

# VISION

Tahoe Donner is a vibrant and desirable mountain community, providing attractive and well-maintained facilities, events, programs, and leading customer service to its members, guests, and public, all while maintaining accessible and healthy natural surroundings.

# BACKGROUND

Tahoe Donner is a recreational homeowner community of 6,500 property owners and over 25,000 members located within Truckee, California, five miles from Donner Lake, and 15 miles from Lake Tahoe. The association operates several recreational facilities and programs including a downhill and cross country ski area, two restaurants, a championship golf course, equestrian center, and campground. These amenities are available for members and public access. Additionally, the Association manages other amenities for the exclusive use of the property owners and their guests, including tennis courts, hiking trails, playgrounds, pools, a beach club marina on Donner Lake, and a fitness center. Tahoe Donner is comprised of approximately 7,000 acres, with over 4,000 acres of common area, trails and open space interspersed among the community homes.

# VALUES

- Organizational Effectiveness
- Collaboration
- Fiscal Accountability
- Professionalism
- Continuous Improvement
- Responsibility
- Resource Conservation
- Stability
- Community Participation
- Respect

# GUIDING PRINCIPLES

As our organization moves forward in pursuit of our strategic goals, we shall align ourselves daily with these principles. They are cornerstones which support our direction and philosophy, and provide a basis for everything we do. Every goal in this plan is founded on the following principles:

- Support the customer first and always.
- Sustain the foundation of Tahoe Donner programs and services.
- Encourage environmental stewardship.
- Engage in local community involvement and participation.
- Minimize annual operating assessment by allowing homeowners to pay for the amenities they desire to use.
- Responsibly maintain, preserve and enhance the common property.



**TAHOE DONNER**

# STRATEGIC PLAN

# MISSION

Tahoe Donner is a recreational-oriented mountain residential community, whose mutual benefit association of 6,500 owners provides for the standards, regular operation and long term maintenance of programs, facilities and open space. Through continuous improvement, customer service, and fiscal accountability, the association maintains leading standards of natural resource stewardship, facilities, programs and services to benefit the owners/members. Organizational effectiveness and innovation within the association is sustained by maintaining a highly professional board of directors, staff, and homeowner committee volunteers, while also engaging the local community in an effective and collaborative relationship.

*Board Approved 3/27/2015*

# 2015-2020 TAHOE DONNER ASSOCIATION GOALS

# CORE COMPETENCIES

- 1. Execute the board-approved Capital Plan on time and within budget.**
  - 1.1. Development Fund**
    - 1.1.1. Implement the 2030 General Plan
    - 1.1.2. Work with the General Plan Committee to draft the 2035 General Plan
  - 1.2. Replacement Reserve Fund**
    - 1.2.1. Execute a replacement reserve program in concert with the reserve study
    - 1.2.2. Ensure the Reserve Fund is adequately funded.
  - 1.3. New Machinery and Equipment Fund**
    - 1.3.1. Ensure adequate funding supports Goal #2.
- 2. Balance operating revenue and expenses with the need to provide first class services for members, member guests, and where appropriate, the public.**
  - 2.1.** Maintain an equitable relationship between operating revenue and assessed revenue while not sacrificing membership service level expectations.
  - 2.2.** Establish outstanding year-round association programs and special events to benefit the membership.
  - 2.3.** Employ and retain knowledgeable and dedicated full-time and seasonal employees who are willing to serve member needs.
  - 2.4.** Continue to improve information technology services to support and integrate resort and member operations.
  - 2.5.** Ensure employee and customer health and safety are first and foremost in our planning and operations, while encouraging individual responsibility, given the inherent assumption of risk in resort activities.

- 3. Execute effective approaches to maintaining the association's architectural, covenants, and communication standards.**
  - 3.1.** Execute the long-term architectural standards homeowner inspection program as approved by the board of directors.
  - 3.2.** Continue to improve the communication vehicles to the membership with regard to resort activities, while also emphasizing our unique large scale common interest development budgetary model.
  - 3.3.** Update the association's governing documents to align with the California Corporation's Code and current Davis-Stirling Act.
- 4. Establish a proactive approach to maintaining the health of our natural resources and defensible space.**
  - 4.1.** Implement the ten-year forest management plan.
  - 4.2.** Continue to emphasize and execute the eight year homeowner lot defensible space inspection program.
  - 4.3.** Promote efficiencies in energy and water use for greater self-reliance and energy independence while properly maintaining our amenities.
  - 4.4.** Develop an association-wide recycling program for amenities.
  - 4.5.** Continue to develop a land management plan in cooperation with the board-established Land Management Working Group.
  - 4.6.** Implement the Trails Master Plan as approved by the board of directors.

## Customer Service

- Amenities
- Association Events and Programs

## Sustainment and Maintenance

- Infrastructure
- Equipment
- Natural Resources

## Workforce Management

- Full-time
- Seasonal

## Association Community Standards

- Architectural
- Covenants

**FEEDBACK:** We will be requesting feedback through Instant News in due time.

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