

## MEMORANDUM

**TO:** Board of Trustees

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

**SUBJECT:** General Manager's Status Report  
Prepared for the meeting of August 9, 2023

**DATE:** August 9, 2023

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### General Manager & Board of Trustees Priority Projects & Tasks

ACTION ITEM	TARGET DATE COMPLETION	RESPONSIBLE PARTY	STATUS
Effluent Storage Tank Project  <i>Updated 7/31/23</i>		Interim GM Bandelin	Jacobs delivered the "Issued for Construction" plan set and specifications to NDEP for approval. IVGID has received the draft TRPA permit. Staff continues to meet bimonthly with USACE regarding the environmental review. The environmental review is expected to be completed in November 2023. Granite Construction will then develop the GMP for the tank construction.
Effluent Pipeline Project  <i>Updated 7/31/23</i>		Interim GM Bandelin	Granite Construction installed approximately 3,300 LF which was the amount under 1a/1b work. As of 7/28/23 Granite's sub-contractor has removed a total of 100 LF of abandoned effluent pipe where the NDOT Storm Drain project was conflicting with our pipeline. Granite delivered the new OPCC for the remainder of the work on July 28, 2023. Staff is reviewing and will meet with Granite to review costs in early August.

ACTION ITEM	TARGET DATE COMPLETION	RESPONSIBLE PARTY	STATUS
Incline Beach House Project  <i>Updated 7/31/23</i>	TBD	Engineering Dept./ Interim GM Bandelin/Chairman Dent	Based on Board direction at the 7/26/23 board meeting, Staff will be soliciting RFQs for Design Build Services to provide a building that has the existing level of service, FB scope expanded bar area, appropriate number of restrooms for the majority of the time, entrance/access project will move concurrently with this project.
Community Dog Park Committee  <i>Updated 7/31/23</i>	Ongoing	Interim GM Bandelin/Director of Parks & Recreation Leijon	The GM Advisory Committee on a Community Dog Park is in the process of updating the Community Survey presented to the BOT at the 3/22/2023 Board Meeting. The revised survey will 1) gauge community interest in a dedicated Dog Park, 2) survey location preferences 3) assess amenity preferences. Additionally, Staff has requested information from NLTFPD regarding the use of the Village Green for Care Flight landings and its possible impact the location of the dog park.
USACE Grant Funding for Tank (Pond Lining)/Pipeline Projects  <i>Updated 7/31/23</i>	In Process	Interim GM Bandelin	PW Staff continues to work closely with USACE Project Rep to prepare Amendment #1 (Increment 2) – Effluent Export Pipeline Replacement project in the amount of approximately \$3.9M.

ACTION ITEM	TARGET DATE COMPLETION	RESPONSIBLE PARTY	STATUS
<p><b>Internal Controls Project(s)</b>                      Review of Internal Control Processes, Policies and Procedures</p> <p><i>Updated 8/1/23</i></p>	<p>Ongoing</p>	<p>Interim Director of Finance Magee</p>	<p>The Finance team has begun internal discussions about creating a ‘priority list’ of policies and procedures to review. One of the first items the team is looking at is Separation of Duties, as part of the Audit process.</p>

**PUBLIC WORKS**

*Engineering Summary of Projects:*

- Capital Investment Committee – Skate Park Enhancement, Snowflake Lodge Needs Assessment
- Hold for Funding/Permitting/Contract – Bike Park, Effluent Storage Tank, Snowmaking/Pump Station Improvements
- RFP/RFQ – SPS#5 Wetwell & Manhole Coating, Fall Pavement Maintenance, Incline Beach House, Meter Register & Transponder Installation, Rec Center HVAC Evaluation
- Planning – Boat Ramp Evaluation, Fire Hydrant Replacement, DP Grease Interceptor, DP Upper Parking Pavement, Ski Way Pavement Rehabilitation
- Design – Alder Ave Waterline Replacement, SPS #1, Reservoir 3-1 WPS 4-2/5-1 Pavement & Slope Stabilization, Burnt Cedar Emergency Fuel Tank Replacement, DP Electrical Service Entrance, Burnt Cedar RFID Ped Gate Access
- Construction – Effluent Export Pipeline, DP Kitchen, Reservoir Coating R5-3A R5-3B, Mountain Golf Cart Path Phase II & III, Utility Adjustment in NDOT ROW, Crystal Peak Waterline Replacement, Wetlands Improvements

*Water/Wastewater Treatment:*

- Water Production – 137.193 MG, 4.426 MGD Daily Avg., 4.738 MGD Daily Max
- Wastewater Processed - 34.058 MG, 1.099 MGD Daily Avg., 1.329 MGD Daily Max
- Total Call Outs - 89

*Pipeline:*

- Water/Sewer Repairs – 7
- Service Calls – 29\*
- Change out 75 meter transponders

\*Pipeline crew is covering the meter reader duties that is taking up a lot of time and impacting preventative maintenance work.

*Compliance:*

- Backflow tests – 437
- Plan Checking – 23
- Grease Program – Grease interceptor installed for T’s

*Waste Not:*

- HHW & E-Waste - 64

**COMMUNITY SERVICES VENUES**

Golf Courses

July is now behind us and we have some preliminary revenue numbers from both the Mountain Course and Championship Courses. Green Fee revenue is just under budget at the Championship Course and a little ahead at the Mountain Course. Both courses combined are \$5,369 ahead of revenue budget. Average dollar per day Green fee revenue for 2023 at the Championship Course was \$20,911 compared to \$17,203 in 2022.

Average dollar per round at the Mountain Course was \$7,813, compared to \$6,107 in 2022. Club Rentals is under due in part to over budgeting and less golfers needing rental clubs. This is the same at both courses. Range fee revenues are very close to budget and right at last year's numbers. Lastly, total rounds as you will see from the following charts are ahead of 2022. Reminder that some revenues have still not been recorded and also please note that the expenses included for 31 days of July are estimated as the month has not been closed by the Finance Department.

*Note: When looking at the Play Pass Sales numbers, do not compare them to play totals for Play Passes. Play Pass revenue is deferred and not recognized until used.*

**For the entire month Championship Course**

	2022			2023		
	Actual	Budget	Difference	Actual	Budget	Difference
Green Fees	\$533,295	\$503,564	\$29,731	\$635,241	\$648,242	\$<13,001>
Range Fees	\$42,972	\$42,178	\$794	\$45,066	\$45,150	\$<84>
Play Pass Sales	\$534,009	NA		\$481,013	NA	\$<52,996> Behind 2022
Club Rentals	\$14,210	\$19,590	\$<5,380>	\$14,466	\$20,000	\$<5,534>

**For entire month Mountain Course**

	2022			2023		
	Actual	Budget	Difference	Actual	Budget	Difference
Green Fees	\$189,325	\$190,089	\$<764>	\$242,199	\$223,829	\$18,370
Play Pass Sales	\$89,564	NA		\$71,065	NA	\$<18,499> Behind 2022
Club Rentals	\$6,957	\$11,550	\$<4,593>	\$8,980	\$11,500	\$<2,520>

**Budgeted Expenses for Golf Only through all of July-**

Championship Course \$614,898 (\$209,500 of expenses are Capital)

Mountain Course \$234,263 (\$100,000 of expenses are Capital)

Championship Course						
Time frame	Round Type	# of Rounds	Capacity	% of Capacity	Total \$\$\$	\$\$/Round
2022	PPH	1725			\$133,156.00	\$ 77.19
July 1-31	NPPH	1045			\$178,732.00	\$ 171.04
	Guest	654			\$ 89,982.00	\$ 137.59
	10 Play	371			\$ 31,535.00	\$ 85.00
	20 Play	297			\$ 23,760.00	\$ 80.00
	AYCP individual	302			\$ 19,110.56	\$ 63.28
	AYCP - Couples	505			\$ 33,602.70	\$ 66.54
	AYCP limited couples	134			\$ 9,916.00	\$ 74.00
	AYCP-Limited	70			\$ 4,429.60	\$ 63.28
	Non-Profit/Other	122			\$ 94.00	\$ 0.77
	PM AYCP	208			\$ 8,977.28	\$ 43.16
Totals		5433	6200	88%	\$533,295.14	\$ 98.16
<b>Avg 175 rounds/day</b> * start time 7:00am and last time for 18 holes is 4:30pm						
** Other includes, Juniors, Employees, PGA, Non-profit, etc						

Championship Course						
Time frame	Round Type	# of Rounds	Capacity	% of Capacity	Total \$\$\$	\$\$/Round
2023	PPH	2024			\$164,257.00	\$ 81.15
July 1-31	NPPH	1148			\$229,998.00	\$ 200.35
	Guest	698			\$104,149.00	\$ 149.21
	10 Play	471			\$ 41,919.00	\$ 89.00
	20 Play	337			\$ 28,308.00	\$ 84.00
	30 Play	206			\$ 16,274.00	\$ 79.00
	40 Play	197			\$ 14,578.00	\$ 74.00
	AYCP-Limited	186			\$ 8,578.32	\$ 46.12
	No-Show PPH	87			\$ 8,688.00	\$ 99.86
	No-Show NPPH	7			\$ 1,392.00	\$ 198.86
	Non-Profit/Other	226			\$ 5,243.00	\$ 23.20
	PM 10 Play	62			\$ 3,385.20	\$ 54.60
	PM 20 Play	81			\$ 4,163.40	\$ 51.40
	PM 30 Play	11			\$ 530.20	\$ 48.20
	PM 40 Play	13			\$ 584.35	\$ 44.95
	PM AYCP Limited	74			\$ 3,193.84	\$ 43.16
	Totals	5828	7068	82%	\$635,241.31	\$ 109.00
<b>Avg 190 rounds/day</b> * start time 7:00am and last time for 18 holes is 4:30pm						

Mountain Course						
Time frame	Round Type	# of Rounds	Capacity	% of Capacity	Total \$\$\$	\$\$/Round
2022	PPH	1856			\$ 67,846.00	\$ 36.55
July 1-31	NPPH	1075			\$ 70,807.00	\$ 65.87
	Guest	538			\$ 29,276.00	\$ 54.42
	10 Play	52			\$ 2,106.00	\$ 40.50
	10 Play (9 holes)	205			\$ 6,658.40	\$ 32.48
	AYCP individual	181			\$ 4,544.91	\$ 25.11
	AYCP - Couples	338			\$ 7,574.58	\$ 22.41
	Non-Profit/Other	152			\$ 164.00	\$ 1.08
	PM AYCP	23			\$ 347.99	\$ 15.13
	Totals	4420	4960	89%	\$ 189,324.88	\$ 42.83
<b>Avg 143 rounds/day</b>						
* start time 7:00am and last time for 18 holes is 5:00pm						
** Other includes, Juniors, Employees, PGA, Non-profit, etc						

Mountain Course						
Time frame	Round Type	# of Rounds	Capacity	% of Capacity	Total \$\$\$	\$\$/Round
<b>2023</b>	PPH	2128			\$ 83,354.00	\$ 39.17
<b>July 1-31</b>	NPPH	1369			\$ 101,649.00	\$ 74.25
	Guest	611			\$ 35,239.00	\$ 57.67
	10 Play	83			\$ 3,436.20	\$ 41.40
	20 Play	51			\$ 1,989.00	\$ 39.00
	30 Play	10			\$ 365.30	\$ 36.53
	40 Play	65			\$ 2,216.50	\$ 34.10
	10 Play (9 holes)	269			\$ 7,612.70	\$ 28.30
	20 Play (9 holes)	1			\$ 26.60	\$ 26.60
	30 Play (9 holes)	11			\$ 274.56	\$ 24.96
	40 Play (9 holes)	27			\$ 629.10	\$ 23.30
	Limited AYCP- (9 holes)	0			\$ -	\$ 22.63
	Limited AYCP- (18 holes)	47			\$ 1,538.78	\$ 32.74
	No-Show PPH	30			\$ 1,207.00	\$ 40.23
	No-Show NPPH					\$ -
	Non-Profit/Other	183			\$ 2,661.00	\$ 14.54
	Totals	4885	6200	79%	\$ 242,198.74	\$ 49.58
					<b>Avg 158 rounds/day</b>	
		* start time 7:00am and last time for 18 holes is 5:00pm				

Mountain Course						
Time frame	Round Type	# of Rounds	Capacity	% of Capa	Total \$\$\$	\$\$/Round
<b>2022</b>	PPH	1313			\$ 30,577.00	\$ 23.29
<b>June 1 to 30</b>	NPPH	950			\$ 58,382.00	\$ 61.45
	Guest	383			\$ 17,881.00	\$ 46.69
	10 Play	25			\$ 1,012.50	\$ 40.50
	10 Play (9 holes)	157			\$ 5,099.36	\$ 32.48
	AYCP individual	175			\$ 4,394.25	\$ 25.11
	AYCP - Couples	316			\$ 7,081.56	\$ 22.41
	Non-Profit/Other	99			\$ 384.00	\$ -
	PM AYCP	23			\$ 347.99	\$ 15.13
	Totals	3441	4080	84%	\$ 125,159.66	\$ 36.37
					<b>Avg 115 rounds/day</b>	
		* start time 8:00am and last time for 18 holes is 5:00pm				
		** Other includes, Juniors, Employees, PGA, Non-profit, etc				

Beaches and Parks

**Recreation Pass and Punch Card Update**

The Capstone Punch Card verification issue was resolved as of the July 31, 2023, Staff completed the issuance of punch cards requested during the Capstone Punch Card outage and reconciled values for cards that were used during the interruption that occurred on July 21, through July 25.

Entity Card Issuances - All applications for cards for properties held as an Entity have been processed.

Second Degree Family Tree – Additional Purchased Passes - Of the remaining forty-two additional purchased passes issued to family members in the second degree of the family tree, thirty-eight are issued to the owner's grandchildren. The remaining four are issued to siblings of the owner. Navigating each parcel owner's unique

situation requires personalized interaction and significant staff time. Staff expects to complete this process in August.

**Fourth of July 2023 Activities Recap**

Sunday, July 2<sup>nd</sup>

NLTFPD Flag Raising/Pancake Breakfast – 8:00am -10:00am – Station 11

North Lake Tahoe Fire Protection Districts Annual July 4<sup>th</sup> Pancake Breakfast was a smashing success serving 1000 community members and visitors pancakes sausage and all the trimmings.

Kids Bike Parade and Local Heroes Parade - 10:00am IVGID - Southwood to the Village Green – Sponsored by IVGID, IVCBA and Rotary

The adorable children’s Bike Parade led by Tim Kelly boasts of over 200 participants this year. The Local Heroes parade had 50 entries. Twelve IVCB Vets Club Members participated in the Local Heroes Parade.

Community Fair – 11:15am – 2:00pm – Village Green - IVCBA, Vets, IVGID, WCSO, AYSO

Over 300 participants enjoyed booths staffed by local businesses and nonprofits.

Monday, July 3<sup>rd</sup>

Veterans s Recognition Lunch - 12:00pm - Aspen Grove – Cornerstone Community Church provided vets and active duty with a delicious lunch prepared by Crosby’s and served by Cornerstone Community Church Volunteers. Forty-five lunches were served.

The Flag Retirement on Village Green – Dusk - The moving ceremony attracted approximately 55 participants and volunteers who appropriately honored and retired “Old Glory”.

Tuesday, July 4<sup>th</sup>

Vets Pancake Breakfast - 8:00 am – 12:00pm - Aspen Grove – IVCB Vets Club/IVGID a long-time favorite served approximately 1000 breakfasts. Proceeds benefit the Incline Village Crystal Bay Veterans Club and its philanthropic programs. Fifty community volunteers helped make the event a success. Gross Revenue for the breakfast was \$12,451.16 while expenses are expected to be approximately \$6,000.

SkyShow - Nightfall - Ridgeline Park Fields at IMS Local families and visitors gathered to watch the SkyShow – sponsored by IVCBA, Hyatt, IVGID and the Visitors Center. Final Event numbers are pending.

The table below provides total beach visits for July 4, 2023 including all of the District beaches as well as a comparison to previous years.

Attendance	2019	2020	2021	2022	2023	Average
Pass Scans	3,424	1,857	2,844	2,796	3,253	2,835
Adults	2,953	1,405	2,293	1,724	1,900	2,055
Youth	895	437	564	496	580	594
Daily Boat Launches	49	17	40	47	54	41
Annual Pass Scan	33	37	30	23	27	30
<b>Total</b>	<b>7,354</b>	<b>3,753</b>	<b>5,771</b>	<b>5,086</b>	<b>5,814</b>	<b>5,556</b>

**ADMINISTRATION**

Human Resources

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 eight full-time/year round positions posted. In the month of July, the following positions have been filled:

- District Clerk
- Revenue Manager

As discussed at our last Board meeting, the IVGID Senior Leadership team has long ago acknowledged the importance of building a strong management team, having recognized the incredible talent existing within the individual leaders’ staff. As we have experienced leadership changes over the past few months, we have identified employees who have demonstrated strong leadership and operational skills and abilities. As a result of the District’s commitment to a robust succession plan for each division Director, key members of the staff have already begun to step up to take on additional duties left by their outgoing management team. This impressive display of initiative and commitment to this District has reminded all of us of why the District’s employees are its greatest asset.

As we finalize the details of these identified changes, we will ensure timely notification to the Board.

The HR Director has prepared what will become an ongoing, monthly report to reflect the District’s attrition rates reflecting changes in District-wide staffing. As you will see with the chart below, the highest rates of attrition generally coincide with operational changes as our seasonal operations ramp up and close down.

**January, 2022 – June, 2023 Attrition Report**

Month	Start Ttl #	Ttl Term	End Ttl # of	Avg # of EE's	Attrition Rate
	of EE's	EE's	EE's		
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

Finance / Accounting

The Finance team is currently in the design phase of multiple reports, with the intent to place the reports on the District’s website when they are ready. Due to several vacancies in the department the project is moving slower than hoped; however progress continues and the intent is to have initial reports ready for the Board’s review sometime in the 4<sup>th</sup> quarter of calendar year 2023. The intention of the reports is to provide clarity on



current revenues/current expenditures on a periodic basis and to provide more transparency with respect to cash flows.

Information Systems/Technology

The Tyler project is proceeding with a review by our Interim Director of Finance to ascertain which modules we might want to add on for better functionality. We have moved the project closeout report out because of this review.

**Public Records Requests**

This will be updated in the next General Manager's Report.

**Policy 3.1.0, Subparagraph 0.4 – Report to the Board on Contracts Signed by the District General Manager**

There were no contracts signed by the District General Manager this period.

**Policy 22.1.0 – Disclosure of External Entity Involvement**

These forms are still being gathered and will be included in the next General Manager's report.