

Incline Village General Improvement District Vol 8 Num 4

# IVGID *Quarterly*

2021/22 ANNUAL REPORT



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tonking\_trustee@ivgid.org

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wong\_trustee@ivgid.org

**EDITORIAL STAFF**

MANAGING EDITOR

Paul Raymore

CONTRIBUTORS

Indra Winquest

Tim Callicrate

Kendra Wong

Darren Howard

Brad Underwood

Madonna Dunbar

Shelia Leijon

Jennifer Moore

Steven Phillips

Pandora Bahlman

Tim Kelly

Basia Phillips

Gwynne Cunningham

Adia Van Peborgh

Mike Bandelin

Paul Navazio

Erin Feore

John Dollar

Bill Vandenburg

Lauren Iida

Paul Raymore

COPY EDITOR

Kari Ferguson

**CONTACT US**

893 Southwood Blvd.

Incline Village, NV 89451

775.832.1100

info@ivgid.org

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## IVGID FACILITIES & COMMUNITY INFO

Aspen Grove Community Center	960 Lakeshore Blvd.	775.832.1240
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Incline Middle School	931 Southwood Blvd.	775.832.4220
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## MESSAGE FROM INDRA WINQUEST

District General Manager Indra Winquest here, wishing you a safe and happy start to the fall and winter seasons!

The past few years have been both challenging and rewarding in many ways. As we seem to be transitioning out of the Covid-19 pandemic, the world, and certainly our community, have experienced quite a bit of change. However, all of us at IVGID continue to work tirelessly to manage changes effectively to ensure the continued delivery of services that makes Incline Village and Crystal Bay a great place to live, work, and recreate.

We know that for some, change is difficult. The best approach is to work together, be respectful and thoughtful of each other as we transition out of these anxious and challenging times.

The District staff continues to focus on the task of transitioning all IVGID venues, programs and services back to normal operations to the best extent possible. This effort continues to be successful as we have seen the venues – including the beaches, golf courses, Diamond Peak, the Tennis & Pickleball Center, the Recreation Center, and community programs and events – return to a level of vibrancy that we have been accustomed to. In some cases, we are seeing growth in participation, in particular at both golf courses and the Tennis & Pickleball Center.

Over the past year, several significant Capital Improvement Projects were completed and/or continue to move forward in various stages. This past June, the Burnt Cedar Pool Project was completed and the venue opened to the community in mid-June. This project also included the construction of a new toddler pool area, as well as a connector pathway along the lake that links the east and west sides of the property.

Additionally, at the Recreation Center, both the upstairs restrooms and the downstairs locker rooms have been completely renovated over the course of the past year.

At Public Works, staff continues to work with the IVGID Board of Trustees on the design and construction planning phases of both the Effluent Pipeline and Storage Project. This project is one of the most important projects the District will implement this century. Additionally, Public Works continues to focus on water and sewer infrastructure projects to ensure safety and operational efficiencies.

This past year, the IVGID Board of Trustees also identified additional priority projects including renovation and enhancements to the Skate Park, replacement of the Incline Beach House facility as well as identifying areas to improve safety and security of ingress and egress at the beach properties, and continuing with the final phase of the Mountain Golf Course Pathway Project.

The IVGID Board of Trustees also reconfirmed the development of a community dog park as a priority project as well as refocusing on the Diamond Peak Master Plan and potential future projects for improvements at Diamond Peak. A General Manager's Advisory Committee on a community dog park formed to evaluate potential opportunities and eventually assist in making formal recommendations via the General Manager to the IVGID Board of Trustees. A General Manager's Advisory Committee to review the Diamond Peak Master Plan will be formed this fall with the goal to provide recommendations for improvements at Diamond Peak.

The District's senior management and Accounting and Finance staff continues to work with the Board of Trustees and the Audit Committee on updating District policies and procedures including purchasing and procurement and District-wide pricing policies. Financial transparency and internal controls continue to be an area of focus in an ongoing effort to continue to build trust and effective governance.

This past spring, after an 18-month effort, the General Manager's Advisory Committee on Ordinance 7 delivered, via the District General Manager, formal recommendations for revisions to Ordinance 7, an ordinance establishing rates, rules and regulations for IVGID Recreation Passes and Recreation Punch Cards. Ordinance 7 had not been revised since 1998.

On behalf of the District, I would like to thank the members of the Ordinance 7 Committee, IVGID Board of Trustees, and the community for your patience during this extremely important process. These revisions were implemented by District staff this past summer season. An overall review of the effectiveness of the revisions will be presented to the Board of Trustees later this fall.

We hope you will enjoy reading these reports from the various venue and department managers throughout the District.

In closing, I am taking this opportunity to thank the IVGID Board of Trustees and the District staff for their hard work and dedication during challenging times while continuing to provide a high level of service to our residents and guests. Lastly, thank you to the community for your overall support and commitment to making Incline Village and Crystal Bay amazing!

*Indra Winquest*

Indra Winquest,  
IVGID General Manager





## UPDATE FROM TIM CALLICRATE

Many I have spoken with in our community have felt that this has been a textbook summertime filled with warm breezes, BBQs, and locals Fridays at Incline Beach with live music and libations.

I was asked to recap some of this past year’s accomplishments of the IVGID Board of Trustees and the District in general, so I will do my best to share the top activities...

- The District engaged Granite Construction to map out a timeline for the Retention Pond/Effluent Pipeline reconstruction and replacement. This project is overdue and construction will begin next year.
- The return to Enterprise Fund Accounting along with the introduction of the Tyler

software management program gives our Director of Finance additional tools to strengthen internal controls and overall financial transparency.

- The new Burnt Cedar Pool/Connector Pathway project came in on time and per the amended budget.
- An update to the Strategic Plan/CIP Prioritization will give the General Manager and the new Board needed guidance to finish out the projects that our community has been patiently awaiting.
- The complete overhaul of Ordinance 7, which has greatly reduced perceived overcrowding of our four beaches.

I want to take this opportunity to also thank my fellow Trustees. While we have, at times, been at odds – which is healthy – I feel we have made great strides in putting aside personal differences and have sought common ground a majority of the time, which is in the best interests of the community.

I would also like to thank our General Manager, Indra Winquest, and commend his Senior Team for doing their jobs with dignity and professionalism: Director of Finance Paul Navazio, Director of Public Works Brad Underwood, Director of Community Services and Golf Darren Howard, Director of Information Technology Mike Gove, Diamond Peak General Manager Mike Bandelin, Director of Human Resources

Erin Feore, Director of Parks and Recreation Shelia Leijon, and Director of Administrative Services Susan Herron. These folks, along with their teams of managers and front-line employees, make up our District’s entire workforce.

It’s truly unfortunate that a very small but strident chorus of the perpetually-aggrieved continue to hector and harangue our GM and his team on a daily basis because they don’t like anything the District does. Oh well, perhaps a few more days at the beach or on the mountain will help them realize what a phenomenal place Incline Village/Crystal Bay is, and how lucky we are to call it home!

Lastly, but most importantly, I want to thank our community for giving me the opportunity to serve these last eight years, and for four years prior to this stretch. It has been a tremendous honor and privilege to serve as an elected official and I hope that I’ve done so in a professional and honorable way. Thank you for entrusting me to plan properly, spend wisely and govern appropriately.

Here’s to many more years of living in paradise!!

Cheers,

Tim Callicrate,  
Chairman of the Board of Trustees  
(term expires in 2022)



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## MESSAGE FROM KENDRA WONG

It is hard to believe it has been almost eight years since I became an IVGID Trustee. I have loved watching our community change

and grow. We have completed Master Plans that create a roadmap for our community, and executed capital projects to benefit our community for years to come.

To our community: Thank you for being involved, for standing up for venues and projects you believe in, for giving us feedback to make good decisions, and for loving this community as much as I do.

To all the trustees I served with: Thank you for your service to our community.

To IVGID's staff: Words cannot express the gratitude I have for your dedication to our community; you work tirelessly to provide superb service and make IVGID a great place to work.

And, last but not least, to Ethan: Thank you for the dinners and snacks during

our marathon meetings and constantly supporting me and my crazy ideas (like running for IVGID).

I look forward to seeing all of you at the beach, on the slopes, or on the golf course...

*Kendra Wong*

Kendra Wong,  
IVGID Trustee (term expires in 2022)

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## GOLF COURSES DARREN HOWARD

The 2022 golf season is right on track to meet the budget for the season, both for play and revenue. Demand has been high and the golf staff has worked hard to make sure we fill canceled tee times with individuals on the waitlist. The weather has also cooperated this year; with plenty of sunny days and just the one fire dumping smoke into the Basin (so far), play is a little above what we saw last year.

Golf lessons, clinics and junior camps all operated at full capacity this season and all the vendor fitting days were also very successful, as evidenced by the overall merchandise sales numbers. Merchandise sales overall have been ahead of budget all season, not only with net sales, but we're also seeing higher margins.

Both golf courses opened in incredible condition and have been maintained at a high level all season even though staffing has been challenging. This can be attributed to the great leadership of Jeff Clouthier our Head Golf Course Superintendent and his incredible crew. Jeff and his crew will also be doing much-needed tree work, bunker projects and the normal fall closing procedures once the season has been completed.

### GOALS & ACCOMPLISHMENTS

- Operated a successful season without a Senior Head Golf Professional and short staffed in all other areas.
- Managed the tee sheet and worked with golfers on the wait-list to get as many of them on the course as possible daily.
- Increase net merchandise sales and margins (all under the direction of new District Merchandiser Greg Merritt).
- Worked with resident golf groups to maximize tee time utilization and get more high-yield players on the golf course, which produced a higher average dollar per round.

- Maintain pace of play daily.
- Finished all 18 holes with new red tees.
- Incline Village Championship Golf Course ranked #17 in the U.S. by GolfPass. (The course was also ranked #2 for course conditions and #3 for course layout nationwide.)

I would like to personally commend the entire golf staff for their efforts and willingness to put in extra time to make sure golf operations at both courses maintained the level of quality we've become known for, and to provide service to as many golfers as possible daily.

Overall, the 2022 golf season should be very good financially, with higher-than-budgeted revenue and lower-than-budgeted expenses. Thank you to everyone who played golf this season and for remaining patient with our staff as we navigated our way through a tough season staffing wise. We are all looking forward to hopefully being fully staffed next season and providing our residents and guests the customer service they have been accustomed to receiving on a daily basis.

*Darren Howard*

Darren Howard,  
Director of Golf & Community Services

TOTAL ROUNDS THROUGH AUGUST								
	CHAMPIONSHIP GOLF COURSE				MOUNTAIN GOLF COURSE			
	2021	% of Play	2022	% of Play	2021	% of Play	2022	% of Play
<b>Total Rounds</b>	16,098		17,148		13,299		13,824	
<b>Picture Pass Holders</b>	5,315	33%	5,070	30%	5,588	42%	5,180	38%
<b>Play Pass</b>	6,163	38%	6,445	38%	2,860	22%	3,321	24%
<b>Resident Guests</b>	1,528	10%	1,576	9%	1,189	9%	1,840	13%
<b>Non-PPH</b>	2,676	16%	3,624	21%	3,360	25%	3,187	23%
<b>Other</b>	416	3%	433	2%	302	2%	296	2%



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## PUBLIC WORKS BRAD UNDERWOOD

The Public Works Department consists of five divisions – Administration, Engineering, Waste Not, Utility Operations and Fleet—each performing the following services for the District:

- Administration – Customer service, utility meter reading and 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 Operations – Pipeline, sewage treatment plant, laboratory services for sewer and water systems, and snow removal for IVGID venues.
- Fleet – Equipment purchase and maintenance for all IVGID Departments.

### ACCOMPLISHMENTS

The Public Works Department hired an independent rate consultant to perform a comprehensive Utility Rate Study as the sewer and water rates had not been increased since 2019. The study revealed the need to increase rates to support on-going operations and maintenance, and to support the proposed Capital Improvement Program that includes the Effluent Storage and Pipeline projects. The IVGID Board of Trustees unanimously approved the increased rates that took effect on May 2022 billing statements.

Construction was completed on the Burnt Cedar Swimming Pool project that involved demolition of the old pool, constructing the new pool and kiddie pool. The new orientation of the larger pool and kiddie pool allows for not only more swimming lanes but also for more deck area to enjoy the sun. Even with some weather challenges near the end of construction, CORE Construction completed the project on time and below the total contract amount. The pool was completed on June 16, 2022, and many throughout the community enjoyed the grand opening and enhanced pool facility this summer.

Improvements to both the upstairs restrooms and the downstairs locker rooms at the Recreation Center were completed this past year. This remodeling effort provides a modern environment for users of the facility, which was sorely needed after 30+ years of use.

The Public Works Waste Not team led the efforts through Tahoe Water Suppliers Association to review and provide comments on the Tahoe Keys use of a pilot program to use chemical treatment



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of weeds. The pilot program was approved by the regulatory agencies even with the formal objection by TWSA. Staff is carefully monitoring the treatment efforts to ensure that the process and testing are occurring as outlined by the pilot program.

Significant progress has been made on the design efforts for the Effluent Storage Tank Facility and the pipeline projects. Design of the pipeline is scheduled for completion in the fall of 2022, with design completion of the storage facility scheduled for early in 2023.

## GOALS

The Public Works Department has a focus on operating and maintaining the sewer and water systems, and thus goals are primarily centered on those activities. An effort to develop a Utility Master Plan with the assistance of a consultant will be done with a target for completion at the end of 2023.

Utility rates will continue to be studied to determine the level of increases necessary to operate, maintain and perform capital improvement projects on the sewer and water systems. Continued efforts to complete design and begin construction of the two key projects being the Effluent Pipeline and the Effluent Storage Tank will be made. Construction of these projects is anticipated to begin in 2023.

The Department's Engineering Division supports the other venues by providing design and project management services either in-house or through the use of consultants. Key projects are the beach house replacement, with design anticipated to begin in 2023, and construction set to begin in 2024. Staff will also support design of the dog park development once a site is secured.

## COMMUNITY IMPACT

By providing services for sewer and water, the Public Works Department supports all residents and businesses of Incline Village and Crystal Bay. The design and project management efforts keep the various venues in good condition and provide for improvements to the various facilities that are utilized by residents and guests.

*Brad Underwood*

Brad Underwood,  
Director of Public Works

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## WASTE NOT & CONSERVATION MADONNA DUNBAR

IVGID Public Works' Waste Not Division is celebrating 30 years of operations in 2022. Waste Not began as a community-driven effort to bring recycling collection and environmental education to IV/CB.

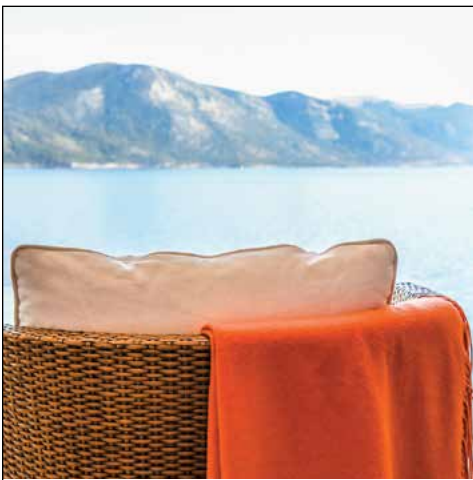
Waste Not's first community conservation programs were the establishment of source-separated recycling collection and school education programs to promote waste reduction. Early leadership by IVGID's

Resource Conservationists included Linda Pittman, Jill Sarick and Sarah Tone. Over time, the recycling program was modified to the present single-stream cart collection system. Household Hazardous Waste collection was added in the mid-1990s. Bear awareness and source water protection programs were quickly added; all programs focus on source water protection as a main factor.

In 2002, Waste Not became the home agency for the Tahoe Water Suppliers Association (TWSA), now in its 20th year. Waste Not's role in the Tahoe Basin has progressed to include a presence at Tahoe's regulatory and policy table; including 10+ years focused on drinking water protection related to aquatic invasive species projects, impacts of tourism on the watershed, climate change, wildfire and other emerging topics.

As we move forward, our focus is on providing sustainability 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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# Celebrating 30 Years of Community Conservation Services by IVGID Waste Not (1992 - 2022)

Started	Ended	# of Years	Program
1992	ongoing	30	IVGID Waste Not Program is founded
1992	ongoing	30	IVGID Curbside Recycling, from source separated crates --> blue bags --> carts!
1997	ongoing	25	IVGID Christmas Tree Recycling / NLTFPD Chipping Partnership
1997	ongoing	25	IVGID Household Hazardous Waste (HHW) Drop Off Program begins
2000	ongoing	22	Snapshot Day - Volunteer Water Quality Sampling Day begins
1997	2012	15	IVGID Pine Needle Recycling, Diamond Peak Pile is maintained
2002	ongoing	20	School Educational Programs are offered
2005	2014	9	IVGID Kids for Conservation event was held
2007	2016	9	IVGID Blue Bag Program for Single Stream Recycling conducted
2002	ongoing	20	Tahoe Water Suppliers Association (TWSA) is founded
2003	ongoing	19	IVGID Watershed Water Quality sampling at beaches and streams begins
2007	ongoing	15	Community Clean-Up Days are offered
2004	ongoing	18	IVGID offers Bear Box Rebates
2004	ongoing	18	IVGID Bear Awareness Program (Stash Your Trash/ Bear Smart) established
2000	2008	8	Clean Water Team / IVGID watershed water quality sampling conducted
2007	2015	8	AmeriCorps Team - IVGID is a Host Site
2009	ongoing	13	Regional Green Business Program Partnership starts
2010	ongoing	12	TWSA's "Drink Tahoe Tap" Campaign launches
2010	ongoing	12	TWSA attends Aquatic Invasive Species Workgroups
2010	ongoing	12	TWSA Dog Waste Awareness Campaign begins
2002	2017	15	North Lake Tahoe Demo Garden Partner
2009	2014	5	"Zero Waste Events" Program offered
2012	ongoing	10	IVGID Curbside Pine Needle / Yard Waste pickup program operates seasonally
2010	ongoing	12	IVGID E-Waste Collection is added to IVGID Community HHW Program
2013	ongoing	9	"No Butts on the Beach" Campaign starts; Cigarette Bin Project follows
2014	ongoing	8	"Take Care" Campaign Partnership Member
2015	ongoing	7	IVGID Sustainability Programs Research and Development
2019	ongoing	3	TWSA NDEP Microplastics Grants Education and Research

## Year Award / Recognition

2006	American Water Works Association (AWWA) "Exceptional Source Water Protection" Award
2006	Parasol Community Collaboration "Outstanding Event in Education" Award
2005	Northern Nevada GreenUP - "Golden Pine Cone Award"
multi	IVGID "America in Bloom" (multiple years) & "Tree City USA"
2008	Parasol's "Best Environmental Program or Event"
2008	NDEP "Wendell McCurry Source Protection Water Award"
2009	"Positive Environmental Impact Award", North Lake Tahoe Chamber of Commerce
2014	"TRPA Lake Spirit Award", North Shore Agency Representative
multi	"Best Tasting Water in Nevada" (multiple years, IVGID: TWSA)
2016	"Best Tasting Water in America" (TWSA member Glenbrook, National Rural Water Rally)
2018	Diamond Peak "STOKE" Sustainability Certification
2019	Diamond Peak "Golden Pinecone" Award from Northern Nevada GreenUP
2020	American Water Works Association (AWWA) "Exceptional Source Water Protection" Award
2020	TRPA "Lake Spirit Award"; 50th Anniversary edition





## PARKS & RECREATION SHELIA LEIJON

On the following pages, IVGID's Parks & Recreation professionals provide recaps of the past fiscal year's accomplishments. The diverse P&R workforce – made up of 55 full-time, seasonal and part-time employees – manages valuable District assets and programs including the beaches, parks and open spaces, the Recreation Center, Tennis & Pickleball Center, plus outdoor sports, aquatics, recreation venues and more. Through a variety of programs, the P&R team provides vital services designed to meet the needs of all residents, from toddlers to seniors.

During the 2021-22 fiscal year, IVGID celebrated the completion of the beautiful pool and its ancillary amenities at Burnt Cedar Beach. We embarked on the long-awaited remodel of the Recreation Center Restrooms (completed) and Locker Rooms (completed in fall 2022). The IVGID Board of Trustees and Ordinance 7 Committee, under the guidance of General Manager Winqest, undertook the daunting task of unwrapping the 1968 beach deed and revising Ordinance 7 – bringing it into the 21st century. Impressive accomplishments, indeed.

However, Parks & Recreation would be remiss in not acknowledging accomplishments made possible through community partnerships and collaborations. Parks & Recreation professionals cultivate relationships that foster the growth and direction of a healthy community. By collaborating with local foundations, agencies, and nonprofits, efficient use of resources and reduction in duplicated efforts are effectively accomplished.

This past year, partner benefits are evidenced in the ongoing Parks defensible space program (a partnership with the North Lake Tahoe Fire Protection District), wildlife preservation, lake/stream health programs (Nevada Department of Wildlife, Clean Up the Lake) and numerous community partner events and programs. Additionally, through strong community relations, alternative funding in the form of donations and grants funded successes such as the renovated Ridgeline Park ballfields (courtesy of the Dave & Cheryl Duffield Foundation).

Community partnership goals for the year ahead include improvements to:

- The Disc Golf Course (in partnership with the North Tahoe Lions Club and Incline Tahoe Foundation)
- The Robert & Robin Holman Family Bike Park (with support from the Holman Parasol Community Foundation Fund and Incline Tahoe Foundation)
- Furnishings for the Recreation Center Bocce Ball courts (in partnership with the Parasol Tahoe Community Foundation and Incline Tahoe Foundation).

We are grateful for our community partners, their generosity and support of the Incline Village/Crystal Bay community.

Our community has had its share of challenges during the past 2021-22 fiscal year; still, the opportunity for change, innovation and creativity arose. The resilience found during these challenges ensures the future of Parks & Recreation is bright. We encourage you to live your best life and partake in all that IVGID Parks & Recreation has to offer.

To Your Health!

*Shelia Leijon*

Shelia Leijon,  
Director of Parks & Recreation

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## SENIOR PROGRAMS JENNIFER MOORE

Seniors are a strong force in the Incline Village/Crystal Bay community! This group ranks among the most active and engaged that you'll find in any city.

To meet the needs and desires of this demographic, programs of all shapes and sizes come into play. Local seniors can choose from two levels of hiking, 55+ line dancing, ski clinics (downhill and cross country), 55+ mountain /e-biking, Thursday morning Conversation Café programming, and a variety of group fitness options and seasonal favorites including trips, bocce ball , moonlight hikes, and more!

### ACCOMPLISHMENTS

New programs added to the active adult line-up have attempted to meet the needs of the changing local population. Since the pandemic, there are at least a 1,000 new friendly faces in town looking for fun, fitness, mental stimulation, and community engagement.

The IVGID programming staff has stepped up to address those needs with enthusiasm. Despite the lingering effects of pandemic restrictions, participation in group activities and community engagement is slowly resuming to pre-Covid levels. Efforts to bring residents together have been successful. Recorded data shows increased program attendance with new residents reaching out to meet their neighbors and get to know their community. Mission accomplished for the programming staff!

### GOALS

- Continue to be cognizant of the trends and needs of the community demographic served.
- Maintain fiscal responsibility in generating revenue and offering affordability to promote maximum participation for all local seniors.
- Pursue programming specifically designed to meet physical and mental health needs of seniors; to support aging in place in a safe, productive, and socially rewarding environment.

### COMMUNITY IMPACT

Documented comments reinforce the general sentiment that Incline Village & Crystal Bay residents are grateful for the varied opportunities available to them in this small, close-knit community. In addition to the many programs geared toward physical well-being, Senior Programs staff actively incorporates mental stimulation and social interaction components in all activities, necessary for a healthy aging population.

*Jennifer Moore*

Jennifer Moore,  
Recreation Supervisor - Senior Programs & Rec Counter

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## 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, to the Fit Trail users, to the sports teams that utilize Preston Field and Ridgeline Park.

### ACCOMPLISHMENTS

- Provide clean and safe parks.
- Enhancing trails, parks and beaches.
- New landscaping maintenance around the Burnt Cedar Pool.
- Installed memorial bench along Earth Walk Trail along Third Creek in conjunction with Incline Village Rotary Club.
- Welcomed Daniel Swift, our new Irrigation Technician to the team.
- Urban forestry management and defensible space cleanup on IVGID property.
- Supporting recreation opportunities and programming through park venues.

### 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

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## RECREATION CENTER PANDORA BAHLMAN

The Incline Village Recreation Center is the heart of the community. Besides housing a full-service fitness center with a variety of cardiovascular equipment, a strength area, a full-size gymnasium, and 25-yard indoor pool, it is home to Parks & Recreation Department programming staff, District services at the Recreation Counter, and community events.

The Recreation Center will be 30 years old in November 2022, and we have been busy restoring, repairing and maintaining its infrastructure, as well as striving to return to pre-pandemic operational normalcy.

Major 2021-2022 goals of the Recreation Center were to:

- Recover customer base and revenue to 80% of pre-pandemic levels.
- Remove pandemic restrictions.
- Increase hours of operation by increasing fees.
- Complete the upstairs restroom remodel project; and work on the locker room renovation project (which finished in fall 2022).
- Resume child care services for Rec Center members.
- Resume coffee service, included in the membership.

- Restore and repair the gymnasium floor from outdoor water leak. (See the photo on this page.)
- Repair the aging portion of the pool pump system.
- Repair boilers, after an aging pipe burst.
- Host indoor pickleball inside the Recreation Center gymnasium as a member service during the winter months.
- Restore Totally Active program hours and clarify this service.
- Find innovative ways to recover workforce despite the ongoing workforce housing crisis and wage wars in the Incline Village/ Crystal Bay region.

The Recreation Center continues to make great strides by accomplishing most of its goals; however, we still struggle with incomplete staffing, closures due to staff shortages, repercussions of deferred maintenance of a 30-year-old building, and 2021's summer battle with prolonged poor air quality.

The Recreation Center has not had a formal survey to measure community impact, but increased memberships and revenue indicate the approval of the facility and services. Last year, users made these anecdotal comments:

*"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 through participation, and endeavor to survey them in the year 2022-2023.

I am very proud of the entire IVGID staff's perseverance, and the patience and support of our community users during these years of turmoil. We are resilient. Together we will survive and thrive.

*Pandora Bahlman*

Pandora Bahlman,  
Recreation Center Manager



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INCLINE VILLAGE, NV - August 11, 2022 - A listing represented by Tanya Soule of Chase International has been selected as a winner in the HGTV Ultimate House Hunt 2022, a month-long promotion held annually on HGTV.com showcasing incredible real estate listings. More than 1.1 million votes were cast to determine the winners among 77 finalists in eight categories.

**547 Sugarpine Drive in Incline Village's Ponderosa neighborhood  
sold June 2022 for \$11,500,000. Tanya represented both the seller and buyer.**



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## YOUTH & ADULT SPORTS TIM “TK” KELLY

This past fiscal year we were finally able to get back to some kind of normality after the pandemic threw a wrench in many of our sports programs. It was incredible to see the youth and adults in our community getting out and enjoying some friendly competition on the fields that our Parks Department does such a great job of maintaining throughout the year.

### ACCOMPLISHMENTS

- 640 youth participated in sports programming during fiscal year 2021-22.
- 415 adults participated in sports programming during fiscal year 2021-22.
- We saw growth in our Village Skate School programming.
- The Incline Gymnastics Club expanded offerings to include Ninja Warriors and 4 different levels of gymnastics for youth of all ages.
- We brought back our popular “Friday Night Lights” youth flag football program.
- We introduced group and private lessons for stand-up paddleboarding.
- Brought back adult co-ed flag football leagues.
- Introduced a youth indoor pickleball clinic with Dominic Morelli during the wintertime.

- We saw even more interest and participation in our adult soccer leagues.
- Brought back adult coed volleyball leagues and youth volleyball clinics.
- Added a new girls softball league in collaboration with the Tahoe City Parks & Recreation department.
- Continued to offer Skeesters women’s ski clinics and 55+ ski clinics at Diamond Peak during the wintertime.

### GOALS

- Balance fiscal responsibility with community service.
- Continue to create new offerings for all demographics in our community.
- Continually reevaluate program offerings to ensure high participation across all of our programs.

Our staff will continue finding ways to support the physical and emotional health of our community through sports and other community programming. We strive to find ways to keep our residents active, engaged, physically strong, mentally healthy, and loving life.

*Tim Kelly*

Tim “TK” Kelly,  
Sports and Community Programming Supervisor





## TENNIS/PICKLEBALL BASIA PHILLIPS

This past summer seemed like we were finally able to return to something close to “normal” at the Incline Village Tennis & Pickleball Center, with full courts and smiling faces throughout. The addition of four more permanent pickleball courts, along with temporary nets available on tennis court #8 for overflow capacity, has meant we’ve been able to serve even more pickleball players this year.

Drop-in play at the pickleball courts saw record attendance, and our regularly-scheduled tennis clinics and programs also saw strong numbers.

### ACCOMPLISHMENTS

One of the accomplishments we are most proud of is the success of the Incline Open Tennis & Pickleball Tournaments this summer. Combined we saw almost 300 competitors of all levels enjoy long weekends of friendly competition and fun. The tennis tournament overcame a bit of a weather delay on Friday, but thanks to tournament coordinator Randy Berg, we were able to rework the schedule and fit all the matches in on Saturday and Sunday. The pickleball tournament came off smoothly thanks to the hard work of tournament coordinator CJ Johnson. We can’t wait to grow these tournaments even more next year.

Other highlights included:

- 1) 391 youth took tennis lessons/camps/clinics at the center this year.

- 2) 1,309 adults took tennis lessons/camps/clinics at the center this year.
- 3) 247 season membership passes and 97 flex passes were sold.
- 4) 182 new pickleball players were introduced to the sport via our Intro to Pickleball Clinics.

### GOALS

We’re looking forward to providing updated signage at the pickleball courts to provide more direction on where to play and how to get into a game at the right skill level for every player. We also want to continue to grow the tennis and pickleball community here in Incline Village/Crystal Bay with more events and mixers to bring people together both on and off the courts.

*Basia Phillips*

Basia Phillips,  
Tennis & Pickleball Center Supervisor

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# AQUATICS

## GWYNNE CUNNINGHAM

One of the 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, swim 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, rebuilt in 2022, 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.

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 the development of aquatic programming for all ages.
- Continue to restructure the Learn to Swim lesson program to facilitate easier transitions from basic water safety to competitive swim 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 aquatic 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.

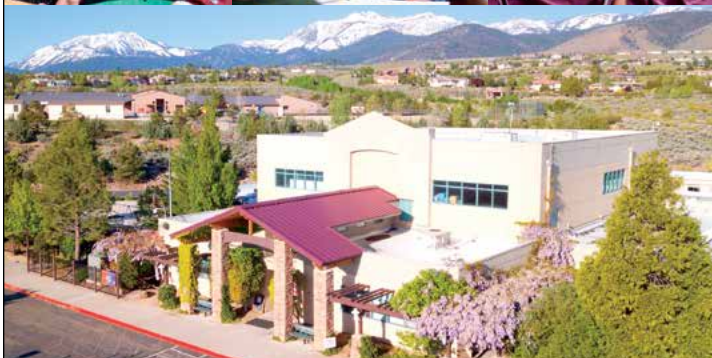
### ACCOMPLISHMENTS

Through our new restructured Learn to Swim lessons, we saw a faster progression in level 1 to level 2 participants than previously in all age groups taught, and saw an increase in satisfaction from participants and their families. This summer we had 439 children enrolled in lessons.

Both NNA Swim Team and Pre-Swim Team participation continued to see growth 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 Aquatics team completed its third season of the Junior Lifeguard program on Incline Beach, with 87 participants.

In the summer of 2021, we established the Mini Guard program at Burnt Cedar Beach for younger participants, and it was an immediate success. This summer we saw 123 participants.



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Our Paddle Camp saw 99 participants this summer, and the Aquatics team spun this off into private and group paddleboard lessons.

The Splashes and Glasses program is a stroke clinic for women, run by female instructors who wish to improve their swimming and overall fitness. It has seen continued success this year.

In June of this year, the new Burnt Cedar Pool was completed and opened. The Aquatics team participated in extensive training in both the operation and safety aspects of the pool, and we saw a very successful first summer season.

## 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. 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 aquatic 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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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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# BEACHES ADIA VAN PEBORGH

During the summertime, the District's restricted-access beaches typically get more visitation than most anywhere else, and this year was no different. 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.



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District staff manage beach entrances for residents and their guests and operate in accordance with the beach access rules incorporated in the newly-revised Ordinance 7.

Our beach staff members are also trained by the Tahoe Resource Conservation District (TRCD) 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. Our staff is also able to reattach the inspection seals for watercraft exiting the lake as a service to our residents.

## 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 we made a concerted effort to cross-train Beaches employees at all three beach kiosk locations, the boat ramp, and all of the parking lots. This ensures a versatile staff that can be flexible and moved around as necessary.

This summer, the Beaches team implemented a new Ambassador Program, designed to increase staff's presence on the beaches and create a customer-centric approach to keeping our beaches safe and creating positive experiences for our residents and their guests. Our Ambassadors are trained in all of the areas of beach operations mentioned above, as well as being able to provide excellent customer service to beach patrons, de-escalate tense situations, report any safety issues, and ensure the beach rules and regulations are being followed. This makes for a safer beach experience for all.

During the 2022 beach season, we typically had two or three Ambassadors on duty midweek and Sundays, with three or four on duty on Saturdays. Moving forward we hope to expand on this popular Ambassador program.

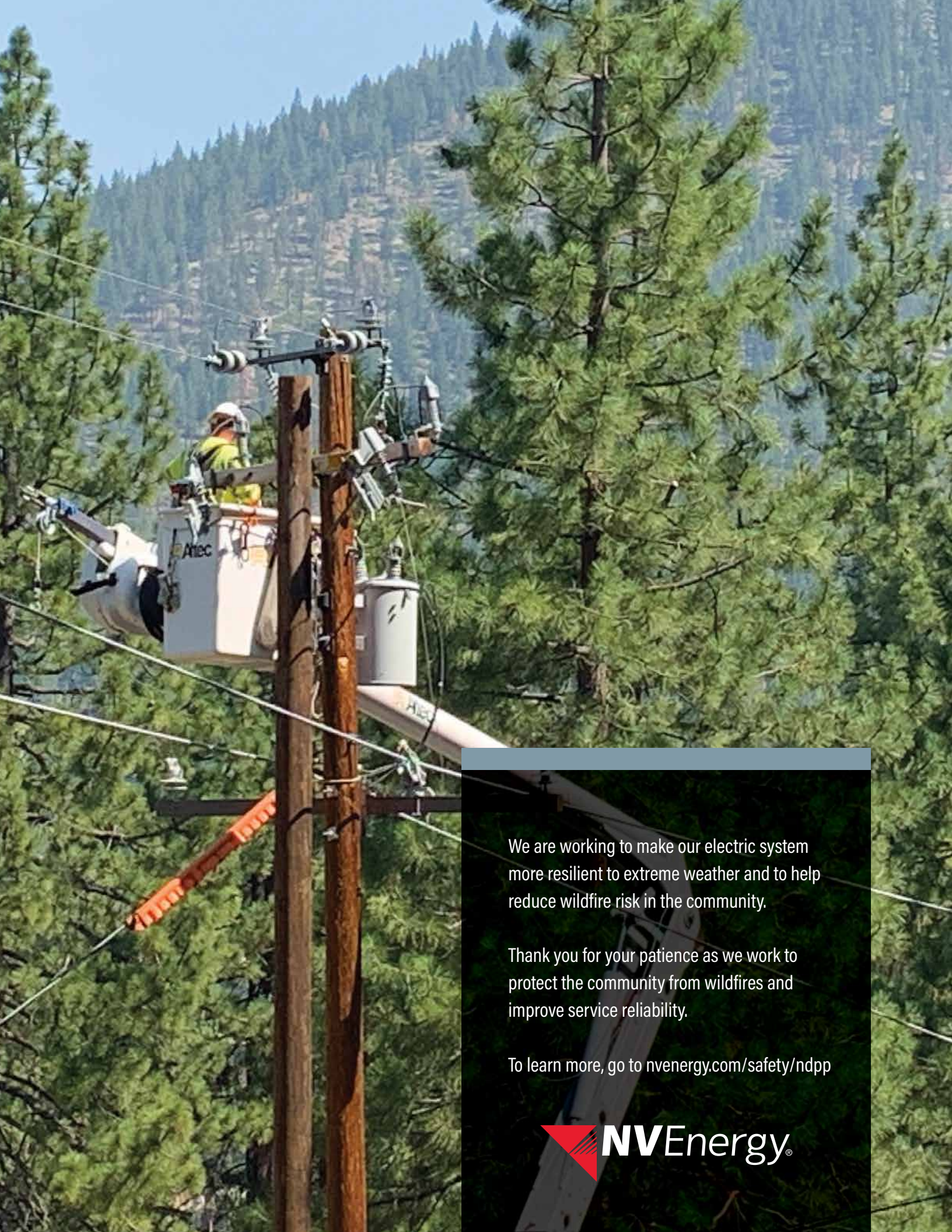
This year we have seen an increase in Picture Pass holder use of the beaches, processing almost 20,700 more Picture Pass holder entries than in 2021 (entry data from May 1 through Sept. 9 for both years).

We also navigated a third year of drought conditions, monitoring the lake level daily to make the most informed decisions on boat ramp restrictions to ensure safe launching for boaters and to keep the boat ramp operational as long as possible.

*Adia van Peborgh*

Adia India Rodriguez van Peborgh,  
Parks & Recreation Admin Specialist





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DIAMOND PEAK



DIAMOND PEAK MIKE BANDELIN

As you read this, Diamond Peak Ski Resort- your local community-owned resort - has made all the preparations to begin making snow for the upcoming 2022/2023 ski season. We are certainly looking forward to welcoming back all of our regular visitors, and hopefully some new ones, for another great winter of outdoor fun.

ACCOMPLISHMENTS

Besides the regular maintenance and testing we perform on our equipment and facilities each off-season, this summer we also replaced the ski lift haul rope on the Lodgepole lift, performed a rebuild on the Lakeview lift gear reducer, performed a haul rope re-splice on the Schoolhouse lift, and replaced the conveying system components in the terminals on Crystal Express lift. We also replaced the aging Child Ski & Ride Center surface lift, and replaced the flooring material in the Base Lodge, Snowflake Lodge and Child Ski Center.

Over the years, the community and our IVGID Board of Trustees have supported improvements to our snowmaking system and slope grooming operation which paid off last winter. Although we saw record snowfalls last December, the remainder of the season included only a few tiny storms that produced a total of just 19 inches of additional natural snowfall. Despite these challenges, our snowmaking and grooming systems and personnel managed to provide a very good product for the remainder of the ski season.

I am especially proud of the loyalty our season pass holders and community members feel towards the ski area. In the past six years I am certainly pleased with the growth in our season pass holder base and believe this is a true testament to the care and condition of the equipment and the facilities we steward, and how our team interacts with the local families and guests who come to play on our slopes each winter.

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## GOALS

One of the strategic items that the ski area focuses on is the recruitment and retention of our employees. During winter operations, the ski area employs over 320 staff members to provide the services to our community and other guests. Recruiting has become increasingly more difficult in recent times and will remain the focus and top priority of the management team. We typically see approximately a 35% retention rate of our team members, with many working at the ski area for several seasons and/or at other District venues during the summer months to obtain consistent employment.

Also important to us is our overall commitment to our safety program for our team members and guests. Prior to the start of a new season, our program is reevaluated and refreshed to accommodate industry trends and to

remain consistent and relevant with best practices.

This winter, we're excited to install new RFID access gates at our four major ski lifts, which will allow for more convenient touch-free access control for our season pass holders and ticketed skiers and riders. The new RFID technology will mean you no longer have to hold your pass or lift ticket out for one of our lift attendants to scan you in line - just be sure you place your RFID encoded pass/ticket in a pocket that can be placed near the scanners on the gates (and don't put it in the same pocket as your mobile phone, as that can interfere with the signal).

Finally, this winter we hope to begin the process of re-engaging with our local community of skiers and riders and community stakeholders around the

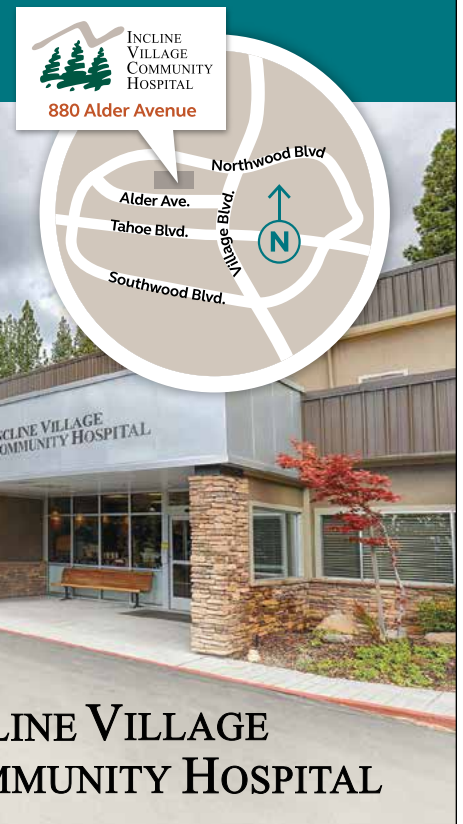
Diamond Peak Master Plan and what our community would like this resort to look like in the years ahead. Stay tuned for more information on how to share your vision for the resort.

*Mike Bandelin*  
Mike Bandelin,  
Diamond Peak General Manager

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## FINANCE & ACCOUNTING

### PAUL NAVAZIO

This article provides selected financial highlights from this past fiscal year, as well as updates on several key initiatives underway aimed at improving and streamlining fiscal operations, financial management and internal controls over the District’s financial resources and assets.

#### FINANCIAL HIGHLIGHTS

Overall, the District continues to enjoy strong financial “fundamentals” as measured by consistent and reliable annual revenue sources, strong reported Net Position, very low levels of debt, and healthy reserves within the District’s General Fund, Community Services Fund and Beach Fund.

An area that warrants close attention is the management of the District’s Utility Fund, which provides for the operations and capital needs of our essential water and sewer operations, along with solid waste. While the Utility Fund reports a healthy unrestricted net position on our unaudited financial statements, the majority of these (around \$15.5 million as of June 30, 2022) have been designated to support the pending Effluent Export

Pipeline Replacement Project. With this project expected to begin construction this fiscal year, the Utility Fund’s rate model and forecast point to rate increases needed over the next several years in order to meet newly-adopted reserve requirements, including both operating and capital reserves.

Highlights of the District’s (unaudited) financial results through the fiscal year ending June 30, 2022 include:

The District’s General Fund reported an ending fund balance, as of June 30, 2022, of \$6.54 million, representing an increase of \$0.81 million over the prior year. Of this amount, a total \$5.69 million represents the unassigned fund balance.

The District’s Utility Fund ended the year with a net position of \$76.44 million, representing a decrease of \$0.55 million over the prior year. Of this amount, approximately \$15.5 million represents funds set-aside by the Board of Trustees to support the Effluent Export Pipeline Project.

The District’s Community Services Fund ended the year with a net position of \$63.61 million, reflecting a decrease of \$1.49 million from the prior year; the Beach Fund ended the year with a net position of \$10.95 million, reflecting an increase of \$1.22 million from the prior year.

As of June 30, 2022 the District had total bond debt outstanding of \$3.44 million including Utility Revenue Bonds outstanding of \$2.99 million and Recreation Bonds outstanding totaling \$0.39 million. The District retired \$0.96 million in bond principal during the fiscal year.

#### KEY INITIATIVES

Over the past year, District management has worked with the Board of Trustees and Audit Committee to review and update several key fiscal policies, including:

- Updating the District’s Reserve Policy (Board Policy 7.1.0)
- Updating the District’s Capitalization Policy (Board Policy 8.1.0), and
- Adopting a new Pricing Policy for its Community Service venues (Board Practice 6.2.0)

Concurrent with adoption of updated Board Policies and Practices, staff is in the process of completing a comprehensive review and update of the District’s internal Finance and Accounting procedures documents.

Under the direction of the Board-appointed Audit Committee, the District’s independent auditor (DavisFarr, LLP) has been engaged to conduct two supplemental engagements, concurrent with its annual financial audit. These include a focused review on the District’s purchasing and contracting activities as well as the District’s accounting for capital assets, for compliance with board policies and best practices.



Another major initiative currently underway is the implementation of a new District-wide financial management system that integrates our accounting, budgeting, cash management, payroll, and capital asset “modules” into a more robust platform that is expected to streamline operations while also significantly strengthening internal controls, enhancing financial reporting capabilities and improving access to financial information for both management and the public.

## LOOKING AHEAD

**Year-end Financial Audit** – the annual independent audit of the District’s financial statements is currently underway, with oversight from the Audit Committee. The auditor’s report is scheduled for mid-November, with the final report to be filed with the State by December 30.

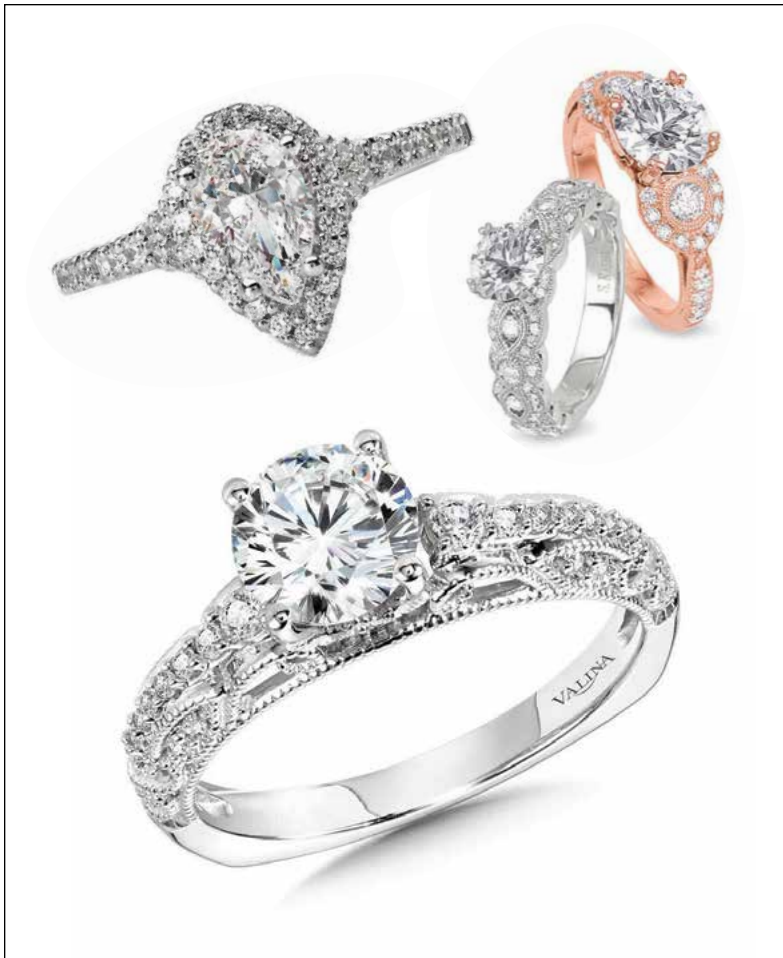
**Financial System Conversion** – with the initial implementation of the District’s new financial system with the fiscal year beginning July 1, 2022, over the next several months, staff will be focusing on roll-out of the new budgeting and financial planning module, contract management module as well as the capital asset and project reporting module.

**Financial Planning** – staff is continuing to work with the Board of Trustees on development of financing plans required to support several key priority capital projects, including the Effluent Export Pipeline project, where the District is pursuing a low-interest State Revolving Fund loan from the Nevada Department of Environmental Protection, as well as actively pursuing available federal grant funding in support the Effluent Pond /

Storage facility. The District is also in the early stages of evaluating possible issuance of bonds to support selected projects, including replacement of the Incline Beach House, and expansion of the Snowflake Lodge, along with other Board priority projects. Board direction on these projects and related financing plans is expected in early 2023.

*Paul Navazio*

Paul Navazio,  
Director of Finance



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## HUMAN RESOURCES ERIN FEORE

The Human Resources Department continues to strive to ensure Incline Village General Improvement District is an exceptional place to work. We believe that our District employees are IVGID's most important asset, and we strive to provide an amazing work experience in this unique and beautiful environment, thereby allowing our employees to deliver superior customer service to our residents and guests of Incline Village and Crystal Bay.

Our dedicated HR team administers the District's employment policies and benefit programs (including health insurance,

retirement programs, time off benefits, etc.), and recently we have also taken the lead on interpreting the national, state and local health and safety rules and regulations related to ongoing public health concerns (i.e. Covid-19).

### ACCOMPLISHMENTS & GOALS:

The HR team continues to evaluate current policies and practices to ensure we continue to attract and retain a highly qualified, motivated and productive workforce. We work with local and regional resources to evaluate processes and policies to ensure we are providing a competitive compensation package to our employees. We collaborate with various District departments to develop training opportunities that use digital resources. We continue to analyze current recruiting trends to meet the challenges of hiring top candidates for open positions.

As we slowly ease our way out of a multi-year Pandemic, we look forward to refocusing on employee engagement opportunities to span District divisions and departments. Our goal continues to ensure our workforce provides exceptional service to the guests and residents of Incline Village and Crystal Bay.

*Erin Feore*

Erin Feore,  
Director of Human Resources



Dr. Tiffany McCormack — our on-site Medical Director — is honored to have been voted "Best Plastic Surgeon" at the *Reno-Gazette Journal's* Best of Reno Awards 2022, as well as "Best Plastic Surgeon" in Northern Nevada by *Reno News & Review*.

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## SAFETY JOHN DOLLAR

The purpose of the District’s 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. This position supports the internal safety program to ensure compliance with federal Occupational Safety and Health Administration (OSHA) standards and state agencies and District policies. The Safety Specialist works directly with staff in multiple venues to support employee safety training, follow up on safety committee monitoring observations, incentive programs, etc.

### ACCOMPLISHMENTS

The Incline Village General Improvement District was awarded the prestigious Loss Control Excellence Program Award (LCEP) for

its demonstration of risk and related management excellence and commitment to health, safety, and welfare of its staff and the public it serves.

The LCEP award was achieved after a rigorous and comprehensive review of each of an entity’s policies and procedures by an independent audit. IVGID was the first to complete the LCEP audit of the 120 public entities that are Pool/Pact members.

In 1996 by POOL/PACT, launched this program as an incentive to achieve loss control excellence among its members. The audit includes intensive review of each of an entity’s individual departments.

“The management staff at IVGID is constantly striving to make sure that our programs and policies are the best they can be for the benefit of our staff and citizens we serve, the POOL/PACT Risk Management Staff who conducted the audit were professional and skilled in risk management best practices and we appreciate their dedication and hard work. We try to instill in every employee IVGID’s values and mission statements: ‘We are dedicated people providing quality service, for our community and environment, with integrity and teamwork.’ This prestigious award from an independent auditing agency shows that we really mean it.”

Safety 1st,

John Dollar,  
Safety Specialist, Risk Management

## IVGID BOARD OF TRUSTEES



**Tim Callicrate**  
Chairman

PO Box 5663  
Incline Village, Nevada  
89450

775.336.9925  
callicrate\_trustee@ivgid.org

Term expires 2022



**Matthew Dent**  
Vice Chairman

774 Mays Blvd. #10-573  
Incline Village, Nevada  
89451

775.298.1005  
dent\_trustee@ivgid.org

Term expires 2024



**Michaela Tonking**  
Treasurer

546 Lantern Ct.  
Incline Village, Nevada  
89451

775.225.0748  
tonking\_trustee@ivgid.org

Term expires 2024



**Sara Schmitz**  
Secretary

932 Lakeshore Blvd.  
Incline Village, Nevada  
89451

925.858.4384  
schmitz\_trustee@ivgid.org

Term expires 2024



**Kendra Wong**  
Trustee

774 Mays Blvd. #10-294  
Incline Village, Nevada  
89451

916.251.9664  
wong\_trustee@ivgid.org

Term expires 2022



## FOOD & BEVERAGE BILL VANDENBURG

### ACCOMPLISHMENTS

#### Championship Golf F&B

The Grille at The Chateau reopened on schedule in May of 2022 with full amenities. We continue to look for new food trends and ways to keep our menus fresh and exciting for our guests.

While staffing was a challenge at The Grille and other F&B outlets this season, we were able to staff the various outlets nearly 100% of the time, which is a great feat in today's reality.

#### Mountain Golf F&B

The Mountain Golf Course Snack Bar opened on time with great success and provided a top-notch service to golfers and other guests.

#### Beaches F&B

Beach operations opened on schedule this summer with Incline Spirits taking over the day-to-day operations.

### GOALS

Our goals for the F&B department for summer 2022 included:

- Keep an open line of communication with guests and residents about the status of operations.
- Operate the District-run F&B outlets at 100%.
- Manage our expenses and staffing to the bottom line.
- Continue to provide excellent customer service and operate as much of our operations as possible with decreased staffing regulations.
- Continue to strengthen our relationship with the community through customer service and quality control.
- Develop a customer service feedback system that allows our community to provide real time feedback for our food and beverage department.
- Build a strong supervisory team that can help provide quality control and oversight at our outlets, including taking the beach food operations back.
- Develop an incentivization program for returning employees to improve recruitment and retention and employee satisfaction.
- Utilize the J-1 working visa program to bolster our staffing levels.

The goals above are all very important to the F&B team, but the most important continues to be the wellbeing of our community and staff.

I am proud to be a part of such a dynamic and professional team. Assistant F&B Manager Brittany Huckans and Executive Chef Evan Carsman continue to find new ways to keep staff engaged. The entire F&B staff has done an extraordinary job this season.

We continue to be 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,  
Director of Food & Beverage

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## Nevada Museum of Art E.L. Cord Museum School Classes Are Open to Everyone in the Family

When you think about the Nevada Museum of Art, several associations come to mind: galleries, exhibition, and art—but these are typically understood as “hands-off” experiences. Yet, did you know there’s a large part of the Museum that’s “hands-on”? In fact, the Nevada Museum of Art is one of the very few museums around the country that has a museum school.

The E.L. Cord Museum School offers hands-on studio-style classes taught by a faculty of practicing artists across all art media and forms. Class offerings include

traditional artforms, such as: ceramics, photography, drawing, watercolor, printmaking and, painting (oil and acrylic). There are also classes that go beyond the traditional palette, and include collage, felting, sewing, glass art, book arts and paper marbling to name a few examples.

Whether you’re a beginner or an experienced pro, these classes are designed to hone your skills while enabling you the time and space to be inspired by your own creations. Classes are held year-round, and enrollment is just a click away on the E.L. Cord Museum School website.

You’re never too old or too young for E.L. Cord Museum School classes, there’s something for everyone in the family. Whether it’s “Sensory Play in Paint for Babies,” “Art Camps for Kids”, teen workshops in graphic design, life drawing or glassmaking, or even Senior Art Afternoons—one thing is for sure: after taking a class at the E.L. Cord Museum School, you will not go home empty-handed.

Enroll now at [nevadaart.org/museumschool](http://nevadaart.org/museumschool)

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## FACILITIES LAUREN IIDA

The Chateau and Aspen Grove offer space and catering services for all of life’s celebrations - weddings, community 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 2021-22 fiscal year (July 1, 2021 - June 30, 2022), IVGID Facilities hosted a total of 296 events, with 54 weddings, 147 community and/or corporate events with food &

beverage service, and an additional 103 meetings without catering needs. Of the 54 weddings, 31% of those were Picture Pass Holder weddings.

Health concerns continued during 2021 due to widespread smoke in August and September 2021. Many of our residents and guests chose to re-evaluate the activities they participated in, which caused a reduction of guests catering served. Facilities was able to continue hosting scheduled events by pivoting to indoor plans when possible.

### Facility Revenue

- The Chateau was just over \$10,000 above budget
- Aspen Grove was over \$45,000 above budget

### Food Covers

- Combined for all IVGID facilities was over \$90,000 above budget

### GOALS

Long-term booking is a key component of the weddings and events industry. Residents and guests continue to book for upcoming special events, however the weddings and events industry locally has seen a shift in booking windows and popular dates. Facilities are being booked within a 6-9 month timeframe; May and June dates are increasing in popularity due to continued wildfire threats and smokes in the late summer and fall.

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

Lauren Iida,  
Sales & Events Coordinator

## 2020-22 FACILITIES METRICS

	2020/2021	2021/2022
% of venue occupancy (Saturdays with F&B)	48%	57%
Number of Events held/ Number of events held with F&B Sales	272/167	296/147
Number of banquet meals provided	7,735	18,163
Number of events that are not weddings	205	242
Average percentage of non-wedding events to total events held	75%	80%
Number of golf club meals by banquets	1,610	3,977





Communications & Marketing staff pose with the judging panel for the 2022 Dummy Downhill event at Diamond Peak.

# COMMUNICATIONS & MARKETING

## PAUL RAYMORE

IVGID's Communications and Marketing team strives to provide all of our community stakeholders, visitors and media with up-to-date information about the District's venues, events, programs, services, community resources, budget, and capital improvement projects via our websites, social channels, email newsletters and this magazine.

### ACCOMPLISHMENTS

During the 2021-22 fiscal year, the Marketing team produced all four regular issues of the IVGID Quarterly magazine (this fiscal year we will produce five, including this bonus "Annual Report" edition you're holding in your hands right now). We are also in the process of updating the popular "Incline Village Crystal Bay Activity Guide" brochure as we are running low on inventory around the District.

Our team also organizes and promotes events for the community including popular events like the Dummy Downhill and Luggi Foeger Uphill/Downhill Festival at Diamond Peak. This past summer we spent a lot of time and effort promoting the Incline Open Tennis and Pickleball tournaments, resulting in great turnout for both events and

galleries of fun photos available on the Tennis & Pickleball Center's Facebook page.

We are involved in producing graphics, collateral, videos and photos for the District, such as the Beaches "Know Before You Go" videos, the Golf Course virtual tours, the signage you see at Diamond Peak, and all of the photography you see on our community services social media accounts.

### GOALS

We have recently rolled out a new email newsletter that residents and community stakeholders who want to receive a brief recap of votes and other actions taken at IVGID Board of Trustees meetings can subscribe to. We will be working to revise this content to provide even more insight into Board of Trustees actions in the year ahead. To subscribe, please visit [www.yourtahoeplace.com/email-subscribe](http://www.yourtahoeplace.com/email-subscribe) and be sure to check off the option for "IVGID Public Meetings & Special Announcements" near the bottom of the form (along with any other venue updates you would like to receive).

### COMMUNITY IMPACT

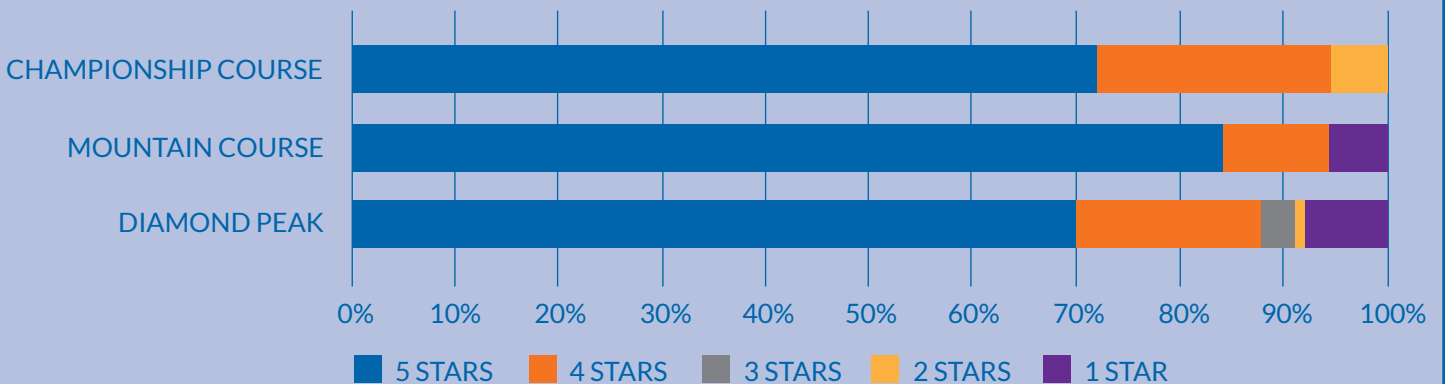
**Online Reputation Management:** Part of listening to our community and visitors in this digital age involves monitoring the online presence for the District to help us see where our communications and venue operations are excelling or missing the mark. Online reviews left by satisfied or dissatisfied 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.

Our team reads and responds to reviews, messages and comments on District social media channels and online review sites including Yelp, TripAdvisor, GolfAdvisor 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 Marketing Department staff, and then forwarded to appropriate department managers throughout the venues' operating seasons.

*Continued on page 38*

## ONLINE REVIEWS



## COMMUNICATIONS & MARKETING

Below are a selection of reviews and testimonials about Diamond Peak and the Incline Village Golf Courses during the 2021-22 fiscal year:

- "The Mountain vaults to the top of the list when it comes to the best short courses in the country. At the whim of a playing partner, we played a three-club challenge. I was able to negotiate all the hills, creeks and tight, tree-lined corridors with one ball. It was great fun. It took the seriousness out of the game. Whether you want to have fun or give your short game a serious workout, this is the place. It's scenic and challenging. Well worth your time and money."  
- JasonDeeganGA (Golf Advisor, 4 stars)
- "Course is in excellent shape. Greens are true and speed was very consistent. AND we

*played with two members that were super fun and excellent help in knowing where to hit and in reading greens."*

- Championship Course Survey Taker

- "Loved skiing at Diamond Peak this past week, great resident rate at \$25 a day. As someone who was getting back into skiing after 10+ years, the resort was big and also not too crowded during the week. Everyone that worked there was super nice and the cafeteria had quite a few options. My husband does blue/black runs and grew up at this resort and had a great time as well. It definitely has a hometown feel and I love that." - Lindsey H. (Google 5 stars)
- "Jeff and Bobbi at the ticket office have been friendly and welcoming to us as new residents. As has the young lady whose name I don't

*remember who helped me with my locker yesterday. And the women's ski class and the 55 class we both do are well run and happily cost effective. So thank you!"*

- Diamond Peak Survey Response

**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).

*Paul Raymore*

Paul Raymore,  
Marketing Manager

## ADMINISTRATIVE SERVICES

### ADMINISTRATIVE SERVICES SUSAN HERRON

The Administrative Services department - formerly called the District Clerk's office - has seen some changes recently. In September, we welcomed Melissa Robertson as our new District Clerk, and I moved into the position of Director of Administrative Services.

Melissa will be taking care of all aspects of Board meeting management and eventually she will transition over to handling public records. Melissa comes to IVGID with a ton of background in meeting management having been in the HOA field for a number of years. Melissa enjoys traveling and spending time with her family and friends. She is settling in nicely and is enjoying getting to know all the wonderful people who work here at IVGID.

As the Director of Administrative Services, I will be working very closely with the District's General Manager on a variety of tasks. We have had conversations about our goals and we are working to formalize them, so stay tuned.

#### ACCOMPLISHMENTS

This past fiscal year our department serviced 165 public records requests - an average of just over three requests per week. While that may not seem like a lot, a typical organization in a neighboring community serviced four requests all year.

In addition to servicing requests for information from our community, our department works to ensure that the [yourtahoeplace.com](http://yourtahoeplace.com) website is loaded with information on the District's operations, policies and

procedures, ongoing capital improvement projects, Board of Trustees meeting agendas and packets, budget details, and other relevant information that is available any time. Those who wish to receive our Board meeting agendas via email in advance of each meeting can send an email to [info@ivgid.org](mailto:info@ivgid.org) with "agenda" as the subject line.

#### COMMUNITY IMPACT

I will still maintain my Notary Stamp so that I can continue to provide that vital service to our community members and Staff on a by-appointment basis.

Another service our department provides is to issue Washoe County marriage licenses. Two of us in the Administrative offices are Deputy County Clerks, and we have the authority to work with our partners in Reno to issue marriage licenses here in Incline Village on a by-appointment basis.

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

#### LOOKING AHEAD

We will continue to provide these services on an appointment basis, and be of help/service to those in need.

*Susan Herron*

Susan Herron,  
Director of Administrative Services





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