



Board of Trustees Member Handbook



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Legal Basis for General Improvement District

Nevada Revised Statutes (NRS) 318 governs general improvement districts. Under this statute, there is a specific section, section 318.080, which defines the responsibilities of the Board of Trustees.

Board of Trustees

Role of the Board

Goals, priorities and courses of action are determined independently for each general improvement district in response to the particular needs and concerns of their district. The Board of Trustees meeting agenda is set by the District General Manager and Chair of the Board of Trustees. Each member of the Board of Trustees is always welcome to submit items for discussion and should make such requests through the Chair. The Chair will consider the request and, if deemed appropriate for the agenda of an upcoming meeting, provide the item to the General Manager for inclusion. The Board of Trustees has a specific policy on the conduct of their meetings; Policy 3.1.0. It should be read by each member of the Board of Trustees and kept as an easy and quick reference.

Issues that the Incline Village General Improvement District Board of Trustees deals with, on a regular basis, are as follows:

Contract Awards	Ordinance Adoption	Policy and Procedure Adoption
Reports	Budget Approval	Partnership Agreements
Resolution Adoption	Strategic Planning	Union Contract Approval

The meetings of the Board of Trustees should be viewed as an open forum and an opportunity for the public to query Incline Village General Improvement District Staff or the Board of Trustees about the issues facing their community. The Board of Trustees has incorporated a Meet and Greet session into their last meeting of the month which is held for thirty (30) minutes prior to the beginning of the meeting. Members of the public are encouraged to attend this informal session and chat with the various members of the Board and Staff regarding their concerns, ideas, or comments.

The Board of Trustees has the statutory authority and responsibility to make the final decisions on District matters. The Incline Village General Improvement District Staff has the responsibility to provide expert opinion and advice to the Board of Trustees to assist them in making decisions and also has the responsibility to implement and carry out the items passed by the Board of Trustees.

One very important role for the Board of Trustees is to provide a forum where citizens from the community can express their views, issues and concerns. It is these views, issues and concerns that give invaluable information to the Incline Village General Improvement District. As such, the Board of Trustees should focus its effort on providing the best atmosphere in its meetings to draw this needed information from local citizens. Additionally, the Board of Trustees should ensure that the information discussed during the meetings is accurate and given to the appropriate Incline Village General Improvement District staff member in a timely manner.

Powers of the Board

The powers of the Board of Trustees are listed in NRS 318.

Organization of the Board

The Board of Trustees is decided by the constituents in the voting districts of Incline Village and Crystal Bay. Elections of each Trustee are to a four-year term with elections occurring in even calendar years. The Board of Trustees, at either its last meeting in the current calendar year or the first meeting in the new calendar year, determines a Chair, Vice Chair, Treasurer, and Secretary for the calendar year. These positions are held for one calendar year. Should a vacancy occur, the Board of Trustees shall follow NRS 318.090, paragraph 5, to fill the vacancy. The most current roster for the current Board of Trustees is located on the District's website ivgid.org.

The following summarized roles reflect both the socially expected behavior and the function of the Board of Trustees members. All members of the Board of Trustees are expected to follow the roles of the Board of Trustees members (Role of All Trustees shown below) in addition to the special roles as designated by their elected position.

Role of All Trustees

- Identify issues and concerns in the community through the Board meetings.
- Review minutes, financial reports, memos and other documentation regarding the issues on which the Board is researching.
- Study and give counsel on the identified public issues.
- Represent the views of the constituents by communicating the range of options regarding the issues of concern.
- Regularly attend meetings and notify Board Chair, Board members and District Staff, well in advance, of forecasted absences from Board meetings whenever possible.
- Maintain good communications with the District General Manager and Staff.
- Prepare and file the required annual financial disclosure report.
- Respectfully execute the duties as a Trustee using ordinary diligence and not taking unfair advantage of the position as a Trustee.
- Respectfully recognize that along with the tremendous responsibility, goes a lot of power.

Detailed Role of the Chair

- Serve as spokesperson for the Board of Trustees and District.
- Facilitate meetings to be productive by engaging Trustees to openly discuss issues, share in equal participation, and ensure all Trustees have a chance to express their thoughts and opinions on an issue.
- Foster a public forum that allows for a diversity of opinions to be expressed.
- Execute District commitments as deemed necessary.
- Respectfully execute the duties as Board of Trustees Chair by not taking unfair advantage of the position as Chair.

Detailed Role of the Vice Chair

- During the absence of the Chair, serve as spokesperson for the Board of Trustees and District.
- During the absence of the Chair, facilitate meetings as described above.
- Assist the Chair in facilitation of the meetings on an as needed basis.
- Respectfully execute the duties as Board of Trustees Vice Chair by not taking unfair advantage of the position as Vice Chair.

Detailed Role of the Secretary

- Execute District commitments as deemed necessary.
- Respectfully execute the duties as Board of Trustees Secretary by not taking unfair advantage of the position as Secretary.

Detailed Role of the Treasurer

- Working with the Director of Finance to review and support the financial responsibilities of the District.
- Participate and support the District's Finance and Accounting team with respect to various committees, i.e. Audit Committee.
- Respectfully execute the duties as Board of Trustees Treasurer by not taking unfair advantage of the position as Treasurer.

Appointments to Other Organizations

Nevada League of Cities

Currently, the Board of Trustees has one appointed member to the Nevada League of Cities; please visit their website for more information on this organization.

Washoe County Debt Management Commission

Currently, there is one elected General Improvement District representative to the Washoe County Debt Management Commission; please visit their website for more information on this organization.

Other Committees or Commissions

As deemed necessary and appropriate, the Board of Trustees may from time to time make appointments and/or ask a member of the Board of Trustees to serve on requested committees and commissions.

Responsibilities of Trustees

The Board of Trustees has the statutory authority and responsibility to make the final decisions on District matters. The Incline Village General Improvement District Staff has the responsibility to provide expert opinion and advice to the Board of Trustees to assist them in making decisions and has the responsibility to implement and carry out the items passed by the Board of Trustees.

One very important role for the Board of Trustees is to provide a forum where citizens from the community can express their views, issues and concerns. It is these views, issues and concerns that give invaluable information to the Incline Village General Improvement District. As such, the Board of Trustees should focus its effort on providing the best atmosphere in its meetings to draw this needed information from local citizens. Additionally, the Board of Trustees should ensure that the information discussed during the meetings is accurate and given to the appropriate Incline Village General Improvement District staff member in a timely manner.

Compensation

In accordance with NRS 318.085, subparagraph 5, each Trustee shall receive compensation, if the budget is adequate and a majority of the members of the Board of Trustees vote in favor of such compensation. This compensation is paid on the same schedule as District staff which is every other week of each calendar month. The compensation for the Trustees is limited by Nevada Revised Statute. On April 12, 2006, the Board of Trustees voted unanimously to increase the yearly compensation to \$9,000 per year effective January 1, 2007 as provided by NRS 318 and adopted by the State of Nevada Legislature in its 2005 session.

Benefits

Each Trustee will be issued, by the District's Recreation Center staff, a Recreation Photo Identification Card identifying the Trustee as a Category 1 employee. This benefit is for the Trustee only and not applicable to your spouse or dependents. Following is a list of the various discounts, available to the Trustees, for our venues:

- Board of Trustees will have their own category. They will no longer part of Category 1 Recreational Privileges.
- Will be able to visit each venue one time per week without charge.
- No employee discount dependent privileges.
- Food and beverage discount same as resident – 10% discount.
- Merchandise discount same as resident – 20% discount.
- Trustees can expense a business lunch following the District expense procedures when conducting District business.

Liability

With respect to the potential liability of individual Trustees, Incline Village General Improvement District treats each Trustee just as it would one of its employees. As long as Trustee activities fall within the course and scope of the duties as a Trustee, Incline Village General Improvement District will defend and indemnify pursuant to requirements of Section 41 of the Nevada Revised Statutes. On June 13, 1968, the Board of Trustees adopted Policy and Procedure Number 098, Resolution Number 495, which supports this position.

- ◆ Incline Village General Improvement District considers Trustees' actions within the course and scope of the public duty assumed as a Trustee to be equivalent of that of an employee. If a civil action is brought against you alleging an act or omission related to such service, it is the position of Incline Village General Improvement District, pursuant to NRS Section 41.0339, you may request a defense and Incline Village General Improvement District shall provide a defense and, if appropriate, indemnification.
- ◆ NRS Section 41.0339 requires that you, within 15 days after service of a summons and complaint, request in writing a defense by the official attorney. For Incline Village

General Improvement District, the official attorney is the District General Counsel. The District General Counsel contact information is available from the District Clerk or the General Manager.

- ◆ If per chance you are injured while within the course and scope of the public duty you have assumed, you will be treated as an employee and covered by the Incline Village General Improvement District workers' compensation system. In order to access the workers' compensation system, you would need to contact the Incline Village General Improvement District Risk Manager, advise of the injury, and follow the procedures adopted by the Incline Village General Improvement District for its employees. You can obtain a copy of those procedures from the Incline Village General Improvement District Risk Manager.
- ◆ If you are involved in an accident or an incident, while within the course and scope of your duties as a Trustee, which results in property damage or injury to any person, you must contact the Incline Village General Improvement District Risk Manager within three working days.

Tools Provided

The Incline Village General Improvement District issues to each Trustee, for their use in doing District business (which excludes personal use), business cards.

Budget and Finance

The Incline Village General Improvement District Board of Trustees is a cost center and has a separate budget for its expenses. The Board Chair is responsible for the administration of this budget supported by the District Clerk and other members of the District team.

Travel on District Business and other purchases

When a Trustee wishes to make a purchase, go to a conference, or expend funds in any manner which will require reimbursement, the Trustee must have the expenditure approved, prior to it being made, by the Board Chair. If the Board Chair is unavailable, then the Board Vice Chair shall assume the responsibility. The Trustee making the expenditure shall be bound by the District policy and procedures and will be required to complete all the necessary form(s) for reimbursement. The District Clerk is available to the Board of Trustees at all times to assist them in this process, therefore the necessary forms are not included in this handbook. Following is a short list of items for which the Trustee might request reimbursement:

- ◆ Travel to conferences, seminars
- ◆ Reimbursement for business dinners
- ◆ Wireless Internet connection equipment within their residences
- ◆ Operating supplies
- ◆ Employee recognition
- ◆ Personal car mileage when on District business

Upon completion of travel, the Trustee will be expected to complete an expense report that will be submitted to the Board of Trustees Treasurer for review and approval. Following this review and approval, the Board of Trustees Treasurer will give the expense report to the District Clerk who will submit it to the District's Accounting Department for reimbursement processing. The Trustee submitting the expense report will be promptly notified when his/her reimbursement is



ready for their pickup. Should the Board Treasurer be the one making the trip, then the Board Chair will authorize the travel request and subsequent expense report.

Relationship to General Manager

The General Manager is the primary contact for policy and procedure and is the only direct employee, by contract (available upon request to the District Clerk), of the Board of Trustees.

Relationship to District Staff

All Staff members of the Incline Village General Improvement District are available to any Trustee to discuss areas in the sphere of influence.

The General Manager is the Board's representative to Staff. When a Trustee has a question on a matter coming before them, the Trustee may communicate directly with the Staff member who is presenting the matter to the Board to get clarification. The Board of Trustees is not permitted to micromanage Staff and Staff issues that arise must be directed to the General Manager.

Staff Support

The Incline Village General Improvement District provides the primary administrative assistance to the Board of Trustees. An individual is designated as the District Clerk and is available to any member of the Board of Trustees to assist them with travel arrangements, find documents, do research, etc. All Staff members of the Incline Village General Improvement District are available to any Trustee to discuss areas in the sphere of influence. The General Manager is the primary contact for policy and procedure and is the only direct employee, by contract of the Board of Trustees. Job descriptions for both the General Manager and the District Clerk are available upon request.

Field Trips Outside of the District Venues and Group Participation

Field trips outside of the District venues for the entire Board of Trustees need to be well organized and adequately posted so as to comply with the Nevada Open Meeting Law requirements. Field trips can be at the suggestion of the Board of Trustees, members of the Staff and/or members of the public. The District Staff will take on the responsibility for organizing the field, and when applicable and deemed reasonable, providing transportation to and from the field trip site. District Staff may or may not accompany Board of Trustees on the field trip.

Meeting Requirements

Nevada Open Meeting Law

State law requires that meetings of public bodies must be open and public. Boards of Trustees fall within the definition of public bodies. The Nevada Open Meeting Law Manual is available online and via request of the District Clerk.

Posting of Agendas and/or Notices

The written agenda of a Board of Trustees meeting must be posted at the place of the meeting and at a minimum of three other separate, prominent (i.e. open to public view) places within the jurisdiction of the Board of Trustees. The agenda must be posted no later than 9:00 a.m. three

working days before the meeting. For example, if the Board of Trustees meets on a Wednesday, the agenda must be posted no later than 9:00 a.m. on the Friday preceding the meeting. Saturdays, Sundays and holidays may not be counted in calculating three working days. The District Clerk takes care of this agenda posting and all locations, where the agenda are posted, are listed on the bottom of each agenda. On notices, the locations may or may not be noted however it is assumed they will be posted in the same locations as an agenda.

Certification of Posting

The Incline Village General Improvement District Staff will certify that the Board of Trustees agendas were correctly posted according to the Nevada Open Meeting Law prior to the Board of Trustees meeting. This certification is included on each agenda and/or notice.

Meeting Minutes

The Nevada Open Meeting Law also requires that a public body keep written minutes of meetings. These minutes must include:

- The date, time and place of the meeting.
- Those members who are in attendance and those who are absent.
- The substance of all matters proposed, discussed or decided. In addition, at the request of any member, the minutes must reflect each member's issues and concerns on any matter. If a vote is taken, the minutes must reflect each member's vote on any matter.
- The substance of remarks made by members of the general public who address the body if so requested by that person.
- Any other information which any member of the body requests be included in the minutes.

Citizens may request to receive copies of the Board of Trustees minutes (and agendas) through the District Clerk. Such a request should be made in writing (or through e-mail) to the District Clerk. Citizens can request to receive mailing of Board of Trustees agenda packets by e-mail and/or U.S. Postal Service and the agendas by e-mail and/or U.S. Postal Service. Distribution of these items to those requesting and the Board of Trustees is in accordance with the Open Meeting Law.

The law provides that the minutes are public records and have permanent value. The minutes must be retained by the public body for five years, and then may be transferred for archival preservation. The Incline Village General Improvement District is the public body designated to retain these records. ***The minutes must be available for public inspection within 30 working days after adjournment of the meeting.*** Meetings may be recorded on audio/video tapes in addition to the written minutes. If so, the entire meeting must be recorded. The recording of the meeting must also be made available for the public inspection. The audio tape must also be retained by the public body for two years.

Meeting Protocol

Attendance

A majority for the IVGID Board of Trustees is three (3) members out of the five (5) member Board. When an item is brought before the Board, and there are three (3) members present, the item must be unanimously approved by the three (3) members present otherwise the item fails. It is each Board member's responsibility to notify the District Clerk and/or General Manager of his/her absence, from a Board meeting, in a sufficient amount of time (one month's notice is preferred) to allow for the proper planning of agenda items.

Schedule

The Board of Trustees meeting schedule is set via policy. Currently, the Board of Trustees meets on the second and last Wednesday of each month however that schedule may change from time to time. Typically, the meetings for the months of November and December are reduced to one meeting per month so as to allow the Board of Trustees and District staff to spend time with their families over the holidays.

The meetings take place at the Chateau located at 955 Fairview Boulevard in Incline Village. This building can be set up to accommodate approximately 250 members of the public and has built in audio recording equipment to facilitate our compliance with NRS statutes for audio recordings. The District also uses Livestream to broadcast its meetings however it is a complimentary item versus an NRS/Open Meeting Law requirement.

Agendizing and Removal from Agenda

Board members may request, to the Board Chair, that an item be added to the agenda. If the requested item is not to be included, an explanation should be provided to the Trustee and some type of accommodation is made. This request must be made in sufficient time to allow the item to be properly described on the agenda. All backup materials required to allow sufficient discussion of the Board item must be provided to the District Clerk in sufficient time to allow it to be included in the Board packet for both the Board's review and the general public. As an example, when the Board meeting is on the last Wednesday of the month, that meeting agenda will be posted on the Friday prior to the meeting. The District Staff and Board of Trustees reviews, as an agendized item, the Long Range Calendar which includes all the dates of when materials are required.

A Board member, at the time of the approval of the agenda during the Board meeting, may request that an item be moved from the Consent Calendar to General Business to allow for more detailed discussion, may ask that an item located on the agenda be deferred to a later time, and may ask that the position of an agenda item(s) be relocated. It is suggested that Board Members discuss their wishes prior to the Board meeting with the Board Chair so that the Board Chair is not surprised by their requests and understands the reasons behind such requests.

District Staff, at the time of the approval of the agenda during the Board meeting, is represented by the District's General Manager and as such the District General Manager will make the request to move, delay or defer any agenda items. Generally speaking, the District General Manager will only take such action when new information has been received at the last moment or the situation has changed such that the recommendation needs to be reconsidered.

Staff Role at Meetings

Senior Staff and Directors typically attend all Board of Trustees public meetings. Their presence is in support of the Board of Trustees, their agenda items and to respond to questions directed to them, at the discretion of the Board of Trustees, by the general public. These employees are exempt employees and thus no overtime costs are incurred for these individuals to be present at these meetings.

Agenda Notebooks

It is District Staff's responsibility to provide the Board of Trustees with a detailed packet for information supporting those items on the agenda. Each Trustee will be provided, typically no later than the Friday preceding the Wednesday meeting, a notebook of information supporting each agenda item as applicable. This information may also be supplied, upon request by individual Trustee, electronically i.e. in PDF format. On that same Friday, the requesting members of the public shall be mailed their packet. This process can be delayed to the Monday preceding the Wednesday meeting in event of an emergency (i.e. weather, machine failure, etc.). It is each Trustee's responsibility to ensure that they have read the materials prepared for them so that they come to each meeting prepared to discuss the items on the agenda. If they have any question or concern about the materials provided on an agenda item, they are encouraged to ask questions of the District Staff, starting with the General Manager, **prior** to the meeting. The thorough understanding of each matter on the agenda allows the Board of Trustees meeting to proceed in a timely and orderly manner.

Typically, the agenda will include various reports made by Staff or a Trustee which are relevant to those members in attendance and/or the general public, Consent Calendar items which are items that the District Staff deems as being typical, routine and non-controversial, and General Business items which are items that the Staff would like to have dialogue with the Board of Trustees or get feedback from a multitude of sources. Occasionally, a public hearing is incorporated into an agenda for the purpose of providing a time certain period of public comment on a particular topic or topics. When a public hearing is held, there are additional requirements which District Staff will fulfill.

The Board of Trustees meeting agenda is provided to the local newspaper at its request. Typically before each meeting, the District's Communication Coordinator issues a brief overview of the meeting via press release or other format.

Techniques and Tips

Agenda Tips

- The agenda should be concise, but inclusive enough to clearly identify the agenda items and allow discussion of that item.
- Posting of the agendas should be in substantial compliance with the Open Meeting Law.
- Mailing of the agendas should also be in substantial compliance with the Open Meeting Law. If the agendas are mailed within the required time frame, the intent of the law has been met. Incline Village General Improvement District is not responsible for mail delivery.
- Notes on contents of the agenda:

- *Correspondence.* Correspondence is included in the Board packet if it is received in time for its inclusion. Correspondence received after production of the Board packet is verbally noted as received and then included in the following Board packet.
- *Public Comments.* The Board of Trustees has adopted an advisory statement which is included on each agenda.

Minutes Tips

- The minutes should reflect what happened at the meeting.
- The minutes belong to the Board of Trustees and are not open to comment from the audience under the section of the agenda to approve the minutes. Comments to the minutes can be made under "Public Comments".
- The minutes should be approved in total, not as a portion. If a portion of the minutes are questioned, the entire set of minutes should not be approved until the questionable section is clarified.
- Corrections to the minutes of the past meeting are made at the current meeting; the corrections will be reflected in the current meeting's set of minutes and approved at the following meeting.
- The official (approved) minutes are on file in the Incline Village General Improvement District office and are available for public review.
- Correspondence received can be noted in the minutes, but need not be included in the contents of the minutes.
- Information commenting on an item on the agenda of a past meeting *cannot* be submitted for inclusion in the minutes after the minutes of that meeting have been approved.

Meeting Tips

Since the official business of the Board of Trustees can be conducted only at a meeting, it is important to make sure that the Board of Trustees meeting is structured to encourage public participation. If the Board of Trustees meeting is long, complicated and focused only on Board of Trustees members, then the meetings will eventually lose public participation. The following are some guidelines to follow to help ensure smooth meetings:

- Start on time.
- End at a reasonable hour.
- Follow the agenda (It is a violation of the Open Meeting Law to discuss items not appearing on the agenda.)
- Encourage the public to participate.
- Wait for recognition from the Chair before speaking.
- Ensure no one person dominates the discussion.
- Actively listen.
- Do your homework (prepare) before the meeting.
- Don't hold unnecessary meetings.
- Do not take or make matters or comments on a personal level.

Ways to Stimulate Community Participation

- Send random letters inviting community members to meetings.
- Hold regular meetings.
- Make agendas easily available.
- Invite residents to get together before community issues are considered.

- Send thank you notes to people who provide input and suggestions.
- Request community groups to designate a representative to attend meetings.
- Make meetings comfortable rather than intimidating (i.e. less formal).
- Make meetings interesting and don't drift or bog down (i.e. keep meetings short and to the point).

Meeting Room Environment

In addition to these guidelines, the meeting room environment is also crucial to a smooth meeting. Here are some items to check:

1. Room size is adequate for anticipated crowd.
2. Temperature set at comfortable level.
3. Enough seats and agendas available.
4. Adequate lighting and sound system.

Advocacy Roles

Incline Village General Improvement District Board of Trustees meetings should provide a forum that encourages candid and frank sharing of citizen concerns and issues. It is especially important that Board of Trustees meetings be conducted to allow a "neutral playing field" so all present feel comfortable sharing all sides of any issue. Board of Trustees members, in conducting a meeting, must be careful to avoid giving any perception that the meeting or sharing will be slanted or limited to the detriment of full and open sharing.

Any Trustee who is personally or financially affected by a particular issue or project being discussed should:

1. Disclose, as part of the record, his/her involvement with the issue or project and, if applicable, any financial relationship or involvement relating to or resulting from the project or issue to determine participation or withdrawal; or
2. If chairing the meeting, temporarily release Chair to the Vice Chair.
3. If it is determined that there is no conflict, since participation of an elected official is favored, then the member shall participate in all matters of the issue.
4. Should a Board of Trustee member wish more information, the District General Counsel can make available relevant conflict material(s).

A Board of Trustees member may also choose, under the above circumstances, to recuse him/herself from the Board and participate from the audience as a private citizen on the particular project or issue.

No Trustee may represent the Board of Trustees in other proceedings, orally or in writing, as advocating a particular position unless the specific topic under consideration was discussed and/or voted upon by the Board of Trustees. In making any representation, the Trustees must be careful to report on the issues and concerns - both pro and con - as presented to the Board of Trustees, in addition to any vote result.

Representation and Communication

Two equally important responsibilities of a Trustee are representation and communication.

As a Trustee, you can make unique and special contributions through the Board of Trustees participation because often times your personal well-being is deeply intertwined with that of your community. It is up to you to understand and fairly represent the views of your Incline Village and Crystal Bay constituents. You should be active in the community, have good rapport with and support from your constituents, and "keep your ear to the ground". You should be aware of the total range of viewpoints and use good judgment in providing issues and areas of concern to Incline Village General Improvement District. This is a big responsibility and can take considerable time and effort.

An equally important responsibility is developing and maintaining good communication with the Incline Village General Improvement District General Manager and Staff - particularly with the General Manager. With good communication, you will play an important part in making the District responsive to the needs of Incline Village and Crystal Bay.

Issue Management

Issue management is a tool to help you identify issues of concern that affect you and your constituents. Once you have identified these issues, then you can let the appropriate people know about the issues in a timely fashion. This ensures that you and your constituent's concerns become part of the policy-making process of the District. Developing issue management skills is an important aspect of the Board of Trustees membership. It allows you to use informally gathered information to better advise and relay concerns to the District Staff. This information allows for the Trustees to anticipate issues before they become disruptive and to become part of the process to resolve those issues. Protection of community interests, increased productivity, fewer delays and reduced costs are all benefits of early issue detection and resolution by the Trustees.

Five steps to help you manage and resolve issues are:

1. Identify issues:
Talk with your constituents about their problems or needs. Use your knowledge of the community to understand how this problem or need affects the community. Share this information with the Board membership so that later all of you will be able to gauge if proposed solutions will solve the problem or satisfy the need.
2. Communicate:
Find other people affected by this problem or need in order to hear their views. Seek out the places where people in the community meet to share ideas or to pursue common interests (e.g. the local market, the day care center, the Recreation Center, etc.) Make sure you have a good understanding of the problem or need.
3. Separate themes and ground issues:
Try to find the real issue(s) behind the problem or need. In issue management, this is known as separating issues from themes. Frequently, people complain about a problem (e.g. government is not listening to me) which hides their real need or issue (e.g. why has my road not been graded in two years?). Once you have identified the real issue, check with other people who share this problem/need to make sure you have put your thumb on the real issue (this is known as grounding the issue).

4. Develop options:
Work with the appropriate people from the community and District staff to develop different ways to resolve the issue(s). After you develop these options, make sure you once again check with the people who have the problem/need to ensure that the proposed solution will indeed satisfy their problem/need.
5. Implement and evaluate:
Work with your community and District Staff to implement the preferred option. Make sure you and the community is part of the process to resolve the issue. Afterwards, take the time to identify things that went well and those that need work to better prepare yourself for the next time.

Issues that are non-operational in nature that could affect the District will be given to the Chair who will address and disseminate to all members of the Board of Trustees and the District General Counsel. An example would be a complaint against a Trustee or a complaint regarding a District policy. If the issue involves the Chair, the Vice Chair and the District General Counsel will be informed.

District Operations

Management Overview

The Incline Village General Improvement District is managed by the General Manager who is hired and is the only contract employee of the Board of Trustees. The employment contract of the General Manager is available upon request to the District Clerk. Each year, the General Manager is given a performance evaluation by the Board of Trustees. Effective October, 2005, this performance evaluation is conducted in open, public session.

The General Manager is responsible for the District staff which consists of approximately 110 full time year round employees and 300 seasonal and part-time employees depending upon the season. There are Directors (Director of Public Works, Director of Human Resources, Director of Finance, Director of Community Services, and Parks and Recreation Director), Communications Coordinator, and one District Clerk which are direct reports to the General Manager. The General Manager is also responsible for the District General Counsel which is a contract position and does not reside in the District offices.

The following identifies the authorities delegated to the General Manager through various District documents:

1. Strategic Planning, **Policy 1.1.0**, 0.1 Initiate the Strategic Planning Process
2. Conduct Meetings of the Board of Trustees, **Policy 3.1.0**, 0.6 Rules of Proceedings, f. Contracts, g. Claims; 0.8 Agenda Preparation, 0.9 Reconsideration, 0.12 Authorization to Sign Checks, 0.13 Facsimile Signatures, 0.15 Consent Calendar and 0.17 Legislative Matters
3. **Policy Resolution No. 103** (Resolution 1475) Establishing a Policy for the Granting of Easement Across District Property
4. **Policy Resolution No. 105** (Resolution 1480) Adopting a Personnel Management Policy
5. **Policy Resolution No. 110** (Resolution 1493) Policy Statement on Community Relations Expenditures

6. **Policy Resolution No. 111** (Resolution 1494) Policy Statement on Collection of Delinquent Special Assessments
7. **Policy Resolution No. 113** (Resolution 1517) Use of Trademark by Private Businesses and Persons
8. **Policy Resolution No. 115** (Resolution 1527) Use of IVGID Boardroom
9. **Policy Resolution No. 116** (Resolution 1538) Establishing Penalty and Interest Charges on Delinquent Accounts and Collection Thereof
10. **Policy Resolution No. 120** (Resolution 1575) Group Use of Beaches
11. **Policy Resolution No. 121** (Resolution 1581) Adopting Policy and Procedure For the Settlement of Lawsuits and Related Claims
12. **Policy Resolution No. 127** (Resolution No. 1619) Complimentary Recreation Privileges
13. **Policy Resolution No. 129** (Resolution No. 1632) Relinquishment and Acquisition of Utility Easements and Encroachment Agreements
14. **Policy Resolution No. 132** (Resolution No. 1701) Fundraising/Donation Activities at IVGD Facilities
15. **Policy Resolution No. 134** (Resolution No. (not issued) Policy Governing Service of Alcoholic Beverages at IVGID Facilities
16. **Policy Resolution No. 135** (Resolution No. 1760) Temporary Dog Park at Village Green
17. **Policy Resolution No. 136** (Resolution No. (not required) Policy concerning access to District Property and the Use of District Facilities for Expression
18. **Policy Resolution No. 137** (Resolution No. 1801) Policy for the Provision of Records to the Public
19. **Policy Resolution No. 138** (Resolution No. 1849) Naming/Dedication of IVGID Facilities and Acknowledging Important Local Persons, Events or History
20. **Ordinances:**
 - a. 1 – Solid Waste
 - b. 2 – Sewer
 - c. 3 – Water
 - d. 7 – Recreation Pass
21. **Golf Complimentary Privilege Policy**

Facility/Venue Overview

The Incline Village General Improvement District owns and operates several recreational and event venues within the community. They are the Recreation Center, Incline Beach, Ski Beach, Burnt Cedar Beach, Hermit Beach, Diamond Peak Ski Resort, Mountain Golf Course, Championship Golf Course, Aspen Grove, Treatment Plant, Chateau, Skateboard Park, and various pump stations.

Included within the Nevada Revised Statutes are two chapters which are relevant to two of our venues - Chapter 455A: Skier Safety and Chapter 455B: Recreational Parks.

The main office of Incline Village General Improvement District is located at 893 Southwood Boulevard. The General Manager, Director of Human Resources, Director of Finance, Director of Community Services, and the District Clerk all have their offices in this building.

The Board of Trustees has an individual mail receptacle located within the main office where District Staff places materials for each Trustee.



Vision Statement

With a passion for quality of life and our environment, Incline Village General Improvement District will enhance the reputation of our community as an exceptional place to live, work, invest, and play.

Mission Statement

The Incline Village General Improvement District delivers exemplary recreational experiences and provides the highest level of water, sewer, and solid waste services while striving for fiscal and environmental sustainability.

Value Statement

We are dedicated people providing quality service, for our community and environment, with integrity and teamwork.

District Mantra

One District • One Team

Ordinances

The Incline Village General Improvement District has four ordinances that govern the community. They are:

- Ordinance 1: An ordinance regulating solid waste and the collection of garbage, rubbish, waste matter and refuse, and the collection, removal and disposal thereof
- Ordinance 2: An ordinance establishing rates, rules and regulations for sewer service
- Ordinance 4: An ordinance establishing rates, rules and regulations for water service
- Ordinance 7: An ordinance establishing rates, rules and regulations for recreation passes and recreation punch cards

The Public Works Department also enforces landscaping requirements, which are a subset to Ordinance 4, Article 18.

The Tahoe Regional Planning Agency (TRPA) governs the noise within our community. Chapter 23 of their regulations is what the Incline Village General Improvement District follows with respect to noise. When our community members have a concern, regarding noise, the District staff references this regulation and suggest that the community member telephone the Washoe County Sheriff for assistance.

Policies and Practices

During Fiscal Year 2007/2008, the Board of Trustees adopted a strategy, in parallel with the Government Finance Officers Association, of having policy statements and accompanying practices. Each policy statement is presented to the Board of Trustees for the adoption. The District's website has these items included on it.

Resolutions

The District Clerk of the Incline Village General Improvement District maintains the Resolution Log for the District. Currently, the District has a list of over 1,800 resolutions. Resolutions are issued for a myriad of reasons; adoption of a seal (Resolution 2), addition of powers (Resolution 185), dedication of the Administration Building (Resolution 1740), Approval of the Recreation Standby and Service Charges (Resolution 1741) as examples.

As time progresses, technology advances take place, and, in general, operating situations change, the District Staff amends resolutions to fit these changes. These amendments and new resolutions come before the Board of Trustees for ratification and support.

Strategic Management Plan

The Incline Village General Improvement District has a Strategic Plan. It is a living document that is revised and refined with changing conditions, acquisitions, industry practices, etc. It is under the direction of the General Manager that this plan is followed. A copy of the Strategic Plan for the Incline Village General Improvement District is on its website.

Websites

The Incline Village General Improvement District has a host of interconnected websites (golfincline.com; diamondpeak.com; insideivgid.org; ivgid.org; etc.) for its different venues and departments. The home website, for the District, is yourtahoeplace.com. At this website, the Trustees and community will find a multitude of useful information including contact information, District calendar and various links. Each Trustee has a photograph and contact information located at this website. This allows the community to have 24-hour access to the Trustees, via e-mail, and for our new residents and visitors. Trustees are required to annually file a financial disclosure statement which is available at the Nevada Secretary of State website.

Document Retention

The District maintains a multitude of documents in retention in accordance with its approved, by the State of Nevada, document retention schedule. One of the primary locations, accessed by the District Clerk and other selected key District Staff, is IVGID Archives. At this network server location, the Board of Trustees agendas, minutes and agenda packets are scanned and kept. The audio tapes of the Board of Trustees meetings and other public meetings are kept by the District Clerk in a secured cabinet at the Administrative offices. The tapes are destroyed in accordance with the document retention schedule. Another location, administered by members of the Finance, Accounting and Information Technology team, is the parcel master files.

Intranet

The Incline Village General Improvement District, in July of 2005, launched an intranet which is an internal website for District employees only. This website can be accessed, using internal District computers by using the web address of www.insideivgid.com. This intranet is an intuitive tool where District Staff can access forms, calendars, telephone directories, etc. Its expansion is dependent upon the need of information for the District Staff and it is administered by the Information Technology team.

Recreation and Beach Fees

The recreation and beach fees are used to support the various recreational venues available to the property owners and residents of Incline Village/Crystal Bay community which is annually charged and billed on the Washoe County property tax bills. Billing the recreation and beach fees, on the Washoe County property tax bill, is a cost effective method to keep the cost of administering the recreation and beach fees down. Each fiscal year, a Recreation and Beach Fee table is prepared. There are approximately 8,222 billable parcels/units within Incline Village and Crystal Bay.

Purchasing

Nevada Revised Statutes Chapters 332 and 338 discusses, in detail, the requirements for local government purchasing.

Budgets – Operating

Each year, Staff prepares a detailed calendar outlining all operating and capital tasks and important milestones to be met by Staff and the Board during the budget process. The budget process can begin as early as November and it is statutorily required to conclude by the end of May. The Board of Trustees takes an active role in the budget process and is asked to attend several Board budget workshops to ensure the Board of Trustees understands all aspects of the budget process. These budget workshops are typically held on the first Thursday meeting and additional workshops are scheduled, as needed, by the Board and Staff. This occurs during the last meeting of the month when the Board of Trustees and Staff review the Long Range Calendar. While it is rare, occasionally Saturday meetings are convened. All meetings are all held in accordance with the Open Meeting Law and the public is invited to attend. In May, the Board of Trustees must hold public hearings for the (1) operating and capital budget and (2) proposed recreation and beach fee. Later on, in the same meeting, the Board adopts the applicable fiscal year operating and capital budget as well as adopting the recreation and beach fees.

Budgets – Capital Improvement

The Incline Village General Improvement District Capital Improvement Plan (CIP) is an important planning tool that is used to link the District's physical development planning with fiscal planning. The CIP lists the projects needed to preserve the significant investment the District already has in infrastructure, as well as improvements needed to spur community economic growth and development.

The CIP document is a policy guide and is not intended to replace future District budget decisions. The District has in place a CIP Review Team which reviews the recommendations and requests for CIP Projects made by department/division staff.

There are two general categories for CIP projects:

1. small improvement projects and major maintenance needs which compete for revenue in the annual budget cycle; and
2. major projects requiring the expenditure of public funds (above annual operating expenses) for the purchase, construction or replacement of physical infrastructure in our community.

A CIP project can include the following:

- **Land:** land, easements and rights-of-way
- **Structures:** feasibility studies, construction costs, architectural, engineering, legal and related expenses; major renovation or additions
- **Equipment:** equipment to serve a new facility or replaces existing equipment in facilities (e.g. furniture, fleet vehicles, library books or computer systems)
- **Other Expenditures:** cost-sharing arrangements between the District and outside parties; purchase of water rights, etc.

The Trustees are involved in the CIP process as they review the data sheets submitted as part of the budget process.

Holiday Schedule

The District Staff enjoys eleven holidays each year - New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Nevada Day, Veterans' Day, Thanksgiving Day, Family Day (the day after Thanksgiving) and Christmas Day.

Employee Meetings

All Employee meetings are held twice each year – typically December and August. These meetings celebrate the achievements of the District employees.

Safety Week

Safety Week is generally held the third week of October and is comprised of each employee conducting area safety checklists, watching videos and participating in other related events. This program is lead by the District Safety Officer who is supported by the Safety Committee members.

Venue Seasonal Operating Dates

Diamond Peak Ski Resort opening is weather dependent but generally opens early in December.

The Championship and Mountain Golf Courses openings are also weather dependent but generally they open late May with the Mountain Golf Course opening one week after the opening of the Championship Golf Course.

The Tennis Center opens early May and closes mid-October.

The Recreation Center is open year round.

Policies and Procedures

The Incline Village General Improvement District has policy and procedures in effect. Policies and procedures are those items which have a District wide effect on general business practices. These are located on the District website under “Resources”.