MEMORANDUM

TO: Board of Trustees

FROM: Kendra Wong
Chairwoman, IVGiD Board of Trustees

SUBJECT: 2017 Board of Trustees Work Plan

DATE: February 23, 2017

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.
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.

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**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?, Talk2IVGID?)
   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 1st Quarterly Community Meeting
Face to Face with IVGID Trustees Open House
Held February 15, 2017 at the Chateau

DATE: February 16, 2017

The 1st 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 2nd Quarterly Community Meeting is scheduled for Saturday, June 24, 2017
at the Recreation Center with the focus being on the Community Services Master
Plan.