

ACTION ITEM MINUTES

The General Managers Advisory Committee Meeting on Ordinance 7, 5:30 p.m. on Tuesday, March 2, 2021 (held on Zoom).

Page 1 of 5

A. ROLL CALL OF COMMITTEE MEMBERS

Committee Members: Diane Becker, Mary Danahey, Denise Davis, Kristen Ferrall, Scott Hill, Shelia Leijon, Margaret Martini, Hal Paris, Trevor Smith, Bruce Townsend, Karen Viel, and Frank Wright. Indra Winquest, IVGID District General Manager and Tim Callicrate (absent), IVGID Board of Trustees, Chairman. **Administrative Support Staff:** Kari Ferguson and Susan Herron

Reminder Only: Rules of Engagement: All committee members shall be respectful of one another and treat each other with kindness. No one member shall talk over another member. All ideas are welcome however they may not be discussed in depth or in detail depending upon time and/or merit and that determination is solely held with the General Manager. All committee members are equal participants.

B. RECAP OF MEETING OF FEBRUARY 25, 2021

1. Discussion with Timeshare Managers
2. Discussion & Straw Poll on Primary areas of concern

District General Manager Winquest gave a brief verbal overview.

Straw Poll Conducted on Exchange Passes

Diane Becker	Eliminate	Hal Paris	Undecided
Mary Danahey	Eliminate	Trevor Smith	Eliminate
Denise Davis	Eliminate	Bruce Townsend	Eliminate
Kristen Ferrall	Eliminate	Karen Viel	Eliminate
Scott Hill	Eliminate	Frank Wright	Eliminate
Margaret Martini	Undecided		

Mr. Townsend: Not abusing the system, whatever system it is, able to manage their own system – in favor of eliminating exchange passes.

Mr. Hill: Doesn't encumber our beaches very much, are deeded homeowners of some sort, have rights to access the beach property, can do something that is easier of them and us, yes, do away with exchange passes except consider something for them for access per unit, in accordance with beach deed, they qualify for access, something for three unique homeowners with stringent rules in place.

Ms. Becker: Live with and should live with, adamantly opposed to giving them something that we aren't giving to everyone else, do like the idea of having money on the cards, if we make them use the punch cards, they are the policeman, not thinking outside of the box because they like the ease, likes treating every parcel the same

Ms. Martini: Mixed emotions because they are different, they are mostly being used for the beaches, think in a Catch-22 situation as far as amount on each card, haven't established an amount for each card, so hard with the timeshares because they operate so differently, seems to be working and not being abused, may have to treat them different because they are

Committee Members: Diane Becker, Mary Danahey, Denise Davis, Kristen Ferrall, Scott Hill, Shelia Leijon, Margaret Martini, Hal Paris, Trevor Smith, Bruce Townsend, Karen Viel, and Frank Wright. Indra Winquest, IVGID District General Manager and Tim Callicrate, IVGID Board of Trustees, Chairman. **Administrative Support Staff:** Kari Ferguson and Susan Herron

ACTION ITEM MINUTES

The General Managers Advisory Committee Meeting on Ordinance 7, 5:30 p.m. on Tuesday, March 2, 2021 (held on Zoom).

Page 2 of 5

different however delineate in Ordinance 7 how they work because they are different from residential.

Ms. Danahey: Agree more with Ms. Becker and Mr. Townsend, each parcel treated the same, pay the same, get the same benefits.

Mr. Wright: We have a problem and that is that we are treating people differently, going to have a problem as STRs are going to get wind and ask why. Could open up risk of litigation.

Ms. Ferrell: If they get five punch cards and to turn those into tickets for each punch card, amount of manpower is huge. Last year, worked out much better. Giving them the five punch cards and let them manage from there. Treat everyone the same.

Mr. Paris: Talking about owners of property, timeshare owners are owners, created to move lines from beach gate to Recreation Center counter – ease that bottleneck that was created, all for getting rid of them but come up with something in their place. Want to hear what are we going to do instead.

Ms. Davis: Timeshares worked out before guest access tickets came about, don't like different systems for different people, if punch cards are the way we go, then they need to deal with punch cards. Every timeshare manager was adamant about not purchasing extra punch cards – would like to verify that information. Not opposed to buying extra but just want to have our facts and have it ready and available to eliminate any perception of abuse of privileges.

Mr. Smith: Treat everybody the same and if we can better up with a better system, open to that idea. 2.5% of the users so not too worried about that.

Ms. Viel: Treated the same and needs to be simplified as guests come to have a fun time.

District General Manager Winquest verbally summarized with his potential recommendation to the Board of Trustees.

C. CONTINUED DISCUSSION AND POLLING OF PRIMARY AREAS OF CONCERN AND POTENTIAL REVISIONS

1. Alternatives to Current Guest Access Framework
 - Recreation Punch Cards
 - Placing limits on guest access including the purchase of additional access
 - Requirement of guests to be present with a IVGID Passholder
 - If Punch Cards or something similar remains, evaluate how the card is used
 - Other ideas?
2. Review Scott Hill's framework concepts
3. Define "Guest"
4. Recreation Punch Card Exchange Passes
5. Discuss concept of eliminating the no golf restriction on purchase of additional IVGID Picture Pass

District General Manager Winquest discussed the reason that the ordinance contains no golf on purchased picture passes; outdated policy as golf courses are more prevalent within the Tahoe basin. It also generated the six-month minimum on the picture pass. Briefly mentioned putting a limit on the number of picture passes that can be purchased. Mr. Hill's idea was discussed.

Committee Members: Diane Becker, Mary Danahey, Denise Davis, Kristen Ferrall, Scott Hill, Shelia Leijon, Margaret Martini, Hal Paris, Trevor Smith, Bruce Townsend, Karen Viel, and Frank Wright.
Indra Winquest, IVGID District General Manager and Tim Callicrate, IVGID Board of Trustees, Chairman. **Administrative Support Staff:** Kari Ferguson and Susan Herron

ACTION ITEM MINUTES

The General Managers Advisory Committee Meeting on Ordinance 7, 5:30 p.m. on Tuesday, March 2, 2021 (held on Zoom).

Page 3 of 5

Ms. Becker asked for input from Staff perspective; District General Manager Winquest – software standpoint – can handle it, might create some confusion, and Mr. Hill is right, it would take a lot of communication. Can do a COVID special resolution or we give the community a good year to get ready for this. May rub people the wrong way. Ms. Martini asked for clarification on access. Ms. Ferrell said that it might take the community time to catch on to as it has been hard this year for schools; could open a lot of loopholes. Ms. Leijon said the beach gates are one of the most challenging positions, no matter what you bring forward, they will implement. Explanation, at the gates, will be a challenge. This would just add a more time consuming process and impact the customer service process slightly. Ms. Martini suggested that a pamphlet is created and handed to them; issue that is easily fixed. Policy that is written and handed to them and that is just the way it is. No opportunity for argument, Staff doesn't have to explain or argue. Don't understand the customer/guest experience – have policies that are set. Seems to her that it has gone a little bit overboard. District General Manager Winquest offered to Ms. Martini that she spends some time at the beaches this year to experience the flow at the beaches. Invite any of you to shadow any employee at the beaches with coordination by Ms. Leijon. Mr. Townsend asked how families in Incline that have more than 5 kids are addressed. District General Manager Winquest said only had 3 or 4 requests. Ms. Leijon said she understands Ms. Martini's comments and that is why we hire strong employees for those gate positions; they can chat offline. Ms. Davis said that the simple policy is this is an even numbered day you need to be accompanied by someone with a picture pass. We need some of those sandwich boards with that simple rules on it. She has never understood why they can't go car to car, similar to what is done at a fast food restaurant, when it backs up which should help eliminate the blockade at the gate and attacking it outside the gate. District General Manager Winquest explained that the Staff does perform this task, do post signs, it does help and it does work. Ms. Davis said to make the wording simple. Ms. Ferrall said people will show us their driver's license as a form of entry/identification instead of their picture pass or punch card. Ms. Davis suggested putting a dummy picture card up. Ms. Becker said she did like Mr. Hill's proposal but a Trustee said we can't put anymore burden on our employees. The employees at IVGID know where the problems are and we need to get input from them. We really need to listen to the IVGID employees so they all know that we have thought about it. In thinking about her friends, a lot of them have moved here from Southern California and she can imagine how they would act and so don't want to subject them to their pushiness. Mr. Smith said that this will not work – the 4th of July is going to be a big problem. In terms of treating everyone fairly, back up one step – what is overcrowding and let's put numbers to it. Consider dealing with this through a capacity route. We don't know what the number is but start there and then back track from there. Reservations – there is no reason that we can't do that and implement from capacity situation. See the value and want to be fair to everyone involved. Fair as possible across the spectrum. Absolutely against the picture pass holder being there to let the guest in. Like the flexibility and they would all understand the capacity limit if there was one. Brochure – think about this from an ADA perspective, can't work around this so we need to work this in a vanilla fashion. Provide evenly to all people. District General Manager Winquest said he has gotten an email from Ms. Danahey and that he wanted to read that to the committee which he did. District General Manager Winquest went over the framework he prepared and sent out to the committee late

Committee Members: Diane Becker, Mary Danahey, Denise Davis, Kristen Ferrall, Scott Hill, Shelia Leijon, Margaret Martini, Hal Paris, Trevor Smith, Bruce Townsend, Karen Viel, and Frank Wright. Indra Winquest, IVGID District General Manager and Tim Callicrate, IVGID Board of Trustees, Chairman. **Administrative Support Staff:** Kari Ferguson and Susan Herron

ACTION ITEM MINUTES

The General Managers Advisory Committee Meeting on Ordinance 7, 5:30 p.m. on Tuesday, March 2, 2021 (held on Zoom).

Page 4 of 5

this afternoon. Ms. Viel said dropping the ball on one group – the group that sends people to their homes when owners do not accept money such as a donation for a fundraiser. Having an owner there – go back to motel example. Need to include this group into the discussion. District General Manager Winquest said that the District eliminated the guest access ticket and the access is gained via punch card. Ms. Davis said that she wanted to make one more comment about even/odd system, by having days where picture pass holders are required, it will go a long way to show that it is our picture pass holders that are using the beaches. This will put the end to the argument that it is tourists that are overrunning the beaches. Even if we try it for one year, this may be the only way to convince people that it is picture pass holders that are using our beaches because this is what our statistics show. District General Manager Winquest said that most homeowners are not going to give their punch card to people they don't know. Ms. Davis said that the perception of some people in our community is that our beaches are being used by outside people. It is a way to show that our beaches are being used by our parcel owners. Mr. Paris said he has all kinds of stories about how the Staff is treated at the beach gates; it does get ridiculous down there. People don't read signs or brochures. Want to make the gate experience as smooth as possible. Like Mr. Smith's idea, likes the reservation system. Diane Ms. Becker said that this is a case from Douglas County – Brown vs Elk Point Country Club – and then she cited parts of that case (December 2020). There is also a case from New York about STRs and it is going on across the country. We need to really think about what we are suggesting as it needs to be fair for all. Rules are set for everyone by IVGID. It is important to understand where the law is going. District General Manager Winquest said that there hasn't been a requirement to be accompanied by a picture pass holder and there has been no accompaniment to take a guest in. Mr. Paris said he isn't opposed, never been in enforced in 2004 and nothing in writing back to 1994. District General Manager Winquest said that if there was a limit on punch cards, eventually they would run out of access. Mr. Wright said he doesn't have access and is having a hard time wrapping his head around this – pretty wild to listen to it all. Limiting any access to residents on any day is asking for trouble. Look at Crystal Bay as having no value, there is no need for them, don't want them. What they care about was being treated like a third class citizen because of what he learned about employee access. Can't really wrap his head around all of this because there is so many rules and he thinks Mr. Hill did a good job with coming up with options. One thing he is seeing is that IVGID is not a fee payer and employees are their guests. That is a rule that really needs to be looked at and wow, what a mess. Protect that deed and the interests of the people that live here. District General Manager Winquest said he has going to have Staff run some reports on punch cards and when it is pulled, he will get that data to the committee. Understand about not buying additional cards. Mr. Wright said he doesn't see any value to his 90-year old neighbor, thinks the whole thing needs to be figured out better. Another convoluted attempt to restrict access. District General Manager Winquest asked Mr. Wright to work up an option; Mr. Wright said he would. Mr. Hill said that District General Manager Winquest's framework is really simple and innovative approach and went over it point-by-point. Ms. Ferrell responded and shared her thoughts.

Committee Members: Diane Becker, Mary Danahey, Denise Davis, Kristen Ferrall, Scott Hill, Shelia Leijon, Margaret Martini, Hal Paris, Trevor Smith, Bruce Townsend, Karen Viel, and Frank Wright.
Indra Winquest, IVGID District General Manager and Tim Callicrate, IVGID Board of Trustees, Chairman. **Administrative Support Staff:** Kari Ferguson and Susan Herron

ACTION ITEM MINUTES

The General Managers Advisory Committee Meeting on Ordinance 7, 5:30 p.m. on Tuesday, March 2, 2021 (held on Zoom).

Page 5 of 5

D. GOALS FOR NEXT MEETING

1. Set next meeting dates: Tuesday, March 9, 2021, Tuesday, March 16, 2021 and then Tuesday, March 30, 2021 (try to do that one in person if possible)
2. Finalize first phase of recommendations
3. Discuss and set timeline for community outreach: Sometime in April

E. ADJOURNMENT at 7:45 p.m.

Committee Members: Diane Becker, Mary Danahey, Denise Davis, Kristen Ferrall, Scott Hill, Shelia Leijon, Margaret Martini, Hal Paris, Trevor Smith, Bruce Townsend, Karen Viel, and Frank Wright. Indra Winqest, IVGID District General Manager and Tim Callicrate, IVGID Board of Trustees, Chairman. **Administrative Support Staff:** Kari Ferguson and Susan Herron