

## MEMORANDUM

**TO:** Board of Trustees

**FROM:** Mike Bandelin  
Interim District General Manager

**SUBJECT:** General Manager’s Status Report  
Prepared for the meeting of January 10, 2024

**DATE:** January 4, 2024

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### Venue Status Reports

Venue status reports are attached December 2023.

### Public Records Log – October 2, 2023 to December 31, 2023

Public Records Request Log							
Log No.	Time Logged	Status	Date Requested	By Whom	Subject	Date Complete or Due by	Assigned to
<b>Friday, January 5, 2024</b>							
Due Today:				1			

		Complete	Monday, October 2, 2023	Usinger, Carolyn	<b>Complaint Documentation from 7/12/2023 BOT Meeting</b>		
		Complete	Monday, October 2, 2023	Usinger, Carolyn	<b>Pricing Practice – Older Versions</b>	10/2/2023	
		Complete	Thursday, October 5, 2023	Usinger, Carolyn	<b>Personnel/HR Policies to include whistleblower, anti-discrimination and anti-bullying</b>	10/9/2023	
		Complete	Monday, October 9, 2023	Dobler, Cliff	<b>Emails from Carey to Dobler between 8/1/2020 to 1/31/21</b>	10/9/2023	
		Complete	Monday, October 9, 2023	Dobler, Cliff	<b>Estimates – Engineering Department</b>	10/26/2023	
		Complete	Thursday, October 12, 2023	Katz, Aaron	<b>Senior Transportation</b>	10/12/2023	
		Complete	Monday, October 16, 2023	Wells, Kristie	<b>Emails – Schmitz to Golf Advisory Committee</b>	10/23/2023	
		Complete	Friday, October 20, 2023	Katz, Aaron	<b>TCF – Rockfest</b>	11/1/2023	
		Complete	Tuesday, October 24, 2023	Becker, Mary	<b>Emails – Schmitz and Krasner</b>	10/25/2023	
		Complete	Tuesday, October 24, 2023	Courtney, Cindy	<b>Agreement between IVGID and NVEnergy</b>	10/24/2023	
		Complete	Thursday, October 26, 2023	Katz, Aaron	<b>Lawn Mower service hours and service/maintenance records</b>	10/26/2023	
			Friday, October 27, 2023	Homan, Mick	<b>Emails on a variety of topics from 5/1/2023 to 8/1/2023</b>		
		Complete	Friday, October 27, 2023	Dobler, Cliff	<b>Listing of Kitchen Equipment from 8/9 Packet</b>	10/30/2023	
		Complete	Friday, October 27, 2023	Katz, Aaron	<b>P-Card: 1/1/2019 to present: Allen, Riley and Rau</b>	12/13/2023	Accounting/ Finance
		Complete	Saturday, October 28, 2023	Dobler, Cliff	<b>Brycon Contract and Amendment along with McCuen Construction bid</b>	11/10/2023	
		Complete	Tuesday, October 31, 2023	Dobler, Cliff	<b>Maintenance records for Championship Golf course equipment from 6/1/2019 to present</b>	11/7/2023	
		Complete	Saturday, November 4, 2023	Katz, Aaron	<b>Agreement for purchase/ sale of Sister Bay pool deck furniture. (Burnt Cedar Pool)</b>	11/7/2023	Parks, Rec. & Beaches
23-099	4.5	Complete	Sunday, November 5, 2023	Gumz, Joy	<b>Fixes aset Physical Inventory and general ledger sheets for each department FY 2021 thru 2023</b>	11/6/2025	Accounting/ Finance
23-100	1.5 hrs	Complete	Sunday, November 5, 2023	Dobler, Cliff	<b>Statement of qualifications from Byron and McCuen Construction RE: Diamond Peak Kitchen Equipment</b>	11/10/2023	Public Works

General Manager's Status Report  
Prepared for the meeting of December 13, 2023

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December 5, 2023

23-101			✓ Thursday, November 9, 2023	Dobler, Cliff	<b>Correspondence regarding 2018 conversation with Dobler and IVGID Employee</b>	Extended	Human Resources
23-102			✓ Saturday, December 23, 2023	Dobler, Cliff	<b>Emails from Dobler to Herron stated in 10-01-2020 draft letter Dee Carey originally requested 11/9 and withdrawn</b>	Extended	Human Resources
23-103			✓ Thursday, November 9, 2023	Dobler, Cliff	<b>request 10-06-2023 Dee Carey e-mails</b>	Extended	Human Resources
23-104			✓ Thursday, November 9, 2023	Dobler, Cliff	<b>Request file on Cliff Dobler</b>	Extended	Human Resources
23-105	2.5 hrs	Complete	✓ Monday, November 13, 2023	Gumz, Joy	<b>1) 12/15/2020 to 01/16/2022, fleet service records repair transaction cost detail</b>	11/17/2023	Human Resources
23-106			✓ Monday, November 13, 2023	Gumz, Joy	<b>2) Attendance / timekeeping records for all employees for the calendar year 2022</b>	Extended	Human Resources
23-107	3.0 hrs	Complete	✓ Monday, November 13, 2023	Gumz, Joy	<b>3) Labor distribution report for calendar year 2022 GL Detail</b>	11/17/2023	Human Resources
23-108	1.5 hrs	Complete	✓ Wednesday, November 22, 2023	Dobler, Cliff	<b>IVGID Request for Qualifications DP Coolers and Prep Reconfiguration</b>	11/22/2023	Public Works
23-109		Complete withdrawn	✓ Monday, November 27, 2023	Wright, Frank	<b>IVGID payments to IVCB Business Alliance (IVCBA) for the past three years.</b>	11/28/2023	Parks, Rec. & Beaches
23-110	0.10 hrs	Complete	Tuesday, November 28, 2023	Van Miltenburg, Jan Willem	<b>Do PGA Members/ Professional golfers receive Reduced Green Fee</b>	11/29/2023	Golf Course
23-111		Complete (withdrawn)	✓ Wednesday, November 29, 2023	Frank Wright	<b>Who Authorized the use of IVGID logo</b>	12/05/2023	Interim General Manager
23-112		Complete (withdrawn)	✓ Wednesday, November 29, 2023	Wright, Frank	<b>Who gave permission to IVCBA to use the parking lot for Job Fair, who provided refreshments, etc. EMAIL 11/28</b>	12/5/2023	Interim General Manager
23-113		Complete (withdrawn)	✓ Wednesday, November 29, 2023	Wright, Frank	<b>who authorized our involvement and how much did it cost IVGID</b>	12/5/2023	Interim General Manager
23-114		No Record Available	✓ Wednesday, November 29, 2023	Gumz, Joy	<b>Provide the Date(s) the fixed Asset Physical Inventories were performed.</b>	12/6/2023	Accounting/ Finance
23-115	1.5 hrs	Complete	✓ Monday, December 4, 2023	Miller, Judith	<b>Table of Approved Positions for FY 22-23 including grade &amp; class</b>	12/4/2023	Human Resources
23-116	1.0 hrs	Complete	✓ Sunday, December 3, 2023	Dobler, Cliff	<b>Executed Agreement between IVGID and Diamond Peak Ski Education Foundation</b>	12/6/2023	Clerk
23-117	2.0 hrs	Complete	✓ Sunday, December 3, 2023	Dobler, Cliff	<b>provide Opinion of Probable Construction Costs (OPPC)- July 2023 - Effluent Pipeline</b>	12/7/2023	Public Works
23-118	1.0 hrs	Complete	✓ Sunday, December 3, 2023	Dobler, Cliff	<b>Request - Agreement between IVGID and Federal Gov on the wetlands located in Douglas County</b>	12/6/2023	Public Works
23-119	1.0 hrs	Complete	✓ Saturday, December 9, 2023	Wright, Frank	<b>Request - Offer Letter to Ms. Herron for her promotion, signed by then GM Indra Winquest. Personnel Action</b>	12/15/2023	Human Resources
23-120	2.0 hrs	Complete	✓ Sunday, December 17, 2023	Wright, Frank	<b>Request - S. Herron's Bi-monthly paystub's records for pay periods 09-15-2022 through 11-14-2022</b>	12/18/2023	Human Resources
23-121	0.5 hrs	Complete	✓ Monday, December 18, 2023	Wright, Frank	<b>Request - copy of all applications for Director of Administrative Services position ( including S. Herron's)</b>	12/20/2023	Human Resources
23-122	2.5 hrs	Complete	✓ Monday, December 18, 2023	Wright, Frank	<b>Names interview committee with time and date of interviews held for Administrative Service position.</b>	12/20/2023	Human Resources
23-123	TBD		✓ Tuesday, December 19, 2023	Dobler, Cliff	<b>NLTFPD - Amendment to cooperative Agreement with IVGID</b>	1/9/2024	Accounting/ Finance
23-124	2.5 hrs	Complete	✓ Tuesday, December 26, 2023	Tonking, Michaela	<b>Provide all invoices from BBK Law - dates 01/01/2021 to present.</b>	12/26/2023	Accounting/ Finance
23-125	TBD		✓ Tuesday, December 26, 2023	Gumz, Joy	<b>Attendance/ timekeeping records for All employees for CY 2023, 2021, &amp; 2020. Labor distribution Report</b>	1/14/2024	Human Resources
23-126	TBD		✓ Wednesday, December 27, 2023	Wright, Frank	<b>All payments made to IVCBA and MOU's; Who provided authorization, and how much IVGID has paid for ads in</b>	1/5/2024	Accounting/ Finance
24-001	TBD		✓ Sunday, December 31, 2023	Dobler, Cliff	<b>Please provide for my examination a listing of all charges to capital account #4899FF1202 Rec Center Locker Room</b>	1/8/2024	Parks, Rec. & Beaches
24-002	TBD		✓ Wednesday, January 3, 2024	Kahrs, Linda	<b>Please provide a copy of the contract an/or letter of agreement for whomever an/ or firm that has been hired</b>	1/10/2023	Human Resources
24-003	TBD		✓ Thursday, January 4, 2024	Kahrs, Linda	<b>Please provide the Entity Involvement reports have not included the Audit Committee members, specifically Mr</b>	1/15/2023	Clerk

# **Venue Status Report December 2023**

## MEMORANDUM

**TO:** Mike Bandelin  
Interim General Manager

**FROM:** Bobby Magee  
Interim Director of Finance

**SUBJECT:** Status Report for December 2023 – Finance/Accounting

**DATE:** January 10, 2023

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### Finance and Accounting

Audit for the Year Ended June 30, 2023 In December, all documents related to the external Auditor's "Prepared by Client" list was completed and turned over to the Auditors. The Audit formally kicked off on December 11<sup>th</sup>, and the Accounting team has worked daily with providing additional documents and supporting information to Davis Farr.

Tyler Enterprise (Formerly Known as Munis) Implementation Project This item was identified by the Board on August 24, 2023 as the Finance Department's top priority of special projects.

- Enterprise/Munis Workflow - An entire department's workflow for Purchase Orders and Invoices was built in the TEST environment for demonstration. The updated workflow processes was developed in consultation with end users in the department, and finalized for testing in accordance with industry best practices and assistance from the IT Department.
- Enterprise/Munis Budget Module – Several individuals from Finance attended two full days of budget module training sessions on 12/20/2023 and 12/21/2023. An internal budget team within the Finance Department has been trained on both the module and expected new budgeting processes for fiscal year 2024-25. The budget team is currently developing documentation on all of the new processes and workflows, and will be prepared to demonstrate and assist their assigned departments through the budget entry process.

Internal Controls Project In December, several more processes were evaluated and updated in order to strengthen internal controls. First, as part of the Tyler Enterprise assessment, the team built new workflow processes for Requisitions

*One District – One Team*

and Invoice Approvals, based on the overall organization chart. These new workflows included building in spending authorities as a hard cap in the system that have already been delegated to individual employees. As part of this overall process, Finance continued to revise and strengthen permissions and access throughout the Enterprise system based on best practices and the work function of individual employees.

In addition, an Amazon purchaser restriction was put into place. Staff reviewed the current practices that were in place for placing orders with Amazon, and added additional internal controls. For example, all non-management personnel should no longer have access to the Amazon account. Roles were distinctly defined, and the “Administrator” account role was restricted to only a couple of individuals; however, the Administrators on the account no longer have access to make purchases under the “Purchaser” authorities. Approval for staff to become a Purchaser now rests with each individual department head; the department head would make the recommendation and request to add to the Administrator. Review of all purchases made by Purchaser’s now rests with the department head, prior to Finance paying the final bill.

The team also flagged an item in Accounts Payable that was not a best practice. Over a number of years, vendors have become accustomed to emailing their invoices directly to an individual instead of the shared Accounts Payable email address. The team has been directed to immediately cease allowing this practice, and to notify affected vendors that all future invoices should be sent to the proper email address that can be seen by multiple employees.

Finally, the Finance team began working with Human Resources on creating an updated off-boarding process, where checklists are developed to ensure that access to any financial systems, accounts, or other mission-critical systems are cut off and transferred to other existing employees upon separation of any given employee.

Events Deposits Reconciliation The Board previously identified reconciliations of all Events Deposits as a priority for the Finance Department. The reconciliations were several months behind when the Board directed these activities as a priority. In December, the team finalized the reconciliations of all months that were in arrears, and is currently caught up to date.

# MEMORANDUM

**TO:** Mike Bandelin, Interim General Manager

**FROM:** Erin Feore, Director of Human Resources

**SUBJECT:** Monthly Venue Manager Status Report

**DATE:** January 3, 2024

The Human Resources team continues with recruitment efforts for ongoing seasonal staffing and our full-time/year-round staffing needs. Currently, the HR Department has ten full-time/year round positions posted. In the month of August, the following positions have been filled:

**Filled**

Collections/Distribution Operator in Training  
 Management Analyst  
 Safety Specialist

**Openings**

General Manager  
 HR/Recruitment Assistant  
 Senior Accountant  
 Director of Golf Operations  
 Facilities Operations – Lead  
 Collections/Distribution Operator

As the Diamond Peak Ski Resort operations opened, the HR Team processed approximately 340 new and rehired employees' paperwork, as broken out by department below:

<u>Department/Location</u>	<u>TTE's</u>	<u>Seasonal</u>	<u>Seasonal</u>	<u>Seasonal</u>	<u>PT/YR</u>	<u>FT/YR</u>
		<u>PT</u>	<u>FT</u>	<u>Manager</u>		
Ski Admin / Marketing	7	1	0	0	1	5
Mountain Operations	21	4	15	0	0	2
Ski Ride School	62	40	21	1	0	0
Ticket Office	30	27	3	0	0	0
Lift Operations	39	5	30	0	0	4
Ski Patrol	24	12	11	1	0	0
Child Ski Center	57	38	18	1	0	0
Rental & Hyatt Shop	31	10	20	1	0	0
Property Operations/Transportation	28	14	13	0	0	1
Food & Beverage - Ski Ops Only	41	13	25	0	0	3
<b>Total Ski Employee</b>	<b>340</b>					

The December Attrition Report is as follows:

<u>Month</u>	<u>Start Ttl # of EE's</u>	<u>Hired*</u>	<u>Ttl Term EE's</u>	<u>End Ttl # of EE's</u>	<u>Avg # of EE's</u>	<u>Attrition Rate</u>
January, 2022	343		24	319	331	6.997
February, 2022	329		22	307	318	6.687
March, 2022	321		48	273	297	14.953
April, 2022	278		47	231	254.5	16.906
May, 2022	273		7	266	269.5	2.564
June, 2022	308		17	291	299.5	5.519
July, 2022	292		18	274	283	6.164
August, 2022	308		32	276	292	10.390
September, 2022	288		16	272	280	5.556
October, 2022	287		25	262	274.5	8.711
November, 2022	379		4	375	377	1.055
December, 2022	459		9	450	454.5	1.961
January, 2023	496		12	484	490	2.419
February, 2023	470		27	443	456.5	5.745
March, 2023	479		59	420	449.5	12.317
April, 2023	448		129	319	383.5	28.795
May, 2023	422		51	371	396.5	12.085
June, 2023	459		12	447	453	2.614
July, 2023	467		17	450	458.5	3.640
August, 2023	462		64	398	430	13.853
September, 2023	408	11	46	373	390.5	11.275
October, 2023	373	32	51	354	363.5	13.673
November, 2023	354	168	10	512	433	2.825
December, 2023	512	80	19	573	542.5	3.711
<b>*Reconfigured reporting based on recommendations for clarity</b>						

Note: per recommendations for clarity in reporting, we have outlined both hired and terminated employee counts. It should be understood that these numbers may change based on the timing of this report.

## **M E M O R A N D U M**

**TO:** Mike Bandelin  
Interim General Manager

**FROM:** Mike Gove  
Director of Information Technology

**SUBJECT:** Venue Status Report – IT– December 2023

**DATE:** January 10, 2023

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The Door Access Control system has been installed and is currently operational and continuing to be tested, staff are in the process of generating a project to be budgeted for the rollout to additional venues.

The "Next Request" public records request portal and workflow control system have been configured, and tested, and preparations have been made for a demo presentation and go-live scheduled for the January 10th Board Meeting.

Diamond Peak and the winter Hyatt Sports Shop setup were performed and completed before Diamond Peak's opening day.

The Burnt Cedar Off-Season Access Gate has been constructed and installed, staff are working through the procedural and technical operations to get the gate live.



## MEMORANDUM

**TO:** Mike Bandelin  
Interim General Manager

**FROM:** Shelia Leijon  
Director of Parks and Recreation

**SUBJECT:** Status Report for December 2023 – Parks and Recreation

**DATE:** January 10, 2024

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### **PARKS & REC OVERVIEW**

December is typically a slow month for the Parks & Rec Team. Winter programming plans are finalized and marketing begins for upcoming events. The Recreation Counter spends this time auditing pass allocations and parcel information. Parks is busy with final winterization tasks. Rec Center and Aquatics indoor maintenance projects are scheduled.

### **REC CENTER**

- Scheduling the budgeted replacement of the Group Fitness room and Recreation Counter flooring is planned in process.

### **AQUATICS**

- Winter swim lessons, swim team and adult programming continues.
- Sauna regulation parts have been ordered with the repair sauna is scheduled by the Buildings team for early January.

### **PARKS**

#### **Village Green Dog Park**

The committee provided edits and updates for the revised Dog Park survey. The draft survey is being created by District Communications.

#### **Parks, Beaches and Open Spaces**

- Parks assisted Facilities, the Buildings team and our partners at Nevada Department of Wildlife in removing a bear that was wintering under the Aspen Grove building. Research is being done to determine the best method in protecting the crawl space from bears choosing AG as a winter home in the future.
- Delivery, assembly and placement of 19 Beach picnic tables completed.

## **BEACHES**

Winter beach operations continue.

The year - round beach operations schedule is included below.

### **Beach Staffing Fall/Winter - Spring/Summer 2023 2024**

<b>Timeframe</b>	<b>Gates Open</b>	<b>Gates Close</b>	<b>Ambassador</b>	<b>Beach Hosts</b>	<b>Boat Ramp</b>
Sunday October 15 - Sunday November 10	6:00am	7:00pm - 8:00pm	7:00am - 8:30pm	NONE	Reservation Only
Monday November 11 - Sunday March 9th	6:00am	6:00pm - 7:00pm	7:00am - 8:30pm	NONE	Reservation Only
Monday March 10 - Sunday April 14	6:00am	7:00pm - 8:00pm	7:00am - 8:30pm	NONE	Reservation Only
Monday April 15 - Sunday June 16	6:00am	8:00pm - 9:30pm	7:00am - 10:00pm	9:00am - 6:00pm	9:00am - 6:00pm
Monday June 17 - Monday September 2	6:00am	9:30pm - 10:00pm	7:00am - 10:00pm	7:00am - 8:00pm	7:00am - 8:00pm
Tuesday September 3 - Sunday October 20	6:00am	8:00pm - 9:30pm	7:00am - 10:00pm	9:00am - 6:00pm	9:00am - 6:00pm

NOTE: Schedule is dependant on staff availability, weather and is subject to change based on District AQI and Lightning Policy

\*Daylights savings time begins

\*Daylight savings end 11/03

## MEMORANDUM

**TO:** Mike Bandelin

**FROM:** Kate Nelson

**SUBJECT:** Public Works December 2023 Monthly Report

**DATE:** January 3, 2024

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***Special Projects:***

Public Works is working on developing the Lead Service Line Inventory as required by NDEP/EPA Lead and Copper Rule. This is a huge project that involves identifying all waterline materials installed throughout the entire water system on the District's side of the water meter as well as the Customer's side of the water meter. The District has completed the inventory on the IVGID side of the Water Meter and now we are seeking information on the Customer's side of the meter.

There is a survey on the IVGID website for customers to fill out regarding the pipe material on the private water service line.

Use this link for more information and to get to the survey:

[Public Works Lead & Copper Rule Survey | Incline Village General Improvement District - IVGID - Incline Village, Crystal Bay, Lake Tahoe \(yourtahoeplace.com\)](#)

***Engineering Summary of Projects:***

Note the Engineering Department only has 2 full time employees to manage all FY23/24 Capital Improvement and Capital Expense Projects (Effluent Pipeline & Storage Tank PM remains with HK) – as a result projects have been evaluated for priority and schedules have been adjusted

- Capital Investment Committee – Snowflake Lodge Needs Assessment
- Hold for Funding/Permitting/Contract – Bike Park
- RFP/RFQ – Skate Park Enhancement, Rec Center HVAC Evaluation
- Planning – Boat Ramp Evaluation, Fire Hydrant Replacement, Ski Way Pavement Rehabilitation, Incline Beach House
- Design – Alder Ave Waterline Replacement, Burnt Cedar Emergency Fuel Tank Replacement, DP Electrical Service Entrance/Grease Interceptor/Fuel Tank/Upper Parking Lot Pavement,
- Bidding – Effluent Storage Tank, SPS#5 Wetwell & Manhole Coating,
- Construction – Reservoir Coating R5-3A R5-3B (early summer 2024), Mountain Golf Cart Path Phase II (spring 2023), Meter Register & Transponder Installation (meters on order), Snowmaking/Pump Station Improvements, Burnt Cedar RFID Ped Gate Access, SPS #1
- Construction Complete – Crystal Peak Waterline Replacement, Fall Pavement Maintenance, Effluent Export Pipeline (GMP 1), Utility Adjustment in NDOT ROW, Wetlands Improvements, Mountain Golf Cart Path Phase II (fall 2023 work) and Phase III, Diamond Peak Kitchen

***Water/Wastewater Treatment:***

- Water Production – Total 36.593 MG, Daily Avg 1.18 MGD, Daily Max 2.606 MGD
- Wastewater Processed - 24.734 MG, 0.798 MGD Daily Avg., 1.101 MGD Daily Max
- Total Call Outs – 26

***Pipeline:***

- Water Leak Repairs – 6
- Fire Hydrant Repair - 2

- Export Line Leak – Clear Creek Golf Course
- After Hour Service Calls – 9 (73.5 hrs OT) (Major water leak on Ponderosa Ranch Road Saturday 12/23 contributed to the majority of OT hours)
- Change out 48 meter transponders – work being done by meter reader with assistance as needed by pipeline

\*Pipeline crew is training new meter reader

**Compliance:**

- Backflow tests – 54
- Plan Checking – 11

**Waste Not:**

- HHW & E-Waste – Closed for Season
- 2023 Watershed Control Program Annual Report Completed and submitted to all regulatory agencies  
[https://www.yourtahoepace.com/uploads/pdf-public-works/TWSA\\_AR\\_2023\\_-\\_narrative\\_data\\_only\\_for\\_web.pdf](https://www.yourtahoepace.com/uploads/pdf-public-works/TWSA_AR_2023_-_narrative_data_only_for_web.pdf)

**Fleet:**

- Preventative Maintenance Hours – 476
- Corrective Maintenance Hours – 257
- CIP Projects Hours – 2

**Laboratory:**

- Potable Water Testing
  - System Samples Taken – 15
    - Total Coliform (#CFU/100mL) – 0
    - Avg. Total Res CL2 (mg/L) – 0.82
  - Outside Samples Taken – 2 associated with boil water notices due to water leak repairs on Ponderosa Ranch Road and Tyner Way
  - WasteNot Water Quality Samples Taken – 1
- Wastewater Testing
  - Bacteriological Samples (Spoooner Pump Station) – 4
  - Monthly Avg. Total Res CL2 (Spoooner Pump Station) – 2.4 mg/L
  - Total Monthly TSS Analysis – 4
  - Total Monthly BOD Analysis – 4
  - Total Phosphorus Analysis - 1

**Major Capital Improvement Project Status**

- Effluent Pipeline Replacement Project GMP 2
  - CMAR Contract approved by Board 12/13/23
  - SRF Loan funding approved by Board 12/13/23
- Effluent Storage Tank Project
  - Subcontractor bidding process is currently open.
  - Project Risk Workshops scheduled for mid January.
  - USACE has completed the environmental assessment.  
[https://www.yourtahoepace.com/uploads/pdf-public-works/IVGID\\_EffluentTank\\_FONSI\\_Oct2023.pdf](https://www.yourtahoepace.com/uploads/pdf-public-works/IVGID_EffluentTank_FONSI_Oct2023.pdf)
- Incline Beach House
  - RFQ's have been received (4) the selection committee will short list 3 (1/8/2024) for interviews to be held in January
- Skate Park Enhancement
  - RFP documents will be reviewed by CIC prior to advertisement

## M E M O R A N D U M

**TO:** Mike Bandelin  
Interim General Manager

**FROM:** Mike Bandelin  
Diamond Peak General Manager

**SUBJECT:** Venue Status Report – Ski Venue – December 2023

**DATE:** January 10, 2023

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The ski area opened on Thursday December 7<sup>th</sup> with 4 trails and 3 ski lifts with machine made snow. Lifts include Schoolhouse, Lodgepole and Crystal Express serving Crystal Ridge, Sunnyside, Lodgepole and Schoolyard trails.

Snowmaking operations have made the opening possible and allowed the opening of a total of 4 trails and have added 5 more through operations for a total of 9 out of 30 of which 8 are machined groomed nightly. Operations are currently making snow on Wiggle, Showoff and Great Flume ski trails.

Serving those trails are the 4 main lifts while staff added the Redfox lift to the operation

December 7<sup>th</sup> Opening day – 3 lifts with 4 trails  
December 16<sup>th</sup> Opened Lakeview ski lift including Ridge and Popular trails including Snowflake Lodge  
December 23<sup>rd</sup> Peak period begins. Opened Penguin, Freeway and Dusty's trails added Redfox ski lift  
January 7<sup>th</sup> Peak period ends

During the prior year, Peak Period began on December 24<sup>th</sup> and ended on January 8<sup>th</sup> with a total visit count of 19,110 and 100% of the mountain open. Total skier visits for the month of December were 26,810, a 7.2% increase from the 5 year average of 24,995 visits in December.

### Staff Recruitment

The ski venue managers have busy recruiting staff for the winter season including attending career fairs, calling potential applicants, interviews, hiring and onboarding tasks. Department managers and the Districts HR staff have been completing the onboarding and training process of over 300 staff members for their positions at the ski venue.

Currently

The replacement of the Winch grooming snow cat has been delivered, tested and used to push and groom snowmaking snow on the lower part of Crystal Ridge and been used to maintain the Sunnyside and lower Crystal ridge trails.

The replacement of the rental snowboard equipment that was approved by the District’s Board of Trustees in March of 2023 has been delivered and assembled for service and currently in service tour customers.

The District Board of Trustees approved a capital improvement project which included a reconfiguration of the Main Lodge kitchen as well as replacing the walk-in cooler and freezer unit. The project has been completed and is currently in use.

The Board of Trustees also approved a planned project of painting the exterior of the base facility buildings. The exterior painting of the Main Lodge and the Skier Services building has been completed.

The Diamond Peak Special Use Permit application with USFS has been fully executed by the Regional Office as well as the Lake Tahoe Basin Management Unit Forest Supervisor. There are 361 acres of National Forest System lands that the District operates under the Special Use Permit and 367 of District owned private lands within the ski area boundry.

Throughout the operating season staff will provide monthly information related service measures and KPI’s. The table below provides results of the Ski Venue Service Measures for the month of December.

<b>Diamond Peak Ski Venue</b>					
<b>Service Measure Units</b>	<b>Forecast FY2023-24</b>	<b>PY Actual Dec. 2022</b>	<b>CY Actual Dec. 2023</b>	<b>Variance to Forecast</b>	<b>% of Forecast</b>
<b>12/01/2023 - 12/31/2023</b>					
Opening Date	12/7/2023	12/3/2022	12/7/2023		
Closing Date	4/14/2024				
Operating Days	130	29	25	105	19%
Skier Visits	130,000	20,888	26,810	103,190	21%
PPH Lift Tickets	9,000	2,811	1,661	7,339	18%
Non PPH Lift Tickets	42,517	11,518	6,427	36,090	15%
PPH Season Passes YTD	3,900	4,162	4,153	(253)	106%
Non PPH Season Passes YTD	4,195	3,748	4,399	(204)	105%
Food & Beverage Guest Checks	93,700	16,482	14,289	79,411	15%
Food & Beverage Guest Checks Average		\$21.41	\$20.96		
Rental Equipment Units	28,300	4,464	3,918	24,382	14%
Child Ski Center Lessons Taught	5,450	655	699	4,751	13%
Ski and Ride Center Lessons Taught	10,850	1,803	1,508	9,342	14%