

I V G I D

June 2017

Quarterly

Volume 3 | Number 2



The quarterly newsletter of the Incline Village General Improvement District

www.yourtahoeplace.com



don't let our
VIEWS
distract you



**INCLINE VILLAGE
PARKS & RECREATION**

980 Incline Way • 775-832-1300

Our public Recreation Center includes an indoor pool, sauna, group & water fitness classes, a cardiovascular room, gymnasium, childcare and a variety of programs and services.

Tennis Center • 964 Incline Way
775-832-1235

Eleven courts, eight Pickleball courts, and a Pro Shop with demo racquets. Lessons, socials, tournaments and camps are offered throughout the summer.



**INCLINE VILLAGE
CHAMPIONSHIP GOLF COURSE**

955 Fairway Blvd • 775-832-1146

A classic 18-hole public Lake Tahoe golf course featuring a Robert Trent Jones Sr. design and incredible lake views, the par-72 Championship Course was listed on the "Best in State" 2012 - 2015 by Golf Digest magazine and ranked #5 on GolfAdvisor's 2016 "Top Courses in Nevada" list. Facilities include a 23,000 sq. ft. event space, golf shop, driving range, and a top-of-the-line restaurant, The Grille at The Chateau.



Doug Miranda Photography

**INCLINE VILLAGE
WEDDINGS & EVENTS**

955 Fairway Blvd • 775-832-1240

Create an unforgettable experience for your Lake Tahoe wedding, meeting, celebration or golf event. Our facilities include The Chateau at Incline Village™, Aspen Grove, The Championship and Mountain Golf Courses, and Diamond Peak Ski Resort.

The Chateau features a 5,200 sq. ft. ballroom that can be divided for large or small meetings and events. Aspen Grove is the perfect outdoor venue for up to 200 people.



**INCLINE VILLAGE
MOUNTAIN GOLF COURSE**

690 Wilson Way • 775-832-1150

Enjoy the great outdoors at this public 18-hole par-58 course featuring an amazing mountain layout and beautiful views. This course is fun, affordable, and quick to play with special 9-hole and twilight rate options. Bring the family out for fun events like Nine & Wine, Sunday Family Fun Days, and Thrill & Grill.

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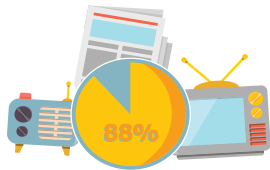


MEDIA

YOUR LOCAL MEDIA COMPANY TRANSFORMING & INNOVATING IN TODAY'S WORLD

Traditional media companies are changing with the times...leveraging their core strengths to remain relevant to advertisers and to their communities.

Local media companies have a major strategic advantage: Longstanding relationships with advertisers in their markets.



88 PERCENT
of local businesses surveyed said they considered their local newspaper, TV or radio sales reps to be digitally savvy.



There are
91 THOUSAND
local advertising reps in the U.S., the vast majority of whom sell digital as well as traditional advertising.

There has been a boom in local media companies offering digital and marketing services:



The most popular digital services are web development, SEO, reputation management and video production.

Local media companies dominate digital advertising in smaller markets:



Local media companies sold
\$10.5 BILLION
in digital advertising in 2015.



The heaviest hitters in this field were daily newspapers selling
\$5.1 BILLION



86 PERCENT
of traditional local media providers sell
DIGITAL SERVICES
in addition to advertising space.

SIERRA SUN SierraSun.com | SwiftLocalSolutions.com

Source: Borrell Associates, 2016 & 2015 data

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Sierra Nevada Media Group is the exclusive advertising representative. 775-831-4666

Publishing Information

Sierra Nevada Media Group is the publisher for the IVGID Quarterly. Each Incline Village/ Crystal Bay parcel owner receives one subscription to a domestic address.

Cover Photography

Thunderfish,
Jen Schmidt Photography
& IVGID Staff

from our Director of Golf...

Greeting Residents, Guests, and Visitors!



Welcome to the long awaited spring/summer season here in Incline Village, Lake Tahoe. Now that we have dug out from the 'snowmageddon', we hope that everyone is anxious to get out and enjoy the warmer seasons of the year. The Golf Courses at Incline Village, initially challenged by the snow pack, are melting fast and gearing up for the long summer season ahead. The courses are open for the 2017 season. The Grille at The Chateau opened on May 19th, the Championship Course on May 26th, and the Mountain Course on June 8th.

The Golf Course staff is excited to bring a full calendar of events, programs, and activities for all ages and all abilities in 2017. If you are new to the game of golf, you need to look into our exciting, non-competitive, and group oriented program called Get Golf Ready. This program has introduced over 120 new golfers in the past 3 years! Be quick to register as the sessions often sell out. For those 'seasoned' golfers looking for fun competition, be sure to check out our Friday Afternoon Golf League at the Mountain Course starting late August. This is your chance to be crowned the Incline Village League Champion! Lastly, if you are in need of partners to fill up your golfing foursome, you should look into joining one of our enthusiastic Golf Clubs. There are 3 open clubs to choose from, both Men & Women, whom have an active calendar of both golfing and social events. You can find more information about all of these exciting golf offers through our website at www.golfincline.com.

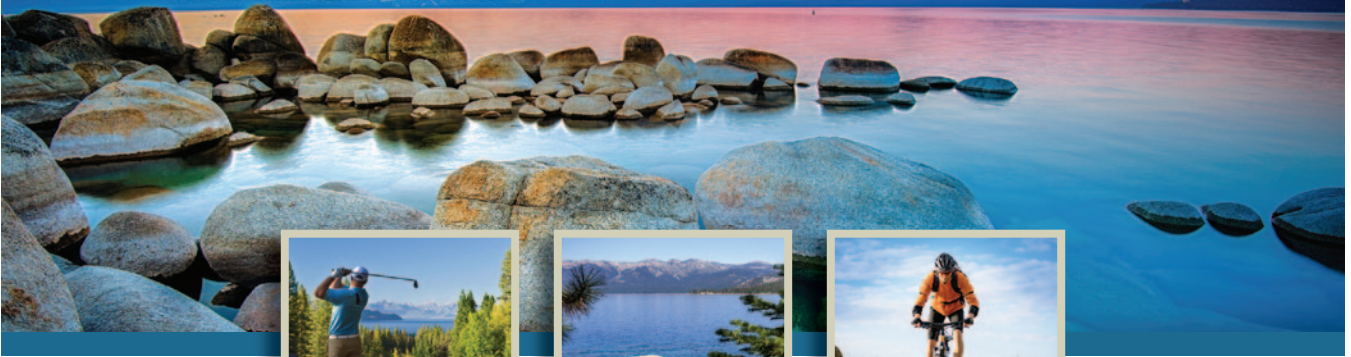
We look forward to seeing all of our golfers & non-golfers alike this coming season!

Fore!

Michael McCloskey, PGA
Director of Golf

IVGID Facilities Information

Public Works	1220 Sweetwater Rd	(775) 832-1203
Preston Field	700 Tahoe Blvd.	(775) 832-1310
Village Green	960 Lakeshore Blvd.	(775) 832-1310
Aspen Grove Comm. Center	960 Lakeshore Blvd.	(775) 832-1240
Tennis Center	964 Incline Way	(775) 832-1235
Recreation Center	980 Incline Way	(775) 832-1310
Incline Skate Park	Tahoe Blvd. & Southwood	(775) 832-1310
Incline Park	939 Southwood Blvd.	(775) 832-1310
Incline Beach	967 Lakeshore Blvd.	(775) 832-1233
Ski Beach	967 Lakeshore Blvd.	(775) 832-1156
Burnt Cedar Beach	665 Lakeshore Blvd.	(775) 832-1232
The Chateau at Incline Village™	955 Fairway Blvd.	(775) 832-1240
Diamond Peak Ski Resort	1210 Ski Way	(775) 832-1177
The Grille at the Chateau	955 Fairway Blvd.	(775) 832-1178
Championship Golf Course	955 Fairway Blvd.	(775) 832-1146
Mountain Golf Course	690 Wilson Way	(775) 832-1150
IVGID Administration & Human Resources	893 Southwood Blvd.	(775) 832-1100
Incline Elementary School	7915 Northwood Blvd.	(775) 832-4250
Incline Middle School	931 Southwood Blvd.	(775) 832-4220
Incline High School	499 Village Blvd.	(775) 832-4260
Lake Tahoe School	995 Tahoe Blvd.	(775) 831-5828
Sierra Nevada College	999 Tahoe Blvd.	(775) 831-1314



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IF YOU ARE GETTING READY TO BUY OR PUT A HOME ON THE MARKET,
WE STRONGLY ENCOURAGE YOU TO CALL YOUR LOCAL EXPERTS AT LAKESHORE REALTY.

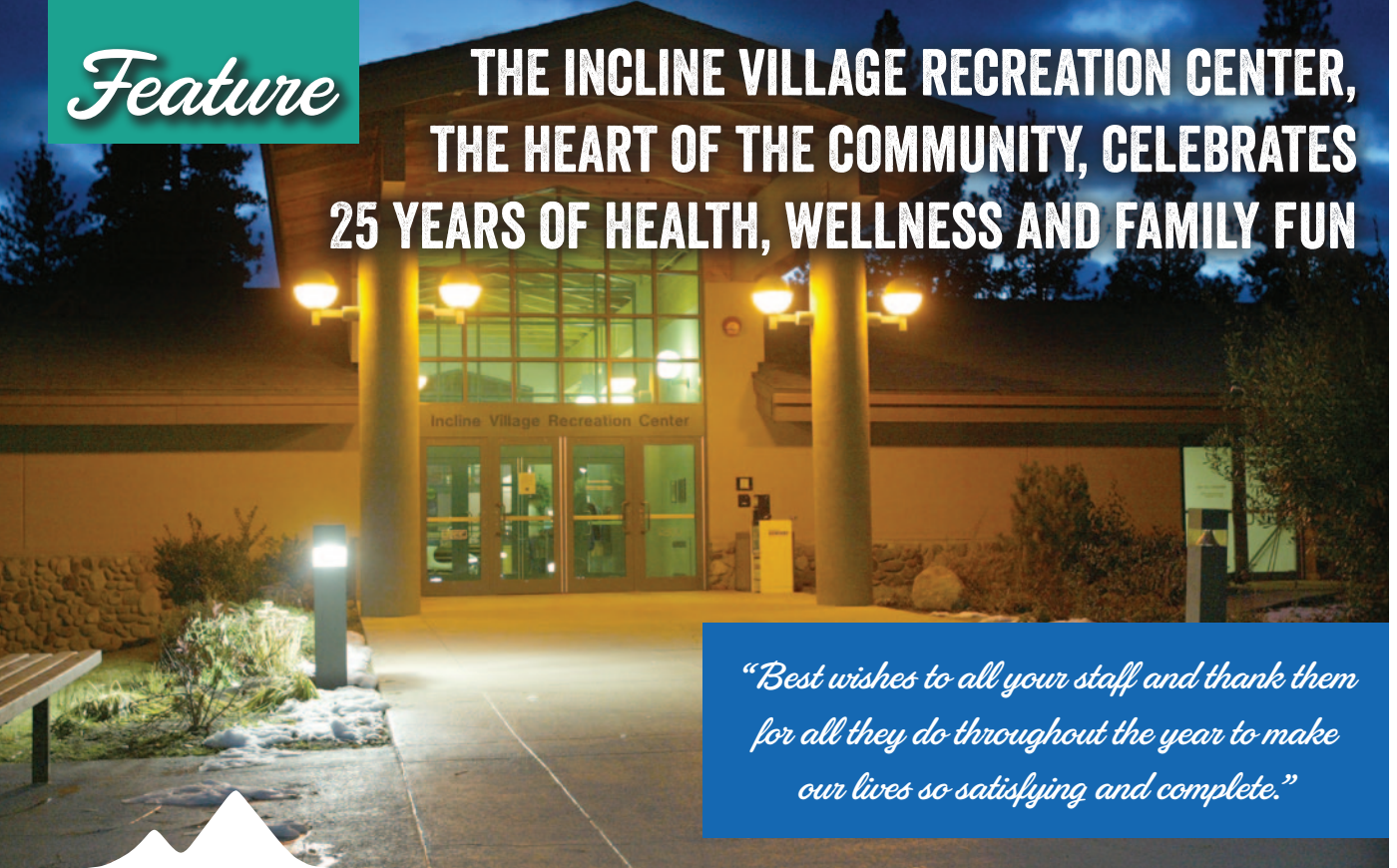
* Data from IBOR, Matrix, for 5/31/2007 through 5/25/17 and represents properties listed or sold by various brokers. Information deemed reliable, but not guaranteed.

775.831.7000
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THE INCLINE VILLAGE RECREATION CENTER, THE HEART OF THE COMMUNITY, CELEBRATES 25 YEARS OF HEALTH, WELLNESS AND FAMILY FUN



“Best wishes to all your staff and thank them for all they do throughout the year to make our lives so satisfying and complete.”

Thirty-nine years ago, a vision for an indoor swimming pool and recreation center surfaced among Incline Village/Crystal Bay residents with the purpose of unifying the many recreation programs and services provided by the Incline Village General Improvement District (IVGID). The community’s passion and commitment for this concept drove the dream to reality. After nearly thirteen years of discussion and planning, construction of the Recreation Center began.

Residential 4B (formerly District 9) construction tax funds were used to help finance the construction of the Recreation Center, which opened on December 15, 1992. The parcel on which the Recreation Center was constructed was purchased by Washoe County and deeded to IVGID after construction was complete.


Today, the 37,000 square foot facility has become a thriving community recreation center. The Incline Village Recreation Center hosts more than 50 group fitness & aqua fitness classes weekly, including: Yoga, Strength Conditioning, Cardio Cycle, Zumba, TRX Suspension Training, 55+Fitness, Mat Pilates, Flexibility/Core, Liquid Cardio and more. Over the years, the Recreation Center added special amenities such as personal training, nutrition consultation, and massage therapy to enhance and promote health and wellness in the community. In addition, the popular swim lesson and swim team programs have

grown stronger since their inception.

The Recreation Center is the hub of activities for all ages and abilities. Programs include youth and adult volleyball, basketball, indoor soccer, Tiny Timbers parent/toddler gym time, Shotokan Karate, Five Peaks in Five Weeks, IVGID Health and Wellness Initiative Annual Fitness Challenges, BODYpow, and Wellness through the Arts (dance, music & art). Additionally, the Recreation Center is the proud host of special events including Trail of Treats & Terror, Underwater Egg Hunt, Cowgirl Poetry, Ghost of Mark Twain, and Easel & Wine events. It is also the home of IVGID Senior

Programs, connecting our seniors through hiking, snowshoeing, social clubs, excursions and transportation. The Incline Village Recreation Center adds beauty and value to the community and offers a safe place to play, socialize and recreate.

You Are Invited To Share Your Story. Share an experience of how the Incline Village Recreation Center has influence on your life and experience in the community. Let us know how long you have been a member by emailing PLB@ivgid.org.

The 25th Anniversary Celebration Is About To Begin! Stay tuned for activities and events starting in June 2017. Visit the website: www.inclinerecreation.com, or call the Incline Village Recreation Center (775) 832-1300. 





success comes from the heart

MEET YOUR NEIGHBORS

LIZ FULLER has been involved in buying and selling her own property for many years and has a deep understanding of the insight that one must have to succeed in today's real estate market. *"There is nothing better than to help someone successfully move on to their next adventure."*

775 997 8158

MIKE YOUNG's clients' needs are of his utmost priority. Honesty is the only way to do it; be it buying or selling property, getting a rental for a client's friend or just helping with their boat in the water, Mike has specialized in marketing luxury homes 30+ years.

775 771 2391

MARY KLEINGARTNER has a fresh and friendly aura that brings people together for all the right reasons and is a local expert on what to do to live a full life at the lake. *"I enjoy identifying and meeting my clients' individual needs; their satisfaction is always my greatest motivation."*

206 604 1200

775 831 7300

Incline Village office:
917 Tahoe Boulevard Suite 100

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Liz Fuller, Mike Young, Mary Kleingartner

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BEACH, WATERCRAFT & BOAT LAUNCH

Beaches and Burnt Cedar Pool Schedule & Information

Pool and beach schedules are available for all facilities on the first of each month. Schedules are also on the website (www.inclinerecreation.com) or can be picked up at the Recreation Center, Burnt Cedar pool or the beach gates. Beach gates are open from 8:00 am to 8:00 pm. Snack bars are available at Incline and Burnt Cedar beaches and carry a variety of refreshments and beach items. Hours are 11:00 am - TBD daily.

Beach access requires each individual 6 years and older to present a valid IVGID Pass with beach access or a beach access Recreation Punch Card at the beach gate. For an additional fee, boat ramp access at Ski Beach is available (see Watercraft Launch Passes on this page). If an IVGID Picture Pass is lost, a new one must be obtained at the Parks & Recreation Department Counter for a fee. If an IVGID Picture Pass or Recreation Punch Card has expired, property owners or authorized agents must complete the appropriate forms with the Parks & Recreation Department Counter during operating hours.

Guests must present one of the following to enter the beaches:

- A valid beach access IVGID Picture Pass
- A valid Beach Access Recreation Punch Card
- A valid Daily Beach Pass (purchased for guests at the Parks & Recreation Department Counter by beach access IVGID Pass holders).
- Multi-day Guest Access Ticket (obtained by beach access property owners & rental agents for renting guests) which allows guests to enter by paying the daily entrance fee.

Refunds for unused Daily Beach Passes will be offered with receipt until October 31, 2017. For more information regarding Recreation Privileges and our policies, please visit our website: www.inclinerecreation.com For group picnic area reservations and other IVGID facility rental information, please call (775) 832-1310.

Watercraft Launch Passes

Daily watercraft launch passes for boats and jet skis are available to valid IVGID Pass holders with beach access at the Ski Beach gate and at the Parks & Recreation Department Counter. Season passes are available at the Parks & Recreation Department Counter or Ski Beach. Passes go on sale April 15th and are good May 1 through October 31.

A current vessel registration is required with an application. Please call (775) 832-1310 for more information.

Daily Watercraft Launch Pass

Fee: Vehicle w/Trailer (Boat & Jet Ski): \$18; Fee is subject to change.

Season Watercraft Launch Pass

In order to purchase a season pass, please go to the Parks & Recreation Department Counter or Ski Beach. Bring your valid beach access IVGID Pass, current vessel registration in the Resident's name, current driver's license and complete an application.

Fees: Vehicle w/Trailer (Boat & Jet Ski): \$160; Fees are subject to change.

For Watercraft Rules and Regulations, please visit our website at www.inclinerecreation.com/reccounter/watercraft. During the off season (October 1-April 30), 24-hour advanced reservations are required to launch a watercraft. Call the Parks & Rec Counter to make reservations, (775) 832-1310.

Tahoe Boat Inspections Move to Roadside Stations

The 2017 boating season officially starts May 1, 2017 and Tahoe boat inspections are streamlining the program.

- ALL Tahoe In & Out and full inspections will take place at Roadside Inspection Stations ONLY.
- Remember to keep your blue Tahoe Only inspection seal from 2016 intact to streamline your launch at the ramp.
- Plan ahead before coming to ensure you are aware of all new requirements and inspection locations.
- Remember to clean, drain, and dry your boat and equipment to protect your boat and the waters you enjoy!

Hotline: 888-824-6267 www.TahoeBoatInspections.com

2017 Beach Rates

Adult (18+): \$12; Child: (6-17) \$5; Children (0-5): FREE; Fees are subject to change.

Ski Beach - Boat launching facility, picnic area, volleyball & bocce ball courts.


Parking or swimming is NOT allowed at this beach.

Incline Beach - Beach area, picnic areas, snack bar and playground.

Burnt Cedar - Beach area, heated outdoor swimming pool, picnic areas, snack bar and playground.

Burnt Cedar Pool will be open May 15 through October 1, 2017, weather permitting.

Preferred Parking

As part of the IVGID Community Appreciation program, free Preferred Parking will be offered at Incline Beach for valid IVGID Picture Pass & Punch Card holders only from 8 a.m. to 3 p.m. on the following dates: Fridays - Sundays beginning the last weekend in June through the 2nd weekend in August. 

You may notice the lake level is reaching record levels, as a result there is limited beach space, so please be respectful of your neighbors and take only the space that you need.

4TH OF JULY — KNOW BEFORE YOU GO

Ski Beach and Incline Beach Gates

There will be **no cash or credit card transactions on the 4th of July** at Ski Beach and Incline Beach. If you are entering Ski Beach and Incline Beach on July 4th, you must present one of the following:

- **Valid IVGID Picture Pass with Beach Access**
- **Valid IVGID Recreation Punch Card**
- **Pre-purchased Daily Adult or Youth Beach Access Ticket**
- **Or show your wristband**

On 4th of July ONLY:

To purchase wristbands, visit Aspen Grove or the Recreation Center. All forms of payment are accepted at these locations on July 4th.

Holiday Pricing (July 1-4, 2017)

- **Adult (18+): \$15**
- **Child (6-17): \$6**
- **Children (0-5): Free**
- **Boat Launching: \$21**
- **Picture Pass Holder: FREE**
- **Pre-purchase your Daily Beach Ticket and receive the regular pricing.**

Beach Hours on the 4th of July

Incline Beach, Ski Beach and Burnt Cedar Beach gates will be staffed from 6 am to 10 pm.


Make sure your IVGID Picture Passes are valid

Please don't wait until July 4th to update or acquire your IVGID Picture Pass or purchase Daily Beach Tickets. You can buy July 4th Daily Beach Adult or Youth Tickets at the Recreation Center now.

Do you know about Exchange Passes?

You can exchange the value from your punch cards to Daily Beach Tickets! Ask for more details about this option at the Parks & Recreation Counter.

Don't stand in line. Renew Punch Cards online.

Recreation Punch Cards can be renewed online by visiting: www.inclinerecreation.com, click IVGID PASSES & PUNCH CARDS button in the center of the home page. You may also visit the Parks & Recreation Counter inside the Incline Recreation Center to renew your IVGID Recreation Picture Passes or Punch Cards to prevent any issues at the beach gates. 



**ACCESS TO ALL INCLINE VILLAGE BEACHES IS RESTRICTED TO
VALID IVGID BEACH ACCESS PICTURE PASS HOLDERS AND THEIR GUESTS ONLY.**

COMMUNITY SERVICES MASTER PLAN

The Community Services Master Plan Process

The Incline Village General Improvement District (IVGID) kicked off an 18 month-long process in September 2016 of master planning for the future of IVGID Community Services. IVGID Community Services is comprised of programs, activities and facilities within recreation, tennis, ski and golf. Master Plans for Diamond Peak and the Tennis Center have been adopted, while separate studies have been done for the beaches and golf. The Incline Village Recreational Facilities Master Plan was completed in 2000. Updating these plans, every ten to fifteen years, is good practice as it provides a road map for maintaining and/or revitalizing the existing community amenities and/or expanding the venues to provide the new features the community desires.

Our process is that together, we will develop a long-range community services master plan to identify and plan for the future of community driven recreation activities and facilities in Crystal Bay and Incline Village. To date, IVGID has undertaken significant effort to assess many of the existing recreation facilities and operations and has developed planning documents, by venue, that identify the capital maintenance needs as well as the operational enhancement and future infrastructure investment opportunities. Throughout this project, we will conduct public meetings (our first one was on November 30, 2016 held at the Chateau) and community surveys to assess expectations, help set priorities, evaluate the opportunities for additional/expanded recreational offerings and facilities, and if identified - assess the community's willingness to fund new or different facilities and programs.

At our first Interactive Workshop on Wednesday, November 30, 2016 at the Chateau, we had over 100 community members in attendance. We want to thank those of you who were able to attend; we appreciate your participation, interaction, and feedback. We received a lot of valuable information which can be viewed by going to our Community Services Master Plan webpage. See below for our upcoming Community Workshop this summer and plan to join your neighbors in a dialogue about what IVGID Community Services should be to serve our residents in the next 20 years.

We Want to Hear From You!

Please help us shape the future of our community by taking a few minutes to fill out the survey. This survey is just one of many tools we are using to gain community input for the Community Services Master Plan. This survey intends to look at all elements of Community Services and is different from the annual community survey conducted in October. An independent research firm, National Research Center, is conducting this survey and the responses are completely confidential. The survey is currently open to the entire community to participate in and your feedback is very important to us. **We will be collecting data through July to make sure we hear from as many people as possible.** Results will be reported this summer so make sure you bookmark our Community Services Master Plan website page. **Please take the survey: bit.ly/ivgid2017**


Community Workshop - June 24th

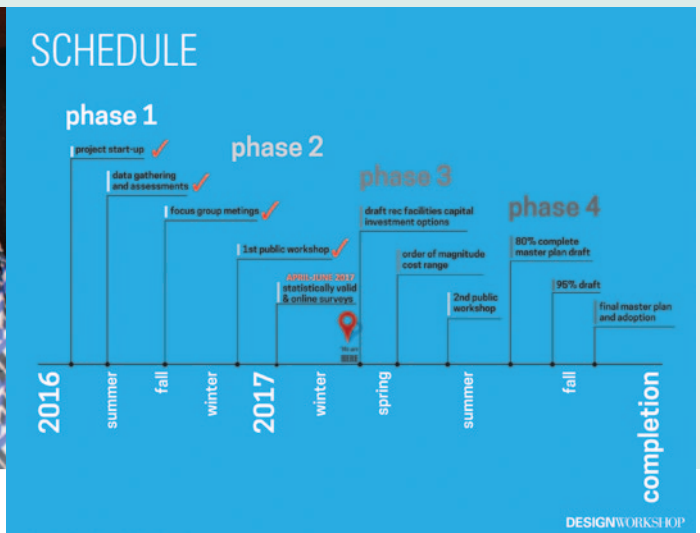
You are invited to join us at a fun, interactive community workshop on June 24, 10 a.m. – 12 p.m. at the Incline Village Recreation Center Gymnasium, 980 Incline Way. The workshop will include a brief introduction, a recap from the first interactive workshop held on November 30th, and working stations of IVGID's recreation facilities and programs. The workshop will conclude with light refreshments in the lobby and raffle prizes. We encourage your participation. Help us plan the Community Service program, facilities, events, or activities you want in your community. Free on-site childcare will be available and hosted by the Incline Parks & Recreation Kids Zone Child Care staff. RSVP to be entered into a special raffle drawing (CSMP@IVGID.org).

We are actively gathering more feedback through surveys, focus groups, as well as hosting additional Community Interactive Workshop this summer. We will be exploring every possible means to ensure that all stakeholders have a say in the future services provided to our community.

Want to learn more about the Community Services Master Plan Process or provide feedback?

- Go to the CSMP page on the IVGID website: <https://www.yourtahoeplace.com/ivgid/resources/community-services-master-plan>
- Email us! CSMP@ivgid.org

We look forward to your involvement in enhancing the quality of life for our community! Additionally, the previously approved components of the District Master Plans are available on our website. 



COMMUNITY BIKE PARK

Feature



In early 2014, Incline Bike Project (IBP) was formed by an enthusiastic and interested group of Incline Village/Crystal Bay residents, in partnership with the Incline Tahoe Foundation (ITF), a 501(c)3 entity to facilitate fundraising to design and construct a community bike park.

Bike parks, or pump tracks are becoming increasingly popular. It is a park with a continuous loop of dirt berms and “rollers” (smooth dirt mounds) that you ride without pedaling. The origins are rooted from the hardpack BMX trails of the 1970/1980s. In the early 2000s, a group of Australian downhill racers designed and developed the first pump track. A pump track builds confidence, strength, balance, and bike handling skills – not to mention it provides great social benefits. They are safe and fun to ride for all ages and skill levels.

Incline Village General Improvement District (IVGID) and IBP collaborated and proposed a project plan to build a community bike park. Discussions began with IVGID on the nature of the project and the roles IBP and ITF would play in funding the construction, maintenance, and site location. IBP was directed to collect more information on the feasibility of the plan including identifying a site location with amenities and infrastructure to support the project.

In the fall of 2015, preliminary design and permitting evaluation began. Two viable sites were evaluated and the location between the Tennis Center and Incline Way was selected for its high capability buildable lands, site elevation, and existing vegetation which would help screen and reduce visual impacts of the bike park improvements. Additionally, the site has no impacts to any potential future expansion of the Recreation Center.

During the April 2016 Capital Improvement Program Budget tour, the IVGID Board of Trustees toured the selected site, and in May 2016, IVGID Board of Trustees approved the 2016/2017 Capital Improvement Program Budget with a \$50,000 project to support construction of the pump track bike park and \$20,000 for permit and design. It is projected the total construction costs could be in excess of \$200,000. To date, ITF has received \$26,000, from a few community members and just through word of mouth, for the bike park that they want to see the come to life.

In the fall 2016, the conceptual design of the project was completed and presented to the IVGID Board of Trustees and the community for review, consideration, and comment.

IVGID hired Dirtsculpt, X-Games Bike park builders, to develop the preliminary and permit design plans. IVGID, IBP and Dirtsculpt conducted a site visit in March 2016 to become familiar with the site, inspect materials, discuss project goals and objectives as well as the site-specific opportunities and constraints. Dirtsculpt developed the bike park plan set consisting of a large and small bike pump track and three separate jump lines that vary in technical capabilities from beginner to expert.


PR Design was hired to complete a detailed site layout plan, stormwater BMP plan, and details, to begin the Tahoe Regional Planning Agency permitting process. IVGID will use the approved, permitted plans to contract for the construction of the pump track bike park.

In December 2016, the IVGID Board of Trustees directed staff to prepare a Memorandum of Understanding (MOU) for partnership with IBP/ITF to maintain the bike park in Incline Village. Consistent with District's Strategic Plan, Long Range Principle 5 - Assets and Infrastructure - The District will practice perpetual asset renewal, replacement and improvement to provide safe and superior long-term utility services and recreation activities. IVGID will maintain, renew, expand and enhance District infrastructure to meet the capacity needs and desires of the community for future generations. With the involvement of IBP/ITF and potential private funding for the project, this project received higher priority per IVGID Capital Planning Policy. 12.1.0., 3.2.3. *Priority 3 are new Initiative projects that create new amenities that are wanted by the community and will be funded by new sources.* The MOU was adopted by the IVGID Board of Trustees on February 24, 2017.

IBP's project mission is to provide a free facility that welcomes all ages, skill levels, and provides a safe outdoor, healthy, family friendly, community venue. IBP is dedicated to building a sustainable, full spectrum riding experience to unite the world-class recreational riding from around Lake Tahoe.

Currently, the Bike Park plans are submitted to the Tahoe Regional Planning Agency and under review. Once the Plans have been approved by TRPA, IVGID is prepared to bid the project when funding has been secured.

Incline Bike Project and Incline Tahoe Foundation will be hosting a fundraiser for the Incline Bike Park on July 8th at Jim Kelley's Nugget in Crystal Bay. Please come join the fun activities, music, Alibi Ale works serving beer, food specials with raffle prizes and auction items that everyone will enjoy. Doors open at 4pm and party will go until 10pm. For more information, go to the Incline Bike Project facebook page: <https://www.facebook.com/InclineBikeProject/>.

Recognizing the decreasing availability of traditional funding streams, the Incline-Tahoe Foundation was established as a Non-Profit 501(c)3 in January 2010, to provide an alternative funding strategy for the Incline Village/Crystal Bay Community. Believing that public parks, recreation programs and facilities of quality and diversity are more important now than in any time in our history, it is the foundation's goal to improve and sustain healthy community recreation & wellness opportunities through charitable contributions. For more information or to make a charitable contribution, please contact (775) 298-0299, or email: info@inclinetahoe.org. 

SNOWCAT SIGHTING ON THE CHAMPIONSHIP GOLF COURSE

By Jeff Clouthier,
Superintendent of the
Championship Golf Course



Due to record snowfall, the IVGID Golf staff teamed up with Diamond Peak & Public Works this spring to collaborate on snow removal on the golf course.

The Golf grounds crew borrowed a snowcat from Diamond Peak, and encountered snow depths of nearly seven feet. Golf Course Mechanic Travis Riley operated the cat while Mountain Course Superintendent Shaun Riley checked the depth, ensuring that the machine still left around 1 ½ - 2 feet to be removed with smaller blowers.

Jeff Clouthier, Golf Superintendent, said they used the snowcat to track over the fairways in order to break up the snow layers and open up some air space to allow for quicker melting. All 19 greens and most of the tees were done, in addition to tracking on the fairways and roughs.

This is the first time the golf grounds crew has had to use the snowcat at the Championship golf course; however, it is commonly used equipment during normal snow years at the Mountain Course, and was used again this year to accelerate the melt-out process up there.

Following the snowcat, a tracked Bobcat with snowblower was rented to continue the process. This blower took the depths down to approximately 3 - 6", and the rest is either removed by hand or melted with black sand applied over the top.

Since the greens are the most important part of a golf course, it is imperative to get the turf exposed in time to allow it to breathe and resume the growing process well ahead of when they will be subjected to golfer traffic. Cart paths are also cleared on both courses using the trackless blower from Utilities.

In addition to the big machines, small blowers are also used to finish the process. Black sand is used extensively on the greens to melt snow both before and after the blowers, and black mulch is spread by hand over most of both golf courses to expedite the melting process.

If all this work was not done, our opening dates would likely be sometime close to July this year!

Big thanks again to Mike and Jay at Diamond Peak for allowing the usage of the snowcat, as well as the Fleet department for arranging for the transportation of the machine, and Travis for operating. A true team effort!

Apply golf course techniques to your lawn

After a record-setting winter like we've experienced this year, you may look at your lawn after the snow melts and wonder if it can ever get back to the beautiful green lawn you want. The answer is yes, in most cases the turf is likely going to be fine with a little help from you to get it growing.


Of course warmer temperatures and sunshine are most important to getting growth started, and with our very short growing season it could take a while to see any progress, but there are a few things you can do to stimulate the process.

The first thing is to lightly rake the surface to get the turf to stand up. After being under snow for so long the turf tends to get matted down, and a light raking will break the crust on the surface and allow the turf to breathe a bit and take in some light.

Growth can also be stimulated by aeration. This will allow for good oxygen exchange into the soil as well as giving the roots a nice easy place to grow into. Opening up the turf also makes it easier for it to take in water and nutrients.

Light fertilization is ok, but spring brings a flush of growth anyway, so be careful not to put too much down as you will just stimulate a lot more leaf growth instead of the more desired root growth. Deep healthy roots assist the turf in surviving during the stressful stretch of summer heat and very dry conditions.

At the Incline Village Championship Golf Course, we incorporate many other practices such as seeding into the soil and aeration holes to introduce new turf, and sodding if it is obvious a certain area just isn't going to come back.

Hopefully some of these ideas can help your lawn to survive one of the heaviest winters the area has ever seen! 

Q & A WITH ROBYN BRADFORD



For this edition of the IVGID Quarterly, IVGID Communication Coordinator Misty Moga sat down with Robyn Bradford, Head Golf Professional at the Mountain Course, to discuss her passion for golf, career and accomplishments, and what makes the Mountain Golf Course a great place to work.

Robyn Bradford has been with the Incline Village General Improvement District for five seasons. During that time Robyn has become a vital member of the Incline Village golf team and has worked to continue her education in the field. Most recently, Robyn completed the

Certified Professional Program, a career-enhancing educational curriculum that supports the goals of PGA members who are committed to continuously improving their business and teaching skills to meet the increasing demands of the golf industry. There are four certifications within the program, and Robyn completed the Golf Operations and Player Development Certification. Additionally, the PGA notified her that she is the first and only female certified PGA member in Golf Operations in the NorCal section.

Robyn grew up in Bloomington, Illinois and attended Illinois State University. Her father introduced her to the game of golf at age 7, and she was "instantly hooked." She admitted that her father would occasionally take her out of school to go play a round of golf.

At age 25, one month out of college, she was inspired to move to Arizona to pursue her love for golf and warm weather, and decided to make that her mission. After 10 years in Scottsdale, Robyn wanted to take her career to the next level in Incline Village, and accepted the Head Pro position at the Mountain Course in 2013.

Misty Moga: What drives you professionally every day?

Robyn Bradford: I love golf. It's my life and passion. I enjoy seeing the driving range and course every morning when I drive to work. It is rewarding to teach people the game I love and show them how to improve. I see the reactions on people's faces after they hit a great shot and how happy they are, and how I was able to help them achieve that. I love knowing I have helped them improve their relationship with golf. If you love something and you can teach someone else to love it, it's the best feeling. It's still a dream. Someone pinch me.

MM: What is your preferred teaching style?

RB: Keep it very basic. If someone comes to me for improvement, I can look, see what needs improvement, and focus on one or two issues and break it down. I want to not only show them how to correct it, but show them why it needs to be corrected. The cause and effect is very important to teaching.

MM: What tips would you share about how to stay motivated when playing golf?



RB: Have fun. You have to keep it simple. When you hit a bad shot, it's not worth being upset about it. Remember your game diminishes if you don't practice. Be committed, but always have fun.

MM: What does becoming PGA Certified Teaching Professional mean to you?

RB: It means I worked hard. It is not an easy program to get through. Only 1.7% of 25,000 golf professionals have this certification. These days, it's critical to have the documentation to back you up as a golf professional. You have to stand out.

MM: What are you most proud of in your career?

RB: I'm proud of what I have done with the Mountain Course. I have increased rounds by 25% in the four years I've been here. It went from 13,000 to 16,500 rounds per season. And people like what we are doing at the Mountain Course. They are having fun and enjoying themselves. I have a program for every type of person. A variety of programs from Get Golf Ready, Thrill and Grill, Nine and Wine, and the Golf-Fit program. My forte is player development. Golf is in a dire position with other physical activities that compete for people's time.

MM: What is the best advice you ever got, and from whom?

RB: The best of advice was the chunk of change my father gave me – 'make sure when you choose your career, it's something you love and it will never feel like work.' There were several times I got discouraged thinking that nobody will want a lady golf pro. However, a new type of lady golf player like Michelle Wie, Natalie Gulbis emerged which inspired women and children to play golf. That change in trends spurred golf clubs to start hiring woman professionals. I followed my heart and stuck with it.

MM: Any advice you would like to give others just learning the game of golf?

RB: Don't take yourself too seriously, and have fun. I've played for 32 years, and it takes work. You have to be committed and dedicated. Put the time in to practice and you will reap the rewards. You will have bad shots, but what keeps you coming back is that feeling you get from hitting a great shot.

MM: If you could change one thing in golf, what would it be?

RB: I would make it shorter. It's too long. It's three holes too long. Although I sometimes make it 19 holes, and throw out the worse score.

MM: What is your favorite hole at the Mountain Course and why?

RB: I like #14. It's magnificent. It's beautiful. Most people like 15 because it's downhill. On 14, you cannot see any houses and there is a great view of Diamond Peak.

MM: What do you love about the Mountain Course?


RB: It is a fair challenge. Nothing is tricked-up. You have to know about hitting uphill, downhill, in various conditions, and in and around 3rd Creek which adds a degree of difficulty. You can go out for 9-holes and be out for an hour. You get a good workout. Its 20,000 steps! It is a pretty course, and I cannot say enough about the Mountain Course.

MM: What is your favorite program at the Mountain Course?

RB: I wish the Thrill and Grill was better attended. I think it's a fabulous program. When I see people playing with a pool stick and an eight ball and parking cones, it is hysterical. It is supposed to be about fun. The breweries come up for the beer tastings, the Wild Bill's BBQ is delicious, and the build your own bloody bar is fun. The value is good. I enjoy Nine and Wine, too. Both programs are scrambles, which make it fun and less intimidating. It's good to include everyone. They are all great programs.


MM: What are your next steps?

RB: I'm working on the PGA's Master Professional Program. My direction is player development. I will be the only female in the country to complete it. I will be the first, and firsts are hard to come by. It's equivalent to getting your doctorate for golf. My classification will be 'MP'. My goal is to have it done by age 40. My husband, Andy, has now embarked on the PGA journey. He just got back from Florida for his level 1 seminar. He is an Apprentice right now. We both love golf. We named our son Jackson after our favorite players, Jack Nicholas and Arnold Palmer. We just played Pebble Beach for the first time, which was on my bucket list.

As for the Mountain Course, Genevieve, our Merchandise Manager, and I are trying something new this year with decorating the pro shop at the Mountain Course with an 'Artist's Den' theme. We are looking forward to another great year, and can't wait to see the community out on the course. 

THE GRILLE AT THE CHATEAU

Nestled among the mountains and valleys of the Sierra Nevada landscape, The Grille at The Chateau offers a unique dining experience with scenic views of Lake Tahoe. Located adjacent to the 18th green of the Incline Village Championship Golf Course, The Grille serves delicious dishes made of fresh, wholesome ingredients carefully selected by our Chef, William Vandenburg. Diners have the option of eating outdoors on the patio overlooking emerald fairways, clear blue skies and the serene sounds of a babbling brook, or choosing the indoor dining room with its cozy alpine lodge setting. Both options are perfect for lunch with a friend or Happy Hour with a client. The Grille is also a great place for golfers taking orders to-go or anyone looking for a quick, quality nosh. Open to the public, The Grille serves lunch from 11 a.m. to 3 p.m., with an expanded Happy Hour menu offered from 3 to

7 p.m. daily. A popular spot among locals and tourists, make The Grille YOUR TAHOE PLACE for your next rehearsal dinner, private party, meeting space, or golf event. 



Join an Amazing Tahoe Team

Great Locations & Perks!

Perks include free or discounted access to our venues plus discounts on food and beverages.

Parks & Recreation:

- Sports Officials & Specialists
- Recreation & Childcare Leaders
- Tennis Hosts
- Fitness Attendants
- Lifeguards & Swim Instructors
- Asst. Parks & Rec Clerks
- Beach Hosts & Parking/Boat Ramp
- Parks Maintenance

Diamond Peak Ski Resort

- Brush Cutting Crew

Golf Courses:

Championship & Mountain Courses

- Golf Shop & Merchandise Staff
- Outside Services Staff
- Grounds Maintenance Staff
- Banquet Chef (experienced)
- Grille Servers
- Snack Bar/Beverage Cart Attendants
- Prep/Line Cooks & Dishwashers

View full list of available positions online. (EOE)
Apply online: yourtahoepace.com/jobs
Or apply at IVGID • 893 Southwood Blvd.
Contact: jobs@yourtahoepace.com • 775-832-1100

YOUTH SUMMER CAMPS

E.P.I.C. Base Camp

For older elementary students entering 2nd grade and up, Specialty Enrichment Camps provide campers with an opportunity for hands-on, in-depth exploration and fun including themes, and skills like cooking, sewing and paddleboarding

E.P.I.C. Base Camp (Grades K-5)

June 26-Aug 11 (Mon-Fri; no camp on Tues, July 4th) • 8:30am-5:30pm
Weekly sessions with a theme each week & fun field trip every Thursday! • Weekly & daily drop-in options. Looking for adventure for the kids this summer? Base Camp is a fun filled, fast paced environment. Engaged physically, mentally, and creatively, campers will find it impossible not to make friends and have a great time. Crafts and games will follow weekly themes while campers also experience all that Tahoe has to offer: daily swimming, hiking, golfing, and E.P.I.C. field Trips. Call (775) 832-1310 for more information, or check out our website: www.inclinerecreation.com.

Summer 2017 Junior Golf Camps (Ages 5-15)

Open to kids 5-15 years old, Incline Village Junior Golf Camps are a great way to get kids interested and involved in golf. This year the program will implement general practices from PGA affiliated programs such as The First Tee and Drive Chip and Putt Championship. The program will encompass all aspects of the game. Juniors will be grouped according to skill levels and age.
Dates/times: June 26 – August 10. Times vary per age of participant. Register online or Register at the golf shop: Stop by the Championship Course Golf Shop, 955 Fairway Blvd.

USTA Quick Start Youth Tennis Camps (ages 6-12)

Weekly tennis camps focus on stroke production, techniques, match play and tennis rules through specialized activities and drills. The camp also promotes teamwork, sportsmanship and a high emphasis on fun! Camps are taught by certified USPTA instructors. Other activities in the camp may include swimming and other fun games. Daily drop-in option based on space availability. One week sessions. June 19 - August 10. Days/Times: Monday - Thursday, 1:00pm - 4:00pm. For more informations, call (775) 832-1235, or check out our website: www.inclinetennis.com.

2017 E.P.I.C. early childhood Adventure Camps Ages (3-6)

For our youngest campers, ages 3 - 6, our E.P.I.C. Adventure Camps highlight the connections between art, literature, math and science through hands-on exploration of camp themes. Using a fun-filled interdisciplinary curriculum, stories, songs, art, crafts, science, creative snacks and play are all part of a typical camp day. Campers must be potty trained and able to take themselves to the toilet and able to enjoy a group camp setting. Campers cannot have attended first grade yet. Times: 9 am-2 pm / Location: Diamond Peak Child Ski Center.

Week of June 19

- Jr Paddleboard (ages 6-8); 12:30-2:30pm
- 1/2 Day Paddleboard (ages 9-14); 9am-12pm
- USTA Quick Start Youth Tennis Camps (ages 6-12)

Week of June 26

- Junior Golf Camps (Ages 5-6); Session 1A, 1pm - 2:30pm; (Ages 7-15); Session 1B, 1pm - 4pm
- Jr Paddleboard (ages 6-8); 12:30-2:30pm
- 1/2 Day Paddleboard (ages 9-14); 9am-12pm
- Travels Through Time (grades 2-6); 9-3pm
- USTA Quick Start Youth Tennis Camps (ages 6-12)
- E.P.I.C. Base Camp (Grades K-5)



Week of July 10

- Junior Golf Camps (Ages 5-6); Session 2A, 1pm - 2:30pm; (Ages 7-15); Session 2B, 1pm - 4pm
- Paddleboard (ages 9-14); 9am-3pm
- 1/2 Day Paddleboard (ages 9-14); 9am-12pm
- USTA Quick Start Youth Tennis Camps (ages 6-12)
- E.P.I.C. Base Camp (Grades K-5)
- Loco-Motion Adventure—Things that Go (E.P.I.C. Early Childhood Adventure Camps)

Week of July 17

- Junior Golf Camps (Ages 5-6); Session 3A, 1pm - 2:30pm (Ages 7-15); Session 3B, 1pm - 4pm
- Paddleboard (ages 9-14); 9am-3pm
- 1/2 Day Paddleboard (ages 9-14); 9am-12pm
- Sensational Sewing A (grades 2-4); 7/17-19 • 9am-2pm
- Kids in the Kitchen A (grades 2-4); 7/20-21 • 9am-2pm
- USTA Quick Start Youth Tennis Camps (ages 6-12)
- E.P.I.C. Base Camp (Grades K-5)
- Passport Adventure—Time Travel (E.P.I.C. Early Childhood Adventure Camps)

Week of July 24


- Junior Golf Camps (Ages 5-6); Session 4A, 1pm - 2:30pm; (Ages 7-15); Session 4B, 1pm - 4pm
- Paddleboard (ages 9-14); 9am-3pm
- 1/2 Day Paddleboard (ages 9-14); 9am-12pm
- Sensational Sewing B (grades 4-6); 7/24-26 • 9am-2pm
- Kids in the Kitchen B (grades 4-6); 7/27-28 • 9am-2pm
- USTA Quick Start Youth Tennis Camps (ages 6-12)
- E.P.I.C. Base Camp (Grades K-5)
- Passport Adventure—Time Travel (E.P.I.C. Early Childhood Adventure Camps)

Week of July 31

- Junior Golf Camps (Ages 7-15); Session 4B, 1pm - 4pm
- Junior Golf Camps (Ages 5-6); Session 5B, 1pm - 2:30pm
- Amazing Animals & Art (grades 1-3); 9am-2pm
- USTA Quick Start Youth Tennis Camps (ages 6-12)
- E.P.I.C. Base Camp (Grades K-5)
- Amazing Animal Adventure (E.P.I.C. Early Childhood Adventure Camps)

Week of August 7

- Junior Golf Camps (Ages 5-6), Session 6A, 1pm - 2:30pm
- Junior Golf Camps (Ages 7-15), Session 6B, 1pm - 4pm
- USTA Quick Start Youth Tennis Camps (ages 6-12)
- E.P.I.C. Base Camp (Grades K-5)

Register online, in person or call the Recreation Center. Space is limited! Visit our website www.yourtahoeplace.com for fees, details, and other programs & camps for other age groups. 

The IVGID Public Works Department is responsible for the drinking water system and the sewer system for Incline Village and Crystal Bay. **In order to treat and supply an average of 1 billion gallons of water annually our water system infrastructure assets include:**

- A UV & Ozone Water Treatment Plant able to treat up to 8.5 million gallons daily
- 100 Miles of Watermains between 4” to 24”
- 2,031 Gate Valves
- 13 Water Tanks with 7 Million Gallons of Storage
- 14 Water Pumping Stations with 26 Pressure Zones
- Service connections to over 4,300 Water Meters

And in order to treat an average of 474 million gallons of sewage annually our sewer infrastructure assets include:

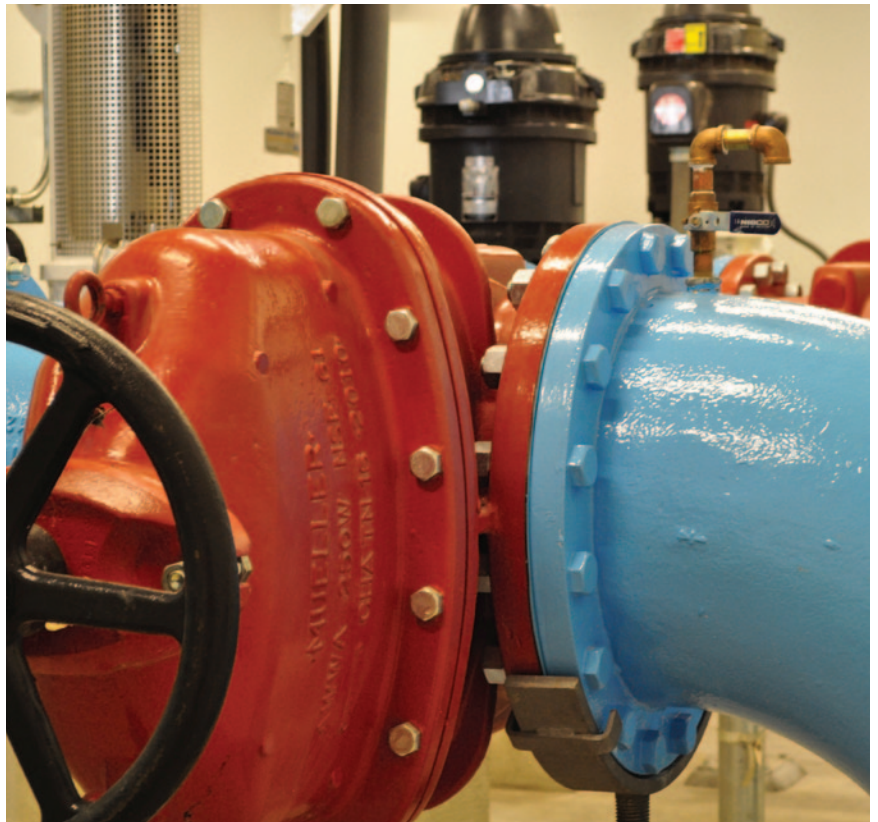
- 105 Miles of Gravity Lines and 14 Miles of Sewer Force Main between 6” to 24”
- 1,926 Sewer Manholes
- 19 Sewer Pump Stations
- A wastewater treatment plant able to treat up to 2.1 million gallons daily
- 20 Miles of Effluent Pipeline to Carson Valley
- A 900 acre wetland site located in the Carson Valley for effluent water It has been estimated that the replacement value of the water and sewer system is over \$600 million.

This is why a utility rate study is conducted every year to make sure that your water and sewer system is fully funded for years to come. Public Works uses federally recognized benchmarks and management strategies to maximize our resources, improve performance, and safeguard the community’s assets for the future. The primary purpose of our annual rate study is to make sure we utilize the management strategy of financial viability. Without fully funding a Utility, the value of the community asset will suffer and jeopardize disinfection and the delivery of safe potable water and the collection and treatment of wastewater. Conversely, performing long term financial planning ensures that future generations, like our customers today, will be able to rely on safe potable drinking water and properly collected and treated wastewater. The water and sewer rates are made up of three main components: fixed charges, variable charges, and capital improvement charges. Each major division in the water and sewer budget has a portion of fixed and variable costs and the rates are designed to fund these expenses.

Rate Study

Fixed Charges (Water and Sewer Base and Water and Sewer Admin Rates)

To provide water and sewer services, there is a portion of the costs that are fixed charges or “ready-to-serve costs.” Essentially, there is a certain level of costs that are incurred to staff, operate and maintain our system prior to delivering any water or treating any wastewater from our customers. There is a regulatory requirement for minimum staffing to be prepared to provide service, a certain amount of supplies such as tools, training, and equipment that are needed to be ready to serve and there are electrical and gas charges to our facilities so that they can be ready to serve.



Variable Charges (Water and Sewer Use Rates)

To provide water and sewer services, there is a portion of the costs that are variable charges. These charges are the costs to treat and distribute water and to collect, treat and dispose wastewater. The variable charge for water is essentially the cost to pump it out of Lake Tahoe, treat the water and deliver it to the customer. The variable charge for sewer is essentially, what it costs to collect the wastewater from each property and deliver it to the wastewater plant, treat the wastewater, pump and dispose of the effluent and biosolids to the Carson Valley per State and TRPA requirements. This requires staff, chemicals, supplies, tools, equipment, and energy to perform these services. You could also call this the commodity cost or product cost. Water and Sewer Capital Improvement Rates The capital improvement charge funds the replacement of water and sewer infrastructure. There are separate connection fees to new customers to buy into existing infrastructure. The capital charge is based on funding the costs of the five-year capital improvement plan with a consideration for the multi-year capital plan out a total of twenty years.

Water and Sewer Capital Improvement Rates


The capital improvement charge funds the replacement of water and sewer infrastructure. There are separate connection fees to new customers to buy into existing infrastructure. The capital charge is based on funding the costs of the five-year capital improvement plan with a consideration for the multi-year capital plan out a total of twenty years.

The 2017 Rate Study and Presentation which were presented to the BOT on January 26, 2017 are available on our website: www.yourtahoeplace.com/public-works/rates-billing/about-rates-billing. The documents detail our rate structure and why a rate increase was adopted. Copies of the ordinances are also available on our website at: www.yourtahoeplace.com/ivgid/resources/ivgid-ordinances. The following table provides the historical monthly water and sewer utility bill for our average residential user (71,578 gallons water use per year) in the District's service area from 2011 to the 2017 rates.

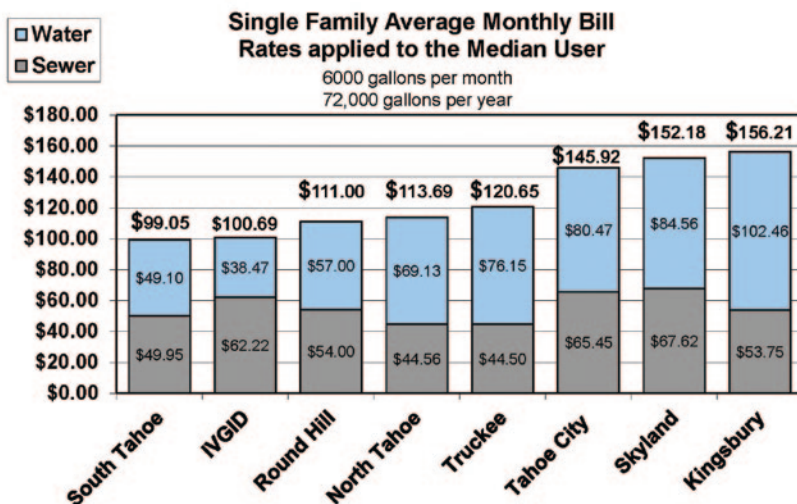
Year	Monthly Water Charge	Monthly Sewer Charge	Total Monthly Water And Sewer Charge
2012	\$33.97	\$46.04	\$80.01
2013	\$34.66	\$51.24	\$85.90
2014	\$35.41	\$55.75	\$91.16
2015	\$36.15	\$57.96	\$94.11
2016	\$37.15	\$60.24	\$97.39
2017	\$38.47	\$62.22	\$100.69

The average residential rate has increased \$20.68 per month from \$80.01 -in 2012 to \$100.69 in 2016. There has been an increase of \$13.32 per month to pay capital improvements and \$7.36 for operating cost increase of the total rate increase of \$20.68 per month over the last five years. The above table presents the five year total and annual average rate increases for the median residential customer.

Over the last five years, the residential family median user has seen an average rate increase of 4.7% per year. The capital rate has increased by 7.3% and the operating rate has increased by 2.8% per year for 5 years.

The figure below shows the area water and sewer rates using the average residential IVGID customer for the water use pattern and then applying the appropriate agency rates to get a total water and sewer bill. 

2017 Utility Bill Comparison



HOUSEHOLD HAZARDOUS WASTE & E-WASTE

Did you know that each person in the United States produces an average of 11 pounds of household hazardous waste per year? That is 1.6 million tons, annually! Think before you purchase and select low-toxicity alternatives to common household chemicals.



What is a Household Hazardous Waste?

A receptacle that contains, or once held, toxic chemicals that are capable of contaminating soil, surface water and ground water is considered a hazardous waste. Chemicals labeled flammable, toxic, explosive, and poisonous are especially hazardous if they are improperly stored, accumulate in one place or site, dumped in a storm drain or emptied into a sewer.

Incline Village and Crystal Bay residents have a 'one-stop' option for the proper dispose of household hazardous waste (HHW), by bringing the materials to the Public Works Household Hazardous Waste Drop-Off Center during designated hours. Materials must be in original container, labeled and securely packaged for transport to our site; loose items in garbage bags will not be accepted. You must unload your own vehicle.

Hours: Tuesdays & Thursdays 3:00 pm to 5:00 pm or by appointment pre-arranged 48 hours in advance. Closed holidays and during severe weather.


Price: FREE for Incline Village and Crystal Bay residents with valid ID, IVGID Picture Pass or driver's license with District address accepted. There is a 50-pound limit, per trip.

Also accepting Computer and Electronic Waste (E-Waste) at no charge. Most items with a circuit board and a cord are accepted. Waste Not is not able to accept microwave ovens.

Televisions: Now recycling televisions (\$5 to \$15 fee is requested; based on size).

Location: 1220 Sweetwater Rd. We are staffed outside and ready for customers 3:00 p.m. – 5:00 p.m. Tuesdays and Thursdays. If you need to drop-off items outside the normal program days and times, please scheduled 48 hours in advance by calling 775-832-1284.

Accepted items include: aerosols, batteries, bug spray, cleaners, fertilizer, flammable liquids, fluorescent light bulbs, gasoline, herbicides, mothballs, oxidizers, paints, pesticides, poisons and solvents.

Items not accepted: Motor Oil, Antifreeze, Car Batteries, and Sharps Waste- Contact Waste Management at 775-831-2971 to dispose of these materials. Waste Not does not accept pharmaceuticals but can educate you on how to dispose of them properly by calling 775-832-1284. 



Celebrating 25 Years of Community Conservation Services

WASTE NOT is the Incline Village General Improvement District's Conservation Program. In 2017, we are celebrating 25 years of service to the community. Our mission is to empower sustainable living by providing programs, services and education to residents and visitors, to help them value and protect our environment. We offer services and education on a wide range of topics such as: recycling, household hazardous waste, water conservation, watershed management and living with wildlife. The Waste Not program is located at Public Works. WASTE NOT is the home agency for the Tahoe Water Suppliers Association.

IVGID Waste Not Community Conservation Programs from 1992 – 2017.

Year Started	Year Ended	Number of Years	Program
1992	Ongoing	25	Waste Not Program Founded
1992	Ongoing	25	Curbside Recycling (crates, blue bags, carts)
1997	Ongoing	20	Christmas Tree Recycling & Chipping
1997	Ongoing	20	Household Hazardous Waste Drop Off Site
2000	Ongoing	17	Snapshot Day - Volunteer Water Quality Sample Day
1997	2012	15	Pine Needle Recycling, Diamond Peak Pile
2002	Ongoing	25	School Educational Programs
2002	Ongoing	15	Tahoe Water Suppliers Association (TWSA) formed
2003	Ongoing	14	IVGID Watershed Water Quality sampling
2007	Ongoing	10	Community Litter Clean-Up Days
2005	Ongoing	9	Be Bear Smart / Bear Awareness Program
2005	2014	9	Kids for Conservation
2007	2016	9	Blue Bag Program for Single Stream Recycling
2000	2008	8	Clean Water Team
2007	2015	8	AmeriCorps Team Host Site
2010	Ongoing	7	TWSA's "Drink Tahoe Tap" Campaign
2010	Ongoing	7	Dog Waste Awareness Outreach
2002	2007	5	Lake Tahoe Demo Garden Partners
2009	2014	5	Zero Waste Events Demo Project
2012	Ongoing	5	Curbside Yard Waste Pickup Program
2012	Ongoing	5	Television Recycling Offered Year Round
2013	Ongoing	4	"No Butts on the Beach" Campaign
2014	Ongoing	3	Bear Shed Rebates (also other years)
2014	Ongoing	3	"Take Care" Campaign Partnership
2015	Ongoing	2	IVGID Sustainability Programs R & D
2016	Ongoing	1	Curbside Containerization & Weekly Recycling

Awards & Recognition

2005	AWWA "Exceptional Source Water Protection" Award
2005	Parasol Community Collaboration "Outstanding Event in Education" Award
2005	Northern Nevada Pine Cone Award
2007,2008	America in Bloom w/IVGID Parks
2008	Parasol's "Best Environmental Program or Event"
2008	NDEP McCurry Source Water Protection Award
2009	"Positive Environmental Impact Award", North Lake Tahoe Chamber of Commerce
2014	"TRPA Lake Spirit Award", North Shore Agency Representative
3 times	Best Tap Water in Nevada, Nevada Rural Water (2016,2013, 2012)

DASHBOARDS

Internal Services: Buildings Maintenance Division Fiscal Year 2016/2017 Performance Measures

Overview

Incline Village General Improvement District (IVGID) Buildings Maintenance Division is a break-even internal service operation responsible for maintaining the IVGID's facilities as designed and, by working with each operating Department, ensuring the facilities meet health and safety regulatory requirements and operational preventative maintenance priorities. Facilities maintenance tasks/projects are delivered by the Buildings Maintenance Division via a combination of self-performance with in-house Staff and by outside contractors managed/overseen by the Buildings Maintenance Division. This work includes the on-going janitorial contract as well as all keys, locks, and alarms at IVGID's Venues. The Buildings Maintenance Division also operates a part-time on-call Sign Shop to manage, maintain, and construct signs and banners for various venue operational needs.

The Buildings Maintenance Division is responsible for the planning and delivery of venue Capital Improvement Program (CIP) projects and other departmental projects as they relate to facility infrastructure. The Buildings Maintenance Division conducts a bi-annual facility assessment inspection to monitor the condition and functionality of the IVGID's facilities.

The Buildings Maintenance Division is an internal service that charges IVGID's operating areas for services, labor, parts, operating supplies, fuel, and any contracted services for the maintenance and repair of IVGID's facilities. As an internal service, the Buildings Maintenance Division is meant to be a break even operation. The Buildings Maintenance Division's customers include all IVGID departments and venues and its Staff is committed to maintaining a high service level for both internal and external customers.

Efficiency

The Buildings Maintenance Division is responsible for sixty one (61) buildings totaling 262,743 square feet. International Facility Management Association standards suggest a staffing level of 8.8. Currently, the Buildings Maintenance Division has a total of five Staff members consisting of one Superintendent, one Assistant Superintendent, and three Maintenance Technicians (Finish Carpentry, Electrical, and General Maintenance).

Staffing	2014/2015 Value	2015/2016 Value	Industry Standard	2016/2017 Target
Full Time Positions	4	5	8.8	5

Performance Description	2014/2015 Value	2015/2016 Value	2016/2017 Target	Report #3 07/01/2016 to 03/31/2017
Total Hours Worked	8,960	7,029	10,400	7,901
Billed Productive Hours	6,457	5,265	7,985	5,998
Productive Percentage (Industry Standard: 75%)	74.31%	74.90%	76.77%	75.91%

Effectiveness

Performance Description	2014/2015 Value	2015/2016 Value	Report #3 07/01/2016 to 03/31/2017
Total Work Orders Completed	1,407	1,467	966
Work Orders Completed by Contractor	377	302	222
Percent of Work Orders Completed by Contractor	27%	21%	23%
Preventative Maintenance Work Orders Scheduled	180	181	155
Preventative Maintenance Work Orders Completed	52	51	74
Percent of Preventative Maintenance Work Orders Completed	29%	28%	47%

Community Value

The Buildings Maintenance Division is staffed with professional tradesmen Monday through Friday 5:30 a.m. until 3:00 p.m. but is also available 24 hours/seven days a week on a call in basis. The Buildings Maintenance Staff is well equipped to repair and service all District owned facilities. The Buildings Maintenance Division will outsource work to specialty contractors when the repair requires specialty expertise and tooling, significant man power, or is more cost effective or time efficient to do the job out-of-house. These types of repairs usually consist of larger construction projects, remodels, painting projects, or equipment repairs/installs that require specialty expertise or extensive time. By outsourcing projects, it allows Staff time to respond to immediate District concerns or on-going preventative maintenance tasks with the goal of minimizing facility problems or downtime. The Building Maintenance Division's goal is to never have a Facility closure due to unplanned equipment failures.

The following is a list of outside contractor labor rates (per hour) for services and tasks the Building Maintenance Division routinely handles in-house. The District's proposed 2016/2017 Buildings Maintenance Division billing rate is \$64 per hour.

Electrical	\$95
Plumbing	\$90
General Construction.....	\$105
Heating, Ventilation, and Air Conditioning (HVAC).....	\$115
Painting	\$70

The following table outlines work completed in-house by Buildings Maintenance Division Staff and the equivalent cost had the work been completed by outside contractors.

Performance Description	Hours 2015/2016 Actual	Work Completed at IVGID Rate	Contractor Rate	Hours 2015/2016 Budget	Work Completed at IVGID Rate	Contractor Rate
Electrical	647	\$40,114	\$61,465	984	\$61,132	\$93,480
Plumbing	692	\$42,904	\$62,280	392	\$24,340	\$32,280
General Construction	709	\$43,948	\$74,445	609	\$37,758	\$63,945
HVAC	451	\$27,962	\$51,865	379	\$23,498	\$43,585
Painting	248	\$15,376	\$17,360	72	\$4,465	\$5,040

Administration Team Fiscal Year 2016/2017 Performance Measures

Overview

Incline Village General Improvement District (IVGID) Administration Team is located at 893 Southwood Boulevard in Incline Village and provides support services consisting of accounting, payroll, human resources, information technology, risk management, community relations, communications and executive/Board support for the District. These services are provided in support of the District's operations of water, sewer, solid waste and recreation. We also work with members of the Crystal Bay and Incline Village community, other governmental agencies, and outside vendors seeking information about our agency.

Efficiency

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #1 07/01/2016 to 09/30/2016	Report #2 10/01/2016 To 12/31/2016	Report #3 01/01/2017 To 03/31/2017
Public Records Request received/completed				95% (based on 120 requests received)	15 Received 15 Completed 100%	31 Received 31 Completed 100%	17 Received 17 Completed 100%
Comprehensive Annual Financial Report Filed	On Time	On Time	State Law	On Time	In Progress	On Time	Completed last quarter
Accounting entries processed	24,261	30,870		24,000+	N/A Yearly	N/A Yearly	N/A Yearly
District Human Resources staff versus industry standards of 1.22 per 100 employees	5 (821 employees)	5 (843 employees)	10.33	5 (843 employees)	5	5 (903 employees)	5
Employee Retention (all full time year round employees)	91.4%	92.3%		94%	N/A done yearly or 98%	98% 2016 Calendar	98%
Turnaround time (in hours) for processing new hires	28	32	40-43	32	29	71 (one position open since Oct 2016)	38

Effectiveness

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #1 07/01/2016 to 09/30/2016	Report #2 10/01/2016 To 12/31/2016	Report #3 01/01/2017 To 03/31/2017
Board minutes approved as submitted	100% (23 sets)	90% (26 sets – 3 amendments)	90%	95%	100% (6 sets)	100% (4 sets)	100% (5 sets)
General Fund – Administration Costs to Fund Total	11.11%	10.09%	20%	10%	N/A Yearly	N/A Yearly	N/A Yearly
District Orientation and Customer Service trainings conducted	72	110		110	30	38	35

Community Value

Performance Description	2014/15 Value	2015/16 Value	2016/17 Target	Report #1 07/01/2016 to 09/30/2016	Report #2 10/01/2016 To 12/31/2016	Report #3 01/01/2017 To 03/31/2017
Notary Public services performed at no charge to our community members	10	28	19	7	7	9
Support of Washoe County by providing marriage license issuance services which are no longer provided in Incline Village/Crystal Bay	209	197	175	73	41	28
District most recent Bond Rating	Aa1	Aa1	Aa1	Aa1	Aa1	Aa1
Hosting of homeowner associations and other community agency meetings seven (7) days a week at the Administration Building Boardroom	29	32	30	45	23	25
Attendance at various job fairs and school assistance of "How To" regarding applications and hiring	7	9	10	8	10	6



Internal Services: Engineering Division
Fiscal Year 2016/2017 Performance Measures

Overview

Incline Village General Improvement District (IVGID) Engineering Division is a break-even internal service operation responsible for the management, planning, budgeting, scheduling, design, permitting, bidding, contract administration, and construction oversight of the District's Capital Improvement Program (CIP).

The Engineering Division is responsible for the development of the District's annual CIP budget and the annual update to the 5-year CIP plan. Engineering Division Staff works with District Venue Managers and Staff to plan and budget the individual projects across all operating funds annually. Engineering Division Staff manages and executes all phases of individual project implementation with support from the Fleet and Buildings Maintenance Divisions as well as individual Venue Staff.

The Engineering Division is responsible for the Asset Management functions of the District including Geographic Information System asset mapping, plan archive, water rights, land coverage bank, easements, land acquisition and leases, grant writing and administration, and the defensible space program.

The Engineering Division is also responsible for management and supervision of the District's Fleet Division and Buildings Maintenance Division.

The Engineering Division is an internal service that charges individual CIP projects as well as District operating areas for labor, operating expenses, and any contracted services. As an internal service, the Buildings Division is meant to be a break even operation. The Engineering Division's customers include all IVGID Departments and Venues and its Staff is committed to maintaining a high service level for both internal and external customers.

Efficiency

Currently, the Engineering Division has a total of three, full time, licensed Professional Engineers (Director of Engineering & Asset Management, Principal Engineer, and Senior Engineer) on staff and receives non-full time support from the Public Works Contract Administrator and the Director of Public Works.

Staffing	Actual 2014/2015	Budget 2015/2016	Planned 2016/2017
Full Time Engineers	2	3	3

Performance Description	2014/2015 Value	2015/2016 Value	Planned 2016/2017	Report #3 07/01/2016 to 03/31/2017
Total Hours Worked	4,176	6,240	6,240	4,780
Billed Productive Hours	3,481	5,429	5,429	4,058
Productive Percentage (Industry Standard: 80%)	83%	87%	87%	85%

Performance Description	2014/2015 Value	2015/2016 Value	Planned 2016/2017
Total CIP Projects	70	98	102
Total CIP Budget	\$8,088,628	\$8,578,683	\$9,605,900
CIP Budget to Engineer Ratio (Industry Standard: \$2M - \$2.5M/Engineer)	\$4,044,314	\$2,859,561	\$3,201,966

Effectiveness

Performance Description	2014/2015 Value	2015/2016 Value	Planned 2016/2017
CIP Budget Carryover From Previous Fiscal Year	\$7,609,509	\$10,636,853	\$13,423,644
CIP Budget	\$8,088,628	\$8,578,683	\$9,605,900
CIP Budget Complete	\$7,136,562	\$5,811,217	TBD
CIP Budget Carryover	\$10,636,853	\$13,423,644	TBD

Community Value

The Engineering Division is staffed with licensed Professional Engineers Monday through Friday 8:00 a.m. until 5:30 p.m. but works a flexible schedule as required to accommodate oversight of construction and other project demands. The Engineering Division is also available 24 hours/seven days a week on a call in basis. The Division's primary responsibility is the project management and construction oversight of District projects but it does complete design activities in-house when appropriate, time efficient, and cost effective.

The following table is The Engineering Division internal billing rate by class and a comparison of equivalent outside consultant billing rates for services and tasks the Engineering Division routinely contracts out.

Engineer Classification	Proposed 2016/2017 Internal Rate	Equivalent Consultant Rate (Low)	Equivalent Consultant Rate (High)
Director	\$158.44	\$160	\$260
Principal	\$119.96	\$125	\$242
Senior	\$99.42	\$115	\$216

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Overview

Incline Village General Improvement District (IVGID) Fleet Division is a break-even internal service operation responsible for procuring the vehicles and equipment utilized by all IVGID operating departments; setting up, installing auxiliary equipment, and making necessary modifications for the equipment's specific job requirements. Fleet Division maintains and repairs all vehicles and equipment throughout the equipment's service life and replaces/disposes of used and excess equipment at the end of its life cycle. The District's welding repairs, metal machining requirements, and prototype metal fabrication projects also fall within the Fleet Division's duties.

The Fleet Division is also responsible for administering and conducting operator training in federally mandated forklift operation, ski resort passenger shuttle operations, and heavy and miscellaneous equipment operator training.

The Fleet Division provides cost reports to internal customers for monitoring vehicle and equipment expenses and meets with operating Departments regularly to review priorities and challenges. Fleet Division continues to operate the three main year-round repair facilities at Public Works (Sweetwater), Diamond Peak, Championship Golf and one seasonal facility at Mountain Golf. The service and repair of Parks Department equipment occurs at the Sweetwater shop.

Efficiency

Vehicle Equivalency Units (VEU) is a measurement standard set by the National Association of Fleet Administration (NAFA) to estimate, among other things, mechanic staffing needs. A VEU represents the maintenance load created by a 4-door, two wheel drive midsize car. A journeyman mechanic, in an efficiently run shop, should maintain between 62.5 and 73 VEU's per year. Currently, at a VEU count of 544.25, IVGID should employ between 7.5 and 8.7 line mechanics. This does not take into account budgeting, administrative, accounting, shop clean up, parts inventory duties, custom fabrication, and operator training that fall into Fleet Division's area of responsibility. Currently, the Fleet Division has a total of seven (7) Staff members consisting of one Superintendent, five Mechanics, and one Assistant Mechanic.

IVGID Vehicle Equivalency Units (VEU) and Labor Matrix

Venue	VEU	Industry Standard Mechanics (Low)	Industry Standard Mechanics (High)	Current Fleet Staff
Public Works (includes Admin)	153.10	2.10	2.45	2.20
Ski	92.10	1.26	1.47	1.26
Parks, Recreation and Beaches	50.60	0.69	0.81	0.87
Golf (Championship, Mountain, Food and Beverage)	248.45	3.40	3.98	2.67
District Totals	544.25	7.46	8.71	7.00

Effectiveness

Performance Description (Work Orders)	2014/2015 Value	2015/2016 Value	2016/2017 Target	Report #3 07/01/2016 to 03/31/2017
Preventative Maintenance	1,530	2,200	2,400	2,323
Corrective Maintenance	2,460	3,800	4,000	1,543
Projects & Fabrication	280	300	300	140
Other	713	1,100	1,100	559
Total Repair Activities	4,983	7,400	7,800	4,565

Performance Description	2014/2015 Value	2015/2016 Value	2016/2017 Target	Report #3 07/01/2016 to 03/31/2017	Industry Standard Low	Industry Standard High
Preventative to Corrective Maintenance Ratio	62.2%	57.9%	60%	65.25%	40%	70%

Performance Description	2014/2015 Value	2015/2016 Value	2016/2017 Target	Report #3 07/01/2016 to 03/31/2017
In-Shop Repairs	4,773	6,500	6,800	4,380
Field Repairs	181	400	400	231
Outside Vendor Repairs	29	22	22	25
Operator Training Hours	81	80	80	35
Mechanic Training Hours	40	60	60	8
Vehicle Accidents	44	70	70	56
Pieces of Equipment	609	607	613	
Staffing				
Full Time Equivalents	6	7	7	

Community Value

The Fleet Division is staffed with trained professional mechanics Monday through Friday 7 a.m. until 5:30 p.m. but is also available 24 hours/7 days per week on a call in basis. Fleet Mechanics and repair shops are well equipped to repair and service all District owned vehicles and equipment and rarely use outsourced labor vendors unless the repair requires special tooling or equipment to do the job. These types of repairs usually consist of body and paint repairs, front end alignment service, and upholstery repair.

The following is a list of outside vendors' labor rates in the Reno and Sacramento area for services and tasks the Fleet Division routinely handles in-house. The District's proposed 2016/2017 Fleet billing rate is \$70 per hour.

- Heavy Equipment Repair:** \$98 per hour in shop, \$115 per hour field service plus \$7.75 per mile for travel
- Standby Generator Repair:** \$118 per hour plus \$7.75 per mile for travel
- Snow Grooming Equipment Repair:** \$105 per hour plus \$1.75 per mile for travel
- Large Truck and Trailer Repair:** \$115 per hour plus \$2.00 per mile for travel
- Turf Equipment Repair:** \$107 per hour plus \$15.00 travel for Incline Village
- Light Trucks and Vehicles Repair:** \$116 per hour
- Welding/Fabrication Service:** \$90 per hour

Overview

Incline Village General Improvement District (IVGID) Event Facilities and Food and Beverage Divisions service both residents and visitors. Year round, this Division sells and services events at the Chateau, Aspen Grove, and other District venues. The Food and Beverage Division is a key amenity to District venues such as Diamond Ski Resort by offering six seasonal service outlets including Snowflake Lodge and hosting events like Last Tracks. During the golf season, the Food and Beverage Division facilitates food offerings at both the Championship and Mountain Golf Courses. At the Championship Golf Course, the Food and Beverage Division operates The Grille which is a sit down/carry out food and beverage outlet all while continuing to provide banquet services to golf clubs, service groups, weddings, internal District events, and other events.

Efficiency

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #1 07/01/2016 to 09/30/2016	Report #2 10/01/2016 to 12/31/2016	Report #3 01/01/2017 to 03/31/2017
Percent of venue occupancy (Yield Management)		88%		89%	99%	72%	75%
Food cost percentage (food bought versus food sold)	33%	30%	25-35% average*	30%	29.9 %	27%	28.6%

*Club Industry Key Performance Indicators for 2011

Effectiveness

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #1 07/01/2016 to 09/30/2016	Report #2 10/01/2016 to 12/31/2016	Report #3 01/01/2017 to 03/31/2017
Ski - Total sales per customer	\$7.64	\$13.88	\$7.38**	\$7.50	n/a	\$8.99	\$10.08
Golf - Total sales per customer	\$11.49	\$13.11	\$22.31	\$13.50	\$16.75	n/a	n/a
Golf - Banquet sales per customer	\$35.02	\$33.56		\$35.00	\$31.60	n/a	n/a

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #1 07/01/2016 to 09/30/2016	Report #2 10/01/2016 to 12/31/2016	Report #3 01/01/2017 to 03/31/2017
Number of events (weddings, banquets, etc.) held/ number of events (weddings, banquets, etc.) held with food and beverage sales	490/239	486/260	500/275	224/155	112/56	87/44	76/41
Number of meals provided to Skiers	37,835	34,664	35,000		n/a ski closed	26,468	37,859
Number of banquet meals provided	17,837	14,367	15,085	10,456	5,050	4,868	2,489
Accumulated depreciation to depreciable asset costs	32.70	33.52	36.48	None taken yet	None taken yet	None taken yet	None taken yet
Percent of users who would recommend us to friends and family (Net Promoter Score 88)	No data	90%	90%	Data not Compiled	Data not compiled	Data not compiled	Data not compiled

Community Value

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #1 07/01/2016 to 09/30/2016	Report #2 10/01/2016 to 12/31/2016	Report #3 01/01/2017 to 03/31/2017
Number of community events	77	61	80	90	91	56	53
Percentage of community events to total events held	39%	39%	40%	40%	60%	64%	69%
Number of golf club meals provided by banquets	3,175	3,144	3,270	3640	n/a	n/a	n/a
Number of golf club meals provided by banquets including at The Grille and at snack bars	25,027	20,280	25,777		n/a	n/a	n/a

** NSAA National Ski Area Association Economic Analysis 2010-2014 four year average
• Data from Golf Daily Flash Report, innoprise, rptreports
n/a = Not available

Community Services Department: The Golf Courses at Incline Village
Fiscal Year 2016/2017 Performance Measures

Overview

Incline Village General Improvement District's Golf Courses at Incline Village highest priority is to serve the resident golfer, resident guests and non-resident golfers. The Golf Courses at Incline Village provide entertainment in the form of thirty six holes of awe inspiring golf, driving range and practice facilities, golf lessons and learning programs, golf shop merchandise, and food and beverage venues. The Golf Courses at Incline Village are Robert Trent Jones Senior (Championship Golf Course) and Robert Trent Jones Junior (Mountain Golf Course) designs and are ranked in the Top 10 Courses to play in Nevada.

A note to the reader - the golf round statistics shown below are for a golf season (May-October) not for a fiscal year period and, unless otherwise noted, the statistics below are for both golf courses.

Efficiency

Performance Description	2015 Season	2016 Season	Industry Benchmarks	2017 Target	Report #3 07/01/2016 to 3/31/2017
Total golf round utilization (season open to season close) based on a total number of rounds played	48.5%	50.5%	N/A	51.5%	57.5%
Total Golf rounds played at the Championship Golf Course	23,152	21,889	18,000-24,000*	22,850	16,458
Total Golf rounds played at the Mountain Golf Course	16,183	16,205	20,500-26,500*	16,400	12,311
Total revenue per round at the Championship Golf Course	\$147.49	\$167.91	N/A	\$161.38	\$153.30
Total revenue per round at the Mountain Golf Course	\$40.56	\$45.44	N/A	\$43.56	\$44.39
Total golf club round utilization	88%	86%	N/A	87%	88%
Total lost days due to weather	16	21	N/A	N/A	16
Tournament rounds	2,731	2,971	N/A	3,150	2,219

*Global Golf Advisors 2012 Facilities Assessment

Effectiveness

Performance Description	2015 Season	2016 Season	Industry standards	2017 Target	Report #3 07/01/2016 to 3/31/2017
Accumulated depreciation to depreciable asset costs	52.40	52.56	N/A		
Course conditioning rating – Championship Golf Course**	4.5/5	4.7/5	Exceeded	4.5/5	5.0/5
Course conditioning rating - Mountain Golf Course**	4.4/5	4.4/5	Exceeded	4.4/5	4.7/5
Percent of users who would highly recommend us to Friends and Family (Net Promoter Score 94)	89.5%	82%	Exceeded	85%	82%

**Golf Advisor, a leading source of golf course ratings and reviews by golfers

Community Value

Performance Description	2015 Season	2016 Season	2017 Target	Report #3 07/01/2016 to 3/31/2017
Percentage of golf rounds played by residents	54%	53%	51.5%	52%
Number of golf rounds played by residents and their guests	25,533	24,394	25,075	18,279
Number of golf club and community events per year	105	112	110	82
Discounts to community (compared to market rate)	\$1,293,852	\$1,458,736	\$1,288,133	

Community Services Department: Beaches, Parks and Recreation
Fiscal Year 2016/2017 Performance Measures

Overview

Incline Village General Improvement District (IVGID) Parks and Recreation Department provides essential and enriching facilities, programs and events for all ages and demographics with a primary focus and goal to provide high service levels at the best possible cost. The Parks and Recreation Department provides programming and event opportunities for Pre-Kindergarten through Seniors as well as a full service Tennis Center, Recreation Center, private beaches, ball fields, Disc Golf course, exercise course and open park space. The Parks and Recreation Department also provides all of the recreation administration including management of the Recreation Pass and Punch Card process under the guidelines of Ordinance 7.

A note to reader – the column labeled “Industry Standard” below is the 2016 National Recreation and Parks Association Field Report (communities less than 20,000 population) and Club Industry: Key Performance Indicators 2011

Efficiency

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #3 01/01/2017 to 03/31/2017
Cost recovery percentage to total cost on programs/services (Recreation, Parks, Tennis)	55%	55%		56%	58%
Number of visits per full time equivalent – Parks and/or Recreation, Tennis	11,916	12,000		12,000	Annual Fiscal
Number of visits per full time equivalent - Beaches	8,577	8,500		8,500	Annual Fiscal

Effectiveness

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #3 01/01/2017 to 03/31/2017
Recreation Center Memberships	1,789	1,834		1,850	1873
Percent Recreation Center member retention	80%	80%	60%-70%	80%	83%
Number of Community Programs and/or Events	94	98		105	77
Tennis Center Memberships	104	104		110	TBD
Percent Tennis Center member retention	90%	90%	60%-70%	90%	TBD

Effectiveness (continued)

Performance Description	2014/15 Value	2015/16 Value	Industry standards	2016/17 Target	Report #3 01/01/2017 to 03/31/2017
Acres of park/beach land per 1,000 residents	14.5	14.5	10.59	14.5	14.5
Accumulated depreciation to depreciable asset costs: Recreation	63.81	63.31		67	Annual Fiscal
Accumulated depreciation to depreciable asset costs: Parks	25.41	25.55		27.21	Annual Fiscal
Accumulated depreciation to depreciable asset costs: Tennis	87.77	82.18		84.87	Annual Fiscal

Community Value

Performance Description	2014/15 Value	2015/16 Value	2016/17 Target	Report #3 01/01/2017 to 03/31/2017
Percentage (%) of participants surveyed/Net Promoter Score				
- Recreation	16%/89	18%/91	20%/92	Annual Fiscal
- Tennis Center	15%/79	17%/83	18%/85	Annual Fiscal
Discounts to Community (compared to market rate)		\$255,900	\$261,700	\$176,000

**Public Works Department
2016-17 Performance Measures**

Community Services Department: Diamond Peak Ski Resort
Fiscal Year 2016/2017 – 3rd Quarter

Overview

The Public Works Utility Fund provides water, sewer, and solid waste services to the Incline Village and Crystal Bay communities and sewer service for Nevada State Parks at Sand Harbor, Memorial Point and Spooner State Parks. The IVGID service area is substantially built-out at this point. The District reads approximately 4,450 meters monthly, covering these customers:

	Water	Sewer
Approximate Users	8,058	7,965
Equivalent Dwelling Units (EDU)	8,992	8,490
Accounts Billed	4,226	4,148
Gallons Processed	1,000 million	350 million

We also bill monthly trash services for 4,151 residential customers, and Waste Management directly bills 275 commercial customers. There are 32 full time employees in Utilities.

Efficiency

Performance Description	Performance Measurement	IVGID Measurement Jul 1 – Mar 31
Customer Service Accounts	AWWA Median	District Value
Billing Accuracy Rate-Errors per 10,000 bills	8.1	1.2
Water Total O&M Cost (\$/account)	\$361	\$234
Wastewater Total O&M Cost (\$/account)	\$344	\$337

Effectiveness

Performance Description	Performance Measurement	IVGID Measurement Jul 1 – Mar 31
Unplanned Disruption of Water Service	AWWA Median Per 1000 Customers	District Value Per 1000 customers
< 4 Hours	1.06	0.33
From 4 to 12 Hours	0.48	0.00
> 12 Hours	0.00	0.00
Asset Renewal Rate	AWWA Median	District Value
% Of Assets Replaced Annually	TBD	TBD
Technical Service Complaints	AWWA Median	District Value
Water Technical Service Complaint per 1000 accounts	6.0	2.0
Wastewater Technical Service Complaint per 1000 accounts	10.6	1.3

Community Value

Performance Description	Performance Measurement	IVGID Measurement Jul 1 – Mar 31
Customer Service Complaints	AWWA Median	District Value
Water Customer Service Complaint per 1000 accounts	1.0	0.17
Wastewater Customer Service Complaint per 1000 accounts	0.5	0.17
Residential Monthly Bill	Lake Tahoe Agency Average (6 Agencies)	IVGID Measurement
Average Monthly Residential Water and Sewer Bill (72,000 gallons/yr)	\$118.55	\$97.39
Average Annual Cost Below Lake Tahoe Agency = \$254 per year lower Total District Annual cost below Lake Tahoe Agency = \$2,047,000 (residential savings per year)		

Overview

Incline Village General Improvement District (IVGID)'s Diamond Peak Ski Resort is a community owned, family oriented facility, and offers over 1,840 feet of vertical terrain, 655 skiable acres with 30 runs, open glade and tree skiing/riding. While providing a value priced ski and riding venue with additional preferred pricing for residents, it differentiates itself from other smaller resorts by providing state-of-the-art snowmaking, full service food and beverage venues, and one of the top nine best views in the world. The winter operations serve over 100,000 visitors per year and a typical ski season runs from November to April.

A note to the reader – under Efficiency and Effectiveness, the "Industry Standards" column is from the National Ski Area Association Economic Analysis 2010-2014 four year average.

Efficiency

Performance Description	2015/16 Value	Industry standards	2016/17 Targets	Report #2 10/1/2016 to 12/31/2016	Report #3 1/1/2017 to 3/31/2017
Season Length in calendar days	137	135	119	17	108
Maximum lift wait time in minutes	14	15	13	13.17	12
Lesson revenue per skier/rider visit	\$10.99	\$5.83	\$11.01	\$14.87	\$10.79
Net revenue per skier/rider visit	\$26.91		\$12.59	\$11.71	\$22.64
Average operating margin	44%	(-9.4%)	17.00%	13.66%	33.50%

Effectiveness

Performance Description	2015/16 Value	Industry standards	2016/17 Targets	Report #2 10/1/2016 to 12/31/2016	Report #3 1/1/2017 to 3/31/2017
Total skier visits	167,064	85,863	107,300	34,112	110,134
Skier/Rider safety – incidents per 1,000 skiers	2.7	2.8	2.6	3.2	2.7
Accumulated depreciation to depreciable asset costs	\$0.42		\$0.51	Will be reported at the end of the fiscal year	Will be reported at the end of the fiscal year
Percent of users who would highly recommend us to friends and family (Net Promoter Score +61.0)	59%		60%	23%	66%

Community Value

Performance Description	2015/16 Value	2016/17 Targets	Report #2 10/1/2016 to 12/31/2016	Report #3 1/1/2017 to 3/31/2017
Percentage of Diamond Peak Ski Resort season passholders who are residents	63%	64%	45%	57%
Number of IVGID Picture Passholder lift tickets sold	11,796	6,000	2,773	8,376
Number of season passholder/community events per year	84	87	4	75
Discounts to community (compared to market rate)	\$475,983	\$375,550	\$82,967	\$420,549
Percent discount of resident ticket against rack rate	61%	66%	66%	66%



Thank you for 50 awesome years!

Watch the 50th Anniversary video:
<http://bit.ly/DP50thvideo>



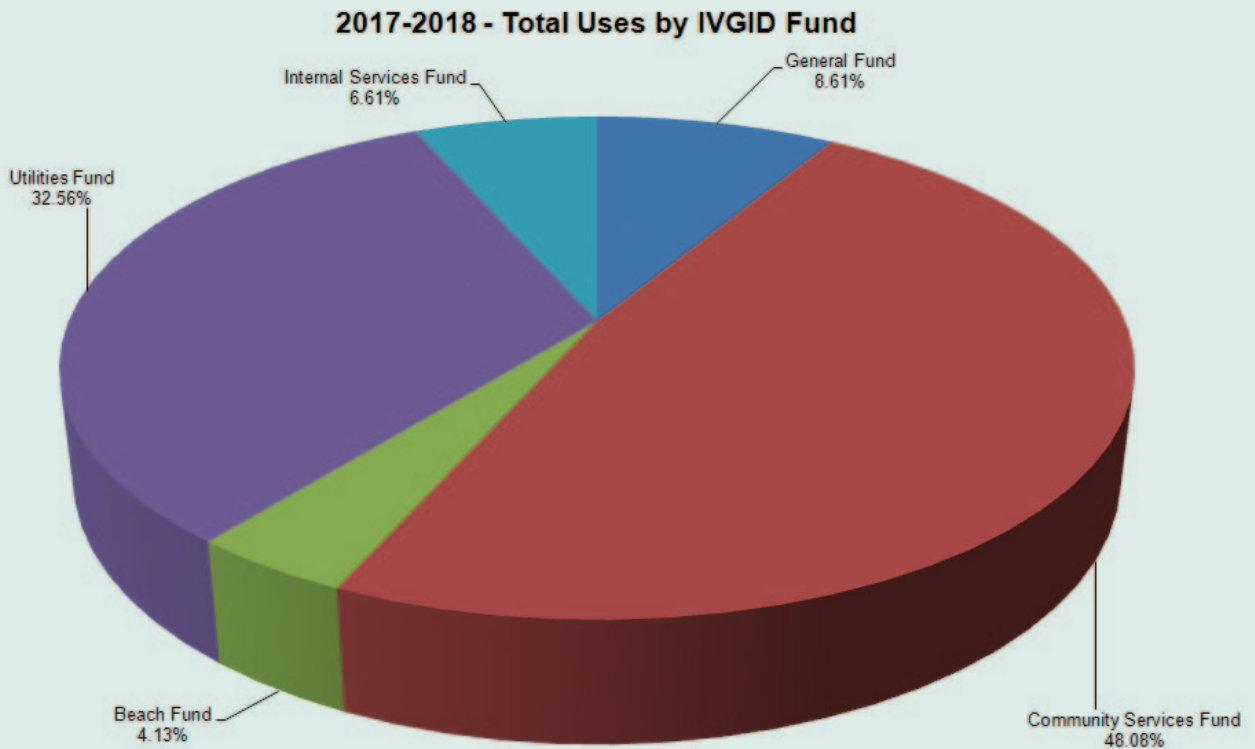
Facility Fees

Your Recreation Facility Fee is used to provide an availability of service for recreational amenities to the parcel owners and residents of the Incline Village/Crystal Bay Community. Your Beach Facility Fee provides an availability of service for Burnt Cedar, Incline, Hermit and Ski Beaches and is assessed only to parcels within the District as of June 1, 1968, per deed restrictions listed on the beach property. Both fees are annually billed on the Washoe County property tax bills and are listed as separate items. Billing the Recreation Facility Fee and Beach Facility Fee, on the Washoe County property tax bill, is a cost effective method.

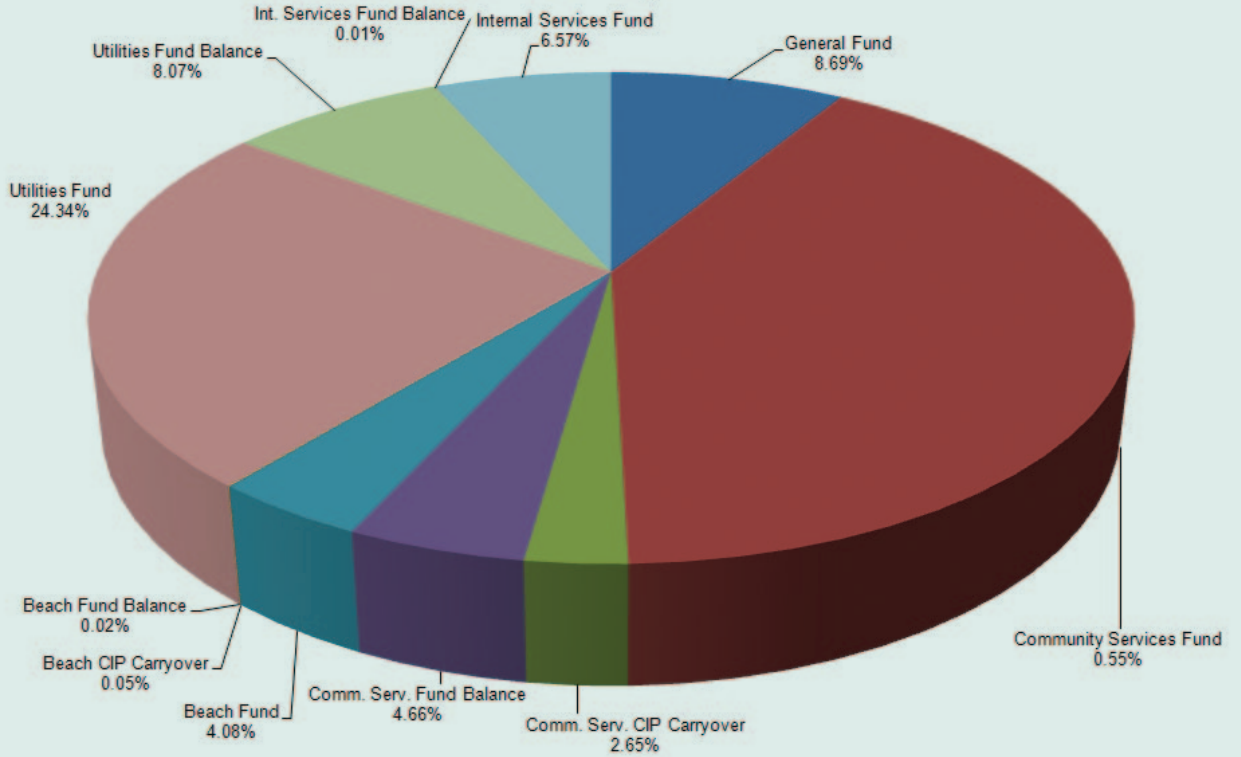
Charts for the 2017-2018 Annual Budget

The District utilizes two primary measures for its sources and uses. One is the Fund or Function, which indicates the area of service, and the other is objects, which indicates the type of transaction. In 2015, the District began tracking carryover capital projects that use previously funded resources held in fund balance as we move from one fiscal year to another. For further details on District finances, refer to the website, yourtahoeplace.com under Financial Transparency.

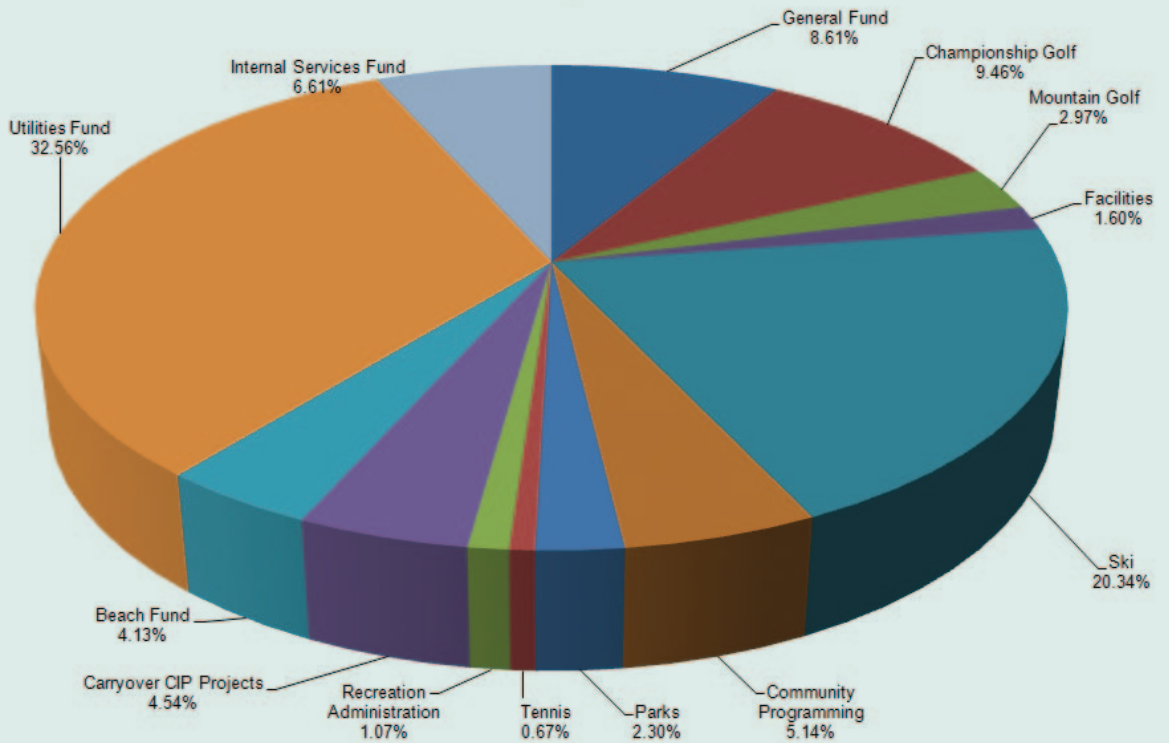
The following information is an excerpt from the May 24, 2017 Board of Trustees packet. This information is subject to change.



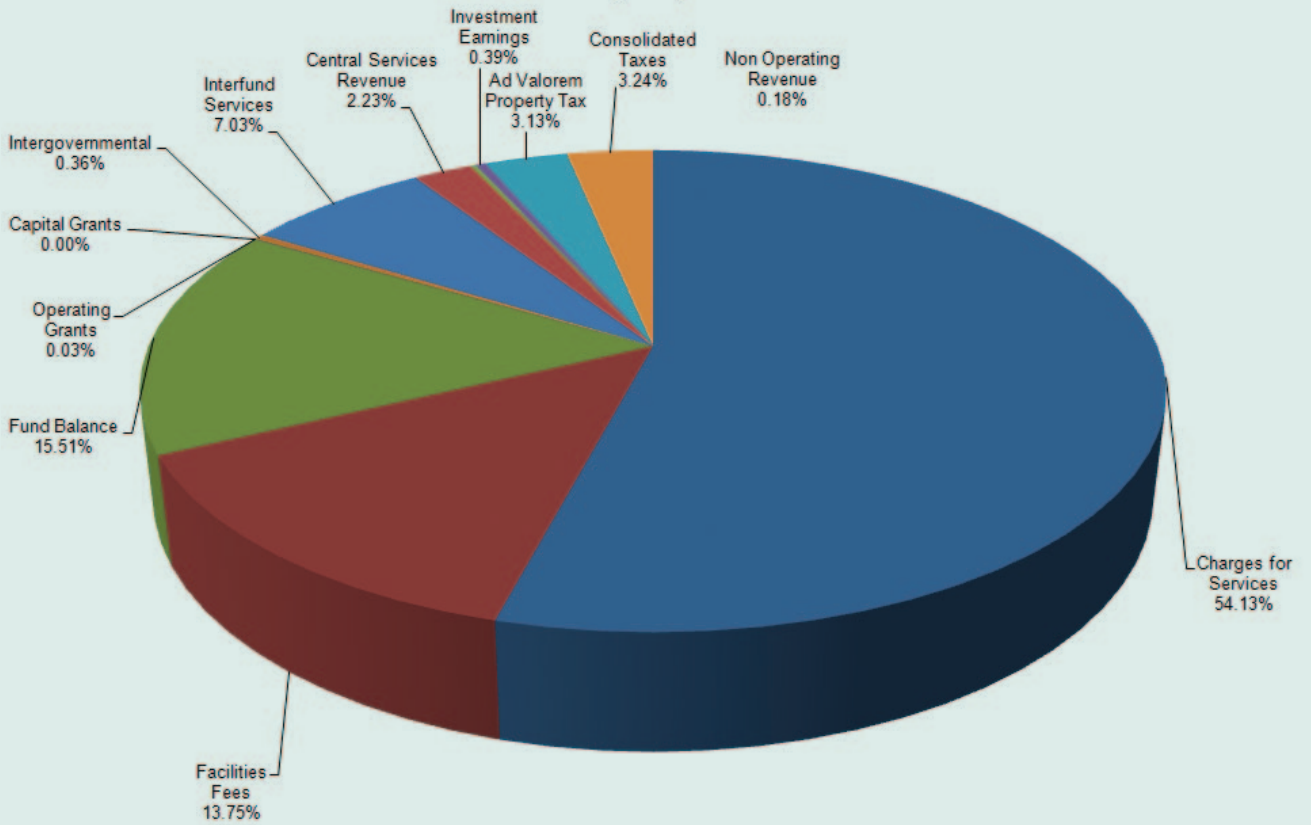
2017-2018 - Total Sources by IVGID Fund/Function



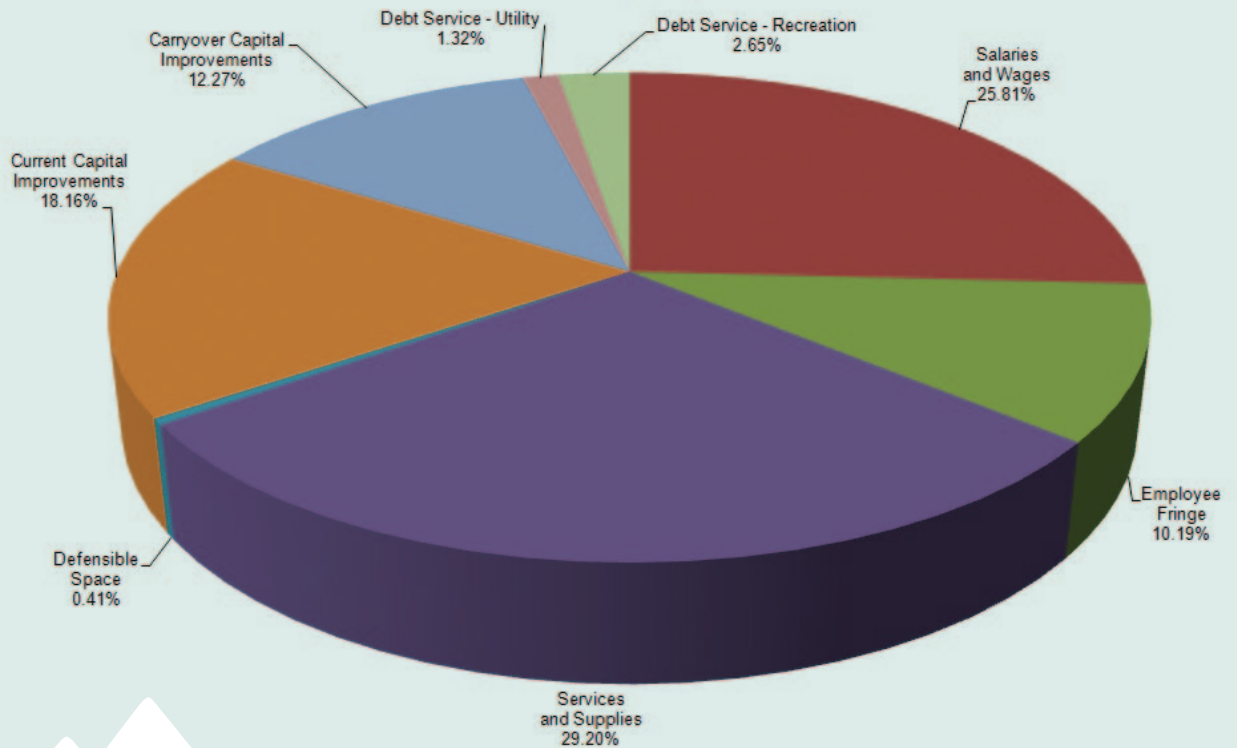
2017-2018 - Total Uses by IVGID Fund/Function



2017-2018 - Total Sources by Object - District Wide



2017-2018 - Total Uses by Object - District Wide



2017 Watermain Replacement and Fire Flow Enhancement Project

The Incline Village General Improvement District (IVGID) currently maintains 90 miles of watermains to deliver safe and reliable potable water to all areas of Incline Village and Crystal Bay. Unfortunately, water infrastructure doesn't last forever and, as a substantial portion of the District was developed using corrosion and leak prone thin wall steel pipe, the District has a robust annual watermain replacement program. Since 1982, the District has replaced approximately 38 miles of steel watermains throughout Incline Village and Crystal Bay at a cost of \$17-million, not adjusted for inflation. There is approximately six miles of steel watermains (roughly seven percent of the District's total watermain inventory) still slated for replacement.

The criteria for selecting which watermains are replaced each year are threefold: replace those watermains with the most leaks that are the most challenging to repair and do so in streets with aging pavement. IVGID collaborates with the Washoe County Road Department to ensure failing watermains are replaced in advance of any County project to reconstruct, repave, or slurry the streets. IVGID also works closely with the North Lake Tahoe Fire Protection District to determine areas where fire flows may not be optimum or additional fire hydrants may be necessary. Doing so ensures that any new watermain installed is adequately sized to meet both potable and fire flow capacity requirements. This partnership and focus of fire flow capacity allows the District's watermain replacement projects to qualify for grants from the United States Forest Service (USFS) that support fire fighting infrastructure in the Tahoe Basin. To date, the District has received over \$3.5-million in grant funds from the USFS to support fire flow capacity enhancements in Incline Village and Crystal Bay.

When a new watermain is installed, the District utilizes modern materials and industry best practices to ensure the greatest possible design life of the new infrastructure. IVGID Engineering performs the design, engineering, bidding, contract administration, and inspection tasks associated with the project. An outside contractor performs the installation work. This summer, the District will be replacing watermains and installing new fire hydrants on Sawmill Road, Selby Drive, and Pine Cone Road in Incline Village.

The watermain project for 2017 began May 1, 2017. The scope of work includes:

Sawmill Road:

- Replace 600 linear feet of 6" steel watermain and 985 linear feet of 8" steel watermain with 8" watermain.
- Connect to 29 domestic service lines.
- Remove and replace 3 fire hydrants.

Selby Drive:

- Replace 970 linear feet 6" of steel watermain with 8" watermain.
- Connect to 10 domestic service lines.

Pine Cone Road:

- Replace 475 linear feet 6" of steel watermain with 8" watermain.
- Connect to 6 domestic service lines.
- Remove and replace 1 fire hydrant.


The work also includes: Installation and connection of air release valves as needed; abandonment of specified lines and valves; traffic control; maintaining residential and business driveway access; erosion & sediment controls; pavement repair; replacement of existing features, including vegetation, concrete, and other utilities removed and/or damaged by construction activity; and working within Right of Ways in Incline Village, Washoe County, Nevada.

This work will improve available fire flow capacity in these residential areas, help reduce unaccounted for water loss, and reduce service interruptions to customers and costly pavement patch penalties that result from water leak repair activities.

Construction will take place between April and July, 2017, with normal construction hours Monday - Friday, 7 am - 6 pm, and possibly on Saturdays (if required to expedite the project). Some water shutdowns in the impacted areas will be required during construction. When possible, water outages will be planned during off-peak hours to minimize resident and business impacts. It is the District's goal to have all water shutdowns not to exceed eight hours and residents will be given 48 hour advanced notice of any water outages. IVGID resources will be available for emergency response if necessary. Specific project details and a final schedule will be determined once a construction contract has been awarded by the District's Board of Trustees.

Construction impacts to the project areas may include trench excavation and pavement restoration in the streets, driveways, and parking areas. The project is designed to limit the extents and duration of business impacts and any affected property improvements will be restored to pre-construction conditions. We ask parcel owners to please advise your guests or tenants of the upcoming project and encourage anyone to contact IVGID Engineering at 775-832-1267 with any questions or concerns. IVGID will work to ensure minimal impacts to parking access and normal operations.

Some properties may experience temporary discoloration of the water or trapped air in the pipes once the new water main is put on-line and water service is restored. This is to be expected and is standard during water main replacements. IVGID suggests running all cold water taps to clear affected pipes of any sediment. If any customer still experiences problems after 24 hours, please call IVGID Public Works' at 775-832-1203.

The District would like to thank the residents of Incline Village and Crystal Bay for their continued support of this critical infrastructure replacement program and for their cooperation and patience throughout the construction of the project. IVGID strives to ensure minimal inconvenience to you as it works to reliably deliver life's most precious resource – water. If you have any questions or concerns regarding this year's project or the program in general, please contact IVGID's Engineering Division at 775-832-1267. Stay tuned to our website Construction Updates page for progress on this project. 

Introducing Your New Trash, Recycling and Yard Waste Service

On July 7, 2016 the IVGID Board of Trustees approved a new collection franchise agreement with Waste Management based on feedback from the community. Effective October 1, 2016, program features include:



Weekly Single Stream Recycling Collection

- Standard waste collection service includes a 64-gallon wheeled recycling cart.
- Customers with 96-gallon service will get a 96-gallon recycling cart.
- Collection will occur on your regular trash day.



WM Provided Trash Carts

- Standard trash service includes a 64-gallon wheeled trash cart. Additional service levels are available including service to wildlife resistant carts or bear sheds.
- Wildlife resistant carts and service is available through WM. Please contact Customer Service for pricing and availability.

Extended Yard Waste Recycling

- Curbside yard waste collection extended from 12 to 16 weeks.
- The number of stickers for bagged materials increased from 72 to 96, good for collection of bagged yard debris up to 40 pounds each. Stickers will be mailed via first class mail to the **billing** address on record. Collection will occur for **12** weeks in Spring and **4** Weeks in Fall.
- Curbside yard waste collection will be offered to Incline Village and Crystal Bay, Nevada residential customers from May 1 through July 21 and October 2 through October 27, 2017, at no additional cost.



Quarterly Residential Billing via Waste Management

- As of October 1, 2016 billing is managed by Waste Management.
- Bills are issued quarterly.
- Charges are billed in advance.



Contact Us

- **Website:** InclineVillage.wm.com
- **Email:** InclineVillage@wm.com
- **Phone:** (775) 831-2971



TRASH COLLECTION IN INCLINE VILLAGE & CRYSTAL BAY

CLOSE THE LID ON OVERAGE CHARGES

The new franchise agreement with IVGID authorizes Waste Management to apply overage charges when trash and recycling carts are overfilled.



The goal of this program is to prevent litter and reduce wildlife encounters by keeping trash and recycling containerized.

Container lids must close completely. Customers may face cleanup charges for overfilled containers. Additional fines may also be imposed by IVGID.

Some options to reduce trash at the curb:

- 4 Annual transfer station dumps at no additional cost
- Increase your cart size
- Breakdown recyclables before placing in cart
- Drop off extra trash at the transfer station
- Free transfer station drop off of recyclables

More About Yard Waste

- Attach one Yard Waste Sticker to each bag.
- Place the bag(s) with a sticker curbside on your service day during the designated time frame: May 1 through July 21 and October 2 through October 27, 2017.
- If you do not want to leave your bagged yard waste at the curb, Waste Management offers free drop off at our Incline Village Transfer Station daily between 2 p.m. and 4 p.m. All yard waste bags taken to the transfer station must have a Yard Waste Sticker attached for free drop off. Customers must present their IVGID card. Not valid for landscapers.

Learn more at www.InclineVillage.wm.com

Recycling

When in doubt if an item is recyclable, place it in the trash cart.



Empty Glass Bottles & Jars



Paper & Cardboard



Empty Aluminum, Tin & Steel Cans



Empty Plastic Bottles & Containers

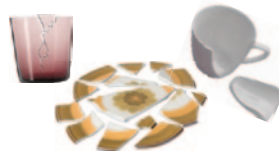
Trash



Plastic Bags & Utensils



Polystyrene Foam



Broken Glass & Ceramics



Diapers & Pet Waste



Food



Yard Waste



Hoses



Food Wrappers, Straws, & Juice Pouches



SR 28 SHARED USE PATH & SAFETY/STORMWATER ENHANCEMENTS

PROJECT BACKGROUND

Nevada State Route 28 (SR 28) south of Lakeshore Drive, in Incline Village on Lake Tahoe's east shore, parallels 11 miles of undeveloped and pristine shoreline. The two-lane, mountainside road is also the only access route for over one million recreationists and 2.6 million-plus vehicles per year. The conditions along the SR 28 corridor are challenging for both motorists and the nearly 2,000 pedestrians and bicyclists that share the existing travel lanes and narrow shoulders during peak times. Additionally, limited parking and lack of safe, non-motorized access to popular destinations within the corridor lead to large numbers of motorists parking along narrow, mostly unpaved shoulders on the up- and downhill sides of the roadway, creating additional roadside safety hazards as well as erosion issues impacting water quality and lake clarity.

Demand along the corridor continues to grow, with associated shoulder-parking projected to double in the next 20 years, placing increasing strain on existing facilities and the fragile ecosystem. In response to increasing demand and to address and mitigate safety and environmental concerns, 13 federal, state, and local agencies worked collaboratively to identify solutions and develop the recommendations included within the SR 28 National Scenic Byway Corridor Management Plan. As part of this effort, the group developed the Nevada Stateline-to-Stateline Bikeway North Demonstration Project (SR 28 Shared-Use Path) Joint Environmental Assessment for the first three miles of shared-use path from Incline Village to Sand Harbor. This is a component of the larger Nevada Stateline to Stateline Feasibility Study Report for the entire 30+ miles of shared-use path on the Nevada side of the lake. Furthermore, the proposed project is a Tahoe Regional Planning Agency (TRPA) Environmental Improvement Program project.

SR 28 is a nationally designated Scenic Byway, and existing recreation sites and facilities along this segment include Hidden Beach, a popular eastern shore destination; Memorial Point, a vista point with short-term visitor parking, informational signage, and restrooms; and Sand Harbor, which includes a popular beach area, several parking lots, boat launch facilities, visitor center, restrooms, and a concessionaire facility.



PROJECT DESCRIPTION

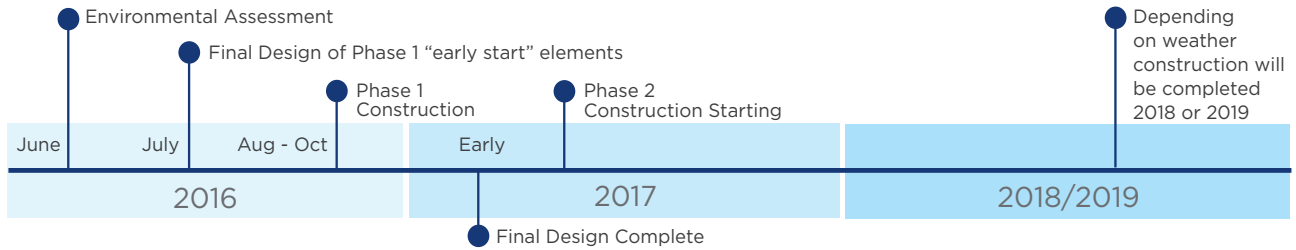
The proposed SR 28 Shared-Use Path Project takes an integrated approach to improving safety, mobility, water quality, and recreational access within the SR 28 corridor. While each of the major components (shared-use path, parking, safety, and water quality improvements) would provide high value as independent projects, the project partners determined that constructing the components as integrated facilities designed to work in tandem would provide the highest possible value to the public and the greatest benefit to the environment.

The project is being delivered and implemented using the Construction Manager at Risk (CMAR) procurement method and will be comprised of multiple construction packages being implanted in different construction seasons under different Guaranteed Maximum Prices (GMP) proposed by the CMAR contractor.



North Demonstration Shared-use Path Project Limits.

KEY PROJECT MILESTONES AND ESTIMATED COMPLETION DATES



PHASE 2 CONSTRUCTION COMPONENTS

Work that will take place under GMP2 during 2017 construction season includes the following elements of the overall project:

- Structural components of the 10-foot-wide, paved shared use path from the south end of Incline Village to Sand Harbor including:
 - soil nailed walls
 - retaining walls
 - bridge foundations
- Highway stormwater collection facilities, guardrail improvements, emergency pullouts
- Trenching and placing conduit for future fiber optics and IT technology

PHASE 2 CONSTRUCTION MANAGEMENT

During the 2017 construction season, expect 20-30 minute delays with majority of the work done Sunday night through Friday at noon. Traffic control measures will include shoulder closures, lane closures, and one-lane flagger controlled closures. A traffic management plan is being prepared in conjunction with the project traffic control plans and technical documents provide more details. It is anticipated that the majority of the construction in this 3 miles can be completed in the construction seasons of 2017 and 2018 and may continue into 2019 for completion pending weather.

PROJECT FUNDING

The project has been a collaborative effort and the funding mirrors the endeavors of both public and private stakeholders to make SR 28 safe and enjoyable for all users. This project will be funded through a combination of federal, state, local, and private funding sources.

PROJECT BENEFITS

The SR 28 Project will improve safety for all users, improve access to popular recreational destinations, and help to protect and preserve Lake Tahoe's renowned water quality and clarity. Project elements and associated benefits include:

- **Shared-use path** — safe, non-motorized alternative transportation options and improved visitor experience
- **Relocated shoulder-parking to new or expanded off-highway parking with connectivity to shared-use path** — safe and improved access to popular recreation destinations; reduced roadway shoulder degradation/erosion and associated fine sediment run-off improving water quality and protecting lake clarity
- **Maintenance and emergency pullouts** — provide safe locations for distressed motorists and highway maintenance vehicle staging, minimizing planned and unplanned lane closures and improving overall traffic circulation
- **East Shore Express Transit improvements** — improved service providing safe, alternative transportation options to popular recreation destinations, potentially reducing traffic congestion



All information presented is preliminary and subject to revision.

FOR QUESTION AND ADDITIONAL INFORMATION PLEASE CONTACT:

Nick Johnson, PE, PMP, CPM *NDOT Senior Project Manager*

1263 S Stewart Street, Carson City, NV 89712 (775) 888-7318 njohnson@dot.state.nv.us

OR VISIT OUR WEBSITE AT: nevadadot.com/SR28





Incline Village Parks & Recreation and the Golf Courses now offer Online Registration!

**IT'S QUICK, SAFE & EASY...
JUST FOLLOW THESE
SIMPLE STEPS!**



Go to: www.register.yourtahoeplace.com

Two ways to get started today. Complete the *initial* login and account creation by following these simple steps:

1. Use the primary household member's email address on file.

This email address will be both the username and password on the first login. Once logged in, you will be prompted to change your username and password. The new password must be a minimum of 8 characters in length, contain a minimum of 1 numeric character, and a minimum of 1 special character.

OR

2. Use the household ID number.

If no email address is on file for the primary member of your household, you will need to use the household ID number. The household ID number will be the username and password for the first login. Once logged in, you will be prompted to change your username and password. The new password must be a minimum of 8 characters in length, contain a minimum of 1 numeric character, and a minimum of 1 special character.

Once this process has been completed, your account has been created, and you are free to register online.

Please contact the Parks & Recreation Counter at 775-832-1310 for any assistance.

Don't wait in line! Take advantage of this convenient opportunity TODAY!

The following are some tools to stay connected to IVGID:



Talk2IVGID is an app that can be accessed via mobile devices or our website to quickly and conveniently report non-emergency service requests and inquiries directly to IVGID staff (i.e. report a water leak, check the status of an IVGID Picture Pass). Submissions will be responded to quickly and you will be notified the instant a comment is posted to your inquiry. Users can track progress with a unique tracking number.

Download the app: Google play & App Store
Visit the website: www.yourtahoeplace.com/ivgid/talk2ivgid

 **Nextdoor**

Nextdoor is the private social network for you; your neighbors connect and share information. It's the easiest way for you and your neighbors to talk online, enhance communication and community. And it's free. Thousands of neighborhoods are already using Nextdoor to build happier, safer, and more informed community. IVGID uses nextdoor.com to make announcements, engage citizens, and increase public outreach and awareness. Go to nextdoor.com or download the app.

Subscribe for our email club! There are a variety of subscriptions available to learn about IVGID Board of Trustee and Venue news, events, and announcements, special offers and discounts: <https://www.yourtahoeplace.com/email-subscribe>

 **OPENGOV** yourtahoeplace.com/ivgid/financial-transparency click 'opengov data tool'

In an effort to enhance transparency in financial reporting, IVGID is offering an interactive reporting tool that allows citizens to explore IVGID's financial data online in various graphical formats selected by the user. **OpenGov**, a company specializing in data accessibility, pioneered this online application. This OpenGov Data Tool provides you the opportunity to view, filter, and analyze financial data for IVGID.

Connect with us on Social Media:



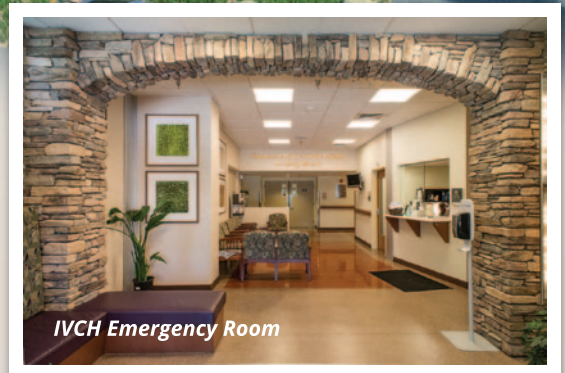
Our website is a great source of information: www.yourtahoeplace.com. We want to hear from you! Let us know how we can better communicate with you. Email us, info@ivgid.org, subject line 'COMMUNICATE.'

Welcome to the Neighborhood!

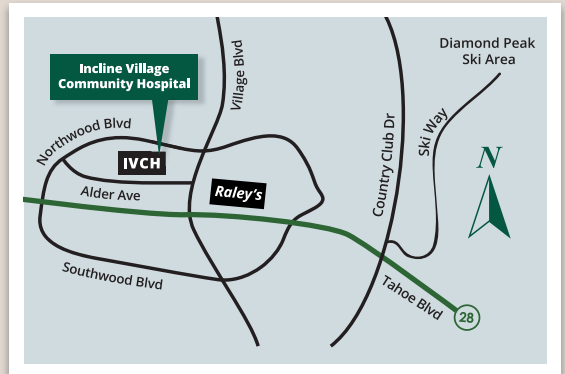


Located in the heart of Incline Village, **Incline Village Community Hospital** offers 24-Hour emergency care to the North Lake Tahoe area, and a wide range of high-quality healthcare services.

- 24-Hour Emergency Care with Board Certified Physicians, Registered Nurses, and Medical Technicians
- Outpatient Surgery
- Diagnostic Imaging and X-Ray, with state-of-the-art CT Scanner
- Incline Village Health Center, offering primary, pediatric, and internal medicine. Monday through Friday, 9 am to 5 pm. Walk-ins accepted based on provider availability.
- Laboratory Services
- Physical Therapy and Medical Fitness
- Sleep Disorder Center
- Health, Wellness, and Community Education Programs
- Hospice and Home Health Services
- Charitable giving and volunteer opportunities available through the IVCH Foundation and Hospital Auxiliary



IVCH Emergency Room



Your
Community.
Your Hospital.



**INCLINE
VILLAGE
COMMUNITY
HOSPITAL**

A Proud Part of Tahoe Forest Health System

880 Alder Avenue, Incline Village, NV 89451 | (775) 833-4100 | inclinehospital.com

IVGID FACILITIES OVERVIEW

The Recreation Center, Beach Picnic Areas and Fields

(775) 832-1310 • www.inclinerecreation.com

If you are looking for a place to hold a social, sporting or special event in Incline Village, we have several venues available. The Recreation Center offers year round facilities for indoor events with amenities that include a lobby for birthday parties, indoor gymnasium and indoor pool. Incline and Burnt Cedar beaches have several Group Picnic areas available to beach access passholders to reserve for spring or summer events. No longer do you need to arrive hours before your event to secure a spot for your group. The designated beach sites include barbecue grills and tables offering you and your friends an area to picnic and enjoy the beach. Two sites are available at Burnt Cedar and two at Incline Beach. These sites can only be reserved with a valid beach access Recreation Photo ID. Each guest is still responsible for beach access fees. There is also one site available at Preston Park which is perfect for a family gathering or your child's birthday party and can be reserved by both IVGID pass holders & non pass holders

In addition, Village Green, Preston Field and Incline Park offer wide open spaces for activities and have multi-use fields for your soccer, softball and baseball needs. These sites are available to both IVGID pass holders & non pass holders. Reservations for all sites are taken on a first-come, first-served basis at the Parks & Recreation Department Counter. Payment is required with your application. For more information on rates, availability or to make a reservation please, call (775) 832-1310 or visit our website at www.inclinerecreation.com.

Tennis Center

The Incline Village Tennis Center, located next to the Recreation Center, offers 11 tennis and 8 pickleball courts in a picturesque alpine setting along a year-round creek. Available in the pro shop is a full line of Babolat and Head racquets, pickleball paddles, other tennis products, as well as the newest apparel and shoes from Nike and Babolat. Racquet stringing is available by our staff. A wide variety of synthetic and natural gut string is available.



Disc Golf

The North Tahoe Lions Club Disc Golf course includes 18 par 3 holes in a picturesque setting located within Incline Park adjacent to the Tennis Center, Recreation Center, Skateboard Park and the Ball Fields. This is a free multi-use area to be enjoyed by all ages. Parking is available at the Recreation Center at 980 Incline Way. Parking is not permitted at the Tennis Center. The 1st hole is located on the west side of the Recreation Center entrance road. Discs are available for purchase or rent at the Recreation Center.

Incline Village Fitness Trail

The Incline Village Fitness Trail (previously known as the Exercourse) is an 18-station exercise course adjacent to the Village Green. The .8 mile course winds through the forest next to Incline Creek. The course contains accessible walking, running, snowshoeing, biking and exercise trails, and is used by many residents and visitors year-round.

The Golf Course at Incline Villages

www.inclinegolf.com

The Golf Courses at Incline Village offer complete facilities to meet your golfing needs. Our facilities include two 18-hole golf courses, driving range, putting and chipping greens, food and beverage facilities and special event facilities. The golf shops are stocked with full lines of men's, ladies' and kids' apparel as well as the top club, golf ball products and shoes. PGA teaching professionals are available for private and group instruction. All Incline Village and Crystal Bay Residents with a valid IVGID Recreation Picture Pass can receive a discount on green fees and most merchandise at the golf shop. Visit www.golfincline.com or call 775-832-1146 for more information.

The Chateau at Incline Village™

955 Fairway Blvd; Incline Village, NV 89451

(775) 832-1240 • InclineWeddings.com

The Chateau at Incline Village™ features classic Tahoe stone and timber construction with a modern edge. This 13,500 square foot venue has vaulted timber ceilings, massive stone pillars, a spacious covered deck and offers expansive views of the mountains, the Championship Golf Course and Lake Tahoe. It is beautiful, multi-functional and flexible. It is the perfect venue for wedding ceremonies and receptions, golf events and parties for up to 300 people. You dream up the event and we'll make it happen! Our professional Food & Beverage team has earned quite a reputation for providing great food, outstanding service and a wonderful experience. From a large formal wedding to a small meeting, the Chateau at Incline Village™ can be customized to fit your needs. Choose us for your next meeting, wedding and reception, party, fundraiser or special event.

For reservations or more information, please call (775) 832-1240 or go to InclineWeddings.com.

Aspen Grove

980 Lakeshore Drive, Incline Village, NV 89451

(775) 832-1240 • InclineWeddings.com

Named for its beautiful location, Aspen Grove is located across the street from the stunning Lake Tahoe beaches and nestled among the Aspen trees next to tranquil Third Creek. Outdoor amenities include picnic tables and a huge barbeque grill. The outdoor area can accommodate up to 250 guests; inside can comfortably seat up to 50 guests. Catering and bar tending services are available through our outstanding professional food service team for your convenience. With its stunning mountain and forest views, Aspen Grove is one of the most affordable venues on the North Shore and perfect location for spring, summer and fall events. For reservations or more information, please call (775) 832-1240 or go to InclineWeddings.com.

Incline Skate Park

Hwy 28 & Southwood Blvd., Incline Village, NV

(775) 832-1310

Incline Skate Park, centrally located on the corner of Tahoe Blvd (Hwy 28) and Southwood Blvd. in Incline Park, has something to offer everyone. There is an intermediate/advanced section of the park consisting of two 5-foot side-by-side bowls connected with a spine. In the middle of the park is a 3-foot tall fun box, and the entire right side of the small end is a 2.5-foot tall bowl for beginners. The street course is laid out on top, flowing in a circle with an 8-foot long flat rail, 6-foot long down rail, a set of 4 stairs, and a 10-foot long downward ramp leading into the bowls.

Diamond Peak Ski Resort

1210 Ski Way, Incline Village, NV 89451


(775) 832-1177 • www.diamondpeak.com

Diamond Peak is the ultimate family and kid-friendly ski resort featuring spectacular Lake Tahoe views, uncrowded terrain and affordable lift tickets with a laid-back atmosphere.

The Child Ski Center (for 3-7 years olds) is nationally recognized for its innovative programs and contribution to lifetime fun. The Child Ski Center offers both one-on-one private instruction and small group lessons with no more than five children per instructor.

The Ski and Snowboard School is for ages 7 and up. They offer group lessons, private lessons and family and friends lesson packages. There is a Sierra Scout all day adventure package for ages 7-14 that includes morning and afternoon group lesson, rental equipment, lift ticket and supervised lunch.

Don't forget to experience the most unique event in Lake Tahoe - Last Tracks. Take the last chairlift up to our mid-mountain Snowflake Lodge and enjoy wine tasting and appetizers before skiing or snowboarding down a freshly groomed run to the base area at sunset. Last Tracks events are held every Saturday from early February through mid-April. Last Tracks is also available on a private basis for your own group event.

For more information, check out www.diamondpeak.com or call (775) 832-1177. 

BOARD OF TRUSTEES



Matthew Dent
Treasurer

Cell: 775-298-1005
dent_trustee@ivgid.org

Elected 2016
Term expires 2020



Tim Callicrate
Secretary

Cell: 775-336-9925
callicrate_trustee@ivgid.org

Elected 2014
Term expires 2018



Kendra Wong
Chairwoman

Cell: 916-251-9664
wong_trustee@ivgid.org

Elected 2014
Term expires 2018



Peter Morris
Trustee

Cell: 775-273-8371
morris_trustee@ivgid.org

Elected 2017
Term expires 2020



Philip Horan
Vice Chairman

Cell: 775-544-6561
horan_trustee@ivgid.org

Elected 2016
Term expires 2020

Kendra Wong earned an M.B.A. from Arizona State University and a B.S. in Economics from UC Davis, where she also minored in Communication. She began her professional career with PricewaterhouseCoopers, LLP in their audit practice. Kendra has worked in the ski resort, medical device, and power industries and maintains an active CPA license in California. Although her educational foundation is in economics, Kendra's professional concentration since 2001 has been in accounting and finance. She has extensive experience in general ledger accounting, SEC reporting, and SOX audits. Kendra joined the Sierra Nevada College faculty as an adjunct in spring 2007. She teaches accounting, finance, entrepreneurship, and general management courses and serves as a student academic advisor. Kendra has been recognized by faculty, staff, and students as an outstanding advisor and faculty member. Kendra was promoted to Business Department Chair in Fall 2013. Kendra was recognized as the Faculty Advisor of the Year by Nevada's Center for Entrepreneurship and Technology in 2013. In 2014, Kendra stepped up to lead Nevada's higher education institutions to put on the D.W. Reynolds Governor's Cup business plan competition. Outside of the classroom, Kendra enjoys the outdoors just as much as her students do. Kendra is an avid skier during the winter and enjoys running, hiking, and biking during the summer.

Ms. Wong is currently serving her first term on the IVGID board of trustees after being elected in 2014, and currently holds the position as the board Chairperson, and her terms expires in 2018.

Matthew Dent was born in Watsonville, CA and moved to Nevada with his wife Tara in 2007. He earned a Bachelor's degree in Construction Management from California State University, Chico and a Master's in Business Administration from the University of Nevada, Reno.

Matthew has more than 20 years of experience in hospitality, customer service, and construction management. Over the last 10 years, he has collaborated with many local, state, and federal agencies while serving on executive teams for construction projects totaling more than \$500 million. More recently, he spends his time working on a few different businesses in real estate redevelopment, finance, and international education.

Since being appointed to the Board of Trustees in September 15', Matthew was recently elected in November 16' and will serve a 4-year term, which expires in 2020.

Tim Callicrate is a sole-owner proprietor business owner and full-time, year-round resident since June of 1985. Tim has been a professional pianist/vocalist for over 30 years. He has been the staff pianist at the Hyatt's Lone Eagle Grille, Martis Camp, as well as the Director of Music at St. Francis Catholic Church. Additionally, Tim has been a substitute teacher at Lake Tahoe School and a Docent at the Thunderbird Lodge. He produced two compact discs of background piano music entitled 'Serenade From Tahoe' which have been steadily climbing the charts on Pandora, iTunes, Amazon and CD Baby, to name a few.

Tim had previously served on the Board of Trustees in 1997 - 2000. Tim is currently serving his second term as IVGID Trustee after being elected in 2014, and holds the position of the board Secretary, and his term expire in 2018.

Phil Horan and his wife Jan and have been property owners in IVCB since September 1990 and have been full time residents since March 2001. Trustee Horan graduated from Creighton University with a degree in Business Administration. Prior to retirement in 2001 Phil worked 28 years for Bank of America and 9 years with Perot Systems with many years of executive management experience. He also spent more than 15 years living and working internationally.

For the past 15 years, Phil has been active and participated in a variety of local and Washoe County community activities in leadership positions which currently include Washoe County Planning Commission and Washoe County Board of Equalization. Locally he is a past President of Incliners and Treasurer of Marine 9.

Trustee Horan was appointed to the Board December 3, 2015 to fulfill a vacancy. He currently serves as Vice Chairman of the Board and is Chairman of the Boards Audit Committee; He was elected to serve a 4 year term on the Board of Trustees beginning 2017.


Peter Morris was born and raised in England and immigrated to the US 25 years ago. Working for major international corporations as well as numerous start-ups, his focus has been the delivery and implementation of technology in healthcare. He has worked with organizations and governments around the world including Europe, North America and South East Asia.

Peter owns BrightStar Care of Reno, a home care and home health agency providing support for seniors and people of all ages to remain at home to receive care and enable to them to age in place. BrightStar serves northern Nevada including Incline Village.

An avid sportsman, Peter was a rugby player for most of his adult life. He is a passionate skier, snowboarder and mountain biker and it was in pursuit of the perfect combination of a snow and summer lifestyle that inspired his move to Lake Tahoe in 2005.

Peter is a very dedicated father with one young teenage daughter, two adult children and four grandchildren. Collectively they are all wonderful apples of his eye!

Peter is also passionate about the arts, and thoroughly enjoys being a part of our local Incline Follies' productions. Though his free time limits him to merely being in the audience of other productions these days, he still yearns to once again maybe 'tread the boards'.

Peter was elected to serve a 4-year term on the Board of Trustees beginning 2017. 

June

See page 38 for all youth camps
55+ Hiking Series every Tuesday
55+ Beach Bocce Sunset Social every Wednesday
6/14: IMS Promotion Day
6/15: IHS Graduation
6/16: 3rd Friday Walk & Learn with
Public Works Director Joe Pomroy
6/18: Fathers' Day at the Mountain Golf Course
6/19-23: Get Golf Ready Level 1
6/19: TK Basketball Camps
6/19: USTA Quick Start Youth Tennis Camps begin
6/19: Competitive Junior Tennis Academy begins
6/19: Session I of Youth Swim Lessons
6/20: Incliners Dinner
6/20-22: Adult Tennis Camp
6/21: SNC Gala – Martini and Jazz (members only)
6/22: 55+ Trip: Reno Rodeo
6/23: Pickleball Social Tournament at Incline Tennis Center
6/25: Junior Aid Training Class
6/26: Middle School Volleyball Skills Camp
6/29: 9 and Wine at the Mountain Golf Course
6/27-30: NIKE SWIM CAMP

July

7/1-4: RWTB events
7/2-30: Wild Bills Thrill and Grill at the
Mountain Golf Course (Every Sunday in July)
7/3-7: Get Golf Ready Level 1
7/4: Pancake Breakfast
7/6-27: Nine & Wine at the Mountain Golf Course
(Every Thursday in July)
7/6: 55+ Moonlight Hike at Crystal Bay Outlook
7/8: Family Tournament at the Incline Tennis Center
7/21: 3rd Friday Walk & Learn with
Public Works Director Joe Pomroy
7/10: Session II of Youth Swim Lessons
7/10: American Red Cross Junior Lifeguard Training
7/12: Teen Adventure Trips – Wild Island
7/13: Starlight Cinema Summer Movie Series
at Aspen Grove
7/14: 5 Peaks in 5 Weeks
7/16: Wimbledon Tennis Mixer
7/17-21: Get Golf Ready Session Level 2
7/19: Teen Adventure Trips – Tree Top
Adventure Ropes Course – Tahoe Vista
7/19: Eagle Club Farm to Fork event (SNC Event)
7/20: Starlight Cinema Summer Movie Series
at Aspen Grove
7/22: 5 Peaks in 5 Weeks
7/24: Session III of Youth Swim Lessons
7/25-26: Adult Tennis Camp
7/27: Teen Adventure Trips - Grand Sierra Resort
(Go Karts, arcade, and bowling)
7/28: TK Basketball Camps
7/28: 5 Peaks in 5 Weeks
7/31-8/4: Get Golf Ready Level 1

August

8/1: Starlight Cinema Summer Movie Series
at Aspen Grove
8/1: Incliners Potluck
8/2: Teen Adventure Trips – Wild Island
8/3: Teen Adventure Trips - Need to Speed
& Rock climbing @ Base Camp
8/3-17: Nine & Wine at the Mountain Golf Course
(Thursdays)
8/4,5: IVGID Appreciation Days at the
Incline Rec Center and Tennis Center
8/4: 5 Peaks in 5 Weeks
8/5: WATER CARNIVAL AT VILLAGE GREEN
8/7: Session IV of Youth Swim Lessons
8/7: 55+ Bowling Nights
8/10: 55+ Moonlight Hike to Crystal Bay Outlook
8/10: IVGID Employee appreciation at Aspen Grove
8/11: 55+ Trip: V&T Railroad
8/11: 5 Peaks in 5 Weeks
8/11-13: Incline Open Tennis Tournament
8/14-18: Get Golf Ready Level 1
8/15: Incliners Dinner
8/16: SNC Eagle Club Western BBQ
8/18: 3rd Friday Walk & Learn with
Public Works Director Joe Pomroy
8/21: Incline Schools are Back in Session
8/24: Taste of Incline at the Chateau
8/25-9/22: Fall Golf League Begins at the
Mountain Golf Course (Every Friday)
8/27: Community BBQ at the Diamond Peak
Snowflake Lodge (Sunday)
8/28: Get Golf Ready Level 2

September

Fridays through 9/22: Fall Golf League, Mountain Course
9/1: Pickleball Social Tournament at Incline Tennis Center
9/2-3: Softball In Paradise Tournament
9/3: Glow Golf Extravaganza at Championship Course
9/5: Incliners Potluck
9/6: Rec Center Member BBQ at the Rec Center
9/7: 55+ Moonlight Hike at the Crystal Bay Outlook
9/8: 55+ Trip: Virginia City - Camel and Ostrich Race
9/8-10: Adult Tennis Camp
9/9: US Open Tennis Mixer
9/10: Tour De Tahoe at SNC
9/15: TCF Fall fest at the Chateau
9/17: IVCH Auxiliary Dinner "Golf from the Heart"
9/19: Incliners Dinner at the Chateau
9/21: AARP Safe Driver Course at Aspen Grove
9/23: Tahoe Forum at SNC
9/27: BOT Regular Meeting

Summer 2017

GALLENDAAR

Incline Village/Crystal Bay Community Events

Events are weather dependent and subject to change without notice. Visit YourTahoePlace.com/events and DiamondPeak.com/events for details and updates or follow us on Facebook.



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Crystal Bay



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