

## **MINUTES**

### **REGULAR MEETING OF FEBRUARY 22, 2017 Incline Village General Improvement District**

The regular meeting of the Board of Trustees of the Incline Village General Improvement District was called to order by Chairwoman Kendra Wong on Wednesday, February 22, 2017 at 6:00 p.m. at the Chateau located at 955 Fairway Boulevard, Incline Village, Nevada.

#### **A. PLEDGE OF ALLEGIANCE\***

The pledge of allegiance was recited.

#### **B. ROLL CALL OF THE IVGID BOARD OF TRUSTEES\***

On roll call, present were Trustees Tim Callicrate, Peter Morris, Phil Horan, and Kendra Wong. Trustee Matthew Dent notified us that he is ill and is unable to attend tonight's meeting.

Also present were District Staff Members Director of Finance Gerry Eick, Communications Coordinator Misty Moga, Director of Public Works Joe Pomroy, Parks and Recreation Director Indra Winquest, and Director of Community Services Sharon Heider.

Members of the public present were Jean Eick, Bret Hansen, Frank Wright, Aaron Katz, Judith Miller, and others.

*(26 individuals in attendance at the start of the meeting which includes Trustees, Staff and members of the public.)*

#### **C. PUBLIC COMMENTS\***

Chairwoman Wong said that she has received comments, from members of our community, that they are fearful after the actions of the last meeting and that if this behavior doesn't change then this Board may elect to have a Sergeant at Arms.

Aaron Katz said that there are a number of important issues that this Board doesn't address and that tonight's agenda is a joke. The items deal with absolute garbage and he doesn't know why we don't have an agenda that is important. Trustee Dent asked for an item regarding the General Manager and District Legal Counsel and instead what do we get addition of staff for three different items. We

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don't have a clue on costs so this Board needs to make Staff perform the way they should. The three tier pricing at Diamond Peak is a joke because they have the authority to create whatever pricing they want so why are they coming to the Board; it is a joke. IVGID is supposed to be here for the homeowners, not the tourists, and the discount is ten dollars. He also found it very interesting that they sold 3,400 season passes. Didn't you listen to your consultant as you are intentionally overburdening Diamond Peak which in turn makes it a bad situation at Diamond Peak. He made a public records request for surety bonds and Staff was supposed to respond by February 22 and he hasn't gotten anything and the reason for the delay is so Staff can fabricate records.

Judith Miller said that she has missed a few meetings and that she was quite taken aback by the request by Trustee Dent as he is seeking some public records and that this isn't just a member of the community but rather the Trustee who got more votes so how can Staff ignore a request like that. It is just beyond belief that an elected representative can't get the information on our capital improvement projects however it is very typical as she has made requests that have been denied. Her concern is such that she went to the Legislature and that there is a need for some sunshine in this District. The recent survey regarding customer satisfaction was very flawed and had no relevance about doing a good job. Maybe people are happy because the taxes are lower or the schools are good and that there is a whole set of reasons for happiness. A reference was made to the Net Promoter Score and then people who may have a problem with living here etc. are termed detractors and that she knows that most of the Board hasn't worked in public service and that those that come to you with a valid complaint calling them a detractor is not right.

Frank Wright said fearful, he was here as a community member and the Chair interrupted him and then let District General Counsel take over the meeting. As to being worried about their safety, it was the two of you that created that mess, orchestrated it, and you have no business sitting up there. No one should be fearful but the Board. The Board can't talk to Mr. Katz or his wife but they have issues that need to be discussed so what is next are you going to go after all their relatives? Ms. Miller has no issues in this and is not suing anyone so who is this guy. An Open Meeting Law complaint has been filed. Why is there no information on the Katz lawsuit? If you were following it, you would see that you will have to file a response. On the financial reporting - have to hire more people, really, you could have one less worthless survey and then you will get a full employee. A detractor was defined in the contract and no one should be fearful of the people who come here rather we should be fearful of the Board as you are getting worse and it is all coming apart; you will all be held responsible.

Bret Hansen read from a prepared statement which is attached hereto.

**D. APPROVAL OF AGENDA (for possible action)**

Trustee Callicrate asked that Item F.5. be removed from the agenda in its entirety as Treasurer Dent is not at tonight's meeting. Chairwoman Wong asked for any further changes; hearing none, she approved the agenda as revised.

**E. PRESENTATIONS\***

**E.1. Debrief of first Quarterly Community Meeting held on February 15, 2017 at the Chateau (Face-to-Face with IVGID Trustees - Open House) - Communications Coordinator Misty Moga and District Clerk Susan Herron**

Communications Coordinator Misty Moga and District Clerk Susan Herron provided a verbal update on the event and stated that a written report would be included in the Board Work Plan item that is slated for the March 8, 2017 meeting. Feedback from the Trustees was positive and questions were answered as received.

**F. GENERAL BUSINESS (for possible action)**

**F.1. Review, discuss and possibly set the date/time for April 25, 2017 at 6:00 p.m. for the public hearing on the proposed amendments to Sewer Ordinance #2 "An Ordinance Establishing Rates, Rules and Regulations for Sewer Service by the Incline Village General Improvement District" and Water Ordinance #4 "An Ordinance Establishing Rates, Rules and Regulations for Water Service by the Incline Village General Improvement District" that Includes the Utility Rate Increase (Requesting Staff Member: Director of Public Works Joe Pomroy)**

Director of Public Works Joe Pomroy gave a overview of the submitted materials.

Trustee Horan made a motion to set the date/time of April 25, 2017 at 6:00 p.m. for a public hearing for the proposed amendments to IVGID Sewer Ordinance No. 2, entitled "An

Ordinance Establishing Rates, Rules and Regulations for Sewer Service by the Incline Village General Improvement District” and IVGID Water Ordinance No. 4, entitled “An Ordinance Establishing Rates, Rules and Regulations for Water Service by the Incline Village General Improvement District”. Trustee Morris seconded the motion.

Chairwoman Wong said that the Board had a thorough presentation on our rate study and that members of the public can go back and look at it. Trustee Horan reminded everyone that this is all part of the process.

Chairwoman Wong, hearing no further Board comments, called the question and the motion was unanimously passed.

**F.2. Review, discuss and possibly approve implementation of a three-tiered Season Pass sales initiative and rate structure for Diamond Peak Ski Resort’s 2017/2018 ski season (Requesting Staff Members: Director of Community Services Sharon Heider and Diamond Peak Ski Resort Manager Mike Bandelin)**

Director of Community Services Sharon Heider gave an overview of the submitted materials.

Trustee Callicrate said he was curious because in the past this topic has been batted around and that the District used to encourage Super Seniors to ski for free and the age was bumped up to 80 plus so has it been moved from what it was or has it been this way for quite a while. Director of Community Services Heider said that back to 2008 we have had this structure. Trustee Callicrate followed up that his feeling is anyone over the age of 75 should be welcome but that he likes what he sees. To address one of our public comments, there isn’t much of a discount versus the adult picture pass holder so is this the best we can do. Director of Community Services Heider said that she went back to 2008 and we have substantially reduced the season pass rates as we were charging around \$500 so we feel this is an excellent value and that it is the lowest price in the basin; the community can feel very good about the value. The District has worked hard to reduce the price since 2008 and noted that it has remained flat for a number of years. Trustee Callicrate said that he admits that this was a loaded question and basically done for those

who are watching Livestream and thinking that we are not giving a good rate. Chairwoman Wong said it is a \$90 discount and that it could be a misinterpretation in reading of the chart. Trustee Callicrate said that he wanted to make it clear that we are doing the best we can in giving our property owners the best deal possible and that he knows we are charging less. Glad you are doing this now and kudos to all of you as we are having a 50-year storm and we are thrilled. Director of Community Services Heider said she would like to add one more point and that is that it is not a huge discount for early bird as we wanted to honor what our community was used to so we didn't want to surprise them or penalize folks who are used to buying in October so the \$10 difference was an attempt to be fair to our community.

Trustee Morris asked if Staff had any idea of what percentage was sold for early bird compared to October. Director of Community Services Heider said that Staff had a conversation and that we did see a good chunk of sales early on that we were happy to see.

Trustee Horan said on the Super Seniors, non-resident, how does that compare with competing resorts. Director of Community Services Heider said it is similar and noted that we are rather liberal with Senior and Super Senior but that we do benchmark as close to the other resorts and go off their discounts and that it is based on what other resorts do as a percentage off. Trustee Horan said in looking at the 80 plus category, he recalls some discussion that a lot of resorts have done away with those free passes. Director of Community Services Heider said that some have but we have a very active community that has regulars who take advantage of it but it is not a huge number; residents are 76 and non-residents are 32. Trustee Horan said that this is not a budget item so as we see these adjustments will we be covering our expenses. Director of Community Services Heider said that the ski resort is a lovely revenue source as long as we have snow.

Chairwoman Wong said that she appreciates keeping the picture pass rates the same as last year.

Trustee Horan made a motion to approve having a three-tiered season pass pricing structure, effective March 21, for Diamond Peak Ski Resort's 2017/2018 season passes with an

“early bird” (Tier 1) through April 30, 2017, “early season” (Tier 2) May 1 – October 31, 2017, and “regular season” (Tier 3) rates November 1, 2017 through the end of the ski season. Trustee Callicrate seconded the motion. Chairwoman Wong asked for any further comments, hearing none, she called the question and the motion was unanimously passed.

**F.3. Review, discuss and comment on Service Level Options for three Community Service services for possible inclusion in Fiscal Year 2017/2018 budget (Requesting Staff Member: Director of Community Services Sharon Heider)**

Director of Community Services Heider gave a brief overview of the submitted materials and then turned it over to Parks and Recreation Director Indra Winquest who reviewed, in detail, the three Service Level Option sheets included in the packet. The Board and Staff engaged in dialogue on each sheet and the Board concurred that all three items should be included in the 2017/2018 budget.

7:25 p.m. Chairwoman Wong called for a break, came back at 7:35 p.m.

**F.4. Discussion on Policy Direction to the IVGID Representative (Trustee Matthew Dent) to the Nevada League of Cities on Property Tax Reform and Sanctuary Cities (Requesting Trustee: Chairwoman Kendra Wong)**

Chairwoman Wong gave a verbal overview of this item and then gave a detailed overview of the property tax reform part. The Board had dialogue about this topic and agreed that the direction to the IVGID Representative (Trustee Matthew Dent) would be to participate but not advocate. Chairwoman Wong then gave a detailed overview of the sanctuary cities part. The Board concurred that this was an information only item and gave no direction to the IVGID Representative (Trustee Matthew Dent).

**F.5. Review, discuss and possibly appoint a new member to the Audit Committee - Audit Committee Membership, Policy 15.1.0, Audit Committee (Requesting Trustee: Vice Chairman Phil Horan) – REMOVED FROM THE AGENDA**

**G. DISTRICT STAFF UPDATE**

**G.1. General Manager Steve Pinkerton**

- ❖ Information Technology
- ❖ Quarterly Dashboards
- ❖ Monthly Financial Reports
- ❖ Popular Reporting

District General Manager Pinkerton went over each item and on the Popular Reporting item said that he was creating a General Manager's Committee on Popular Reports and that he was requesting that Trustees Dent and Wong join himself and the Director of Finance on that committee.

Trustee Callicrate asked if the General Manager has met with Trustee Dent and have they discussed this matter as he is concerned that the Board may not be aware to the fullest extent that they need to be aware. He is glad to hear that the Treasurer of the Board is being asked to participate as he is the one who was requesting specific information and that he thinks that both are going at the same end results but just from different angle. It is important for the Board to have the information that they need and to be well aware, in all areas, so he appreciates what he is doing. General Manager Pinkerton said that he hasn't met with Trustee Dent as he is ill but that Chairwoman Wong has reached out to Trustee Dent.

**H. REPORTS TO THE IVGID BOARD OF TRUSTEES\***

**H.1. District General Counsel Jason Guinasso**

District General Counsel Guinasso said that there was nothing new to report on the Katz litigation and that for the 2017 Legislative session there is one concern and that is that there are members of the public attending and testifying about IVGID, and in some case, outright lying. Right now there is no method to address this so he is going to bringing back to the Board, hopefully at its next meeting, a request to be able to correct misstatements and fact to committees. This is not an ask to take a position rather to deal with blatant lies. Trustee Callicrate asked what comments were made. District General Counsel Guinasso said that he will provide the Board with both the statement and a link to the video. Trustee Callicrate said thank you and that he is very interested in knowing exactly what was said and was it factual. This is unfortunate but that members of the public do have the right to speak but they should do it factually and if they are

misrepresenting us that could be impugning each of us individually so he appreciates this being brought forward. Chairwoman Wong asked that District Legal Counsel Guinasso send both the statement and the video link to all Board members.

**I. BOARD OF TRUSTEES UPDATE (NO DISCUSSION OR ACTION) ON ANY MATTER REGARDING THE DISTRICT AND/OR COMMUNITIES OF CRYSTAL BAY AND INCLINE VILLAGE, NEVADA\***

There were no updates from the Board at this time.

**J. CORRESPONDENCE RECEIVED BY THE DISTRICT\***

District Clerk Susan Herron reported that correspondence had been received from Linda Newman and Cliff Dobler, it has been distributed, and will be included, in hard copy, in the next Board packet.

**K. PUBLIC COMMENTS\* - Conducted in accordance with Nevada Revised Statutes Chapter 241.020 and limited to a maximum of three (3) minutes in duration; see Public Comment Advisory Statement above.**

There were no public comments at this time.

**L. REVIEW WITH BOARD OF TRUSTEES, BY THE DISTRICT GENERAL MANAGER, THE LONG RANGE CALENDAR (for possible action)**

General Manager Pinkerton went over the long range calendar. The Board agreed to having one meeting in July; July 20, Thursday and then one meeting in August; August 17, Thursday.

Trustee Morris said that he can't make the March 17 Capital Improvements Project tour so he has worked with the Director of Asset Management to provide him a personal tour and also that he is having more work done on his knee on March 6 so he should be at the meeting of March 8. Trustee Callicrate said that he too can't make the Capital Improvements Project tour so he would like to join Trustee Morris on his personal tour.

**M. ADJOURNMENT (for possible action)**

The meeting was adjourned at 8:15 p.m.



Respectfully submitted,

Susan A. Herron  
District Clerk

**Attachments\*:**

*\*In accordance with NRS 241.035.1(d), the following attachments are included but have neither been fact checked or verified by the District and are solely the thoughts, opinions, statements, etc. of the author as identified below.*

Submitted by Bret Hansen (5 pages): IVGID Trustee Meeting, February 22, 2017,  
Bret Hansen - Waste Management - District Manager

## IVGID Trustee Meeting

February 22, 2017

### Bret Hansen – Waste Management – District Manager

- Wildlife Cart Status
  - Wildlife Carts are in stock. The exchange of regular carts to wildlife carts for commercial customers is nearly complete.
  - Residential customers who request wildlife carts are getting carts within a week.
  
- Commercial Access
  - We are currently experiencing access issues with some commercial properties, the property owners are doing a great job of clearing the enclosures, however, this series of storms has caused encroachments onto the roadways in which we travel. Occasionally, this causes us an inability to get to the enclosure due to turning radiuses and the length of our vehicles. We are working with those individual properties to communicate and work through those issues.
  - I have included pictures with a copy of my presentation tonight.
  
- Incline Property Management
  - Several HOA's, represented by Incline Property Management, brought up several issues during the last Trustee Meeting, WM and IPM met this past Monday and we are continuing to work with them to resolve their concerns.

- Other HOA's
  - I am setting up a meeting in the next two weeks to meet with all other HOA's and discuss any concerns they may have, as well as build communication.
  - IVGID has generously offered to allow us use of IVGID Admin Building for this purpose.
  - Communication regarding the meeting will be going out to those HOA's tomorrow.
  
- Billing
  - Some customers have contacted us regarding questions about the new billing process. We are occasionally finding discrepancies created by the transfer of files from IVGID's billing system to our own. We are resolving these as we discover them. Credits are being issued in cases where they are warranted.
  
- Yard Waste Billing Insert
  - Some significant changes have been made to the yard waste collection program this year. We are creating a billing insert, and working with IVGID Public Works to educate customers who have not been in the area since the service changes took effect.

Thank you for your time tonight. I look forward to continuing to work with you to improve service in Incline Village.





