

Incline Village General Improvement District Vol 9 Num 4

# IVGID *Magazine*

2022/23 ANNUAL REPORT



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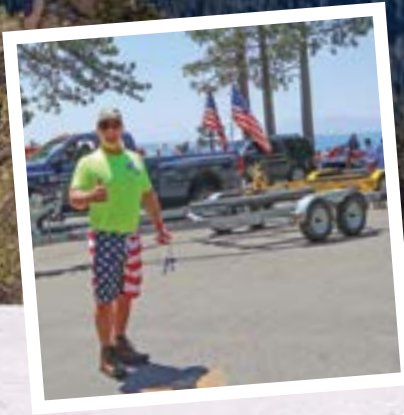
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*"I work at Diamond Peak in the winter and at the boat ramp in the summer. I like helping people enjoy the seasons, sports, and keeping them safe on the water and on the snow. My office view at the boat ramp is like no other and the views at Diamond Peak are pretty stunning too!" - Peter Price*



*"Working both seasons with IVGID gave me the opportunity to meet people from various departments and build relationships throughout the whole District. Having cross-department knowledge also gave me an advantage in bringing new ideas to each season. I love seeing all my peers returning each season, and working alongside them through various seasons really brings us all together." - Adia Van Peborgh*



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## COVER PHOTO

Photo by Paul Raymore

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## IVGID FACILITIES & COMMUNITY INFO

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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
Ridgeline Park Fields	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
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Tennis & Pickleball Center	964 Incline Way	775.832.1235
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First of all, I want to say “thank you” to all of our *IVGID Magazine* readers. Whether you receive a copy of the magazine in the mail, pick one up on your way into the Recreation Center (or at the beaches during the summertime), or read the online edition on our website, we hope that you find the information contained in the magazine interesting and useful for planning your best day/week/season/life here in Incline Village and Crystal Bay.

This “annual report” edition of the magazine is a little different than the other four editions we publish throughout the year. In the pages that follow, you will find brief updates from each of our major IVGID departments and/or venues, highlighting accomplishments of the past year as well as some of the big-picture goals looking ahead.

The other four magazines published each year evolved from the former *IVGID Activity Guide* publications we printed, and thus focus primarily on programs, activities and events happening at the District’s recreation venues, with additional updates on District-wide initiatives, major capital improvement projects, and other news.

However, we’re constantly reevaluating that content, including through our ongoing IVGID Magazine Reader Survey, which remains open for reader feedback through October 31, 2023 at <https://bit.ly/ivgid-mag-survey>. If you haven’t yet shared your opinions on this publication, please do!

This has certainly been a year full of change at the District, however, one thing that will never change is the commitment all IVGID employees have to the vision of this

District:

“Through outstanding customer service, with a passion for quality of life and our environment, we will continually enhance the reputation of our community as an excellent place to live, work, recreate, visit and invest.”

With important initiatives and projects on the horizon, now is a great time to reflect on the past year with the help of the updates you will find within these pages, and then look toward the future of IVGID, and how it can evolve to meet the needs of all our community stakeholders.

*Paul Raymore*

Paul Raymore  
Marketing Manager &  
Managing Editor of the IVGID Magazine

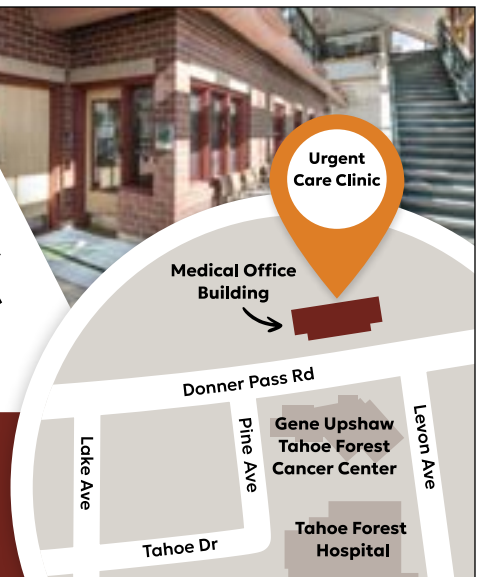
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## PUBLIC WORKS KATE NELSON

The staff within the District's Public Works department are honored to be frontline environmental stewards, ensuring the responsible use and protection of the natural resources that serve the communities of Incline Village and Crystal Bay. The Public Works Department is comprised of six divisions:

- Administration – Customer service, utility meter reading, customer billing, and administrative support.
- Engineering – Design and project management in support of all IVGID departments, compliance inspection, and backflow program.
- Waste Not – Oversee the solid waste and recycling contracts, environmental education, sustainability, and Tahoe Water Suppliers Association membership.
- Utility (Water & Sewer) Operations – Pipeline, treatment, laboratory services, and snow removal for IVGID facilities.
- Fleet – Equipment purchase and maintenance for all IVGID Departments.
- Buildings – Building maintenance of all IVGID facilities.

One of the most precious natural resources used on a daily basis by

the community of Incline Village and Crystal Bay is the water we get directly from Lake Tahoe. Our water system is one of only 14 surface water systems out of a total of 592 systems throughout Nevada.

Tahoe's remarkably pure water is pumped directly out of the lake, tested, and treated at the Burnt Cedar Water Disinfection Plant. This plant is a state-of-the-art disinfection plant that utilizes ozone and ultraviolet disinfection technologies. The rest of our water treatment system consists of approximately 100 miles of water mains plus multiple pump stations, reservoirs and pressure zones, all working together to deliver delicious Tahoe Tap water to our community, and to ensure sufficient pressure and flow for fire suppression purposes.

### ACCOMPLISHMENTS

The Public Works Department has celebrated many successes this past fiscal year. The management of the Buildings division has moved back to Public Works after many years under the Community Services department.

The Waste Not Division celebrated 30 years in operation as well as being the home agency for the Tahoe Water Suppliers Association for the past 21 years. The Administration Division processed over 46,000 payments for service and they have seen an increase in electronic payments of 3%, leading to greater efficiency and cost-savings.

The Fleet division spent over 7,350 hours maintaining all 647 pieces of equipment the District operates. If it has wheels, tracks, motors or batteries, the Fleet division is likely responsible for keeping it in good operating condition.

Our Pipeline and Treatment staff continue to provide safe and reliable drinking water as well as maintaining the wastewater treatment system to ensure protection of the groundwater and Lake Tahoe.

Continued on page 8

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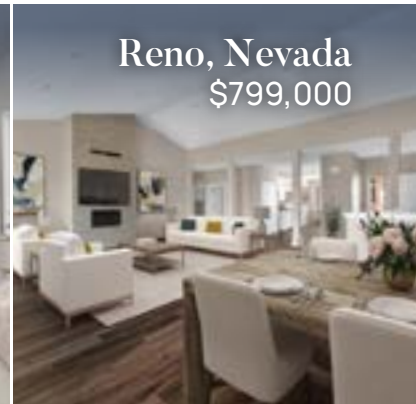
**Incline Village, Nevada**  
**\$1,075,000**

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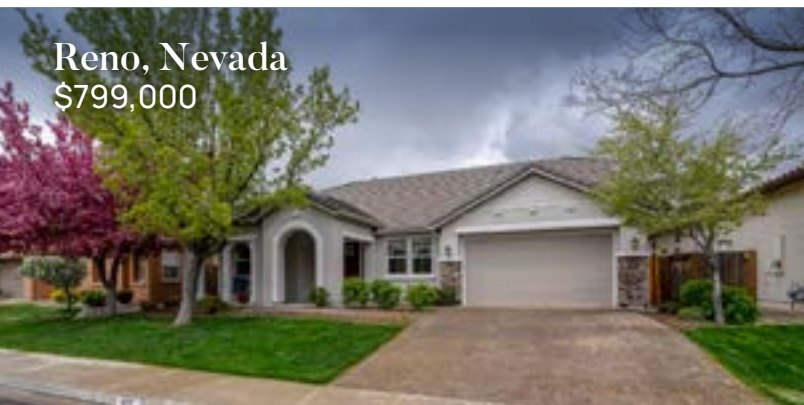


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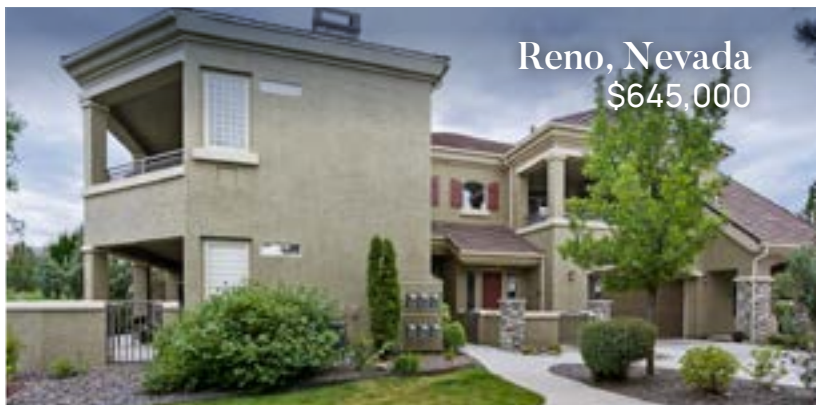


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## PUBLIC WORKS

In addition to all the daily work that goes into operating and maintaining the water and sewer systems, the short-staffed Utilities crew managed to keep up with snow removal at all the District's venues during a winter that will go down in the record books. Snow removal operations are often unseen by many as it occurs during the very early morning hours, but their hard work is necessary and greatly appreciated by all.

Over the last two years, the Engineering Team has been working in collaboration with Granite Construction (Construction Manager at Risk), and HDR Engineering (Design Engineers) to be able to meet a very important milestone this year. The team finally began construction of one of the District's largest capital improvement projects, the Effluent Export Pipeline Replacement Project.

The multiyear construction project replaces the remaining original 1970s-era

pipe within the Tahoe Basin. In addition to facilitating other capital improvement projects over the last year, the team is also working with Dowl Engineering to develop the Utility Master Plan which will serve as the roadmap for the future of our Utilities operations.

Finally, our Compliance section has performed 2,005 backflow device tests to ensure that no cross connections occur within our community's water system, and the water delivered at the tap is safe for consumption.

### GOALS

Public Works needs every property owner's help to complete a required EPA "Lead and Copper Rule" Service Line Inventory survey. The United States Environmental Protection Agency (EPA) is requiring all water systems in the U.S. to develop complete inventories of all water service lines within their jurisdiction, and provide

this information to the EPA. IVGID is required to provide this information to the EPA by October 16, 2024, and we need your help! To complete this survey for your property, please visit: <https://bit.ly/pw-lead-survey>.



Scan the QR code with your phone to take the survey

### COMMUNITY IMPACT

All members of the Public Works team work together to ensure that when you turn on the tap, safe and reliable water is delivered; and when you send that water down the drain, the wastewater is treated in such a way as to reclaim almost 100% and return it to the environment to be reused again.

*Kate Nelson*

Kate Nelson  
Interim Director of Public Works

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## WASTE NOT & CONSERVATION MADONNA DUNBAR

IVGID Public Works' Waste Not Division celebrated 30 years of operations in 2022. Waste Not began as a community-driven effort to bring recycling collection and environmental education to Incline Village and Crystal Bay.

Waste Not's first community conservation programs were the establishment of source-separated recycling collection and school education programs to promote waste reduction. Over time, the recycling program was modified to the present single-stream cart collection system. Household Hazardous Waste and Electronic Waste collection was added in the mid-1990s and continues to date. From our bear awareness and trash enforcement duties to Drink Tahoe Tap messaging – all our programs focus on source water protection.

In 2002, Waste Not became the home agency for the Tahoe Water Suppliers Association (TWSA), now in its 21st year. Waste Not's role in source water protection in the Tahoe Basin now includes a presence at Tahoe's regulatory and policy table; advocating for 10+ years on drinking water protection related to aquatic invasive species projects, impacts of tourism on the watershed, climate change, wildfire and other emerging topics such as microplastics.

### ACCOMPLISHMENTS

#### IVGID Third and Incline Creek Watershed Study 2023

The Public Works/Waste Not team conducted an expanded water quality monitoring study of the Third and Incline Creek watersheds to supplement the standard watershed monitoring program within the IVGID Steam Environment Zones (SEZ) at Lake Tahoe to broaden our knowledge. The IVGID water quality monitoring program has been conducted in Third and Incline Creek from 2003 to the present. The data set includes hundreds of analyses of the two SEZs.

The goal was to capture the water quality within the SEZs throughout the spring runoff season adjacent to the multi-use Village Green park. The Third and Incline Creek SEZs are highly monitored and studied environments in the Lake Tahoe watershed. The Incline Village General Improvement District, Tahoe Water Suppliers Association, Nevada Division of Wildlife, Tahoe Environmental Research Center, and the U.S. Geological Survey all conduct monitoring and reporting of these SEZs.

The study was conducted in collaboration with the IVGID Public Works Laboratory and Waste Not teams. The 2023 study

solidified the health and function of the SEZs adjacent to the multi-use Village Green park. Both Third and Incline Creek show healthy SEZs in regards to water quality parameters, bacteriological content, and nutrient load.

Continued monitoring of the mouth of both Third and Incline Creeks will provide a comprehensive measure of the watershed system, as results showed minimal variation between the creek reach zones. The IVGID team continues to see no negative impact on the watershed or adverse effects of current recreation activities at the water treatment facility.

#### 27th Annual Tahoe Summit Outreach

Staff provided reusable water bottles, an educational booth and water filling station to more than 500 attendees at the 27th annual Tahoe Summit held on August 9, 2023. The bi-partisan, bi-state coalition of local, state, federal, tribal, and environmental leaders gathered to discuss the importance of sustainable solutions to combat climate crisis and local community issues in Lake Tahoe. This year's summit, "Protecting Lake Tahoe Sustainability and Stewardship in the Face of the Climate Crisis," was hosted by U.S. Senator Alex Padilla, who was joined by many of his colleagues including Speaker Emerita Rep. Nancy Pelosi, Senator Catherine Cortez Masto, and Senator Jackie Rosen, among many others. The summit was able to highlight the urgent need to extend the authorization of the Lake Tahoe Restoration Act through 2034 in order to keep allocating funds and approving projects that lead to the restoration and preservation of Lake Tahoe.

#### Invasive Weed Pull

In August 2023, Waste Not staff joined the Nevada Tahoe Conservation District, and The League to Save Lake Tahoe for an invasive weed pull at the IVGID Mountain Golf Course. Staff highlighted the importance of pollution prevention projects in the upper sections of the watershed to keep invasive species out of



*Invasive Weed Pull Crew*

the nearshore environment where they can take root during drought years, and become nutrient sources for algae when water levels rise during heavy winters like 2022-2023. Invasive weeds were removed by 20 volunteers at the head of Rosewood Creek.

**Awards**

We are thrilled to congratulate some of our IVGID staff members who were

recognized by industry groups this year: Bill Robbins was awarded Wastewater Operator of the Year and Ronnie Rector was awarded Administrative Staff of the Year respectively by the Nevada Rual Water Association. In addition, Lisa Hoopes won an award for Community Engagement and Outreach, while Kaylen Prior took home the Laboratory Person of the Year award at the

California Water Environment Association Awards Banquet, which we participate in as part of our membership in the Tahoe Water Suppliers Association.

**GOALS**

As we move forward, our focus is on providing support to District venues, and providing the IV/CB community with the knowledge and tools to support our community conservation culture.

We are engaged in regional and statewide sustainability programs such as the newly established Nevada Green Business Program. Waste Not's core goals are to continue to provide programs to educate and motivate residents towards actions, which protect Tahoe's natural environment.

*Madonna Dunbar*

Madonna Dunbar  
Resource Conservationist



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## PARKS & RECREATION SHELIA LEIJON

In the following pages, you will find brief recaps of the accomplishments and community impacts delivered by the many divisions that make up the IVGID Parks & Recreation department last fiscal year, along with a list of some of the major goals set for the year ahead.

Parks & Recreation is essential to overall community wellness. Just as water, sewer, trash and public safety are essential public services, Parks & Recreation programs and services are vitally important to establishing and maintaining the quality of life in a

community – especially one as active and engaged as Incline Village and Crystal Bay!

The programs and services our staff deliver help drive economic value; encourage health, wellness and longevity; provide environmental benefits; and foster socialization. Researchers have repeatedly found that access to open space and social interactions correlates to reductions in stress and symptoms of depression, as well as improved attention and mood.

From toddlers to seniors, the IVGID Parks & Recreation team is dedicated to serving the Incline Village and Crystal Bay community, and it is my pleasure to work alongside these Parks & Recreation professionals in providing these essential services.

*Shelia Leijon*  
Shelia Leijon  
Director of Parks & Recreation

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## PARKS & RECREATION COUNTER CHAD SMITH

We're delighted to be at your service at the Parks & Recreation Counter, acting as the central hub for our wonderful community, serving residents, visitors and guests alike. Our dedicated team is committed to providing a wide range of services, making us the heart of Incline Village.

Our offerings span a multitude of essential functions, including:

- Issuing IVGID Recreation Passes
- Distributing Recreation Punch Cards
- Managing gym memberships
- Overseeing kayak and paddleboard storage
- Managing facility rentals
- Handling group picnic rental bookings (at select locations)
- Registering participants for activities and programs
- Providing clarification on Ordinance 7 and recreation privileges
- Dissemination of District information to the general public

In essence, we're your go-to resource at the Recreation Center for information, assistance and guidance on virtually anything related to IVGID.

To make your experience with us even more seamless, we work diligently to ensure that a wealth of information is readily available on our website, YourTahoePlace.com. We invite

you to start your journey by visiting our website to find answers to your questions.

### **Parks & Recreation Counter details:**

**Recreation Counter Hours:** We're here to assist you from 9am to 5pm, seven days a week.

### **Contact Information:**

Phone: Reach us at 775.832.1310

Email: Feel free to email us at [parksandrec@ivgid.org](mailto:parksandrec@ivgid.org)

**Location:** Visit us inside the Recreation Center, conveniently located at 980 Incline Way, Incline Village, NV 89451.

### **Your online account:**

If you already have IVGID Passes, you're already set up with an account. Please give us a call (775.832.1310 option 3) or send us an email to [parksandrec@ivgid.org](mailto:parksandrec@ivgid.org) to verify your account status. For those who are yet to set up an account, we've made it easy for you to do so and complete routine transactions online.

Here's how: Enter the primary household member's email address on file; this will serve as your login username. Your initial password will be provided by our friendly Recreation Counter staff.

Once logged in, you'll be prompted to change your password. After completing these steps, your account will be created, granting you access to register for programs and activities online.

Should you require any assistance or have questions, please don't hesitate to get in touch with the Parks & Recreation Counter team. We encourage you to embrace this convenient online opportunity today.

### **ACCOMPLISHMENTS**

This year, we successfully implemented changes to Ordinance 7, and it was truly a collaborative effort with our community. These changes represent a significant accomplishment and a testament to the dedication of our team and the valuable input from our community members. We're committed to continuously improving and ensuring that our community's needs are met.

### **GOALS**

Our goals for the upcoming year are both exciting and environmentally conscious. We aim to streamline the process for IVGID Recreation Passes, reducing in-person wait times, and making a significant shift towards a more digital approach to reduce paper usage. Your support and cooperation in this endeavor will be greatly appreciated as we work together to enhance our services and reduce our ecological footprint.

Chad Smith  
Senior Parks & Recreation Clerk

**KUDOS FOR THE AQUATICS PROGRAM & STAFF**

*"We want to express our heartfelt gratitude for the profound impact the aquatic program, coaches, and facility has had on our family. It has made swimming a lifelong favorite sport for our kids.*

*"We also want to highlight the outstanding indoor facility, which has allowed our children to enjoy swimming year-round. The year-round program availability, along with the additional fun summer programs, has truly enriched their aquatic experiences.*

*"We cherish the connections we've made with coaches as well as fellow swimmers in this program." - The Mittal Family*

*"We embarked on this aquatic journey when my kids were just 6 months old, and now they find themselves on the pre-swim team. Throughout the years, they have had the privilege of being a part of a variety of private and group classes, each contributing to their growth and development. Not only have they honed their swimming skills, but they have also blossomed in terms of confidence and self-esteem. It is truly awe-inspiring to witness the progress they have made over time.*

*"Living near such a magnificent body of water as Lake Tahoe, learning how to swim has proven to be instrumental in their upbringing. Incline Aquatics programs have equipped them with essential water safety knowledge, swim efficacy, and the ability to engage in water play responsibly. This has not only ensured their well-being but has also allowed them to derive endless joy from the beaches and the enchanting Tahoe waters." - Antonina Lerch*



**AQUATICS  
GWYNNE CUNNINGHAM**

One of the missions of Incline Village General Improvement District is to deliver exemplary recreational experiences. In support of 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 60-70 staff including lifeguards, swim instructors and coaches. Our team conducts safety training for staff as well as community members including First Aid, CPR/AED, Lifeguarding and Aquatic Skills courses/training.

The Aquatics team also manages the District's swimming 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, rebuilt in 2022, is a seasonal community pool that sits overlooking Lake Tahoe at Burnt Cedar Beach.

Through our various summer camps, the Aquatics team teaches children ages 5 and up about pool and beach safety, as well as lifeguarding and paddling skills.

**GOALS**

Continue to serve the community's needs through offering diverse aquatic programs to

cater to different interests and needs such as aqua fitness, water polo, swim team, lessons and swim stroke clinics.

Foster a culture of professionalism and pride by nurturing continuous growth and development among staff members. Encourage innovative thinking to enhance program quality and expand existing offerings.

Maintain the availability of both group and private swim lessons, ensuring smooth progressions from basic water safety to more advanced aquatic programs and camps.

**ACCOMPLISHMENTS**

Incline Village Parks and Recreation's Junior and Mini Lifeguard program was recognized by the Nevada Recreation and Parks Society as Aquatics Program of the Year.

After three short years, this program has evolved into an important and popular camp for 5-8 year olds (Mini Guards) and 9-15 year olds (Junior Lifeguards). Both programs focus on water safety, development of aquatic skills, physical fitness, teamwork and leadership skills. In addition, participants gain lifeguarding skills, learn CPR/first aid and experience open water swimming. Graduating participants are better prepared to become certified lifeguards for Incline Village. Indeed, we've already had four program graduates go on to serve as lifeguards for IVGID, with more

in the pipeline as they reach the minimum age requirement. This summer we saw 64 participants in the Junior Lifeguard Program and 127 participants in the Mini Guard program.

Our Learn To Swim program, consisting of both group and private lessons, continued to see high enrollment with 461 children enrolled in lessons this past year.

Both Northern Nevada Aquatics (NNA) Swim Team and Pre-Swim Team participation continued to see success this year. 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 Burnt Cedar Horizons Camp saw 113 participants this summer, with the addition of two full-day sessions.

Our Paddle Camp added three full-day sessions, and saw 123 participants this summer.

The Splashes and Glasses women's stroke clinic, a program run by female instructors, continues to be popular and successful.

Our second season at the newly-remodeled Burnt Cedar Pool was busier than ever.

### 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 both private and group 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. Youth participating in these programs often go on to join our team as lifeguards and swim instructors.

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. This summer we certified more than 25 people as new lifeguards in the Lake Tahoe region.

Our goals remain to continue to improve 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 aquatic programming. Additionally, the Aquatics team will continue to work with outside agencies for support and growth of our training and programming.



Gwynne Cunningham  
Recreation Supervisor - Aquatics



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## BEACHES ADIA VAN PEBORGH

During the summertime, the District's restricted-access beaches are one of the most popular venues for Incline residents to relax and spend their time. IVGID manages the following four beaches (listed from east to west): Hermit Beach, Ski Beach (and the Ski Beach boat ramp), Incline Beach, and Burnt Cedar Beach.

District staff manage beach entrances for residents and their guests and operate in accordance with the beach access rules incorporated in Ordinance 7. Our beach staff are also trained through the Tahoe

Resource Conservation District (TRCD) regulations to help protect Lake Tahoe from invasive species by ensuring all watercraft entering Lake Tahoe via the Ski Beach Boat Ramp have proper intact inspection seals from an aquatic invasive species inspection point before launching.

### GOALS

The goal of IVGID's Beaches team is to provide a fun and safe recreational area for the residents and their guests to enjoy throughout the summer. We strive to make each transaction as quick and efficient as possible while upholding the rules and regulations included in Ordinance 7.

### ACCOMPLISHMENTS

This year a majority of our Beaches employees were cross-trained at all three beach kiosk locations, the boat ramp, and all of the parking lots. This ensured we had a versatile staff who were more knowledgeable in the operations as a whole and could be allocated where they were most needed. This investment in cross-training allowed for more flexibility throughout the work day and ensured each beach location received the support necessary for the level of activity at that location.

We saw an increase in IVGID Recreation Pass holder use of the beaches during the heart of the 2023 beach season, processing almost 7,000 more IVGID Recreation Pass entries than in 2022 - 137,056 Recreation Pass holder visits in 2023 vs. 130,305 in 2022 for the period running from May 1 through September 7 each year. In addition, after three years of drought conditions, the lake levels held strong this year and we were able to launch around 900 more vessels through our ramp than in 2022 over the same time period.

An additional change implemented to the boat ramp this year was the introduction of a new Watercraft Self-Retrieval Card system. This card optimizes the vessel retrieval process for residents who pay the round-trip launch fee, allowing for efficient vessel retrieval under Ordinance 7 regulations. After paying the round-trip launch fee, the resident receives a self-retrieval card from our hosts, making the retrieval process a breeze. Upon arrival at the booth, the card is presented alongside the individual's IVGID Pass to retrieve their vessel with no additional charge or time wasted. Additionally, for the convenience of our residents, we offered a reduced fee for those planning to use the ramp exclusively for one-way launch use.

Our commitment to efficiency and adherence to Ordinance 7 regulations has been evident in the successful implementation of various improvements. As we continue to strive for excellence in serving our community, we look forward to implementing further improvements and maintaining the high standards that define IVGID's Beaches.

*Adia van Peborgh*

Adia India Rodriguez van Peborgh  
Parks & Recreation Admin Specialist



Left to Right: Sarah Shulman, Elain Schuyler, Stephanie Peyton, Mike Peyton, Tracy Risko, Selena Stevenson, Heidi Todd

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# HEALTH & WELLNESS KIMBERLY MONTE

In the Fitness, Health and Wellness department we are able to offer personal training services with experienced trainers, nutrition consultations, plus orientations on the fitness equipment available in the Recreation Center (free weights, strength and cardio machines).

We also offer a variety of wellness programs for children and adults and oversee the employee wellness program.

## ACCOMPLISHMENTS

- We are thrilled to offer more exercise space in The Zone, formerly the Kid's Zone. Particularly as the number of regular members and individual day pass purchases increase.
- We have seen our children's dance program grow and have added a Soloist class and an Adult Ballet class.
- The personal training program has added

a functional movement screening as part of the initial assessment. This screening identifies any weak links in our clients' movement pattern and assigns exercises to correct it.

- We added new indoor pickleball clinics last winter that proved to be very popular as participants learned the fundamentals of the game and created new friendships.
- Repurposed a storage area to create private area for Personal Trainers to meet with clients.
- Provided 518 personal training sessions this year.

## GOALS

- Increase participation in the Employee Wellness Program.
- Grow the indoor pickleball offerings this winter.
- Continue to increase personal training revenue.
- Create an engaging Benefits & Wellness Fair for employees.

## COMMUNITY IMPACT

- We were able to bring back the Community Fitness Challenge as part of the wellness programming this year, with 35 participants.
- Musikgarten, an early-childhood music and movement program, offered parent and child time together teaching children signing, learning movements and spatial awareness with music. This program was a wonderful collaboration with Classical Tahoe.

*Kimberly Monte*

Kimberly Monte  
Fitness, Health & Wellness Coordinator

*"I decided to make my health a priority after I retired. I joined the Rec Center and started working with a personal trainer. Not only have I lost weight, I have also reduced or been able to stop all medications. Having a personal trainer keeps me motivated to exercise."*  
- Jim Colhoun

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Betsy Garfinkle, longtime IVGID employee

## PARKS STEVEN PHILLIPS

The Parks Department continues to pursue our mission of beautifying our community while providing recreational access year round. Parks are essential outdoor spaces that are utilized by a wide range of community members - from the dog owners who congregate at Village Green for exercise and socializing, to the Fit Trail users working out, the Bocce Ball players enjoying some friendly competition, and the sports teams that utilize Village Green, Preston Field and Ridgeline Park.




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The Parks Department is proud to assist the Washoe County School District by helping maintain the High School stadium field and providing fields for the Incline Village High School baseball and softball teams.

Special events that take place in our community parks include the 4th of July SkyShow and Local Heroes Community Fair, the XTERRA Lake Tahoe triathlon, the Halloween Trail of Treats and Terror, the annual Lake Tahoe Lacrosse Tournament, Cross Country Running School Event, and Tahoe 200 Race.

### ACCOMPLISHMENTS

#### Beaches

- Provided location and support for memorial bench in conjunction with Incline Village Rotary Club.
- Planted four new trees at Incline Beach at IVGID's Arbor Day celebration on June 14.
- Improved drip line irrigation to parking lot trees and retention pond trees at Incline Beach.
- Planted 1200 flower bulbs at the beaches.

#### Bocce Courts by Recreation Center

- Added two flower planters.
- Added special bocce ball mix surfacing materials to help maintain a level playing surface.

#### Fitness Trail

- Pruned trees and brush in Fitness Trail.
- Stained wooden bridges.
- Added decomposed granite on trail
- Determined location of memorial bench to be installed this fall.

#### Parks

- Installed new fence pads on ballfield fences.
- Installed wasp traps throughout parks in the spring to capture queens and decrease yellow jacket activities.
- Installed two new tee signs in Disc Golf Course and coordinated with volunteers to improve tee signs in the future.
- A dozen sugar pine seedlings were planted along Incline Creek this past year.
- Urban forestry management and defensible space cleanup in the parks and IVGID property in conjunction with the North Lake Tahoe Fire Prevention District.

### GOALS

The Parks team will continue to enhance the outdoor spaces that our community relies on for a healthy, active lifestyle. We are committed to maintaining staffing levels to be able to support the maintenance needed to keep our parks and open spaces healthy and looking good.

*Steven Phillips*

Steven Phillips  
Parks Superintendent



## RECREATION CENTER PANDORA BAHLMAN

The Incline Village Recreation Center remains the heart of the community. It is the go-to source for all Parks & Recreation Department programming, services, and community events.

Recreation Center amenities and services include center memberships, a variety of cardiovascular and strength equipment, a full size gymnasium, 40+ group and water fitness classes, and a 25-yard indoor pool. Additionally, the Recreation Center is the administrative home to all department programming, and the Parks & Recreation Counter.

### ACCOMPLISHMENTS

Certainly the most visible accomplishment for regular users of the Recreation Center was the completion of the Locker Room Improvement Project, which wrapped up in October 2022. The remodel included a complete face lift for the locker rooms, including new tile, fixtures, benches, showers, sinks, and lockers with integrated security systems and digital locks. Additional improvements included modifications to comply with current ADA building and fire codes. We are very proud of the way everything turned out in the new lockers rooms and have been hearing great feedback from our users since they reopened.

Another change that has allowed us to free up more space for programming and fitness activities is the repurposing of the former Kid Zone room into flexible space just down the hall from the Group Fitness Room upstairs. As demand grows, we're always looking for ways to find more space for additional programming.

We were proud to see our Group and Aqua Fitness class attendance averages jump back up to what we consider a "normal" level this past year - an average of 15 participants per class, with many classes reaching 20-35 participants during the heart of summer. This comes after the lasting impacts of the pandemic are finally fading.

Finally, I am thrilled to say that we have filled the approved Fitness, Health and Wellness Coordinator position in January 2023 with a great candidate, Kimberly Monte, resulting in the restoration of kids dance, art, the Teen Volleyball Clinic and yoga retreat programs, and the implementation of the Indoor Pickleball Clinic program. Additionally, Kimberly assumed management of the Personal Training Services and the Health and Wellness Initiative as well. Kimberly is a highly visible and engaging employee who has worked to establish a great rapport with the members and other users in the time she's been here.

### Additional accomplishments include:

- Completed repairs to the Recreation Center's HVAC system to extend the service life of the system.
- Patched the exterior of the Recreation Center stucco and repainted the exterior in September/October 2023.
- Recoated the newly-resurfaced Gymnasium floor in September 2023.
- As part of the District's continuing investment in state-of-the-art fitness equipment, during the 2022-23 fiscal year we replaced several older-model treadmills, two ellipticals, a rower and a recumbent bike with brand-new models.
- Increased the short-duration membership rates in May 2023 which helped us surpass our annual gross revenue goal of \$850,000.
- Resumed hosting a local community blood drive.
- Partnered in the Community Emergency Evacuation Drill Exercise

The staff of the Incline Village Recreation Center are excited to say that efforts to restore a welcoming atmosphere were successful, evidenced by the return of users to classes, the pool, and the workout rooms, and the increase in annual revenue after significant Covid impacts! Thank you to all the members who contribute to the neighborly, family atmosphere of the Recreation Center.

*Pandora Bahlman*

Pandora Bahlman  
Recreation Center Manager

After three years of decisive relocation, migration, and ownership changes, what are the long-term effects of the decisions made?



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## SENIOR PROGRAMS JENNIFER MOORE

IVGID's Senior Programs are geared to keep aging locals active, engaged, and living their best lives with friends and neighbors. Options include a range of 55+ group fitness classes, organized walking, hiking, biking and bocce ball programming, plus seasonal classes and clinics including Nature Journaling, 55+ Ski Clinics and a Fall Yoga Retreat.

In addition, the Senior Programs staff coordinates the 55+ Senior Transportation program, providing options for seniors who don't drive to get out and run errands around town and regionally. The ever-popular Incliners and IVCB Veterans Club programming also falls under the Senior Programs department.

Highlights of the past year include record participation numbers in many of the ongoing popular programs, plus the introduction of some new opportunities.

### ACCOMPLISHMENTS

Staff hosted a record number of participants for the summer 2023 Moonlight Hiking Series, averaging 32 attendees on each night of the five full moons we ventured out. Along with record numbers, there was the bonus treat of experiencing two full moons in the month of August. The blue "super moon" on August 30 did not disappoint, and garnered a huge crowd of 46 people to witness this special occurrence.

Senior Programs also saw a record number of registrations for the annual Senior Ski Clinics at Diamond Peak Ski Resort. This past winter, 63 people signed up for the 13-week series on Wednesday mornings. Diamond Peak instructors taught small groups, sorted by ability, to ski efficiently and safely well into their later years.

In an effort to give weekly opportunities for active adults to get out and explore the beautiful Tahoe area, Senior Programs offered two levels of hiking experience - shorter 3 - 4 mile hikes with minimal elevation gain, and longer 6 - 8 miles with up to 1,600 feet of elevation gain. Participants get to choose which group is right for them each week.

The first full year of Active Adult Line Dancing brought 115 dancers together over five sessions and one workshop.

Finally, the ever-popular Conversation Café group continues to bring in a full house, averaging 28 attendees weekly at this year-round program held on Thursday mornings. All are welcome to join the group each week for a discussion on a local issue, national happening, or any one of a variety of thought-provoking topics.

### GOALS

Going forward into 2024, look for expanded trip options, increased personal development classes, and other activity accommodations to serve the increasing adult population of Incline Village/Crystal Bay.

Get up, get out, and take part in the opportunities available in this dynamic community!

*Jennifer Moore*

Jennifer Moore  
Recreation Supervisor - Senior Programs & Rec Counter



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## TENNIS/PICKLEBALL BASIA PHILLIPS

As we wind down the 2023 tennis and pickleball season, we're happy to share some of the changes we've implemented in response to customer feedback and changing demographics in our community. Overall play at the Tennis & Pickleball Center continues to grow year over year, and the addition of three new permanent pickleball courts allows us to expand pickleball programming and drop-in play.

### ACCOMPLISHMENTS

- Incline Open Tennis Tournament saw record participation numbers with 206 entries competing across 15 singles and doubles divisions.

- Incline Open Pickleball Tournament also saw record numbers of competitors with 344 entries competing across 11 doubles divisions.
- Completed the renovation of former Tennis Court #8 into three additional permanent pickleball courts, creating a full "pickleball palace" at the upper courts with a new seating area, pickleball challenge court, and more shade.
- Added pickleball socials to the pickleball memberships.
- Divided pickleball courts into more structured court assignments with courts dedicated to highly competitive, competitive intermediate, and social play to make finding games at one's level easier and reduce court conflicts.
- Expanding beyond our super-popular Beginner Pickleball Clinics this year, we introduced new Advanced Beginner Pickleball Clinics and Intermediate Pickleball Clinics to allow beginners to transition into intermediates comfortable playing in any drop-in situation. And for the more advanced players looking to improve specific aspects of their game we introduced Pickleball Drill Sessions and Liveball Pickleball Clinics
- 260 youth learned to play or improved their tennis skills through participation in our various youth tennis lessons/camps/clinics.

- 930 adult tennis lessons/camps/clinics were sold this year.
- 302 season Tennis and Pickleball membership passes were sold.
- 103 new players were introduced to the sport of pickleball via our Beginner Pickleball Clinics.
- Collaboration with Incline Village Recreation Center to offer indoor pickleball drop-in play and beginner clinics during the offseason.

### GOALS

- Increase attendance and participation in Incline Open Tournament social functions.
- Grow the number of Tennis and Pickleball Membership Passes sold.
- Introduction of a new pickleball ball machine in the spring of 2024.

### COMMUNITY IMPACT

Every year we hear from guests who've made new lifelong friends, gotten back into shape, or improved their tennis/pickleball game because of our facilities. And every once in a while we get a great story like the one you'll read on the next page.

*Basia Phillips*

Basia Phillips  
Tennis & Pickleball Center Supervisor



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*RB and Billy Knight*

The Incline Village Tennis Center is an amazing place for our community and for our family. My name is Brandi Bruce. I have lived in Incline Village since 2006. My husband Rob has been here since 1996. We have two sons that are 25 and 14 years old.

Our youngest son RB has a one-of-a-kind chromosome abnormality with mild intellectual

disability. It affects his sensory system, muscle tone and density, fine and gross motor skills, motor memory, speech, and cognitive ability.

RB rides horses in an adapted riding program, he has weekly swim lessons and goes to weekly physical therapy and weekly occupational and speech therapies as well. We are uncertain of his potential since he is the only one like him. What we do know is that all these things help him develop and grow exponentially.

RB started playing tennis when Billy Knight offered his time to the 7th grade boys in the Certified Life Skills class at Incline Middle School last spring. Coach Billy generously gave his time to the two boys, once a week for about half an hour at a time, for a few weeks.

I was so excited to see how well RB did that I asked if he could have private lessons. We have been taking RB to the courts all summer. He improves every week, and after just 17 lessons, we are talking about the high school tennis team in some form next school year.

RB loves going to the courts and doing the

work. He looks forward to seeing his coach. Billy is so great with him. The highlight of RB's day is when he is in school taking a walk with his class past the courts and sees his coach and gets to say hello in front of his friends. It is such a wonderful community connection for him and makes a big difference in his development and pride.

It is very difficult for a mom of a child with special needs to find avenues for extracurricular activities, team sports, groups, or clubs here on top of the mountain. This has been such a blessing to us. RB loves tennis and I think he's a natural. We plan to stay engaged for as long as he has a place to play and learn and someone to teach him.

Without the Incline Village Tennis & Pickleball Center and Billy Knight, this could not have been possible, and now, who knows what the future holds, and how tennis could help RB in his life.

I want to thank you for the opportunity this has offered our son. —Brandi Bruce

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## YOUTH & ADULT SPORTS TIM "TK" KELLY

We had a very successful year in youth and adult sports. Our ultimate goal is to get everyone in our village being as active as possible. From young to not-so-young, we accomplish this goal with a variety of activities for our residents.

From flag football to softball, our sports programming is designed to allow everyone to compete and have fun.

### ACCOMPLISHMENTS

- 150 beginner/intermediate gymnasts took part in our programming, plus another 120 Tumblers and 150 Ninjas, which all adds up to thousands upon thousands of flips, jumps, somersaults and spins.
- This past summer saw 107 Flag Football players running around the Ridgeline Park fields. This fun, coed league is all about friendly competition and skill building, and we're stoked to see the number of girls participating continue to grow (with over 25 girls playing this year).
- Our youth basketball programs continue to see lots of kids coming through and building their skills in our community gymnasiums, with a total of 64 kids taking part this past year.
- Our Adult Volleyball league saw over 40 players at the Recreation Center this year.
- Softball is always a community favorite, and this year we saw 125 adult softball players take to the Ridegline Park fields for the co-ed Wednesday and Thursday night leagues, along with some entertaining games under the lights.
- Our Adult Soccer leagues continue to grow in popularity and skill level, with over 100 players across the Men's and Co-ed leagues.
- Finally, the gymnasium at the Recreation Center regularly sees 15+ adults playing pickup basketball every Tuesday and Thursday from 12 - 2pm all year long.

### GOALS

As we've been listening to the youth and adults here in town, we've identified a few new programs and leagues to fill needs in the community. So looking ahead, we are hoping to create:

- Youth Indoor Soccer league.
- Youth Hockey this winter in connection with the Tahoe City PUD
- Indoor Youth Wiffle Ball in March 2024
- Indoor Skateboarding Program
- Indoor Adult Dodgeball in the winter/spring

*Tim Kelly*

Tim "TK" Kelly  
Sports & Community Programming Supervisor



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## GOLF COURSES DARREN HOWARD

The 2023 golf season just ended and what a season it has been!

Demand was higher than 2022 and the golf staff were able to fulfill more tee time requests, in large part because of our ability to charge for no-shows. With the strict enforcement of the no-show policy, we have seen less individuals not show or neglect to call because they know they will be charged if they no-show or cancel inside the window.

Even with the late start due to the epic winter we experienced, and a few weather days in August, you will see that play at the Championship Course during the heart of the golf season (June through August) was above the same time period for the

2022 season. At the Mountain Course, we didn't quite match 2022's numbers, but that is because the course didn't open until June 9 due to the huge amount of snow we received last winter.

No fires in the region, and thus no smoke impacts, also helped stimulate play.

Jeff Clouthier and his staff did an amazing job with the condition of the courses throughout the season, all while being very short staffed. If you see Jeff or any of his staff around the property, please let them know how much you appreciate their efforts, especially this season.

Golf lessons, clinics and junior camps operated at full capacity all season and even had waitlists! Fitting Days were also well attended and club sales have been at an all-time high, which helps overall merchandise sales.

TOTAL ROUNDS JUNE - AUGUST								
	CHAMPIONSHIP GOLF COURSE				MOUNTAIN GOLF COURSE			
	2022	% Play	2023	% Play	2022	% Play	2023	% Play
Recreation Pass Holders	4,295	29%	5,624	35%	4,866	40%	5,293	44%
Play Pass Holders	5,275	36%	4,752	29%	2,350	19%	1,475	12%
Guests of Residents	1,480	10%	1,740	11%	1,474	12%	1,405	12%
Public	3,200	22%	3,228	20%	3,096	25%	3,327	28%
Other	507	3%	807	5%	396	3%	475	4%
<b>Total Rounds</b>	<b>14,757</b>		<b>16,151</b>		<b>12,182</b>		<b>11,975</b>	



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## ACCOMPLISHMENTS

- Integrated new managers including the Senior Head Golf Professional and our Mountain Course Supervisor with great success.
- Managed tee sheets to help as many golfers as possible play on a daily basis by use of the tee time waitlist.
- Continued to operate the Merchandise department to maximize net profit.
- Worked with resident golf groups to help maximize tee time utilization at both courses on a daily basis.
- Maintained daily pace of play.
- Increased daily green fee dollars per round from \$40.92 to \$48.06 at the Mountain Course.
- Increased daily green fee dollars per round from \$94.95 to \$104.44 at the Championship Course.
- Sustained no serious injuries at either course to staff or guests.

Overall, the financials should be very good at both courses, with higher-than-budgeted revenue and lower-than-budgeted expenses.

Thank you to all who participated in any type of golf experience this season, and thank you for being patient with our staff as we once again navigated the season with lower-than-budgeted staffing levels.

Safe travels to those who go away for the winter months; and for those who stay in town, please stop by for a visit to the Championship Course Golf Shop. We have an incredible selection of holiday gifts for golfers and non-golfers alike.

*Darren Howard*

Darren Howard  
Director of Golf & Community Services



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The Chateau and Aspen Grove feature event space and catering service for all of life's special moments - weddings, rehearsal dinners, holiday celebrations, birthdays, baby showers, celebrations of life, golf events, fundraising events for non-profits benefiting Incline Village/Crystal Bay residents, and much more.

IVGID's Facilities department also hosts a number of corporate meetings for both local and non-local businesses.

### ACCOMPLISHMENTS

Over the course of the 2022-23 fiscal year, IVGID Facilities hosted a total of 368 events

- 52 weddings; 195 other social, community and/or corporate events with catering services; and an additional 121 meetings without food and beverage services needed. Of the 52 weddings, 11 were Recreation Pass holder weddings.

As I took on the role of Sales & Events Coordinator, we welcomed Events Coordinator Denise Sullivan and Facilities Operations Lead, Mark Helleckson to round out a very dynamic team. We look forward to growing as a team and working closely with our Executive Chef and Banquet Chef to produce successful events.

We would also like to commend our Banquet Servers and Bartenders. We are fortunate that some of our team has proudly served this community for more than a decade and our local guests have come to know them and look forward to their friendly service.

### GOALS

The weddings and events industry as a whole continues to recover from the pandemic impacts, the effects of consecutive years of compromised air quality due to smoke, along with rising costs of living. The industry is experiencing a shift to more intimate celebrations and a shorter booking window.

Long-term booking is a key component of the weddings and events industry. The Facilities department continues to work closely with the marketing team to spread awareness of what our venues in Incline Village have to offer. We will continue to collaborate with local accommodations in the effort to capture and retain group business in North Lake Tahoe.

The continued goal for the facilities office is to conduct all events as trusted professionals while attracting and booking new business.

*Brooke Smith La Fata*

Brooke Smith La Fata  
Sales & Events Coordinator

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## DIAMOND PEAK MIKE BANDELIN

Take a drive up Ski Way this time of year and, presuming Mother Nature cooperates, you'll hopefully see a beautiful sight - Diamond Peak Ski Resort's snowmaking system cranked up to 11, blowing out piles of man-made snow for the 2023-24 ski season. During the month of November, our snowmaking crew works long shifts whenever temperatures allow, building up reserves that help us ensure we can open with the excellent snow conditions we are known for.

Snowmakers are some of the unsung heroes of the ski industry - often working in the middle of the night, always out of the public eye, but vital to the success of the resorts they work for. And we're lucky to have a stellar crew this season, many of whom stick around during the heart of the ski season to help groom the snow they make.

Before you know it, Opening Day (tentatively scheduled for Thursday, December 7, conditions permitting) will be upon us, and we'll get to welcome all of our old friends and new community members to the slopes of Tahoe's only community-owned ski resort for our 48th season of operations.

Looking to join in the fun? Simply visit [DiamondPeak.com](http://DiamondPeak.com) and explore the different unrestricted season pass options; and if you're an IVGID Recreation Pass holder, be sure you look for your discounted rates.

This year our season passes will come with all of our standard pass holder perks - discounted Bring-A-Friend tickets, on-mountain savings, appreciation events, and direct access to the lifts (no waiting in ticket lines on powder days!). In addition, all paid passes come with 44 bonus days (and counting) at partner ski resorts around the country. The value of those 44 bonus days is over \$4,000 by itself, and we've heard from many of our pass holders how they appreciate the chance to take a couple ski road trips each winter to visit some of our partner resorts.

Season pass holders are definitely at the core of the Diamond Peak family, and we hope to continue to grow our list of local resident pass holders each winter! Please consider joining us if you haven't already purchased or renewed your pass.

### ACCOMPLISHMENTS

Diners in the Base Lodge Provisions food court will notice the newly remodeled space - redesigned to provide for a more efficient customer flow and more aesthetically

pleasing feel. What you likely won't notice is the full kitchen prep/storage area remodel that we did this offseason, which will make everything easier for the Food & Beverage team that is tasked with keeping up with the demand for Diamond Peak's beloved burgers, chicken tenders, pizza slices, fries, sunrise sandwiches and grab-and-go items. This included a complete restructuring of our food prep areas, cold and dry storage areas, and dishwashing stations.

Investing in the tools and technology to maintain Diamond Peak's reputation for providing incredible groomed snow surfaces throughout the season is always important, and this year we're excited to retire our aging winch cat and replace it with a new, more efficient PistenBully 600 W winch cat. The new snowcat features PistenBully's latest engine technology, allowing for higher power and torque output with reduced exhaust emissions and low fuel consumption. Given the number of steep slopes we groom nightly at Diamond Peak, investing in the latest winch cat technology allows us to continue to maintain those classic groomers like Lightning, Diamond Back and Luggi's to the standards our customers have come to expect.

Skiers and riders who joined us on the slopes last season probably saw the RFID (radio-frequency identification) access



gates at the bottom of the School House, Lodgepole, Lakeview and Crystal Express chairlifts. We're excited to start the 2023-24 ski season with our RFID system fully integrated and active, meaning the gates will be functional and we'll be able to get a much better count of how many skiers and riders are on the hill at any one time.

Finally, anyone who's planning to spend time riding the Lodgepole chairlift will be pleasantly surprised to find cushy new seat pads on the chairlift carriers this season. This is an upgrade that's in line with our goal to always be the best place to learn to ski or ride, so upgrading our beginner chairlift experience helps us maintain that focus.

### GOALS

While it may not be as sexy as announcing new lifts or expanded base lodge facilities, maintaining the infrastructure we have in place at the resort allows us to continue

operating as a fiscally-responsible community partner. So we're getting ready to perform a haul rope replacement on the Red Fox chairlift in the spring. The Red Fox chair is beloved by many in the Diamond Peak family, and a full rope replacement will allow us to continue operating this classic chair for many years to come.

We'll also be making upgrades to our snowmaking pump house infrastructure, upgrading the valve controls to provide a more reliable snowmaking setup throughout the early season.

### COMMUNITY IMPACT

Being a community-owned resort, we are always happy to see the growth in our resident season pass holder family (total of 4,356 resident passes last season), as well as growth in Recreation Pass holder lift tickets (up 59% last winter compared to the 2021-22 ski season), and we hope to see these trends continue this winter.

We're looking forward to welcoming back all Recreation Pass and Recreation Punch Card holders for IVGID Community Appreciation Week - January 29 through February 4, 2024. During this week, Recreation Pass and Punch Card holders will receive free lift tickets at Diamond Peak, while those residents who have both a Recreation Pass and a Diamond Peak season pass will receive free demo rentals during the week.

As we get ready for winter, we're all around the resort; so if you have any ideas for us up here at Diamond Peak, feel free to send an email to [info@diamondpeak.com](mailto:info@diamondpeak.com), or just come say 'hi' when you're on the slopes.

*Mike Bandelin*  
 Mike Bandelin  
 Diamond Peak General Manager  
 & Interim IVGID General Manager

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## FINANCE & ACCOUNTING BOBBY MAGEE

### FINANCIAL HIGHLIGHTS

The District continues to exhibit a strong financial position across many of its funds. District-wide, revenue remains consistent and reliable, with operating expenditures by fund appropriately financed. Reserves by fund appear to be adequate on the surface, however the Finance team will begin to work with departments in 2024 to gain a greater understanding of the long-term capital project and maintenance needs to ensure the financial health of the District over the next 10 years.

Overall, the District continues to have very low levels of debt, although current figures are expected to rise as the Effluent Export Pipeline Replacement Project is completed over the next several years.

With a large number of vacancies in the Finance Department, the unaudited financial results for the fiscal year ending June 30, 2023 have not been compiled as of the time of publication of this magazine. In August 2023, the Board of Trustees recognized the urgency and directed staff to enter into a contract with a consulting firm to assist with getting the end-of-year processes caught up.

The Trustees also directed staff to change the salary structure of the then-unfilled Controller position, along with the way the District was advertising for the position. The results were immediate and impactful, as the District received a large number of resumes from well qualified candidates.

While the June 30, 2023 books have not been closed as of press time, the Department remains cautiously optimistic that it will get all processes back on track for a timely 2023 audit.

### INITIATIVES

**Financial System Conversion** - In 2022 the District began the process of upgrading its District-wide financial management system. As is typical with a major systems conversation of this magnitude, there were some challenges along the way. As the overall project began to run low on funds in August 2023, the Board of Trustees added funding for the consulting services needed to complete the transition, and directed staff to make this item a priority. The Finance department, in conjunction with the IT department, immediately began working on steps to bring the project to its completion.

**Forensic Due Diligence Audit** - The District released a Request for Proposals in September to find a qualified forensic auditor. While staff has found no evidence of fraud, nor any suspected evidence of fraud, the District desires to complete its due diligence into previous financial reports, and identify areas of risk for potential fraudulent activities to occur in the future. Staff will use the information contained in the final reports to strengthen internal controls, daily processes, and will consider any other recommendations set forth by the forensic auditor.

**Increased Finance Department Staffing** - On September 19, 2023 the Board of Trustees ratified three new positions for the District.

The Internal Auditor position will report directly to the General Manager, and focus on internal audits of the District’s various operations, operational efficiency, and related financial statements.

In addition, the Trustees approved an Assistant Director of Finance, who will be primarily focused on providing additional professional support to the budget process, revenue accounting, financial reporting, and special project coordination.

Finally, the Board approved a Management Analyst, who will report to the Assistant Director of Finance, and will focus on providing ongoing monthly budget support to departments. This position will be tasked with creating periodic estimated/actual statements by cost center, and will create reports for the public related to ongoing budget management.

*Bobby Magee*  
Bobby Magee  
Interim Director of Finance

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## HUMAN RESOURCES ERIN FEORE

We'd like to introduce the District's Human Resources team:

- Erin Feore, Director of Human Resources
- Curtis Trujillo, Senior HR Analyst/Safety Supervisor
- Lisa Hoopes, Talent Acquisition Specialist
- Lori Parsons, Senior Admin Receptionist/HR Clerk
- Kathy Fillmore, Payroll/Benefits Coordinator
- Brandon Morales, HR/Payroll Generalist

Coming Soon – Two additional staff including a HR/Recruitment Assistant and a Safety Specialist (note: Kari Brandt, Ski Patrol/Safety Coordinator has been assisting the team with the Safety Specialist's duties until this position gets filled).

Our dedicated HR team administers the District's employment policies and benefit programs, including health insurance, retirement programs, time off benefits, etc. Our team works to ensure staffing needs are evaluated, employment-related issues are addressed and training programs are developed to ensure employee engagement and development continue.

Further, as Covid and all its variants continue to linger, the HR team continues to remain informed of changing regulations on both the state and federal level and disseminating the data to management and employees as needed.

Over the past year, the HR team has evaluated both efficient and deficient practices and policies to make recommendations for updates, as needed.

During these evaluations, it was determined that our staffing size contributed to some of these deficiencies; as such, we shifted and shuffled duties and responsibilities to ensure the District's employment-related needs were not only being met, but expectations for service were exceeded.

As our department grows, so will our ability to respond to the needs of our employees and staff management. We look forward to continuing our service to the District's most important asset: our hardworking, dedicated employees throughout every venue and department within IVGID. It is their commitment to providing excellent guest service to our community that motivates our HR team to provide OUR best service to them.

Erin Feore  
Director of Human Resources

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tonking\_trustee@ivgid.org

Term expires 2024



## SAFETY KARI BRANDT

The primary goal of the IVGID Safety Team is the safety of our employees, community and guests across all District venues. We work towards this goal through policy/procedure revision, ensuring compliance with regulatory agencies, employee safety training, engagement from the safety committee and responding to safety concerns as they arise.

IVGID's safety team is composed of Curtis Trujillo (Senior HR Analyst/Safety Supervisor), the District's Safety Specialist, and myself as the Ski Patrol Director/Safety Coordinator at Diamond Peak.

We are in the process of recruiting a District Safety Specialist, and hopefully the position is filled by the time you are reading this publication. The evolution of the safety team allows us to approach safety with a new set of eyes and ideas.

During the 2022-2023 fiscal year we were able to focus less on Covid policies and procedures and broaden our safety focuses. We were able to launch digital incident tracking to better analyze incidents district wide and assess commonalities between incidents. We are also increasing engagement with our safety committee, which is composed of safety champions from all departments across the District.

Safety is a never-ending endeavor with constant modifications and reactions to incidents. We strive to continue evaluation of current policies and practices to ensure the safety of our employees and guests. Safety across the District is not only driven by the three safety positions of the District, it is all members of the IVGID team that drive safe workplaces and venues.

*Kari Brandt*

Kari Brandt  
Diamond Peak Safety Coordinator  
& Patrol Director

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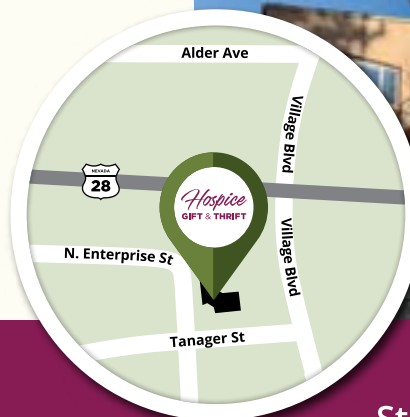
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Communications & Marketing staff pose with the judging panel for the 2023 Dummy Downhill event at Diamond Peak.

## COMMUNICATIONS & MARKETING PAUL RAYMORE

Every year, IVGID's Communications and Marketing team evolves and adjusts our outreach efforts, with the goal of ensuring that all of our residents, visitors and community stakeholders get the information they want and need about District programs, services, events, venues, budgets and major projects. We accomplish this via website updates, email newsletters, social media channels, media and public relations outreach, and this magazine. In addition, we're constantly integrating new technologies into our outreach including text messaging updates from Diamond Peak.

### ACCOMPLISHMENTS

Rebuilding the District's two main websites

- DiamondPeak.com and YourTahoePlace.com - has been a long-term goal since 2020, and while the pandemic delayed the project, we proudly launched the updated DiamondPeak.com website last December. The new Diamond Peak website is built on the popular WordPress content management platform, and will serve as the blueprint for the updated YourTahoePlace.com website, which is currently in development. The new Diamond Peak website brings a fresh design, more intuitive navigation and enhanced usability (especially on mobile devices) to everyone looking for resort information online.

In June of 2023, we launched an updated version of the Incline Village Crystal Bay Activity Guide brochure which serves as an excellent introduction to all of the IVGID-managed venues, amenities, parks and

fields in our community. This brochure is a great way for new residents to familiarize themselves with everything IVGID has to offer in the community, as well as a handy guide for residents' guests and visitors to find activities that match their interests. If you haven't yet picked up a copy, you'll find them year-round at the Incline Village Recreation Center and seasonally at the beaches and other IVGID parks.

In addition to communications outreach, the IVGID Marketing team is responsible for putting on some of our community's favorite winter events at Diamond Peak including our Season Pass Holder Appreciation Events, the Dummy Downhill and Luggi Foeger Uphill/Downhill Festival. We were excited to see record attendance at all of these events last winter, and we look forward to growing them even more this ski season. And speaking of events, it was also great to see the Incline Open Tennis and Pickleball Tournaments reach new heights in terms of participation and enthusiasm this summer.

Finally, one of our new initiatives is the addition of email recaps from the IVGID Board of Trustees meetings. These brief recaps of the board meetings can be found on our "Meetings & Agendas" page of the YourTahoePlace.com website, and are also emailed out to all subscribers to our "IVGID

Continued on page 40



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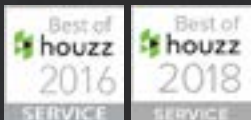


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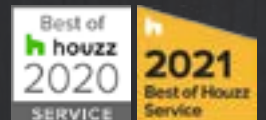
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### GOALS

With the Diamond Peak website rebuild now under our belts, we are currently in the process of building out the new YourTahoePlace.com website which we hope to launch in the first half of 2024 depending on the timing of a couple of integrations with other systems. We have spent many hours pouring through the content on the current website, looking for ways to optimize pages, make information easier to find, improve the site-search functionality, and update the design to modern standards of aesthetics and accessibility.

As you can likely imagine, the YourTahoePlace.com website has A LOT of information on it - everything from utilities information to golf/weddings/beaches/tennis & pickleball/etc. to details on upcoming Board of Trustees meetings and District policies, procedures and resolutions. So transitioning all of that content will be a big job that will require significant staff time across all departments to ensure we get everything moved over.

Another goal for this fiscal year is to expand our use of new communications tools, so we’re excited that Diamond Peak will be testing out Text Messaging Alerts for subscribers looking for powder

alerts and/or updates to the normal operations of the Crystal Express chairlift (e.g. if Crystal goes on wind hold).

- To subscribe to Powder Alerts via Text (sent on mornings the resort receives 6+ inches of fresh snow – once per day at most), please text the keyword “POWDER” to 855.997.2089.
- To subscribe to Crystal Express Alerts via Text (sent when there is an update to the normal operating schedule for the Crystal Express chairlift – potentially multiple messages per day), please text the keyword “CRYSTAL” to 855.997.2089. *Please note that our communications team is not always available when the Crystal Express chair goes on hold, so do not expect these alerts to be comprehensive; but we will do our best to provide informative updates when they are available.*

*Note: Message and data rates may apply when you subscribe to text updates. You may unsubscribe from all Diamond Peak text updates by replying “STOP” at any time.*

### STAY IN THE LOOP

Residents looking to stay in the know about everything happening at our District venues are encouraged to follow District social media accounts, subscribe to our email newsletters and make sure your current email is on file with the Rec Counter. We also love sharing your photos and testimonials so feel free to tag us on social media or email to [marketing@ivgid.org](mailto:marketing@ivgid.org).

### COMMUNITY IMPACT

**Online Reputation Management:** Part of listening to our community and visitors in this digital age involves monitoring the online presence for the District to help us see where our communications and venue operations are excelling or missing the mark. Online reviews left by customers are both influential for potential new customers, and can also be very helpful in providing information and insights into our operations at the ski resort, golf courses, Tennis & Pickleball Center, etc.

The Communications & Marketing team reads and responds to reviews, messages and comments on District social media channels and online review sites including Yelp, TripAdvisor, GolfPass and Google. We also send out post-visit surveys via email to gather feedback directly from our customers.

All of this data is reviewed by Communications & Marketing staff, and then forwarded to appropriate department managers throughout the venues’ operating seasons.

*Paul Raymore*

Paul Raymore  
Marketing Manager



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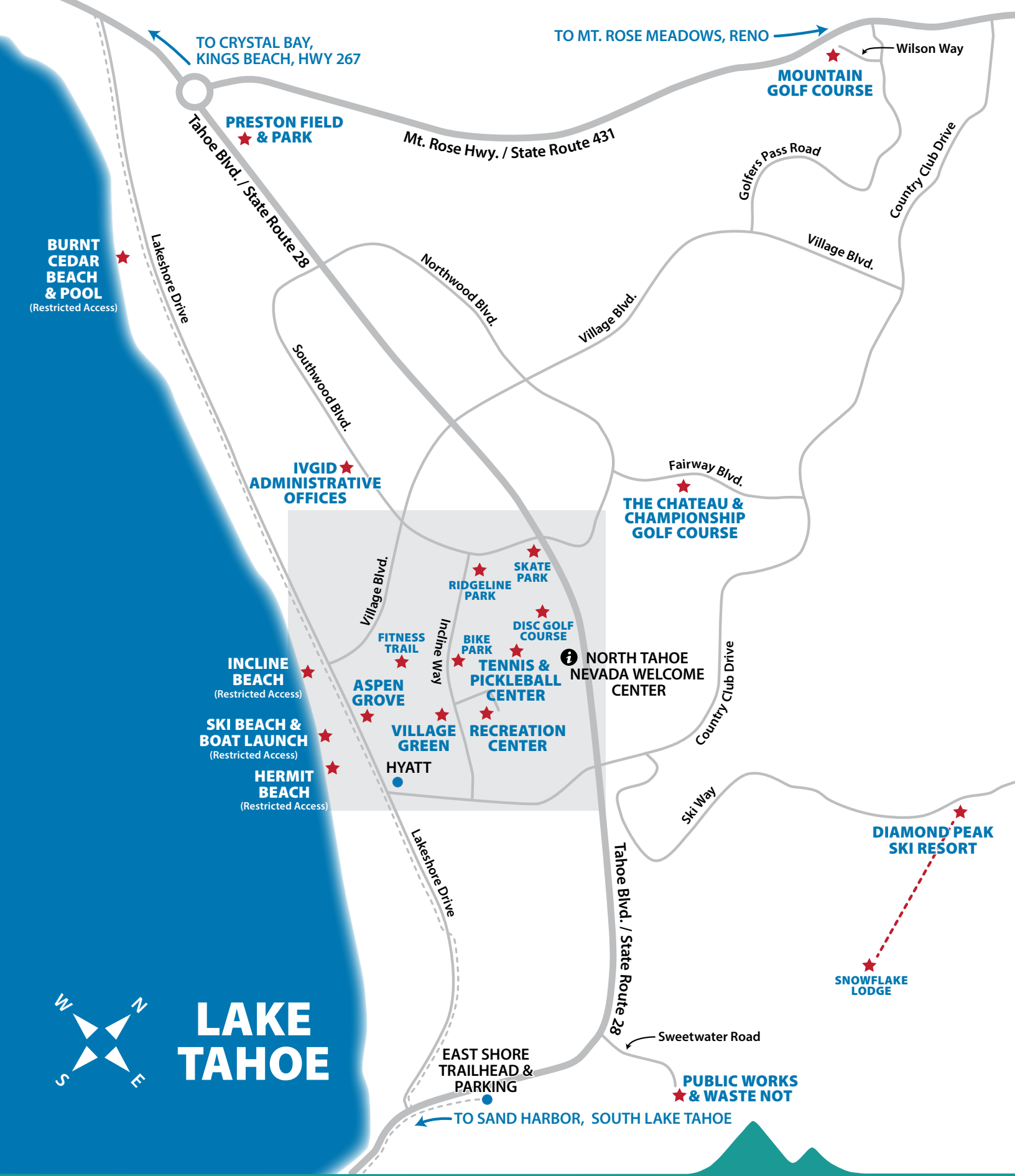
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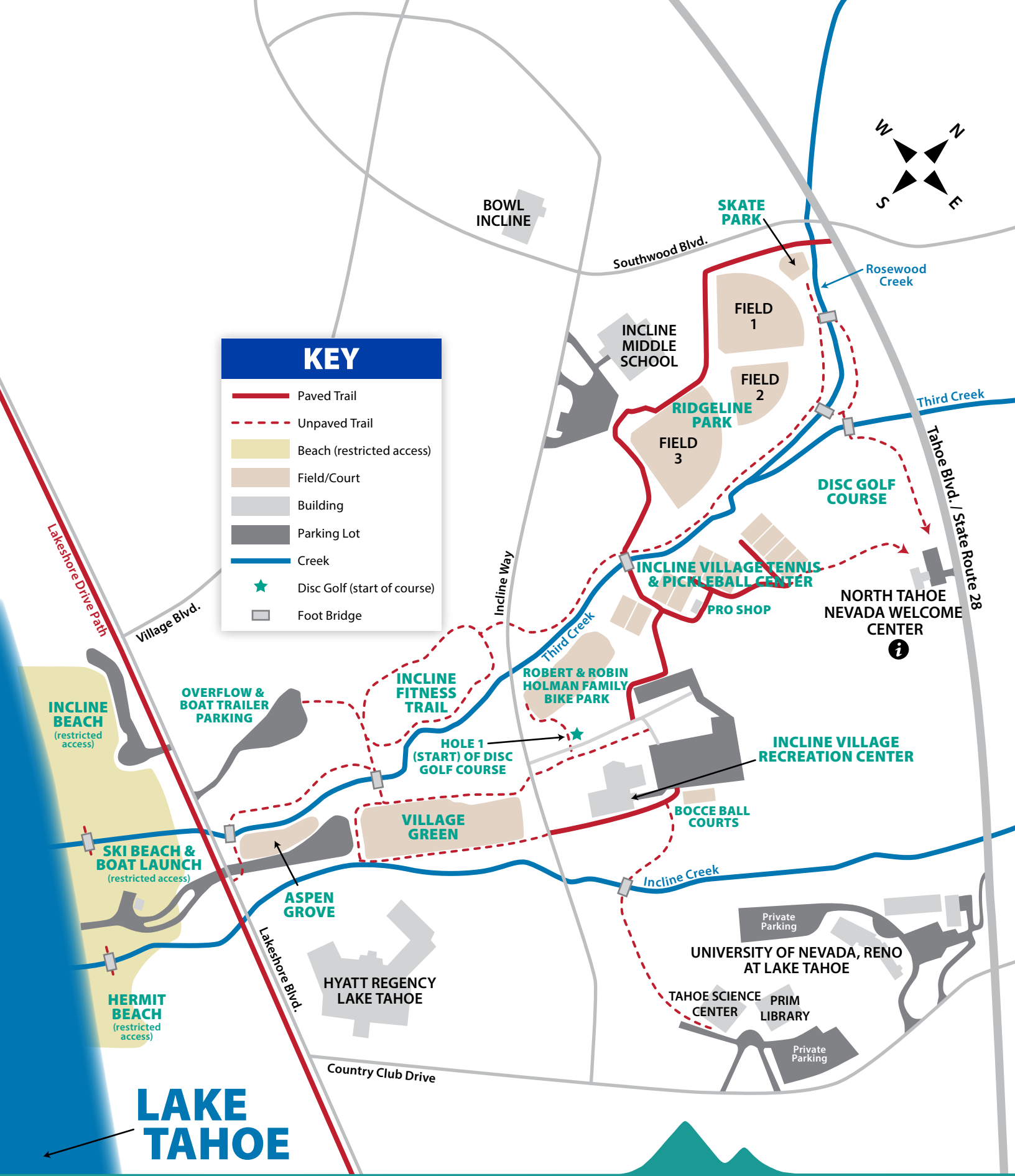




# LAKE TAHOE

Access to IVGID Beaches (Ski Beach, Incline Beach, Hermit Beach and Burnt Cedar) is restricted to IVGID Recreation Pass holders, their guests, and Recreation Punch Card holders with beach access.

[LEARN MORE ABOUT IVGID PASSES AT INLINERECREATION.COM](http://INLINERECREATION.COM)



Access to IVGID Beaches (Ski Beach, Incline Beach, Hermit Beach and Burnt Cedar) is restricted to IVGID Recreation Pass holders, their guests, and Recreation Punch Card holders with beach access.

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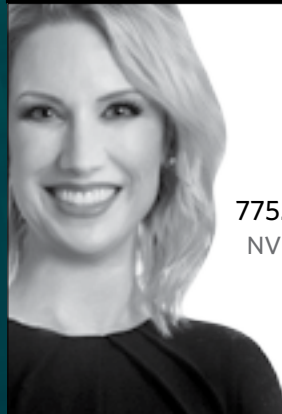
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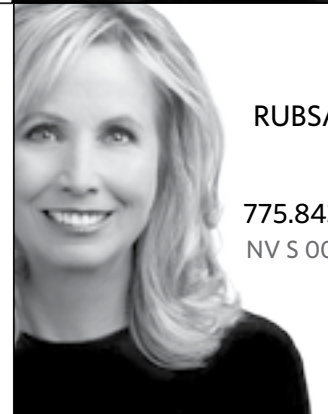
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