584 PROGRAMS
HOSTED



586 ON DEMAND BOOKS
ORDERED (ZIP BOOKS)

KEY HIGHLIGHTS:

ADULT LITERACY & ENGLISH SIGN LANGUAGE

Nevada County Library's Literacy Program delivers high-impact support through ESL and Adult Literacy services. In the past year, 120 learners enrolled, supported by 51 volunteer tutors who contributed 2,411 hours—valued at \$96,778—strengthening skills and community connections.



DORIS FOLEY LIBRARY 118TH BIRTHDAY PARTY

The Doris Foley Library has served the community for generations. The library houses extensive local history and genealogical materials, including print and online formats. Unique collections include Osborn Woods prints and Robert M. Wyckoff photographs.



ADMINISTRATION

OVERVIEW:

The Information & General Services (IGS) Administration Divisions provide essential countywide support, including mail and courier operations, and administrative and fiscal services support for Information Systems, Energy Services, Facilities, Procurement, Emergency Services, Animal Shelter, Airport, Truckee Library Joint Powers Authority as well as oversight of the County Library.

ADMIN SNAPSHOT



\$37.2mil ADOPTED IGS
BUDGET FY 25/26



108,686 OUTGOING MAIL
PROCESSED



22% INCREASE IN
PAYMENTS PROCESSED



\$14k+ RECOVERED
COLLECTIONS

KEY HIGHLIGHTS:

REDUCED BUSINESS REPLY MAIL PERMITS

Streamlined mail operations and reduced county costs by collaborating with departments to identify and close underutilized Business Reply Mail (BRM) permits.



IMPLEMENTATION OF ENTERPRISE RESOURCE PLANNING

IGS Admin supported the configuration and implementation of the new Enterprise Resource Planning system.



INFORMATION SYSTEMS

OVERVIEW:

Information Systems is the County's technology backbone, supporting secure, reliable, and modern systems that align with organizational goals.

Applications: Managing software solutions, enabling automation and efficient workflows.

Technical Operations: Maintaining infrastructure and equipment for smooth, uninterrupted service.

Cybersecurity: Protecting data and systems with proactive monitoring and security.

Strategic Collaboration: Partnering to implement new technologies, automate processes, and improve transparency.

IS provides 24/7 support for critical services and connectivity while encouraging innovation and efficiency.

INFORMATION SYSTEMS SNAPSHOT



5446 SUPPORT REQUESTS COMPLETED



1336 PCS REPLACED OR UPGRADED



41 NEW SOFTWARE IMPLEMENTATIONS



51 STAFF EDUCATION TECH TIPS

KEY HIGHLIGHTS:

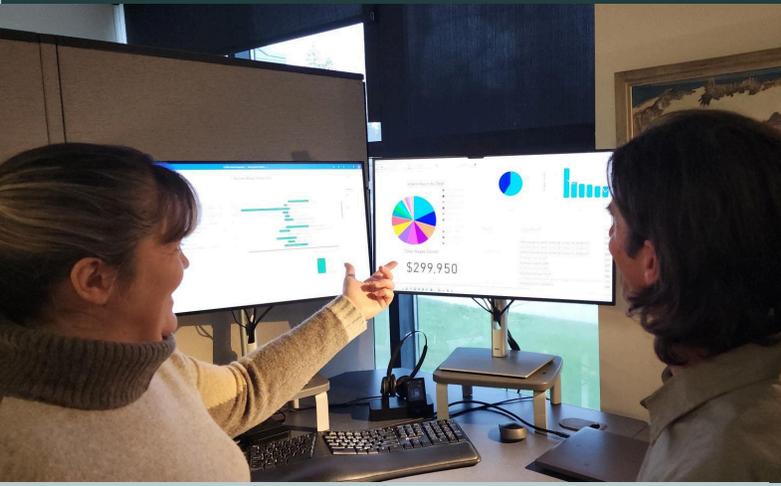
ONGOING INVESTMENT IN CYBERSECURITY

The Operations Team executed several strategic projects to strengthen County Cybersecurity and enhance operational stability. In addition to providing 24/7 service, projects completed this year include upgrading all computers to Windows 11, replacing key firewalls, and replacing servers to keep County technology operating and secure.



BUSINESS INTELLIGENCE AND PROCESS IMPROVEMENT

The Applications team continues to boost business intelligence and streamline processes in partnership with all departments. Key accomplishments this year include automation of paper forms, automation of dashboards, implementing workflows, and enhancing the My Neighborhood GIS solution to improve efficiency, visibility, and performance across County services.



EMERGENCY SERVICES

OVERVIEW:

Nevada County Office of Emergency Services (OES) works under the Emergency Preparedness Board Objective, leading the community in all-hazards planning and preparedness, mitigation, response, and recovery with a focus on wildfire. OES provides a diverse range of services, from community education to 1,000-acre fuel reduction projects, with the unified goal of creating a disaster-resilient Nevada County.

EMERGENCY SERVICES SNAPSHOT



2376 COMMUNITY MEMBERS ENGAGED WITH
PLANNING & PREPAREDNESS



29 WILDFIRE RISK REDUCTION PROJECTS
MITIGATION



40 TRAINED EMERGENCY OPERATIONS CENTER STAFF
RESPONSE



5 COMMUNITY RECOVERY EFFORTS UNDERWAY
RECOVERY

KEY HIGHLIGHTS:

2025 BIOMASS PILOT PROJECT

The Biomass Pilot Project was a groundbreaking initiative that processed 5,262 tons of unmerchantable wood from forest health/fuels reduction projects into 163 tons of biochar. 1,104 tons of biomass were removed from evacuation routes that were identified in the 2024 Evacuation Study. The Project earned the 2025 Collaborative Team of the Year Award.



EOC RECRUITMENT

OES ran a robust recruitment process to deepen the bench on the Emergency Operations Center (EOC) team and better prepare response and recovery efforts. The Town of Truckee and City of Nevada City were added to the EOC, establishing a multijurisdictional team. Nevada County's EOC recruitment process was recognized as a statewide model for emergency preparedness.



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**NEVADA
COUNTY**
CALIFORNIA