

**Beaches 101
July 11, 2018
The Chateau**

Public Questions about IVGID Beaches with IVGID Staff Responses

Q: I have heard a rumor that the condos being built in Crystal Bay will have beach access. Is this true? If so, why? No not true.

A: The units of development in Crystal Bay do not have Beach Access.

Q: What action is being considered to restrict punch cards? Why not have both parking lots (Burnt Cedar and Incline Beach) be restricted to picture pass holders only – no punch cards – during the summer season?

A: At this point in time, no actions are being implemented to restrict Punch Cards. Any changes to Punch Card governance would need to be made in compliance with the Beach Deed and changes would need to be made to Ordinance 7, which would be a Board of Trustees action. The Community, Staff, and the Board of Trustees will continue with dialogue on this and next steps will be determined in the coming months. Currently, the Preferred Parking Program allows vehicles with either a IVGID Picture pass or a Recreation Punch Card (with beach access) to park in the parking lots Fri – Sun from 8a – 3p. Staff and the Board of Trustees will evaluate the data from the Preferred Parking Program and determine whether or not this program is extended, and determined whether or not the requirements will be reduced to just IVGID Passholders.

Q: I'd like to see a limit of ez-ups on weekends during peak season. Actually, I'd like them banned all the time, but just a general limit is okay!

A: This will be evaluated after the season. We do have concerns about banning shade structures all together as it could be a health and safety issue. Shade is important especially for young children and elderly. More than likely we will evaluate whether or not we limit the size of pop ups or just allow umbrellas or smaller and lower shade structures such as sportbrellas that do provide overhead shade but are considerable less intrusive than a 10x10 Pop Up Tent.

Q: Why do you allow tents to block view of the lake (ez-ups)?

A: We do not allow popup tents with sidewalls. Our staff is trained to have beach users remove sidewalls or large camping tents so that it does limit line of sight down to the beaches for our lifeguards. Currently, we do not have a policy restricting the use of pop up tents.

Q: Why aren't there indoor showers?

A: This has been considered as part of any new facility being built at Incline Beach. However, indoor are more common at resorts and hotels. There is also a level of safety and cleanliness that needs to be considered and the return on investment does not necessarily justify spending community dollars on an indoor facility and the ongoing maintenance. It is an industry best practice to have outdoor showers to rinse off.

Q: With the proposed increase in board and kayak storage, what is proposed to reduce interference from those vessels with power boats on the boat ramp and turn around areas. Paddlers and kayakers are not paying for use of those spaces and only paying for storage.

A: Paddlers and Kayakers do actually pay the Beach Facility Fee's like everyone else that has a parcel with beach access. With that said, they are not paying launch fees but do pay the annual fee for storage of their kayak/paddleboard. We will continue to evaluate staffing levels to ensure public safety at the boat ramp. We are also evaluating further restrictions on walk in traffic as well as vehicle drop off at Ski Beach.

Q: How many nonresidents have beach access via white slips? How do you prevent abuse of punch cards?

A: Currently the data shows that 6% of overall visits to the beaches are Guest Access Ticket Visits, which isn't as high as people think. It's important that parcel owners are very selective as to who they grant beach access to as it does impact the beaches and the overall experience. Restricting punch card use will require a change to Ordinance 7, which is a process that needs to be driven by the Board of Trustees. We have no evidence of abuse of purchasing additional punch cards. As long as the punch card has value, we cannot currently restrict who uses them.

Q: Please update us on kayak/SUP storage. Has IVGID considered off site storage with on-demand delivery?

A: We are considering additional storage across the street from the beaches adjacent to Aspen Grove but logistically it could be challenging getting the watercraft across the street. Hiring a valet service is an option but we would need to evaluate whether people would actually pay for this service. This could be very labor intensive, so costs would need to be covered at minimum.

Q: How is the kayak storage list managed? Can you put the list online so a person can see where they are on the list?

A: The master waitlist is accessible to our Recreation Counter staff and we have specific staff that are assigned to the management of this program. You can walk-in or call the Parks & Recreation Counter to find out where you are on the waitlist. We have no plans to post the list on the website as it could be a source of frustration to many.

Q: Kayak at the beach storage – why are racks allowed to be empty and not used just paid for.

A: All spots are currently being paid for on an annual basis. Anytime a spot becomes available we go to the next person on the waitlist. We have over 50% of our users on the auto renewal program. Additionally, when the program started in 2005, we offered summer only and winter only options for storage so there are a couple hundred folks on this program, which means those slots are empty in the off-season. We are currently evaluating changes to the system that would include eliminating the winter and summer only options and requiring all users to commit to year round storage. We suspect this could lead to open spots.

Q: Why not consider a tiered pricing structure for daily beach passes to limit overcrowding in the summer.

A: This is being considered. For example, similar to the golf courses, we could explore offering both a resident guest rate as well as a more expensive rate for those entering the beaches on a Guest Access Ticket, hence the vacation renters. This being said, we will need to make sure that we comply with the Beach Deed as well as Ordinance 7, which potentially could prevent us from this type of price structure.

Q: My wife and I have been promised storage racks (me – for 2 years) (wife – 1 year) and no results.

I registered in August 2015 and still don't have a space. Why can't IVGID deliver on employee promises?

A: We apologize for the inconvenience. It's extremely hard to determine how long it will take to be offered a spot. Currently we are estimating an average of 4 years on the waitlist. This is not a typical function of

staff to not delivering on their promise; please understand it very unpredictable. Moving forward, we will make sure staff does not offer any type of definitive answer.

Q: What about off season (Oct-April) beach security?

A: This has been evaluated but the return on investment is not there. This would add significant cost to the District and parcel owners.

Q: I know people that have been on the goose dog waiting list for years (4!!!). Is it still being managed? What gives? #Asking for a friend!

A: Yes, we still offer the program, and similar to the kayak/paddleboard storage, it's very popular. There are thousands of dogs in Incline Village and we cannot accommodate everyone. When the program is full, we cannot remove dogs from the program, so it becomes a waiting game.

Q: Could you please add coffee to the beach snack bar menus? A machine like a Keurig would be ideal for low-volume sales: it would only take up a small amount of counter space, each order would be brewed fresh and hot, there are pods for regular and decaf, regular tea or herbal and hot chocolate.

A: We will pass this along to our Food & Beverage staff. This is a very valid suggestion!

Q: Would you consider installing a hot tub?

A: This has been evaluated, and we do not feel it would be manageable. Hot tubs are very difficult to keep clean in a public setting. It could be a major health and safety challenge for the district.

Q: We often don't deplete the value of our punch cards in a year. What do you propose to rectify this situation so that we – not only our guests – can recoup this money we pay every year? As long as this money is kept unavailable to us for our use – (at some IVGID venue we use) I will vociferously oppose any new venues or site enhancements.

A: Similar to the punch card promotion we offered at the Mountain Golf Course this season, we are evaluating adding value to the Recreation Facility Fee by allowing use of the punch cards to buy down the value of services at the venues including potentially memberships, programs etc... Essentially, similar to the use as a gift card or cash for services. This may require changes to Ordinance 7 and there are operational and accounting implications so we are currently evaluating this.

Q: Why can't our punch card values be used for things like Rec Center usage, lift tickets, tennis, etc.? For our personal use. We always lose value every year and feel like we are subsidizing others. If it's an IVGID ordinance, please change it.

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Q: Any plans to expand kayak storage spaces?

A: We are adding 6 additional kayak rack this fall, which has 96 spaces. Additionally, we will adding 4 more kayak racks (64 spaces) and 6 more Paddle Board Racks (96 spaces) this coming spring. Beyond that, it's undetermined. We will have over 1000 storage spaces available and we are running out of land space. Additionally TRPA has strict shore zone corridor restrictions that limit our ability to add additional kayak racks at the beaches.

Q: Is there a limit to the number of daily passes one property can obtain? AirBnB rent out to multiple families that crowd our beaches. Would you consider disallowing daily beach pass earlier in day, so we don't have to get to beach early just to get a spot?

A: Adding a policy restricting guest access to a certain time of day would more than likely a violation of the Beach Deed and Ordinance 7 as we would be restricting a segment of guests. Air BnB rentals submit a Guest Access Ticket for their guests, which are verified by Parks & Recreation Counter staff and tracked in our operating system. Restricting the number of daily passes available to purchase is not currently part of Ordinance 7 but we do monitor and flag for any potential abuse. It's not common for people to purchase a significant amount of daily passes.

Q: Why is there an increase in the budgeted amount of aquatics?

A: Aquatics staffing levels remain the same and any increase in the budgeted amount of staff or expenses are primarily a result of inflationary payroll and operating expenses. There are times when FTE's (Full Time Equivalents) Recreation Department administrative and management allocations change from time to time. Aquatics staff FTE's have gone up over the past few years as a result of extending the season at the Burnt Cedar Pool both in May and in September. This cost is at minimum net neutral because of the additional paid guest admissions during the extended beach season with staffed beach gates.

Q: I'd like to see a four foot buffer on the beach – no chairs, umbrellas, ez-ups, or towels within four feet of the water line. Safety and everyone's enjoyment.

A: Great suggestion. We do this for the July 4th holiday. However, it's labor intensive. We could explore signage but unfortunately, people do not pay much attention to signage. Our Lifeguards do often ask people to move out of their line if sight and/or back further.

Q: Please explain why it is or how is possible that if our population in I.V. is less or even the same as when my husband and I were first property owners here in 1989, the summer crowds at our beaches seem to have increased twenty-fold?

A: Our theory on this is that back then, Incline had significantly more full time residents and significantly less part time residents and vacation rentals. Full time residents typically do not use the beaches quite as much as they have everyday lives to contend with work, family, other interests, etc. Second homeowners may come for weeks at a time or even for the summer. They typically frequent the beaches significantly more as they are on vacation; therefore, have the time to spend at the beaches on a regular basis. Additionally, second homeowners bring more guests as well. Lastly, over time, more and more people know about our beaches regionally and if they know someone in Incline, they may ask to be guests at the beaches. It is extremely important for IVGID Passholders to be selective as to whom they provide access to as guests as it affects the beaches and the overall experience.

Q: How many parcels buy additional passes? i.e. have more than 5 passes.

A: Typically, on average there are about 75 parcels that purchase either a punch card or an IVGID Picture pass above their 5 allocated passes.

Q: Can timeshares/rental agents "pool" punch cards so they have the ability to use up the face value of every punch card, giving them an advantage over individually owned/managed units? Time-shares definitely are able to utilize more of their punch card value as they have multiple owners of each unit. They still only get five allocated passes and we have found no evidence of abuse, as they do not typically purchase additional punch cards and/or daily passes.

Q: What is with all the boat parking on the shoulders of our streets? Is this legal? It is something I never used to see on Incline streets.

A: This is a Washoe County issue but yes, it's legal. They just have to move the vehicle within 72 hours.

Q: Can non-picture passholders launch their boat on Ski Beach? If so, can you please do preferred parking for boats?

You need a valid IVGID Picture pass, punch card or daily pass (with beach access) to launch at a boat at Ski Beach. We have no plans at this point to offer Preferred Parking for boaters although this is definitely a valid suggestion worth exploring.