

ACTION ITEM MINUTES

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

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A. ROLL CALL OF COMMITTEE MEMBERS

Committee Members: Diane Becker, Mary Danahey, Denise Davis, Kristen Ferrall, Scott Hill, Margaret Martini (absent), Hal Paris, Trevor Smith, Bruce Townsend, Karen Viel (joined the meeting at 5:30 p.m.), and Frank Wright. Indra Winquest, IVGID District General Manager, Shelia Leijon, Parks and Recreation Superintendent, and Tim Callicrate, 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 MARCH 16, 2021

1. Finalized discussion on recommended revisions to present to the community
2. Update and discussion related to community engagement – virtual forums/community survey

District General Manager Winquest gave a verbal recap of the March 16, 2021 meeting. Bruce Townsend asked a question about the draft beach rules – no lookup at the gate? Diane Becker said it was on the list that she and Ms. Ferrall worked on. District General Manager Winquest explained how the look up works. Diane Becker added to the explanation and that IVGID has a lot of employee time spent on being a concierge. Bruce Townsend said he was kind of concerned because he has expressed this. District General Manager Winquest said that Staff does try to work with our guests as much as possible. Mary Danahey asked if you are going to allow people to take pictures of their cards and carry that on their phone. District General Manager Winquest said yes. Trevor Smith said that one of the concerns is that we need to consider people who own multiple properties. His picture pass is on one of his parcels and not on all of them. If all privileges are equal, that area might need some revision. Scott Hill said having your card with you, he doesn't view the courtesy lookup as a nicety, and he just gives the gate hosts their card numbers. He doesn't think it should be a one-time courtesy as it isn't a one-time concierge service rather it is part of their job. District General Manager Winquest said that we seem to have just a few of those issues now as it might have been a thing of the past. We are working on creating an app. Kristen Ferrall said that the issue might not be picture card but rather punch cards and matching that privilege with the parcel. Agree that it is very easy to do a look up and we also do it at the Recreation Center thus picture passes are different. District General Manager Winquest agreed that it is a customer service item. Chairman Tim Callicrate said that this means that everyone's picture is in the system. If everyone would take a picture of their card, that would be helpful. Some folks are a little too reliant on the beach hosts at the gate and anything we can do to expedite the situation, it would save time and solve the issue if there is no picture on file. Part of the upgrade of the system is to insure everyone has a picture on file. District General Manager Winquest said that the issue with the past Board member occurred during a time that the software system was in transition. Kristen Ferrall said that the counter personnel are on top of that and are working hard to keep the pictures up to date and waiving the attendant fee. District General

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Manager Winqest said that Margaret Martini asked that he talk about a complete reissuance of picture passes and Staff can do it but it will take time. Staff really wanted to wait until we had the technology to upload a photo. Board Chairman Tim Callicrate said that he is glad that Margaret Martini brought that up and then we set up dates/period of time to get everyone on board with starting everyone out on a new clean footing. District General Manager Winqest said timing is an issue with RFID. Bruce Townsend asked how many people own more than five properties. Trevor Smith said it is hard to tell as they are owned under LLC's. Bruce Townsend said that we are trying to make this for the general property owners and not really for those that own multiple properties. Frank Wright said that we are ignoring the other venues and in listening to how the cards work, the people in Crystal Bay, etc. don't need all this access. When you start isolating the beach card, and ignoring those that don't have access, just isn't right. The punch card is only used to bring down rates at the golf. District General Manager Winqest corrected this statement and explained what the punch card can be used for. Frank Wright asked what it gives the parcel owner? What is the benefit of paying the fee and having a punch card? This is developing the same system and it is not equitable and this isn't talking about the other venues. Our task is to have a definitive answer to all the venues and he sees us getting totally away from this and the focus is on the beaches. We need to focus on the whole picture. District General Manager Winqest said because of what the Board has asked us to do and that this perhaps fits into Phase 2 and that he thinks that this could benefit from an offline conversation. Frank Wright said he knows it better than anyone else as there is no value for the parcel owner as he gets the same rate with his picture pass. There is no benefit because the punch card was designed for beach access and it is now for the people without that access. Why do some people get into a swimming pool for free and then others have to pay to use the Recreation Center pool? Convolved because it was designed for access to the beaches. District General Manager Winqest said that he knows a lot of Crystal Bay residents who play golf and use their punch card. Frank Wright said we have a sad problem and asking people to pay \$730 for their guests. If you don't play golf, you are subsidizing these guys' lower rates and the losses we incur at the golf courses – why is that? Unfair for those that don't play golf. Focus on this ordinance, you have to do everything otherwise you are going to run into the same problem – this is going in the wrong direction. Diane Becker suggested that we take off the non-look up item as people have made good arguments on that topic. Scott Hill said that the way he views IVGID is that we have a group of recreation venue and not everyone uses all the venues – he plays golf, goes to Diamond Peak, used the Recreation Center but he doesn't use the Tennis Center or the beaches, doesn't go to the Dog Park, etc. but it is the whole suite of things. Before he lived here full time, he didn't use hardly anything but they paid their fees and taxes to make it a place to where people wanted to be. We are in a community and we have to support the schools because we are part of a community and the community is good because we have all these things. The punch card means nothing more than it does for Crystal Bay resident. When he brings a guest, that is a benefit to him. Frank Wright can go to Diamond Peak and buy his guest rate down, same with Golf and that is no different than what we can do. The value is what he can do for his guest and that is something that we should recognize as it makes our community a great place to do. If we are going to keep punch cards, let's recognize that the value is getting in your guests at a reduced rate at wherever. Valuable thing to have and part of what we are creating for the future. Board Chairman Tim Callicrate went over some historical information regarding merging, fee structure as well as the value of these amenities. All of our venues make this a place where our property values have increased significantly especially this year. He loves living here and their issues and problems and he thinks this group is working hard and addressing issue to come to a workable solution that most people will be happy with. Whatever that looks like is going to dictate how

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the Board moves forward. He is not as doom and gloom as some, he is pretty excited on the direction this committee is going. Kristen Ferrall said if someone from Crystal Bay wants to go ski Diamond Peak at the resident rate, it is really the Crystal Bay resident that is getting the huge advantage and purchasing additional punch cards. Frank Wright said that the information is totally incorrect when Washoe 1 came into the District, paying \$730 for the past 15 years, all there is a difference of \$100 and how justify that – don't know. Living here and loving it – it is a divided community and you are at the top of the scale because you have beach access and then there are the private clubs that don't let everyone in and this is sick. To sit there and think you are equal, you are not, you are way ahead and leeching off people who don't play golf, etc. It is not equal, fair, and not near fair. Throw in the caveat of employee access and get everything for free and their families and some for the rest of their lives. Then telling those that live here that they can't, he is in Washoe 1, people on Lakeshore are equal but they don't have access. Love it and accept the fact and pay for what we don't have and subsidize is just not right. We are not negative rather just trying to provide facts. If you are going to be fair, you have to realize that people like him when they come forward, you can be fair and make it more equitable. We have a problem when employees are getting stuff for free, you are subsidizing it and the word they use is retention. Can turn a blind eye and how long you have lived here isn't relevant. You are trying to come up with a system that is fair. Attacking people who raise this issue is not right. There are things you can do to make it better. Look at all the venues and you have a situation that you need to make fair. He is not angry, mad and he is just trying to share information which is all you can do. Board Chairman Tim Callicrate said that you are attacking people and the only reason you are on the committee is because he put you on this committee. Facts allude you, he has listened to your rhetoric and drama for over 36 years – weigh it all out. You have a grand opportunity to bring forth workable solutions and come to a general consensus. The e-mails you send out and the attacks, look in the mirror, stir the pot and let it unfold. It has gotten old, get a new stick, otherwise he will ask the District General Manager and see if he wants a re-organization. Others have been working hard on this committee and he has been enjoying the same from Frank Wright and it is getting old. Thank you for the workable solutions, let's focus on the positive, and when you attack personally, it has gotten old. Board Chairman Tim Callicrate apologized to the team for this interaction.

District General Manager Winquest went over the outline that was transmitted today. Diane Becker said she had a comment on 3. – numbers on the card – for multiple parcel owners said that perhaps all their properties can be listed on their cards. District General Manager Winquest said Staff can look into that and continued his review. Hal Paris said that the number we have for it now, there is a reason it expires within the year and asked how does it differentiate from a gift card and look into it having an expiration date. Scott Hill said he doubts that you can have an expiration date on a gift card. Hal Paris said that is why he is bringing it up. Diane Becker said that Mr. Nelson did bring it up and he was going to recommend that there was no expiration date but he needed to look into it and reviewed very carefully. Kristen Ferrall said that additional punch cards that are purchased do expire and picture pass cards that are purchased expire within a year. Hal Paris said that needs to be reviewed because IVGID sets the value and that because they are purchased, they probably shouldn't have an expiration date. Trevor Smith said that it used to roll over at the golf course. Hal Paris asked, where it says about the boat launch, and not having their personal guests allowed? District General Manager Winquest said he thinks he briefly mentioned it. Scott Hill said that these three issues are really complicated and that we need to separate it out – rentals, agents, and owners. District General Manager Winquest said that District General Counsel is looking into beach access for boat owners and that commercial usage. Hal Paris said that begs the question about

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the definition of what is a guest – hotels are in the deed – the issue is that the boat rental company owners are bringing people in who really don't have legitimate access. Just because of their boat storage, they shouldn't get in and we have to word it properly so that doesn't happen. Trevor Smith said that the access for the commercial boat owners to profit just isn't right. For the unbuildables, we aren't talking about taking away privileges? District General Manager Winquest said that is correct. Trevor Smith said that the other agencies have taken so much off the rolls already. Scott Hill said that he thinks that Ms. Becker and Ms. Ferrall came up with a pretty good definition of commercial boat ownership and that we ought to think about the mechanics. If the punch card can be used to buy down the whole fee at the beaches, and for Diamond Peak and golf, the buy down would be higher and people could run out of their punch cards in May or June, we need to think about the mechanics on that topic. District General Manager Winquest said he agrees and that he think you are going to get a lot of pushback at the gates and about paying cash for their guests. He is going to have District General Counsel look at all of this prior to the next meeting. We can't implement this quickly because we have to get out all the information and get people ready. Diane Becker said on 5., under other at the end, and she has been thinking about nonresident access and that is after hours such as early evening and she wants to make sure that isn't causing us any risk to us. The latest plan shows a water taxi stopping at our beaches, it does scare her a little bit. District General Manager Winquest said that he talked to the District Manager at North Tahoe Public Utilities District and he said he signed off for it at Kings Beach. He also said that he talked to TRPA and that this is about getting funding and that this can't happen. Diane Becker asked about afterhours access cards and that she thinks that signage may be enough and do we need to look at non passholders getting in? District General Manager Winquest said that we will have to look at these issues and noted that we don't have control on the people coming off the lake. Trevor Smith said that there was a shoreline access a few years ago, related to kayakers, and we fought that pretty hard and it is coming back again. We have to pay attention to TRPA and what they are passing; he will keep watching. District General Manager Winquest said we will monitor that. Diane Becker said our draft covers the boat companies but that it might need tightening up as it is a critical issue. District General Manager Winquest said it is definitely an issue and we have to correct it. This last year was a bit crazy and we do have to correct it. Bruce Townsend asked if there were a lot of people that are not property owners who are storing their boats here and then the boat people are launching them? District General Manager Winquest said yes, there is a decent percentage (20-25%) is likely. Hal Paris said he is hearing 10-12 boats and the issue is the boat rental companies which is the bigger numbers of people. When they are buying 50 extra punch cards, that is a big problem. District General Manager Winquest said that he and Staff have talked to these owners and the guy who owns Zoom just bought Spitzen Lumber and he is going to start a boat storage company. It has grown over the years and they know it. They are good community members and know there is a problem and he thinks it is something that we can get under control. Trevor Smith said if you tie it to the parcel owner. If you make them provide the IVGID passholder information as you only get away with once and it should be providing a service versus a rental boat. District General Manager Winquest said that yes, a season boat launch pass does make a difference. Diane Becker said that have we have spent most of our time on the beaches and asked if we are going to look at other things? District General Manager Winquest said yes and once this is part is over, we can reconvene and discuss the other venues as it is something we need to do.

District General Manager Winquest moved to the virtual forums and suggested that we will hold two virtual community forums and that he is also working on a resolution regarding the beaches and restricting

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access. His recommendation is to have the first one, as a goal, during the week of April 20 and specifically 20, 21 or 22 and that they be held in the evenings on either Tuesday or Wednesday with the second one being on May 4 or May 5. Research will be done to try and avoid other agency conflicts. Diane Becker said that the TTD did two meetings from 3:30 to 5:30 p.m. and then two at 7:30 to 9:30 p.m. – she would like to suggest one at the end of the day and then one in the evening. Diane Becker said yes if you can do two that would be great. District General Manager Winquest said he understands that some committee members may not be available and he isn't expecting everyone to be presenting. They will be Livestreamed for sure. Bruce Townsend said that May 5 is Cinco de Mayo – didn't know if that was a problem and could switch that to May 4. Denise Davis asked when the surveys would be coming out? District General Manager Winquest said that he thinks it will come out around the same time and that signing up for the forums requires an email which will help. We have had offers about help from the community to get the information out. Denise Davis said that when it comes time to do surveys, we need to let the community know that there seems to be this idea that can short circuit survey and it makes it invalid. We need to tell people, up front, about people distrusting surveys because certain community members tell others they cheated the system. District General Manager Winquest said that is a great point and that yes, we know about this tactic and understand that it is used. Kari Ferguson has been working with the team on a qualifier so we can cross check the surveys. Denise Davis said that she knows that internally we are keeping track and tell people that we have people checking and put it out that we have ways of knowing and put that out upfront. Diane Becker said that she thinks we need to do the virtual forum first because people won't know what they are voting on. She would like to discuss offline about multiple submissions. District General Manager Winquest said that we have been pretty successful to tell when duplicates come in. Diane Becker said perhaps add a paragraph about penalty of perjury or a sanction because if someone ruins it for us, we just don't want it to happen. District General Manager Winquest said he agrees with releasing the survey after the first forum as then they can look at the Livestream.

C. REVIEW OUTLINE OF PRELIMINARY RECOMMENDATIONS

1. Emphasis on soliciting initial feedback from parcel owners to inform final recommendations to the Board of Trustees
2. Discussion on goals for what type and level of feedback needed to successfully inform the committee
3. Set target dates for two (2) community virtual forums
4. Set target date for release of the community survey as well as determine how long the community survey will be active

D. GOALS FOR NEXT MEETING

1. Set next meeting date. Proposed Tuesday, April 6, 2021
2. Finalize preparation for structure of virtual community forums
3. Possibly review draft community survey

Frank Wright apologized for responding and being the only outsider and looking in, value him and looks at the rules of engagement and if we stay within, we will be fine. Hearing all this anger, he is here to

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help you, has information, he has opinions and asked that everyone value his. Let's move forward and make it right. District General Manager Winqest said thank you and everyone would agree with what you said.

E. **ADJOURNMENT** occurred at 7:27 p.m.

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