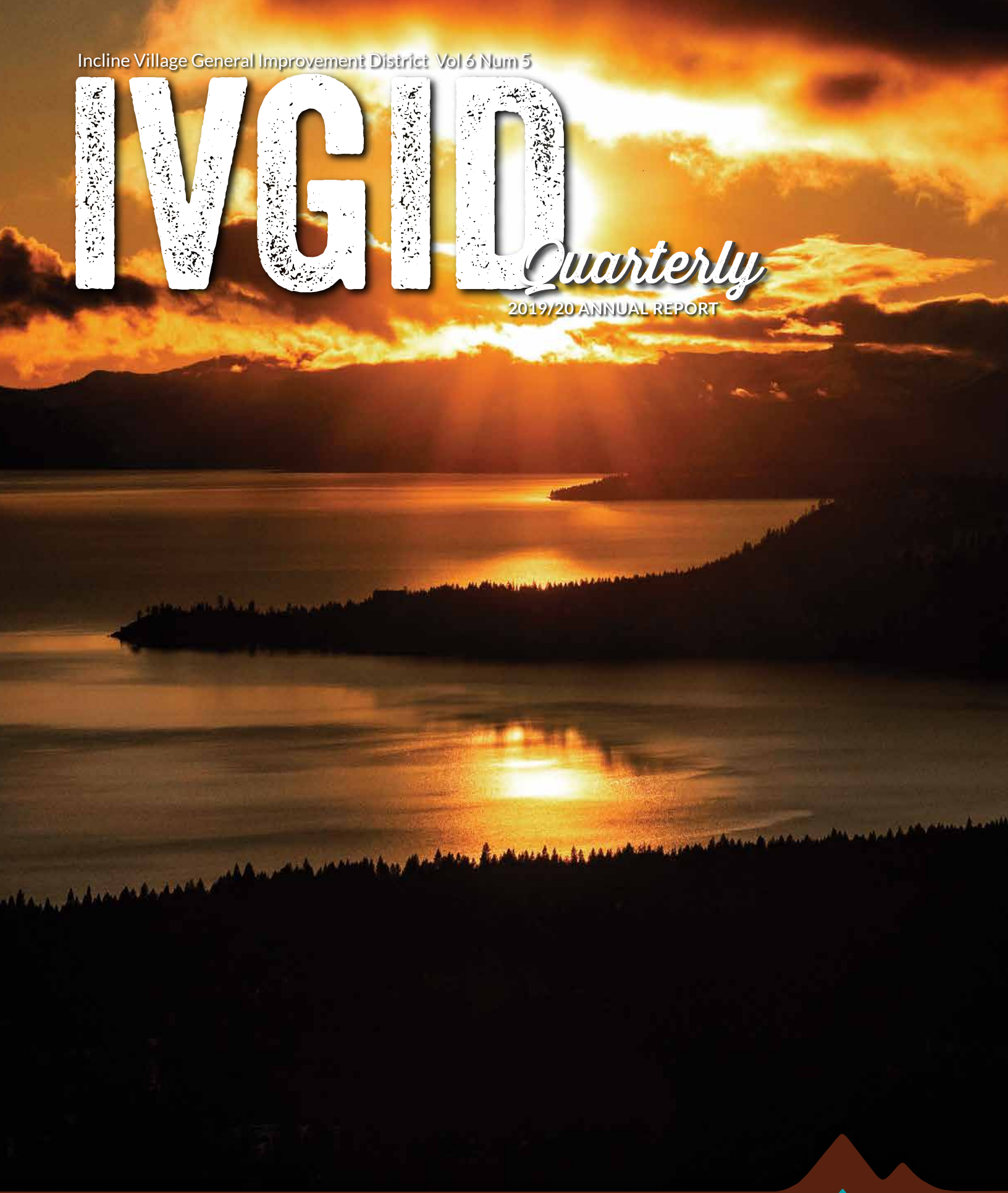


Incline Village General Improvement District Vol 6 Num 5

IVGID

Quarterly
2019/20 ANNUAL REPORT



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The 2019-20 fiscal year was a year filled with innovation, challenges and growth. As we reflect back and move forward, we want to take a moment to thank you for your support and commitment to our community. Thank you to our staff, Board of Trustees, partners and the Incline Village/Crystal Bay community for another great year.

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2019-2020 ANNUAL REPORT

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IVGID FACILITIES & COMMUNITY INFO

Aspen Grove Community Center	960 Lakeshore Blvd.	775.832.1240
Burnt Cedar Beach	665 Lakeshore Blvd.	775.832.1232
Championship Golf Course	955 Fairway Blvd.	775.832.1146
Diamond Peak Ski Resort	1210 Ski Way	775.832.1177
Incline Beach	967 Lakeshore Blvd.	775.832.1233
Incline Elementary School	915 Northwood Blvd.	775.832.4250
Incline High School	499 Village Blvd.	775.832.4260
Incline Middle School	931 Southwood Blvd.	775.832.4220
Incline Park	939 Southwood Blvd.	775.832.1310
Incline Skate Park	Tahoe Blvd. & Southwood	775.832.1310
IVGID Administration	893 Southwood Blvd.	775.832.1100
Lake Tahoe School	995 Tahoe Blvd.	775.831.5828
Mountain Golf Course	690 Wilson Way	775.832.1150
Preston Field	700 Tahoe Blvd.	775.832.1310
Public Works	1220 Sweetwater Rd	775.832.1203
Recreation Center	980 Incline Way	775.832.1310
Sierra Nevada University	999 Tahoe Blvd.	775.831.1314
Ski Beach	967 Lakeshore Blvd.	775.832.1156
Tennis Center	964 Incline Way	775.832.1235
The Chateau at Incline Village™	955 Fairway Blvd.	775.832.1240
The Grille at the Chateau	955 Fairway Blvd.	775.832.1178
Village Green	960 Lakeshore Blvd.	775.832.1310



MESSAGE FROM INDRA WINQUEST

Dear Incline Village and Crystal Bay community:

What a year to become the IVGID General Manager! Last year, as we planned for the 2020-21 fiscal year, nothing could have prepared us for the challenges that we have encountered and continue to endure. Closing recreational venues and the unfortunate necessity to lay off and furlough staff was never something we would ever have anticipated. With the support of the Board of Trustees and the community, and a lot of determination, we have successfully reopened facilities and services in a safe and responsible way.

It was a very different but successful summer season at the IVGID beaches, golf courses, tennis center, and the open parks spaces. Additionally, the Recreation Center was able to open in June and many of the community programs resumed for youth, adult, and seniors. The IVGID Food and Beverage, Facilities and Events teams were also busy supporting IVGID services including smaller events.

IVGID is seriously addressing the concerns of the community on a daily basis. Trust in government by citizens and businesses is essential for effective and efficient governance both in good and bad times, and so I value investing in public trust as a central part of my work as General Manager. IVGID has accomplished a great deal over the past year while building trust and striving toward a more transparent governance.

Several significant capital improvement projects are either in progress or completed including the Mountain Golf Course Club House, Tennis Center Renovation Project, four bocce ball courts, four additional pickle ball courts, Incline Park Ball Field renovation, and a variety of utility projects.

IVGID is currently in the design process to replace the Burnt Cedar Pool and Toddler Pool as well as other site related improvements. On the Public Works infrastructure side, the Effluent Pipeline and Pond Lining Project will be underway beginning with hiring of a construction manager to collaborate with IVGID on overall management of the project starting with the design process. Other significant projects on the horizon include the Ski Way reconstruction project, Incline Beach House, and the Recreation Center locker rooms and restroom improvements to name a few.

IVGID is currently focusing on evaluating and improving internal controls, financial transparency, communication, District and Board policies, and, most importantly, providing value for the parcel owners of Incline Village and Crystal Bay.

The District also experienced a few changes in Senior Management. In addition to me becoming District General Manager, we also welcomed a new Director of Finance, Director of Information Technology, and we are currently in the process of recruiting a Director of Public Works. I recognize that trust takes time to establish, yet can be lost quickly. I look forward to the coming years and working together with every one of you productively and with mutual respect.

We hope you will enjoy reading these reports from many of our department managers throughout the District. We will have additional updates to share in the next edition from our finance and accounting team which is currently wrapping up the required financial reporting for fiscal year 2019-20.

In closing, I want to take this opportunity to personally thank all of our IVGID Team and the Board of Trustees for their hardwork and dedication during this tumultuous and difficult time and for focusing on public health and safety and creative solutions to continue to provide a high level of service to our residents and guests.

Indra Winquest

Indra Winquest,
IVGID General Manager



NOTE FROM TIM CALLICRATE

Greetings!

As we celebrate the turn to Fall and the continuation of “Local’s Summer” I wanted to take this opportunity to thank everyone in our community for pulling together and persevering through one of our most challenging times! The demands that were presented and overcome were legendary but through it all, our property owners, residents and guests all seemed to work alongside our friends and neighbors to ensure that we would “make it through” and hopefully be the better for it.

While COVID-19 is still here and the dangers are still present, let’s take a moment to step back, take a deep breath and remember that we are all in this together. District General Manager Indra Winqest and staff are to be commended for going above and beyond during these unprecedented times. Managing our various venues

through a very hectic summer season with minimal heartache showed true dedication. Thankfully, our local businesses, civic organizations and faith communities were able to maintain viability thanks to a strong resident presence.

On behalf of the IVGID Board of Trustees, I want to extend tremendous thanks to all community leaders for showing exceptional resolve to work together to tackle the pressing issues brought forth by COVID-19. Let’s hope for everyone’s continued safety, health and wellbeing and happiness enjoying our beautiful Lake Tahoe!

Cheers,

Tim Callicrate

Tim Callicrate,
Chairman of the IVGID
Board of Trustees



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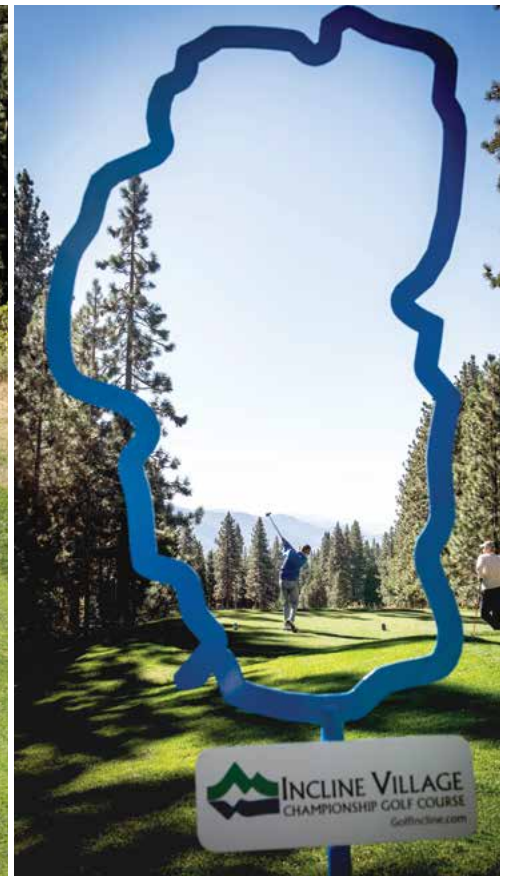
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GOLF COURSES DARREN HOWARD

The 2020 golf season was a little different to say the least. Golf Operations officially started on time - May 18 for the Championship Course and May 25 for the Mountain Course. For the first month and a half, the maximum daily rounds due to COVID-19 restrictions was 144 players per day at the Championship Course and 140 at the Mountain Course. Maximum capacity moved to 192 players per day in July and August for the Championship Course and 180 players per day at the Mountain Course.

Demand, as you can see on the chart, was very high due to golfers returning to the sport, new golfers taking up the game, and people just enjoying being outside and feeling safe in the golf environment.

Golf lessons this year have been very popular. We hope that people see the great benefits from one-on-one instruction, just another COVID-19 silver lining..

This year, since we were unable to hold our normal Multi-Vendor Demo Days, we offered individual Vendor Fitting Days. Club sales hit an all-time high as individuals were able to spend quality time getting professionally fit for new clubs.

Merchandise sales began later than usual, but since then we have seen a steady increase in business. Although we are carrying less products as in years past, the selection is great and our merchandising staff can always special order items. We have great holiday gift options so make sure to stop by!

Both golf courses opened with and maintained great condition this season thanks to Golf Course Superintendent Jeff Clouthier and his staff. Now that the season is complete, our golf maintenance crew will continue with bunker and tree work as well as the addition of the final ladies' red tees.

GOALS & ACCOMPLISHMENTS

Beginning of the season goals:

- Open the driving range safely.
- Open the golf courses safely.
- Sanitize the carts and range areas daily.
- Maintain and provide as many services as possible with current COVID-19 restrictions.
- Manage our operations to the bottom-line.

TOTAL ROUNDS THROUGH AUGUST

CHAMPIONSHIP GOLF COURSE

MOUNTAIN GOLF COURSE

	2019	% of Play	2020	% of Play	2019	% of Play	2020	% of Play
Total Rounds	16,881		16,439		13,350		12,902	
Residents	4,276	25%	5,795	35%	4,628	35%	6,500	50%
Play Pass	6,118	36%	6,664	41%	2,085	16%	2,231	17%
Resident's Guest	1,625	10%	1,717	10%	1,477	11%	1,455	12%
Non-Resident	4,098	24%	1,791	11%	3,801	28%	2,380	18%
Other	764	5%	472	3%	1,359	10%	336	3%

- Manage our expenses.
- Manage the tee sheet and work with golfers to find ways to get them on the course.
- No injuries.

I am happy to report that with incredible management from our Head Championship Course Golf Professional Kyle Thornburg, Head Mountain Course Golf Professional Ashley Wood, Golf Course Superintendent Jeff Clouthier, and District Merchandiser Genevieve Popovitch, the above goals were met and both courses operated through COVID-19 restrictions.

I commend our staff for their efforts this season. All of our staff worked extra hard behind the scenes to provide the best, safest, and most enjoyable golf experience possible.

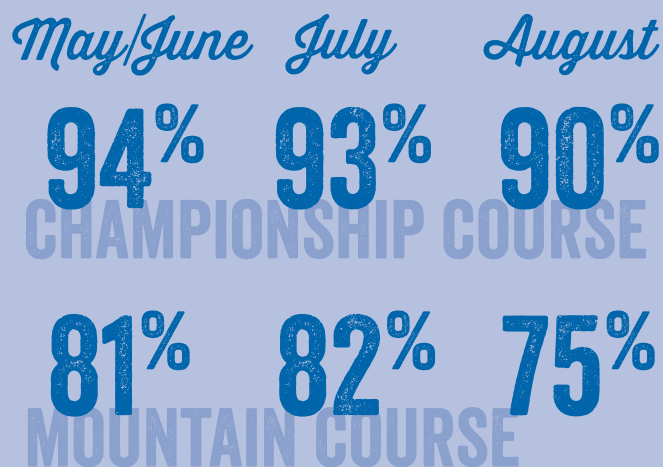
Overall, golfers were happy with the expanded tee time intervals and riding one person per cart. Pace of play was at an all time low and golfers enjoyed this along with being outdoors. The golf clubs, even without being able to host their normal golf events, have still been out enjoying the course and safe social distancing with their friends and neighbors, while playing smaller games within their groups.

We are excited to see you next season on the courses! Everyone please stay safe and healthy!

Darren Howard

Darren Howard,
Director of Golf & Community Services

TEE TIME UTILIZATION



Note: Percentages were slightly lower in August due to air quality issues from local fires.



PUBLIC WORKS

The past fiscal year brought Public Works a new Engineering Manager, Nathan Chorey, formerly from Auerbach Engineering. Nathan is a long-time local and is raising his family in the Lake Tahoe Basin.

The fifth phase of returning Incline Creek to a natural state was completed in September 2019 and included: improving fish passage, erosion control, fixing stream crossings, and stabilizing stream banks. This segment of the creek is located on the Championship Golf Course and was suffering from a collapsing metal culvert with a golf cart path above. The failing culvert was replaced with a sturdy truss bridge similar to other bridges throughout Incline. Returning the creek bed to its natural state allows easier access for fish to make their annual migrations up and downstream.


The Mountain Golf Course Clubhouse received a makeover this year, fixing damage caused due to a small kitchen fire. Upgrades to the facility include: a new roof, a vastly improved entrance, a lift to provide ADA access to the lower public areas, an expanded

deck for outdoor gatherings, and a fresh new look to the bar and take-away food area.


The Incline Village Recreation Center saw a large number of improvements this year due, in part, to state mandates requiring the closure of all gyms. While closed, new pavers replaced the failing concrete front walkway, four brand new bocce courts were built, and new LED bollard site lights were installed in the parking lot and along the front walkways of the building. These new bollard lights include GFI outlets which provide exterior electrical connections to support outdoors activities/decorations at the Recreation Center.

Other major projects currently in the construction, design or approval stages include: the renovation of the Tennis Center, replacement of Burnt Cedar Beach Pool, aeration improvements at the WRRF, water main replacement in Martis Peak Road, and pavement repairs throughout the District.

The Team
Public Works Team



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2019/20 YEAR IN REVIEW

IVGID Public Works submits monthly reports to the Board of Trustees on department activities. Below is a summary of the numbers reported for fiscal year 2019-20 (July 2019-June 2020).

Total Water Revenue	\$5,177,188
Gallons of Water Used	938,452,124
Revenue Collected from Water Use	\$1,637,647
Total Sewer Revenue	\$6,940,903
Gallons of Sewer Used	312,000,000
Revenue Collected from Sewer Use	\$1,099,325
Pounds of Sewage Solids Hauled to Carson Valley for Composting	966,234
Water Electrical Expenses	\$401,806
Sewer Electrical Expenses	\$412,001
Customer Service Requests Performed	579
Backflow Inspections Performed	1,613
Plan Checks for Water and Sewer	269
Posting for Past Due Balances – No Postings Occurred During COVID-19	504
Relief for Water Leaks	\$8,025
# Of Customers Signed Up for E-Statements	1,472



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WASTE NOT & CONSERVATION MADONNA DUNBAR

Waste Not is the Incline Village General Improvement District's Conservation Program. Established in 2002, Waste Not provides a variety of services in the community, from environmental education to technical support on conservation projects.

Our mission is to empower sustainable living by providing information and services in the areas of: watershed protection, water conservation, recycling, household hazardous waste, living with wildlife and the Tahoe environment. Waste Not is part of IVGID's Public Works Department, and serves as the home agency for the Tahoe Water Suppliers Association (TWSA).

Our staff includes Madonna Dunbar, Resource Conservationist and Executive Director of the TWSA; Sarah Vidra, Public Works Program Coordinator II; and Joseph Hill, Public Works Technician.

Over time, our programs have evolved to meet changing needs in environmental education and services. In 2019-2020, we continued to be collaborative partners with

peer agencies on a variety of projects in the Tahoe Basin.

Some of these projects include:

- Membership in the working group on Aquatic Invasive Species Management at Lake Tahoe.
- Developing a microplastics awareness campaign with the Tahoe Environmental Research Center (TERC) focused on reducing single-use plastics – encouraging residents and visitors to refill and reuse.
- Working with TERC on monitoring drinking water for potential microplastics.
- Working with the Tahoe Fund on a network of water refill stations around the Basin.
- Technical support for Diamond Peak's STOKe Sustainability Certification. STOKe is the Sustainable Tourism and Outdoors Kit for Evaluation. It is the world's first sustainability certification body with standards built specifically for ski tourism operators.

- Annual self-evaluation of the Public Works (PW) Water and Wastewater Services on energy use, services provided, compared to industry standards, with publication of annual PW Sustainability Reports.
- Watershed monitoring and watershed protection programs such as our collaboration with the League to Save Lake Tahoe to distribute metal cigarette collection bins in the Basin.
- Events: Snapshot Day, Earth Day, and other regional events.
- Coordination of community clean-up events and Incline's Tahoe Blue Crew.
- Incline/Crystal Bay liaison for GreenUP Nevada's new Green Business Program.
- Providing BEAR SMART education and solid waste compliance in the community.

There is a lot of work to be done, so we are grateful for the involvement of passionate and motivated volunteers for cleanup events, water quality sampling and neighbor-to-neighbor outreach. The Waste Not team encourages you to join us as we continue to provide conservation services for our community.



Drink Tahoe Tap water bottles available at Raleys.

ACCOMPLISHMENTS

Raley's Encourages Customers to Purchase Reusable Bottles

In partnership with the Tahoe Water Suppliers Association, UC Davis Tahoe Environmental Research Center (TERC), Tahoe Fund and Take Care Tahoe, Raley's in Incline Village has become the first major Tahoe area business to encourage their customers not to buy single-use water bottles. Instead, the grocer is asking its patrons to consider purchasing DRINK TAHOE TAP branded reusable Klean Kanteen water bottles.

In addition to making the bottles available to customers for purchase, Raley's has incorporated signage from the Take Care Tahoe campaign in their in-store displays where single-use plastic water bottles are shelved to help educate customers about the impacts of single-use and microplastics on the environment and specifically the

Lake Tahoe Watershed. The signage also advises customers how they can find water refill stations throughout the Lake Tahoe Basin.

Learn more about *Drink Tahoe Tap* and where to find water refill stations at <https://takecaretahoe.org/take-action/tahoe-tap/>.

U.S. EPA Awards Nearly \$100,000 to Address Microplastic Pollution in Lake Tahoe

The U.S. Environmental Protection Agency (EPA) awarded \$97,000 in grant funds for projects to address microplastic pollution in Lake Tahoe. The projects include a study led by the UC Davis Tahoe Environmental Research Center (TERC) to gather more data on the movement and types of plastics in Lake Tahoe as well as a public education-focused project led by the Incline Village General Improvement District, in partnership with the Tahoe Water Suppliers Association and others. Both projects

are managed by the Nevada Division of Environmental Protection (NDEP) with the aim of reducing sources of plastic pollution. For more information about EPA efforts related to Lake Tahoe visit <https://www.epa.gov/lake-tahoe>.

TWSA Wins National Source Water Protection Award

The American Water Works Association (AWWA) has recognized the Tahoe Water Suppliers Association (TWSA) with the coveted 2020 Exemplary Source Water Protection Award. TWSA demonstrated the highest level of protection and preservation of the Lake Tahoe watershed, the region's primary water source for residents. Lake Tahoe is one of the deepest and clearest lakes in the world and a popular destination for recreation, tourism and home ownership. Together, TWSA agencies serve fewer than 50,000 residents

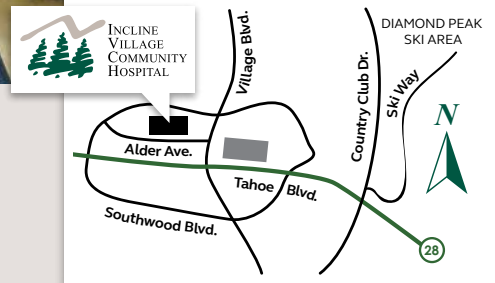
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- Laboratory Services
- Physical Therapy and Medical Fitness
- Sleep Disorder Center
- Health, Wellness, and Community Education Programs
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year-round, but during peak tourism the population increases to more than 100,000. IVGID is one of 12 municipal Lake Tahoe water agencies that make up the TWSA, and serves as the association's host site. For more information, please visit www.TahoeH2O.org.

2019 Green Waste Program Summary

2,093 tons of yard debris was collected during the 2019 green waste recycling program.

- 56,265 stickered bags collected curbside
- 10,757 stickers used at transfer station

Thank you for your continued participation to make this program successful.

Madonna Dunbar

Madonna Dunbar,
Resource Conservationist

GREEN WASTE RECYCLING

<i>Year</i>	<i>Total Tons</i>	<i>% Increase</i>
2019	2,093	34%
2018	1,558	48%
2017	1,050	212%
2016	337	20%
2015	280	-37%
2014	446	203%



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LOOK UP

HEALTH & WELLNESS SHELIA LEIJON

Over the years, IVGID Health & Wellness evolved into an essential service that supports a healthy community by taking a holistic approach to wellness. Since its inception, IVGID Health & Wellness has expanded its offerings to the Incline Village/Crystal Bay community with specialty programs that include the annual Community Fitness Challenge, holistic services, Wellness Through the Arts programming, and Peaceful ~ Centered ~ Balanced programs.

GOALS

In 2019 – 2020, the aspirations for IVGID Health & Wellness were:

- Grow community wellness by providing healthier opportunities for residents, community partners, and IVGID employees.
- Provide a user-friendly, interactive online portal for registration, recording activities and accumulating wellness points.
- Revamp the annual “No Excuses” Fitness Challenge.

For the first half of the fiscal year, July through January, IVGID Health & Wellness was off to a great start! The personal training, nutrition counseling and stress management team provided more services than ever before. Wellness Through the Arts provided 844 touchpoints through children’s dance classes such as: Fairytale Ballet, Contemporary Jazz and Hip Hop. Adult dance programs included Ballet and Ballroom Dance and Watercolor Workshops fostered the “weekend artist’s” creativity. Peaceful ~ Centered ~ Balanced provided Tai Chi classes and Gong Workshops targeting stress and encouraging rest, recuperation and relaxation. Additionally, IVGID’s Wellness at Work initiative reached 832 employees. Enter March 2020 and COVID-19...

ACCOMPLISHMENTS

The world quickly came to a standstill and life as we knew it changed overnight. With the challenges of COVID-19, the value

of a healthy lifestyle became more evident than ever. To meet the challenges of COVID-19, the Health & Wellness team quickly shifted to create the Look Up Remote Wellness Program. Look Up provided an online connection for over 500 community members, recreation center members, and employees, keeping them engaged in fitness classes, nutrition lectures, personal trainer tips, children's programs, and community messaging during the COVID-19 venue closures. The program provided a library of pre-recorded options for viewing at the participant's leisure as well as weekly live-streamed programming.

COMMUNITY IMPACT

Surrounded by majestic mountains and breathtaking beauty, Incline residents embrace a desire to blend naturally into their environment and thrive in a healthy community. Throughout the early months of the COVID-19 pandemic and now, as we move into the new normal, IVGID Health & Wellness strives to enhance the overall wellness of Incline Village/Crystal Bay residents through diverse, enjoyable recreation programs. Now more than ever, parks, recreation and wellness programming are playing an essential role in the lives of our residents.

MOVING FORWARD

The COVID-19 pandemic has touched everyone around the globe in one way or another. The lessons we garnered from our experiences will have a lasting impact on the way we live and do business. A key element of experiential learning is to hold on to lessons even as we start moving forward towards whatever awaits. In dealing with this global pandemic, the Health and Wellness team was afforded the opportunity to reevaluate processes, procedures and performances. As we move into 2020-2021 and begin to understand the complex world in which we live, IVGID Health & Wellness vows to cultivate a program that fosters community connection and social wellness.

To Your Health!

Shelia Leijon

Shelia Leijon,
Manager, Health & Wellness Programs

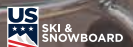
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Photo by Jake Pollock

RECREATION CENTER PANDORA BAHLMAN

The Incline Village Recreation Center is the heart of the community. Besides hosting a variety of cardiovascular equipment, a strength area, a full size gymnasium, and 25 yard indoor pool, it is home to all department programming, services and community events.

GOALS

The original goals for the Recreation Center included:

- Increase the Recreation Center revenue by raising visitor fees.
- Replacement of 27-year-old flooring in administrative offices.
- Replace the cracked entrance way and pathway/parking lot lighting project.
- Refinish pool deck.
- Replace concrete stairs, and railing of the back deck.
- Install parking lot surveillance cameras.
- Include childcare services as part of the membership. Recover costs through fundraising.

The updated goals from March to June included:

- Deep clean the Recreation Center and all equipment.
- Complete capital & operational renovation projects during Recreation Center closure.
- Continue community communications regarding COVID-19 mandates, and complete parcel and picture pass transactions via phone and email.
- Provide safety measures for essential staff who continued to work onsite during COVID-19.
- Reopen when allowed and safe to do so (June 15).
- Provide as much normalcy in the facility as possible.

ACCOMPLISHMENTS

From the original list of goals, the following were completed: childcare service was added to membership, and all six renovation maintenance projects were completed. The Parks and Recreation Counter staff continued to maintain parcel and picture pass transactions as well as inquiries regarding District services throughout the closure.

COMMUNITY IMPACT

When working under strict regulations it is good to recognize accolades received from community members in our customer survey:

“Hard to improve; we love the Recreation Center.”

“The Rec Center is maintained very well. The facilities are top notch.”

We thank our customers for their support! We also want to appreciate John Fardelman, a valuable, hardworking, recently-retired staff member. Staff will continue to serve the community no matter the circumstance. We look forward to seeing you soon at the Recreation Center.

Pandora Bahlman

Pandora Bahlman,
Recreation Center Manager



ACCOMPLISHMENTS

The goal of improved membership was accomplished and increased from 155 total members to 234 total members in 2019-20.

Pickleball was also a great success with the construction of eight courts dedicated to the up and coming sport. The pickleball community adds variety and more utilization of the Tennis Center overall.

The Staff

Tennis Center Staff

TENNIS CENTER

IVGID has managed the Tennis Center for over 20 seasons, transitioning recently to a model with Recreation staff overseeing the day-to-day operations.

GOALS

Our goals over the past two seasons were to improve the culture and increase our membership levels.

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COMMUNITY PROGRAMMING

The Programming team creates memorable experiences. Most families have trick-or-treated on the Trail of Treats and Terror, snapped a photo with the Easter Bunny at the Eggstravaganza, or pondered “Who let the dogs out?” at Dog Days of Fall.

Recreation programming is an integral part of any community. The IVGID team strives to create programs that (1) promote the physical, emotional, and mental health of all, (2) support the economic vitality of Incline Village, (3) create a safe, vibrant, attractive community that holds a strong sense of place.

Programming for this community is a true pleasure. As staff, we see this as an opportunity to help people discover themselves, learn new skills, try new activities, participate in educational encounters, and embrace life with passion.

GOALS

Goals for the community programming team for the 2019-2020 fiscal year included:

- Balancing fiscal responsibility with community service.
- Creating new offerings for all demographics in our community.
- Continuing to have high participation numbers across all of our programs.

ACCOMPLISHMENTS

One accomplishment of which the team is particularly proud, is the building of partnerships with experts in the community: Community members learned to paint with watercolor from award-winning

artist Ronnie Rector. Sierra Nevada University’s ODAL (Outdoor Adventure Leadership) staff and the Sierra Avalanche Center partnered with IVGID to deliver Avy Savvy - an avalanche awareness course. The North Lake Tahoe Boys and Girls Club launched the Duffield Youth Summer Program which allowed the team to focus on specialty summer camps including Paddle Camp, Earth Studio Arts, and TK Basketball.

Our 55+ Active Adults is one of the most unique senior programs in the nation. Residents have the opportunity to explore local trails year-round by foot or snowshoe, hone their ski skills at a weekly clinic, and discuss hot topics at Conversation Café. These programs have become Incline Village traditions that bring community members from all walks of life together.

We were able to offer new programs galore this year including Girls Lacrosse, Youth Flag Football, and the 55+ Biking Series. The inaugural season of Outdoor Coed Adult Soccer was a massive success, showcasing the diversity of this small town.

The team was on track to far exceed the total number of community members served in 2018-19 (14,572), until faced with an entirely new challenge: How to continue serving the community amidst COVID-19...

COMMUNITY IMPACT

The programming team has a really interesting dynamic this year. Both Tim Kelly and Kerrie Tinking grew up participating in Incline Village recreation programs. TK remembers summer camps at the middle school, art classes at Sierra Nevada College, and most of all Recreational Basketball.

2019/20 SERVICE DELIVERY

<i>Program</i>	<i>No. Served</i>
COMMUNITY PROGRAMS (ALL)	13,077
COMMUNITY EVENTS	1,911

“Recreation programs taught me how to respect my neighbor, follow a healthy lifestyle, and live with integrity,” Kelly said. “In the last year, I’ve been honored to work with hundreds of Incline Village youth in our programs. I get to keep our kids active and teach them the same values that influenced me years ago.”

“My kids and I love youth sports,” said resident Alex R. , “They are able to compete and learn to win and lose with respect. I get to coach and pass along life lessons to my children and other Incline kids as well. It is an amazing experience.”

MOVING FORWARD

Now, more than ever, creating opportunities for the community to meet their physical, emotional and mental health needs is of utmost importance. The team is pulling together to offer modified programs to keep kids active, parents working, and seniors engaged. IVGID is taking the lead on youth sports understanding the limitations of the schools and local non-profits. Adult/Senior programs are also adapting to changing times; expect to see smaller groups, outdoor venues, and lots of hand sanitizer!

Staff will continue their efforts to influence, support, and find ways to keep our residents active, engaged, physically strong, mentally healthy, and most of all loving life.

The Team

Community Programing Team
 Kerrie Tonking, Jennifer Moore, and Tim Kelly



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BEACHES SUSAN MANDIO

On June 4, 1968 the Village Development Company, formerly known as Crystal Bay Development Co., sold two separate beachfront parcels to the Incline Village General Improvement District (IVGID). One of these parcels is currently known as Burnt Cedar Beach and the other parcel includes Incline Beach, Ski Beach and Hermit Beach. The intent of both the seller and IVGID, as evidenced by the wording of various documents at the time of sale, was to create beach property for the future recreational use of IVGID residents who did not have beach frontage.

Current beach amenities include shaded picnic areas, four reservable party areas, barbecue grills, snack bars, cocktail bars, non-motorized watercraft rentals, as well as kayak and paddleboard storage. Under the guidance of the Tahoe Resource Conservation District (TRCD), we implement the Aquatic Invasive Species Program by sealing boats and entering their information into the TRCD database to keep invasive species out of Lake Tahoe.

In the early phase of the COVID-19 crisis this year, parking lots remained closed, but walk-in gates provided residents an opportunity for exercise and enjoyment of the beach. At that time we restricted chairs and umbrellas as a means to encourage residents not to linger. Once we created a touch-free system of entering with your picture pass or punch card, with the help of IT and Buildings Departments, parking lots were opened for a more “traditional” beach experience.

Increased signage, hand sanitizing stations, plexiglass shields and mask wearing created a safe environment for guests and staff. We moved picnic tables throughout to encourage guests to spread out across the large expanse of grass.

GOALS

The goal of IVGID beaches is to provide a safe and positive experience for our residents and their guests. We process approximately 200,000 visits annually and we strive to make each transaction friendly and efficient.

ACCOMPLISHMENTS

COVID-19 encouraged us to reevaluate procedures at the beaches and make changes to improve safety and the overall experience. We ceased accepting cash and credit cards, discontinued wristbands, created designated pop up tent zones and required residents to carry their IVGID cards.

Improvements made to the beaches this season include additional mobility mats to provide waterfront access for wheelchairs, strollers and wagons. These mats also make transporting kayaks and paddleboards to the water easier.

The addition of a designated walk-in station at Ski Beach has greatly improved the safety of pedestrian guests. It has kept them off the busy driveway and away from cars and boat trailers, allowing for quick and easy re-entry as well.

This season saw the creation of a pre-launch paperwork station, giving boaters the opportunity to purchase their 2020 Tahoe Only sticker and season pass before they got on the water. This sped up the “business” end of early season boating, and was greatly appreciated by the boating community. “Greeters” at the top of the driveways kept visitors informed of beach policies and advised nonresidents about nearby public beaches.

COMMUNITY IMPACT

The beaches are the community’s most precious resource. Lake Tahoe is the main attraction, the reason that we choose to live here. It is the responsibility of the beach and boat ramp staff to be good stewards of the lake, to assure that it remains a resident restricted venue, and to make a beach visit the best possible experience for residents and their guests. Enjoying the sunset, swimming in crystal waters, family dinner at the beach....everyone can find a reason to appreciate the beach.

Susan Mandio

Susan Mandio,
Beach Host Manager



PARKS STEVEN PHILLIPS

Now more than ever, parks are essential to provide outdoor spaces and recreation venues for residents. The Parks Department established goals early this fiscal year, but then was able to pivot to address new goals and meet the needs of our internal and external customers during the COVID-19 pandemic.

GOALS & ACCOMPLISHMENTS

2019-20 services delivered include:

- Providing clean and safe parks.
- Enhancing trails, parks and beaches.
- Urban forestry management and defensible space cleanup.
- Supporting recreation opportunities through park venues.

MOVING FORWARD

The COVID-19 pandemic is a challenging experience. The lessons we are learning from our experiences will have a lasting impact on the way we operate in the future. In dealing with this pandemic, the Parks team continues to meet the needs of our customers. As we move into 2020-21, we understand the importance of venues that provide our community members with a variety of recreational spaces.

Steven Phillips

Steven Phillips
Parks Superintendent



Left to Right: Melissa Goodman, CSR; Tracie Chambers, CSR; Heather Shook, CSR; Larry Peyton, Agent; Michael Peyton, Agent; Stephanie Howat, CSR; Sarah Shulman, CSR/Office Manager; Tracy Peters, Administrative Assistant

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Photo by Ken Reese

AQUATICS GWYNNE CUNNINGHAM

One of the crucial missions of Incline Village General Improvement District is to deliver exemplary recreational experiences. Through this mission, the Aquatics team has developed programming that has evolved throughout the years, adjusting to our community's needs. Today, the Aquatics team leads a group of about 60 staff including lifeguards, instructors and coaches. Our team conducts safety training for many community members including First Aid, CPR/AED, Lifeguarding and Aquatic Skills.

The Aquatics team serves the community by managing the district's pools and beach facilities. The Recreation Center Pool, built in 1992, is an indoor 25-yard competition pool that provides opportunities for year-round programming and recreational use. The Burnt Cedar pool, built in 1968, is a seasonal community pool that sits overlooking Lake Tahoe. In addition to overseeing the Recreation Center and Burnt Cedar Pools, lifeguards survey both

Burnt Cedar Beach as well as Incline Beach during the peak summer months.

GOALS

- Develop an optimal blend of aquatic programming that provides for the community's needs.
- Restructure the Learn to Swim lesson program to facilitate easier transitions into higher levels. Once this is achieved, community members will move through various levels, ranging from Basic Water Safety to competitive programs.
- Establish a year-round cohesive training plan for staff that includes lifeguard specific skills, workplace and soft skills training for key staff.
- Develop a reputation for Incline Aquatics as the leader in the Lake Tahoe area providing year-round aquatics programming.

- Continually grow and develop staff to create a culture of professionalism and pride. Encourage ideation for the improvement in programming and growth of existing programs.

ACCOMPLISHMENTS

Prior to COVID-19, the Aquatics team restructured the Learn to Swim lessons. We established best practices in teaching and standardized language across instructors. We experienced level 1 to level 2 progression approximately 30% faster than previously in all age groups taught, and saw an increase in satisfaction from participants and their families.

Both NNA Swim Team and Pre-Swim Team participation grew over the past year by more than 50%. Through the hiring and training of new and existing coaches, we had multiple athletes represent Incline in USA Swimming sanctioned meets throughout the year.

The Aquatics team reimagined the Junior Lifeguard Program this year, and moved it from the Rec. Center Pool to Incline Beach. Due to COVID-19 restrictions, this program did not begin until July but was highly successful with 107 kids participating.

The Splashes and Glasses program was conceived prior to the COVID-19 shutdown and will be commencing in the 2020-2021 fiscal year. This program is a stroke clinic for women, run by female instructors who wish to improve their swimming and overall fitness.

Programs including: Pre-Swim Team, NNA Swim Team, Swim Lessons, Private Swim Lessons, Swim Around Tahoe, and Masters have all been taking place with modifications since the June opening of the Recreation Center. Swim lessons are conducted one-on-one while Swim

2019-20 SERVICE DELIVERY

<i>Program</i>	<i>No. Served</i>
LEARN TO SWIM	2,394
SWIM TEAMS	1,924
LIFEGUARD CLASS	23
JR. LIFEGUARD	107
JR. AID	8

Team, Pre-Swim Team, and Masters are all operating with no more than two people per lane. Swim Around Tahoe has been, and continues to be very successful.

In June of this year, 100% of returning and new staff attended training prior to the reopening of facilities. The Aquatics team was also able to run interagency handoff training with the North Tahoe Fire Protection District prior to peak season. We are encouraged by this new relationship within our community.

COMMUNITY IMPACT

- About one in five drowning deaths are children 14 years of age and under. Learn to Swim Programs are critical in reducing these statistics. We offer swim lessons for those 6 months through adulthood.
- Our Swim Team, Pre-Swim Team, and Junior Lifeguard Programs offer skill development that can save lives. This group of youth often expresses a desire to share what they have learned through becoming instructors, lifeguards and coaches themselves.

- Swim Around Tahoe and the Masters Swim Team programs are both aimed at our adult community members providing an opportunity to challenge themselves and continue to achieve their overall fitness goals.
- Through training including Lifeguarding, Water Safety Instruction, First Aid and CPR/AED training, the Aquatics team helps to create a safer, healthier community in and out of the water.

Our goals remain relentless in the next fiscal year through improving the variety of aquatic programming that provides for the needs of the community, continuing to enhance our cohesive training plan for staff and to further develop a reputation for Incline Aquatics as the leader in Lake Tahoe for year-round aquatics programming. Additionally, the Aquatics team will work more effectively with outside agencies for support and growth of our training and programming.

Gwynne Cunningham
Gwynne Cunningham,
Recreation Supervisor - Aquatics

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DIAMOND PEAK MIKE BANDELIN

As you read this, the ski area has already begun or will soon begin making snow for the upcoming 2020/2021 ski season. We are looking forward to welcoming all of our regulars back for another great winter of outdoor fun.

Over all my years of managing the ski area, one of the most difficult decisions I have ever had to make was closing the resort on March 15 last season due to the COVID-19 pandemic. Diamond Peak was not alone in making that decision, as all ski areas in the region and across the country made the same decision to close, and it was the right thing to do.

After a period of ski staff layoffs and furloughs during March and April, the summer maintenance crews began the very important task of preparing and maintaining the equipment and infrastructure for this upcoming ski season. It is very important for us to be able to provide a safe and reliable winter season at Diamond Peak to our local families and guests.

ACCOMPLISHMENTS

Besides our regular maintenance and testing we perform on the equipment during the offseason, we have completed a few Capital Improvement Projects on the ski lifts including a refurbishment and rebuild of the electric drive motor on the Crystal Express ski lift. The 700-horsepower drive motor weighs 8,900 lbs. and the roof structure of the top terminal was removed and special equipment was leased to remove the motor and bring it down the mountain to have the work done.

We also replaced the ski lift haul cable on the Ridge chairlift and are currently finishing a project of replacing the motor drive and lift control panels on the Lakeview chairlift.

Over the years, the community and our board of trustees have supported improvements to our snowmaking systems that allows us to be able to produce enough man-made snow to open additional trails for skiing and riding much sooner than we have been able to in the past. Last season with very little early-season natural snow

we were able to open the ski area on December 7, with a variety of terrain and terrain park features. This was possible because of the talented staff we have within our Snowmaking and Slope Maintenance department, cold early-season temperatures, as well as the addition of four new high-efficiency TechnoAlpin Snow Guns before last season.

With the improved efficiency of our snowmaking equipment, we were able to open top-to-bottom (with Crystal Ridge, Sunnyside, Ridge Run, Popular, Freeway, Lodgepole and School Yard runs) as well as run the Lakeview Quad, which made it possible for Snowflake Lodge to operate from Opening Day. The Great Flume Trail opened on December 20, one of the earliest openings since it was built in 1987. By January 7 we had 100% of the mountain open, and we were able to keep all the trails open for the entire season.

The season ended just under budgeted skier visit predictions with a total of 99,424 skier visits. We are confident we would have surpassed the skier visit budget given the fresh snow we received in March if we were not forced to close down suddenly. Even with the earlier closure and under-budget skier visit numbers, we were still able to meet our revenue goals for the season. This is great news, as Diamond Peak contributes \$1.6

million annually to help support the District's other community services programs and venues.

Season Pass sales last season exceeded our expectations with a total of 6,732 sold. Raising non-resident window ticket rates also allowed us to increase our average ticket yield by over \$5 per ticket, without raising resident ticket prices.

GOALS

One of the most strategic items that the ski area focuses on is the recruitment and retention of employees. The ski area management team and District Human Resources staff meet often to analyze and plan our recruitment efforts, retention tactics and compensation plan.

During winter operations, the ski area employs over 320 staff members - most from the local community here in Incline Village and Crystal Bay. Diamond Peak has a robust recruiting effort this season which started back in April. We typically have approximately 40% retention of our employees, with many working season after season for years and others working for other District venues during the summer months for consistent employment.

At Diamond Peak, we are committed to safety. This year we scored 99 of 100 on our insurance provider's liability risk assessment.

Also, through a capital improvement project, we were able to add additional safety enhancements with the installation of safety bars on the Ridge chairlift. Now all of our chairlifts have safety bars. All departments conduct a weekly safety meeting specific to their department in addition to a consistent safety message our Patrol Director sends out with general safety topics.

COMMUNITY IMPACT

I am especially proud of the loyalty our season pass holders and community members have towards the ski area. In the past seven years the number of season pass holders has increased by 192%. I am certainly encouraged by the growth in loyalty and believe this is a true testament to the care and condition of the facility, how our staff members interact with the families, and our commitment to provide a great value to the community.

For this upcoming season our plan is to begin operations and open for the 2020/2021 winter season on December 10. There will be some changes, but we will continue to provide the community a safe place to enjoy an outdoor winter experience at your local ski area - Diamond Peak.

Mike Bandelin
Mike Bandelin,
Diamond Peak General Manager

2020-21 WINTER JOB OPPORTUNITIES

Why not join our community in an inside, outside or on-the-snow position!
Full-time & part-time options include:

Diamond Peak Ski Resort

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HUMAN RESOURCES DEE CAREY

The mission of the Human Resources (HR) Department is to make Incline Village an exceptional place to work. This is achieved through the administration of District-approved policies and procedures and the administration of benefit programs (including health insurance, retirement programs, time off benefits, etc.).

The HR Department believes that the single most important asset to the District is a dedicated, professional workforce. As a team, we provide an excellent work experience in a unique and beautiful environment while delivering superior customer service to the residents and guests of Incline Village and Crystal Bay.

Our dedicated Human Resources team includes: Dee Carey, HR Director; Curtis Trujillo, Sr HR Analyst/Risk Mgmt; Lisa Hoopes, HR Analyst; Erin Feore, HR Analyst; Lori Parsons, Receptionist/Sr Admin Clerk; and Mary McCormick, Receptionist/Sr Admin Clerk.

ACCOMPLISHMENTS

Following the unprecedented arrival of a global pandemic, the HR Department had to quickly set aside some of the goals previously established to ensure all employees received timely notifications about changes in employment laws and employee benefits. In short order, we had to efficiently process an early seasonal layoff for the Diamond Peak

Ski Resort seasonal employees, furlough year-round employees, monitor daily regulations updates from the Department of Labor and comply with new regulations from the federal government, the CDC, the State of Nevada, and local municipalities. While many employees were briefly furloughed, some employees were also able to continue working safely from home.

During this time, the HR Department worked closely with the District's management team to brainstorm ideas and solutions to ensure consistent compliance with the ever-changing state regulations, provide important updates to the public from our General Manager, and adapt the office environment operations to ensure the continued health and safety of both our residents and IVGID employees. Our collaborative efforts with the various venues throughout the District resulted in our ability to keep most venues open and continue services during this challenging time.

GOALS

As venues reopen, we continue to monitor operations to ensure all federal, state and local health and safety mandates are being followed. Furthermore, we continue to offer exemplary service to our employees by providing (for non-benefited employees) the Hardworking Employee Recognition Opportunity (HERO) longevity incentive pay program, a health & wellness benefit fair, and

various employee events (as allowed and following strict compliance with regulations).

In light of the events of 2020, the HR Department has created digital efficiencies to enhance its day-to-day operations. Such new practices have been readily shared throughout the District and we continue to review new ideas in an effort to streamline practices and ensure continued safety of residents and employees.

COMMUNITY IMPACT

Looking back to the initial stages of the crisis, we were made aware (pretty early on) of the deficiencies with Nevada's unemployment division (DETR). As such, we spent a considerable amount of time preparing a report that was sent to DETR so that when an employee applied for benefits, the delay in processing a claim was minimal as DETR already had the information required to process the claim. We've since received notification from a number of our employees

that they received benefits long before their suddenly unemployed friends and family.

Additionally, during the initial stages of the crisis, the HR Department was one of only a few public agencies that remained available (by phone) to the public. (As part of the Administrative building, our department takes general operation-type calls, in addition to HR-specific calls.) As such, we received numerous calls that were unrelated to the IVGID operations or the HR department; however, it seemed that Incline Village residents just needed a calm and reassuring voice to let them know that they weren't alone. One such call was from a long-time resident who was afraid that the Washoe County Sheriff's Department would be unavailable to respond to emergencies because of the overall shutdown of the country. Our calm reassurance eased her mind and she called back later to thank us for what we do and our hard work. This is only one of a number of similar examples.

Further, the impact of the COVID-19 crisis to our community and staff was felt in varying degrees, but felt by all nonetheless. We were able to locate and share information with both the community and staff on a broad range of services available to provide support related to food, housing, utilities, finances, unemployment, pet, family and health resources. Our amazing community came together through Incline Rotary, Tahoe Family Solutions, Boys & Girls Club of North Lake Tahoe, Sierra Community House, United Way of Northern Nevada & the Sierra and others to assist with the impact during this crisis. We also have an Employee Assistance Program (EAP), to provide additional online solutions to keep moving forward during a time of uncertainty.



Dee Carey,
Director of Human Resources

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FACILITIES & BANQUETS LAUREN IIDA

Despite the challenges related to the COVID-19 pandemic and a three-month pause of all events, the fiscal year ended with a reduced but steady calendar of safe gatherings. Event operations restarted with a golf club luncheon on June 23 and some events with fewer than 50 guests took place through the rest of June and July.

IVGID's Facilities and Banquets team at The Chateau and Aspen Grove offer space and catering services for all of life's celebrations: weddings, community holiday celebrations, fundraising events for non-profits benefiting Incline Village & Crystal Bay residents, birthdays, baby showers, celebrations of life, golf events and much more. IVGID Facilities also hosts a number of corporate meetings for both local and out-of-area businesses.

ACCOMPLISHMENTS

Over the course of the 2019-2020 fiscal year, IVGID Facilities hosted a total of 366 events with 64 weddings, 217 community and/or corporate events with food & beverage service, and an additional 85 meetings without catering needs.

Number of Rentals:

- The Chateau was 88% of budget
- Aspen Grove was 98% of budget

Number of Food Covers:

- Combined for all IVGID Facilities was 99% of budget

As restaurants and venues reopened, safety precautions were implemented to ensure the well-being of residents, guests and



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IVGID team members. With new protocols in place, the banquet team was happy to welcome back golf club members to weekly luncheons at The Chateau. Patio seating set up on the deck offered fresh air flow, and due to the nature of the tee times, no more than 16 golfers were seated on the veranda at one time.

Aspen Grove has been an ideal location this summer, allowing residents and guests to naturally distance and take in fresh air.

Because many larger events have rescheduled to 2021 and beyond, The Chateau & Aspen Grove have had the unique opportunity to take on last-minute reservations for displaced wedding couples, and additional community events such as Tai Chi at Aspen Grove, local business meetings and homeowner association meetings.

GOALS

Our goals for the event operations for summer 2020 and beyond include but are not limited to:

- Keep open lines of communication with clients about the status of operations.
- Postpone rather than cancel events when possible, including multiple Incline Village based fundraisers, memorial services and weddings.
- Safely host events with 50 or fewer guests.
- Achieve enhanced safety precautions when serving.

- Utilize management staff to reduce hourly wages.
- Efficiently control costs based on incoming revenue.
- Provide products and services valued by customers.
- Attract and book new business. Long term booking is a key component of the weddings and events industry.

Of all the goals listed above, the most important is keeping our residents, guests and employees safe and healthy. I am pleased to be a part of such a dynamic team including Events Coordinator Brooke Smith La Fata. Although business levels have been reduced due to COVID-19 restrictions, the Facilities team has worked extra hard to accommodate last minute reservations and modify procedures while continuing to provide our usual service levels.

As we look towards future fiscal years, despite current COVID-19 conditions, residents and guests have not been hesitant to plan for upcoming special events. While rescheduled business will be common, future business is being contracted on a regular basis. Though the future of the virus is unknown, we are hopeful to once again open our doors to larger groups and events such as the Holiday Craft Fair and the Community BBQ.

Lauren Fida

Lauren Fida,
Sales & Event Coordinator

2018-20 FACILITIES METRICS

	2018/2019	2019/2020
% OF VENUE OCCUPANCY (SATURDAYS WITH F&B)	53%	52%
CHATEAU (SATURDAYS WITH F&B)	48%	48%
ASPEN GROVE (SATURDAYS WITH F&B)	45%	19%
NUMBER OF EVENTS HELD/ NUMBER OF EVENTS HELD WITH F&B SALES	500/350	366/281
NUMBER OF BANQUET MEALS PROVIDED	20,023	19,553
NUMBER OF EVENTS THAT ARE NOT WEDDINGS	435	302
AVERAGE PERCENTAGE OF NON-WEDDING EVENTS TO TOTAL EVENTS HELD	70%	82%
NUMBER OF GOLF CLUB MEALS BY BANQUETS	4,774	2,916



The Washoe County Sheriff's Dept. helicopter was on display at the 2019 Diamond Peak Community Summer BBQ event.

COMMUNICATIONS & MARKETING

PAUL RAYMORE

IVGID's Communications and Marketing team strives to provide all of our community stakeholders with up-to-date information about the District's venues, events, programs, services, community resources, budget and capital improvement projects.

Before the pandemic our team organized and promoted several successful events for the community including the 2019 Summer BBQ & Community Expo, Diamond Peak Season Kickoff Party, IVGID Community Appreciation Ski Week and more. The shutdown forced us to cancel popular events like the Dummy Downhill and Luggi Foeger Uphill/Downhill Festival, but we were able to pivot to hold the Diamond Cut Video Awards in a virtual setting and offer a creative outlet for the community.

We maintain both the YourTahoePlace.com and DiamondPeak.com websites while also supporting communications channels such as:

- The IVGID Quarterly magazine
- Email newsletters/E-flyers for Community Services venues

- Venue/Department Facebook Pages & Instagram Accounts
- NextDoor community administration
- Yelp/TripAdvisor/Google online review sites
- Media alerts and public relations
- Our department also produces the events and entertainment at Diamond Peak, plus graphics, collateral, videos and photos for the District.

ACCOMPLISHMENTS

During the 2019-2020 fiscal year, the Marketing team took over responsibility for producing the IVGID Quarterly magazine (the very magazine you're holding in your hands right now). Everything was going smoothly until March 2020 rolled around and the coronavirus pandemic threw all of us for a loop and made much of the content in the Spring 2020 edition instantly out of date.

Since that time, we've worked hard to ensure we're providing as much content as possible in our print publications, while

referring readers to the District websites for details and specifics on programs, events, rules and safety procedures that are constantly changing.

We also supported the Look Up Remote Wellness program by producing great video content and hosting community conversations with local leaders. With the framework and demand created, we plan to continue to increase video and digital offerings for our community.

COMMUNITY IMPACT

Over the course of the 2019-20 fiscal year, the Communications and Marketing team produced six editions of the IVGID Quarterly magazine, each of which was mailed to every parcel holder on file and inserted into the Tahoe Daily Tribune newspaper for additional local distribution. Upon evaluating the feedback we've received from the community, we will be reducing the frequency of publication to five editions per year going forward - four regular editions and one special edition.

Residents looking to stay in the know about everything happening at our District venues and throughout the community are encouraged to subscribe to our email newsletters by visiting: www.yourtahoeplace.com/email-subscribe. Once there, you can choose which topics you want to subscribe to including: Diamond Peak conditions and news, Golf updates, Parks & Recreation updates, Tennis Center news, IVGID meetings and announcements, and community emergency communications (and we highly suggest this one!).

You can also follow many different venues' social media accounts for timely updates plus great photos and videos from programs and events happening all over the District. Find us on Facebook and Instagram!

Paul Raymore
Paul Raymore,
Marketing Manager



Mary McCormick issues marriage licenses as a Washoe County Deputy Clerk

DISTRICT CLERK SUSAN HERRON

The District Clerk performs a myriad of vital services to the District. One of the services that our community most appreciates is the services of a Notary Public. Notary Public services are often hard to obtain through local banks and the District saw a need not only for its services but to provide a community service that is free of charge.

The District Clerk maintains her own notary stamp at her own cost. The District does not reimburse her for any costs associated with having her notary stamp such as the cost to provide a bond. The District Clerk completes all testing requirements during her own personal time. In return, the District allows the District Clerk to provide this service, on an appointment basis, to members of the community who can't find this service available elsewhere locally. In other words, this service is available if the bank at which the community members belongs cannot provide those services.

Another service we provide is to issue Washoe County Marriage Licenses. There are two of us in the Administrative offices that are Deputy County Clerks and we have the authority to work with our partners in Reno to issue marriage licenses here in Incline Village. During COVID-19, we made the decision to suspend our services and will restart offering these services, on a by-appointment basis, starting October 2020. It is a small service and not used by too many, but it is so appreciated and especially so by the brides and grooms who are so very excited to be getting married in Lake Tahoe. Further, it strengthens our relationship with our Washoe County teammates in the Clerk's office. We have earned their trust and it is our intent to maintain that trust.

GOALS

There is really no goal set each year and the quantity of this service varies from year to year. Notary public services are not an advertised service but it is known by the banks that if they can't provide the service, they can provide the District's phone number to the community member. For marriage licenses, we are included on the Washoe County website as a satellite office.

ACCOMPLISHMENTS

One of my favorite customers, requiring Notary services, is a delightful and charming couple that each year must certify that they are still alive. This is a requirement by their home country and each year they telephone me to make an appointment to do their certification. This year, due to COVID-19, we had to meet out in the parking lot and it was so uplifting to see them once again. Their love and devotion to each other is clearly evident by their warm and charming actions towards one another. We always share a laugh about the certification and I always tell them that it makes my entire year to have them come back and get this certification done with me. Being a Notary Public is a responsibility that must be taken seriously, but when these two individuals come in, each year, it is what makes it all worth it.

As to marriage licenses, we have had some fun individuals who have passed through our offices – delightful couples who are getting married for the first time and a few couples who may have had a bit of experience in the marriage arena. Nonetheless, all are treated with the respect and good cheer that they deserve during this special time in their lives.

For 2019/2020, I was proud to do twenty-six actions as a Notary Public. It may not seem like a lot but it helped twenty-six people and that is what matters and what counts especially during the challenging COVID-19 times. As for marriage licenses, we issued roughly 10 licenses prior to our voluntary closure in March 2020.

COMMUNITY IMPACT

Both of these services improve the community by allowing individuals to save a trip over Mt. Rose highway or going down into Carson City to find the required services.

LOOKING AHEAD

Continue to provide these services on an appointment basis and be of help/service to those in need.

Susan Herron

Susan Herron,
District Clerk



and transformed into mulch. Public Works supplied the 20 yard dumpster and the driver which transported the numerous bins of green waste to Full Circle Compost.

The Parks Department also collaborated with the NLTFPD to remove approximately 28 dead trees in the Incline Creek area from Incline Way to Highway 28. Trees in decline and dead trees were identified for removal by NLTFPD and Tahoe Regional Planning Agency (TRPA) foresters. April Shackford with NLTFPD oversaw the bid process and awarded the contract of around \$17,000 to a local tree service. Managing our park lands and getting trees removed is part of good forest management. Throughout the year, the Parks Department continues to address defensible space and tree management on District lands. Most recently, defensible space efforts have focused on Incline Park around the new ball field, as well as around the Parks Building and Tennis Center.

John Dollar

John Dollar,
Safety Specialist, Risk Management

SAFETY JOHN DOLLAR

The purpose of the Safety Specialist position is to support the day-to-day activities involving District-wide risk management, insurance and safety programs designed to analyze, advise, observe and support various components of the safety and security programs. Since the COVID-19 pandemic began, another important task has been to coordinate the bulk purchase of personal protective equipment for District employees including masks, hand sanitizer and other supplies. IVGID's Safety Specialist John Dollar also works closely with community partners such as the Washoe County Sheriff's Office and the North Lake Tahoe Fire Protection District.

ACCOMPLISHMENTS

In 2019, the North Lake Tahoe Fire Protection District (NLTFPD) pointed out areas of defensible space concerns near the IVGID Administration Building. No major cleanup projects have addressed this parcel in some time, so the work was long overdue.

Since the Brush Crew from Diamond Peak wasn't activated in the spring due to COVID-19, the IVGID Parks Department took on the work. The Parks Department performed defensible space cleanup work on the Administration Building parcel in May and June of 2020. Work consisted of pruning and removing brush and cleaning up pine needles. When all was done, 220 yards of green waste was removed and sent to Full Circle Compost in Carson City to be recycled



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FOOD & BEVERAGE BILL VANDENBURG

The summer of 2020 has been a roller coaster ride for the District's Food & Beverage team as we've had to quickly adjust our operations to meet the new safety and sanitation protocols required by our state and local authorities.

ACCOMPLISHMENTS

Championship Golf F&B

Operations opened with a reduced staff and extra social distancing measures in place. The Grille at The Chateau reopened in May with take-out operations facilitated by the launch of a brand new online store offering pickup seven days a week. We've had great feedback on the to-go menu.

In June, The Grille opened for in-person dining at 50% capacity. This gave staff an extra sense of security and allowed us to focus on customer service and safety. While greatly missed, the beverage carts on the Championship Golf Course did not operate this season as there is no reasonable way to socially distance or provide adequate PPE for staff.

Mountain Golf F&B

We opened the season by unveiling the much-anticipated remodel of the snack bar facilities inside the Mountain Golf Course Clubhouse. Revenues have seen a 25% improvement year over year despite not having a full kitchen with cooking facilities. Although we couldn't operate at full capacity, the remodeled space has been well received and staff greatly appreciate the new, more efficient facilities. Similar to the Championship Course, the beverage cart did not operate this season.

Beaches F&B

Beach operations began on schedule this summer with minimal changes. The layout and design of the beach F&B facilities have built-in protections for staff and guests. We reorganized the kitchen spaces for more efficiency and modified menus to provide for

Continued on page 36

2019-20 FOOD & BEVERAGE

<i>Measurements</i>	<i>May/June'19</i>	<i>May/June'20</i>	<i>%Change</i>
CHECKS (ALL F&B)	7,824	6,202	-29%
CHECK AVERAGE (ALL F&B)	\$25.44	\$22.89	-11%
GRILLE COVERS*	6,039	3,472	-43%
AVERAGE PER COVER	\$23.69	\$29.13	22%
RESIDENT DISCOUNT USAGE	5%	4%	-1%

*A cover refers to a diner who eats a meal at The Grille. A cover differs from a table in that it represents only one of the meals served at that table. It differs from a dish in that it includes the extras that a diner orders such as drinks, appetizers and desserts.

speedier “quick serve” items. Most ticket times were less than a few minutes from order to service. Revenues were expected to be down so we managed staffing levels appropriately.

Events & Banquets

We started with very small events (less than 25 guests) and have steadily increased that limit when possible as mandates have evolved. We continue to practice safe usage of personal protective equipment and have not allowed self-service at any events. Instead, we have increased staff to allow for serving guests during buffet-style events.

GOALS

Our goals for the F&B department for Summer 2020 included:

- Keep an open line of communication with guests and residents about the status of operations.
- Operate The Grille at 50% capacity and closely follow all guidelines as issued by the appropriate agencies.
- Continue to practice enhanced cleaning techniques.
- Closely monitor the safety and wellbeing of team members and follow CDC guidelines for excluding sick or potentially sick staff.
- Manage our expenses and staffing to the bottom line.

- Continue to provide excellent customer service and operate as much of our operations as allowed by current and future regulations.

The goals above are all very important to the F&B team, but the most important is the wellbeing of our community and staff. During this very challenging time, I am proud to be a part of such a dynamic and professional team. Assistant F&B Manager Brittany Huckans and Sous Chef Evan Carsman continue to find new ways to keep staff engaged and are truly the heart and soul of the F&B department.

The entire F&B staff has done an extraordinary job during these unprecedented times. We have been shorthanded which has meant that everyone has had to take on more responsibilities. Without question the team has continued to provide excellent service and a top-notch superior product.

Bill Vandenburg

Bill Vandenburg,
Executive Chef/Food & Beverage Manager

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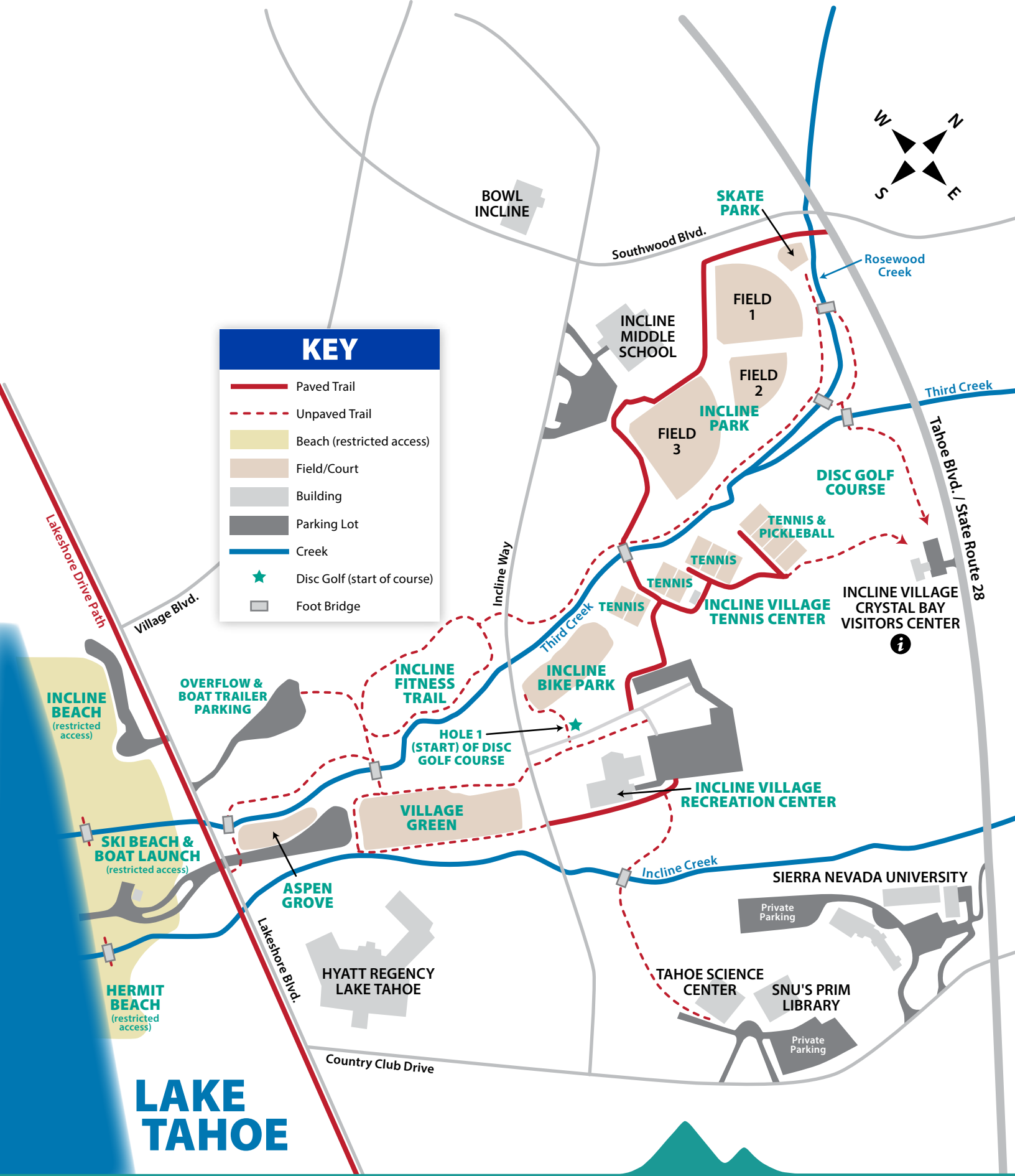
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Access to IVGID Beaches (Ski Beach, Incline Beach, Hermit Beach and Burnt Cedar) is restricted to IVGID pass holders with beach access.

LEARN MORE ABOUT IVGID PASSES AT INCLINERECREATION.COM



LAKE TAHOE

Access to IVGID Beaches (Ski Beach, Incline Beach, Hermit Beach and Burnt Cedar) is restricted to IVGID pass holders with beach access.

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