

## MEMORANDUM

**TO:** Board of Trustees

**FROM:** Kendra Wong  
Chairwoman, IVGID Board of Trustees

**SUBJECT:** 2017 Board of Trustees Work Plan

**DATE:** February 23, 2017

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As a continuation from our February 8, 2017 Board of Trustees meeting, I will lead the Board of Trustees through a discussion regarding their individual ideas for our collective work plan for calendar year 2017. I originally announced this during our January 18, 2017 meeting and requested that each Board member come prepared with their individual ideas, on paper, so that they can be shared and then discussed. Attached to this memorandum are the lists submitted by each Board member as well as the Staff report on our Face-to-Face event held on February 15, 2017.

Once we have finalized our work plan, I will bring forth a formalized document that the entire Board of Trustees can vote upon.

### Trustee Morris✓

1. **Punch Cards**
  - a. Review allocation, assigned value and uses especially with regard to seeking additional ways to increase their widest value to the greatest number of holders.
2. **Current and longer term projects**
  - a. How we can work closer with, and how we can have more impact on, County and other non-IVGID entities' projects.
  - b. Increased and more regularly informing the public on the process of current Master Plans.
3. **Education & Communication**
  - a. Provide easier/more simplified public access to information (on budget, derive performance etc.)
  - b. Provide more user-friendly tools and simplify financial reporting
  - c. Better communication and updates to all stakeholders regarding finances, operations, projects and strategic plans
4. **Performance**
  - a. Establish, publish, measure and report metrics of service performance both objective and subjective, financial and non-financial.

### Trustee Callicrate✓

1. Zero Based Budgeting
2. External Comprehensive Financial Audit/Internal Controls Audit
3. External Management Audit
4. IV/CB Scenic Corridor Master Plan specific to Undergrounding of Utilities
5. External Wages & Compensation Audit
6. Public/Private Partnership Opportunities

### Trustee Dent✓

1. Zero based budgeting (financials)
2. More extensive audit which includes internal controls (financials)
3. Create policy for revisions when the State requires a revision (financials)
4. Beautification (paths, light poles, flowers/plants, benches, etc) project along hwy 28 (Washoe/NDOT) (planning)
5. 360 Review for management (communication)
- 6.a. Respond to dozens of correspondence from the public regarding financials (communication)
- 6.b. Cost & Reporting for f&b (banquets, weddings, & the grille) (financials)
7. Secret Shopper (Rec, IVGID store, DP) (communication)
8. Customer service training for staff (Rec Center, Loft Bar) (communication)
9. Underground power-lines (planning)
10. Options - Town, City, County (planning)

**Chairwoman Wong**

1. Communication
  - a. Searchable database of existing public information and documents (IQM2?, Talk2!VGID?)
  - b. Based on the surveys, it seemed like most people are hearing things by word of mouth. Leverage the Incline Village Facebook group to communicate important information.
2. Employees - Attracting and retaining employees, especially given the housing issues being discussed in the Tahoe basin.
3. Policies & Procedures
  - a. With legal counsel, identify the policies and procedures that need updating and board direction
4. Community Services
  - a. Dog park
  - b. How do we prioritize projects that community members propose?
  - c. How do we leverage our relationship with ITF?
5. Legislation
  - a. What projects do we want to work on with Washoe County, NV League of Cities, and other organizations?
  - b. Sun Valley GID wants to put forth legislation to increase the maximum amount of compensation for trustees. I'd like to discuss with the Board because I owe them a response.

**Trustee Horan**

1. Continued improvement in tracking who goes to beach with what access paper/ticket /pass.
2. Review and possibly change how we use punch cards.
3. Diamond Peak culvert project

## MEMORANDUM

**TO:** Board of Trustees

**FROM:** Susan Herron      Misty Moga  
District Clerk      Communications Coordinator

**THROUGH:** Steven J. Pinkerton  
General Manager

**SUBJECT:** Debrief on the 1<sup>st</sup> Quarterly Community Meeting  
Face to Face with IVGID Trustees Open House  
Held February 15, 2017 at the Chateau

**DATE:** February 16, 2017

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The 1<sup>st</sup> Quarterly Community Meeting, entitled "Face to Face with IVGID Trustees Open House" was held at the Chateau on Wednesday, February 15, 2017, from 5 p.m. to 8 p.m. Following are the statistics from this event:

Attendees: 68 (excluding Trustees, Staff and Community Partners)  
37 who RSVP'd prior to the event with 10 of those being no shows

Outside the District representation of Diamond Peak Ski Resort, the Golf Courses at Incline Village, Facilities, Parks and Recreation, Public Works, Finance and Accounting (a presentation of OpenGov.com), and Communication, we invited four community partners (Incline Community Hospital, Waste Management, Washoe County Sheriff, and North Lake Tahoe Fire Protection) to be in attendance. All were well received by our attendees and the feedback from all who participated was enthusiasm and a desire to participate should we do this type of event again.

Our attendees were invited to participate in a brief five question survey; the questions and results are shown below:

*How did you hear or learn about this Open House?*

Flyer = 13  
Ad = 11  
E-Mail = 21  
Social Media = 10  
Word of Mouth = 11

IVGID Meeting = 1  
Newspaper = 3  
Bonanza Community Meeting = 3  
IVGID Staff = 4  
Wife = 1

*Please specify the main reason for attending this Open House?*

To meet with Elected Officials = 33  
Network with fellow community members = 24  
Learn more about other Community Agencies = 20  
The food = 6  
Waste Management, XC Trails, Golf, complain about snow removal = each  
received 1

*Did the format of the Open House meet your needs & expectations?*

Yes = 47  
No = 3

If no, how can we improve: 2 suggestions/comments  
Officials were too busy, open the program at the start

*Would you attend this Open House in the future?*

Yes = 49  
No = 0  
Maybe = 2

*If IVGID were to hold topic specific open houses, what topics would be of interest to you?*

Future of IVGID  
Diamond Peak Master Plan  
Recreation Center  
Community Services Master Plan  
Dog Park  
Recreational Programs  
Transit  
Sustainability  
Walkable Community  
Wildlife

Biking  
Community partners and connectivity  
Master plan, specific implementation of master plan  
Senior service  
Immigration  
ACA  
Development of Incline Lake  
Rec programs & activities  
Dog Park  
Pickleball  
Waste management  
Planning for the Christmas party  
Small business and community involvement  
Empty school in Incline, Ponderosa Ranch  
Waste Not Zero waste  
Wildlife – bears  
Beach lawsuit status  
Preservation  
Local artist event  
Bike path  
Costs  
General Information  
Redeveloping facilities at Incline Beach  
Issues associated with overcrowding of short term rentals  
Long term planning

**Feedback comments:**

“Nice to chat with employees from various community agencies”  
“Miss the informal Bonanza meetings; helps keep us informed on what’s  
happening good & bad”  
“This was an excellent format to speak with Trustee one on one. Thank you”  
“It was a great event”  
“Nice job”  
“Wonderful event; loved the format, thank you”  
“Like this - do it again”  
“Would like to contribute to brainstorming session with planners for next one”

At each Trustee table, a table that was set up with a name/photo stanchion, business cards, and note taking supplies, a Staff member was assigned to record the topics that each member of the public came up and discussed. The list of topics is provided below:

**KENDRA WONG - SCRIBE: DEE CAREY**

Allocate overhead

Beach access is good; want parking for homeowners

Beach parking (2)

Beaches - access excess rentals, all going in a???

Beaches "overcrowding"

Best Staff at the Grille, love happy hour, great menu and Staff

Bike path

Board of Trustees agenda: can't talk, don't want to sit through all the comments; thankful that the Board stopped public comment after each item

Cart bars - 2 rental houses on court; loud/disruptive, can't do anything

Community Services Master Plan - concerned

Concerned about capital spending, infrastructure is ok but worried about Community Services

Construction system for Duffield property - why is it taking place

Diamond Peak Master Plan (2)

Diamond Peak Master Plan - happy with some concerns

Diamond Peak parking: people sitting in chair in parking lot drive up to Tyrolian - safety

Diamond Peak summer master plan: don't need to bring more people to town

Diamond Peak: Safety/security at parking lot

Dog Park status: can't mix shelter with other dogs (Pet Network) (location of dog park)

Dog park: grass areas, access to water, place to run

Don't need introductions at event; personally uncomfortable to go talk to Board of Trustees

Fantastic format - thanks for doing it

Great community partnership at this event

Great Diamond Peak, Recreation Center, Friday night music at the beaches

Great place to live

Helped meetings by cutting public comments

Liked having community partners here

Likes all master plans that have seen: no dog but supportive of dog park

Love everything, older infrastructure but in great shape

Lower wedding reception - noise concern

Monitor beach weekend parking

OpenGov.com - more detailed, not just by the numbers, not just line item but next level down

Outsourcing - Golf and Diamond Peak

Parking at Diamond is fabulous, this last week was very clearly marked, presence and direction at Diamond Peak just last week, parking hit a new, better level

Parking: not safe as kids walk out without looking

Pickle Ball: Add to Tennis; add more

Protect bears

Punch card expansion needs to be accessible and all venues

Roads - need attention

Roads needs to be better maintained

Security at Board meetings

Senior Programs great

Senior Services fabulous: continue funding

Snowflake events - do it now!

Snowflake: terrible service, bad experience, undercooked food, feels like meat floating in water, no morning burrito - bring it back

Snowshoeing on golf course

Some regulations on rentals

Summer cocktails at Snowflake

Sunset of bonds - want Rec fee down; why talk sunset but it doesn't go down

Too crowded at the beaches

Township explore

Trash: Commercial, HOA, Pine Needles, Racket Club - concerns

Tyrolian Village - drive through Diamond Peak parking

### **PHIL HORAN - SCRIBE: INDRA WINQUEST**

Add public comment back after every item

Adding of positions is hamstringing District

Continue to support community programming

Control non-resident access to beaches

Crystal Bay beach access

Dog park (2)

Dog park - build it

Dog park advocate

Don't forget about the Tennis Center and all the momentum

Expansion of Recreation Center

Financial transparency

Full time resident has two vacation rentals; extremely disturbing

Kayak/paddleboard racks

Lot of water coming down Fairview

More soccer fields

Overcrowding beaches, non residents

Washoe County roads (2)



## Waste Management

Waste Management contract

Waste Management - discussion/HOA not considered transfer station considered commercial

## **TIM CALLICRATE - SCRIBE: SHARON HEIDER**

Bear box design, new, better looking ones should be available

Crystal Bay beach access - why doesn't Crystal Bay have beach access and discussion of where Crystal Bay's beach access is

IVGID should help with transportation around the lake to reduce traffic and parking issues; we need to be shuttle stops

Neighborhood came together to support loss from fire (great community feeling)

Sustainability advocate and want STOKE program and others to be a priority

Trash problems with new provider - have missed pick-ups, the bear cans didn't come

VRBO in neighborhood is terrible - how can they address it - County is responsible for housing

## **PETER MORRIS - SCRIBE: GERRY EICK**

A lot of long term owners - transitioning through different phases of life

Ala carte golf is a good program

Concern for summer user conditions and affects on traffic - width of Ski Way

Customers - they are starting to communicate

Get Chateau open earlier in spring for Grille

How and why things are done

Hyatt welcome - note of thanks for partnership

Keep it going/Let General Manager do his job

Legal counsel role in calling someone out of order

Livestream allow input from the public through electronic submission with verification; they are parcel owners

More outsourcing because of seasonality

Moved from Incline Village to Crystal Bay wants Crystal Bay to have beach access

Opportunity on beach - restriction on pop up obstruction to view of other users

Parking density along Southwood Boulevard by Village Market

Ponderosa Ranch - what is happening there, uses at old school, get something done.

Presentations by Managers

Priorities for the District - work with Fire Department defensible space and collaboration; get in touch with constituents variety; and how to know what community wants and what matters to them

Public Comment has its benefits

Really good dog park

Receptacles for dog waste along Lakeshore Dr.

Return public comment to each item

Seniors programs - get a center for programming

Tourism vs the owners - balance

Tyrolian Village resident concerns for safety and security and sanitation at Diamond Peak - parking along Ski Way

Waste Management - changes in billing records and getting the database to the right information

Waste Management - Communication a month away from getting answering a better response time through call center.

Waste Management - has reviewed materials and how to resolve issues. Now have management full time in Incline to get processes right/monitor activities.

Waste Management - talk with Bret for commercial

Waste Management - Weather plan is being developed

Wood stairs - should work with Tyrol and Bitterbrush

Written statement from Steve Dolan

We have personally discussed the event, post event, with each of the participating Trustees and specifically asked for feedback on what we could have done better.

Our conclusion is that the event was a success with overall good attendance especially considering the time of year that the event was held and the weather conditions. There are a few minor changes we would like to make mostly having to do with the arrangement of the room. We tried something new for this event and that was the RSVP feature. This feature helped us with our planning and we also incentivized this new feature with a raffle drawing of all of those that RSVP'd and attended which was well received. We are very proud of this event as it was a well thought out and very well executed event. It takes a team to pull off these types of events so our sincerest thanks go to our Trustees, Staff, and community partners.

The 2<sup>nd</sup> Quarterly Community Meeting is scheduled for Saturday, June 24, 2017 at the Recreation Center with the focus being on the Community Services Master Plan.