

MEMORANDUM

TO: Board of Trustees

THROUGH: NA

FROM: Chairman Matthew Dent

SUBJECT: Review, Discuss, and Provide Direction as it Relates to the Flashvote Survey on the Incline Beach House Project (Requesting Trustee: Chairman Matthew Dent)

RELATED STRATEGIC PLAN INITIATIVE(S):

LONG RANGE PRINCIPLE #1 - SERVICE

The District will provide superior quality service through responsible stewardship of District resources and assets with an emphasis on the parcel owner and customer experience.

Long Term Initiative 5. - Utilize venue and/or community surveys to evaluate and measure customer service as it relates to service demands.

LONG RANGE PRINCIPLE #5 – ASSETS AND INFRASTRUCTURE

The District will practice perpetual asset renewal, replacement and improvement to provide safe and superior long term utility services and recreation venues, facilities, and services.

Budgeted Initiatives - Develop Comprehensive Capital Plan for IVGID Beach Properties aligning with the Beaches Master Plan.

RELATED DISTRICT POLICIES, PRACTICES, RESOLUTIONS OR ORDINANCES

Board Authorized Contract with FlashVote -1st Survey

DATE: February 22, 2023

I. RECOMMENDATION

That the Board of Trustees Review, Discuss, and Provide Direction as it Relates to the Flashvote Survey on the Incline Beach House Project

II. BACKGROUND

The last survey completed for the Incline Beach House was August 5, 2016. This survey is attached as a reference document and to assist in formulating questions for this upcoming survey.

III. BID RESULTS

This is not applicable to this agenda item.

IV. FINANCIAL IMPACT AND BUDGET

The Board of Trustees approved entering into a contract with Flashvote at the January 11, 2023 Board of Trustees Meeting. The amount of the contract was approved as not to exceed \$9900.00.

V. ALTERNATIVES

Alternatives would be bring back at the March 8, 2023 meeting for further discussion or not proceed with the survey.

VI. COMMENTS

No additional comments.

VII. DISTRICT IMPROVEMENT, COST REDUCTION, RETURN ON INVESTMENT OR PRODUCTIVITY ENHANCEMENT

This survey would be to help inform as to the scope of the Incline Beach House Project which is important to determining the overall scope and budget for the project. This project has a service delivery component which should be considered as part of the overall return on investment.

VIII. BUSINESS IMPACT

The results of the survey will help inform the overall scope and cost of the Incline Beach House Project.

IX. ATTACHMENTS

1. August 5, 2016 Flashvote Survey and Results

X. DECISION POINTS NEEDED FROM THE BOARD OF TRUSTEES

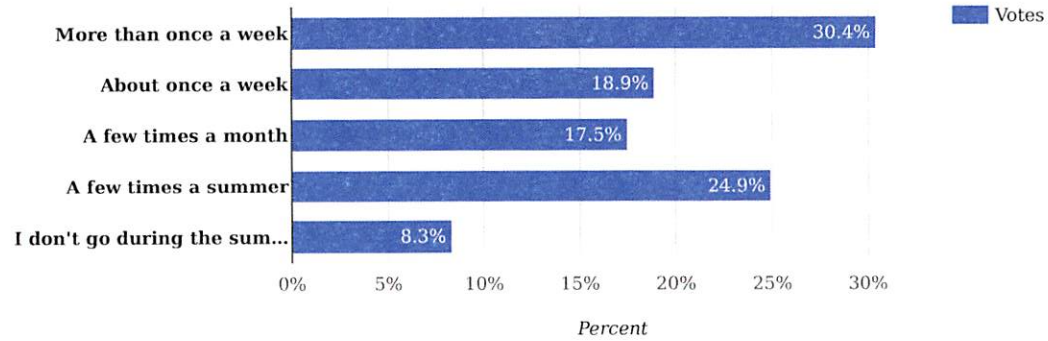
The Board should discuss the overall goals of the survey as they relate to the information and feedback the district is seeking from the community. Additionally, discuss crafting of questions to ensure reception of the desired feedback.

Q1

August 5, 2016 Flash Vote

About how often do you go to Incline Beach in the summer?

(784 responses)

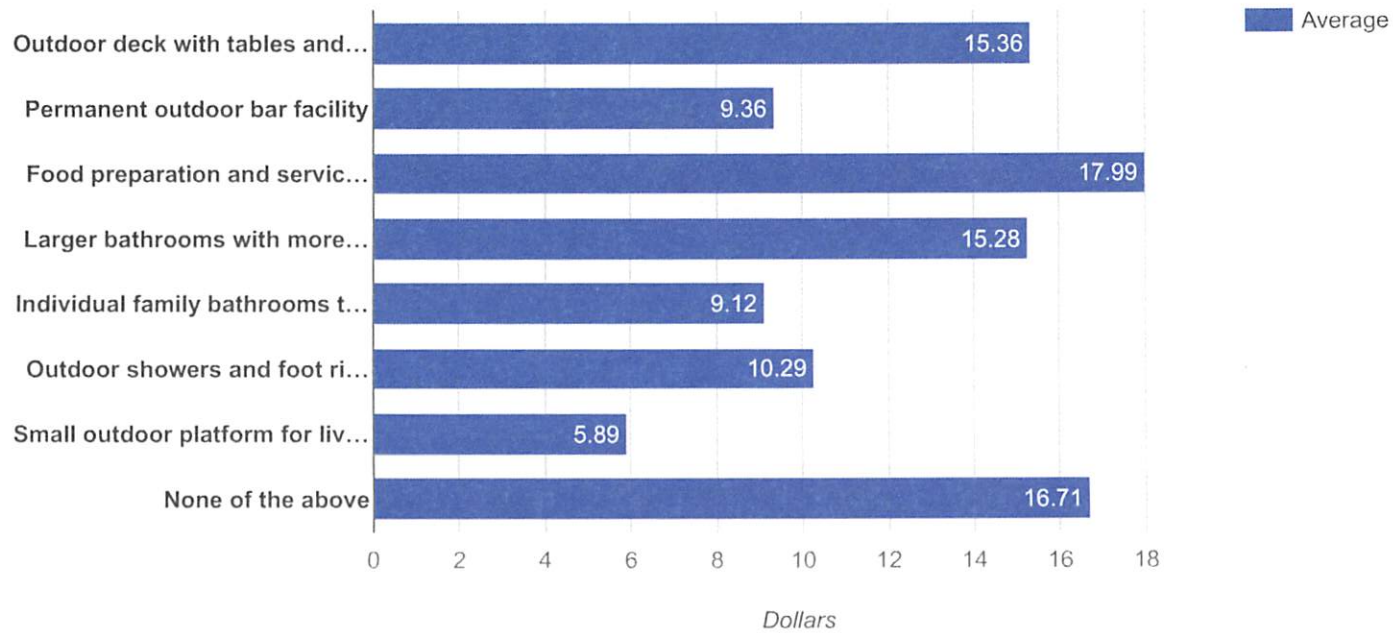


Options	Votes (784)
More than once a week	30.4% (238)
About once a week	18.9% (148)
A few times a month	17.5% (137)
A few times a summer	24.9% (195)
I don't go during the summer	8.3% (65)

August 5, 2016 Flash Vote

IVGID is considering the construction of a new snack bar and restroom building with several possible upgrades. Please tell us how important these upgrades are to you by allocating \$100 across the following options.

(570 responses)



Options

Average (570)

Outdoor deck with tables and chairs for eating and socializing

15.36 (320)

Permanent outdoor bar facility

9.36 (225)

Food preparation and service area improvements to speed service and expand variety

17.99 (345)

Larger bathrooms with more sinks and toilets

15.28 (300)

Individual family bathrooms that are winterized for off season use

9.12 (202)

Outdoor showers and foot rinse stations

10.29 (279)

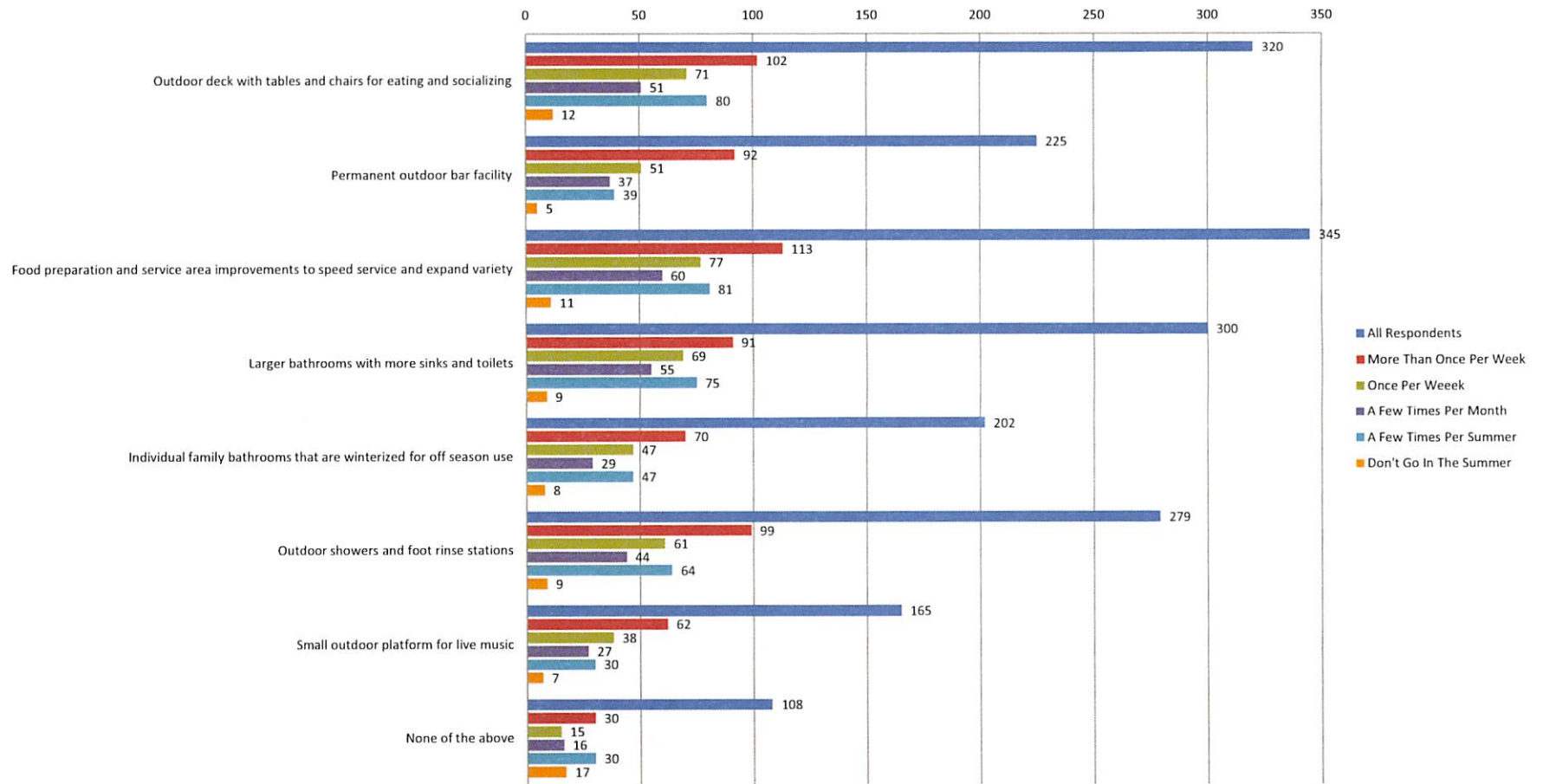
Small outdoor platform for live music

5.89 (165)

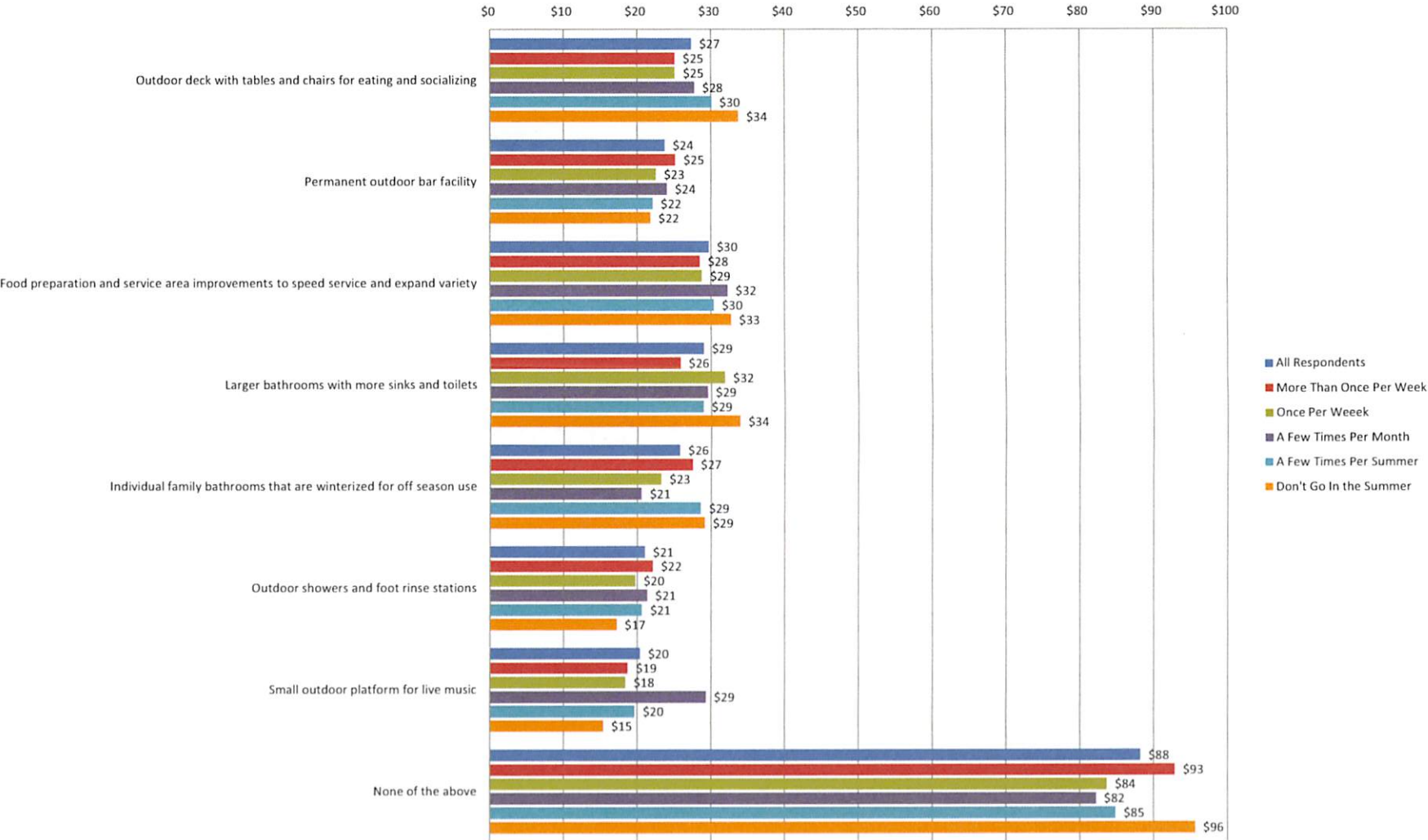
None of the above

16.71 (108)

Number of Respondents to Each Question 3 Option by Beach Visitation Frequency



Average Spend per Respondent to Each Question 3 Option by Beach Visitation Frequency



Percentage of Respondents to Each Question 3 Option by Beach Visitation Frequency

