



Department Highlights

Annie Rosenfeld,

Director of Risk Management & Real Property- April 2018



Covenants Highlights

- Covenants Enforcement:
 - 7-days a week
 - Monday – Thursday 8:00 a.m.– 5:00 p.m.
 - Friday – Sunday 11:00 a.m. – 8:00 p.m.
 - 8-11 p.m. on-call coverage Friday-Sunday and holidays starting November 3
 - Simply call Covenants Complaint phone: 530-414-8166
 - Special Holiday Period After-Hours Coverage : December 22 thru January 7m

2017	Day	Complaint Category	Reporting Party	Total	2016	Day	Complaint Category by Month	Reporting Party	Total
22-Dec	Friday	Comment - Porta Potty	Email	1					
		Question - Lock Out	OneStop	1					
		Noxious - Noise/Lights	Telephone (After-hours)	1					
No Complaints on Christmas Weekend - December 23-25									
26-Dec	Tuesday	Lighting (closed)	OneStop	1			No Complaints During The Christmas/New Years Holiday 2016/2017		
27-Dec	Wednesday	Noxious - Trespass	ASO	1					
28-Dec	Thursday	Lighting (closed)	OneStop	1					
29-Dec	Friday	Lighting	Telephone	1					
30-Dec	Saturday	Noxious - Hot Tub	Email	1					
No Complaints on New Years Weekend - December 31 - January 01									
2-Jan	Tuesday	Fire Safety - Bon Fire	Darren Davis	1					
4-Jan	Thursday	Fire Safety - Open Burn	Telephone (After-hours)	1					
6-Jan	Saturday	Lighting (closed)	Email	1					
7-Jan	Sunday	Lighting (closed)	OneStop	1					
				12					

NOTES:

Severe Winter Storm Events starting January 1, 2017 lasting through the entire month of January
 December 2017 weather, mostly clear, dry and warm



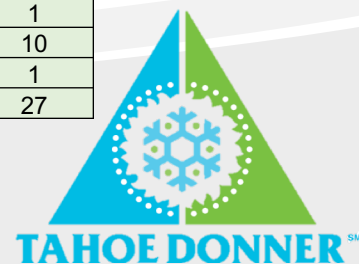
Covenants Highlights- 1st Q of 2018

Complaint Category	2017 TOTAL	2018 1Q
Garbage Spill	56	11
Storage	42	3
Noxious Activity	32	9
Non-Covenants	30	4
Forestry	20	2
Parking	15	5
Lighting	20	17
Storage Misc.	12	0
Comment/Concern/Opinion	6	8
Dilapidated Vehicle	3	0
Business Activities	3	0
No Permit ASO	3	0
Garbage Misc.	2	0
Private Property Machinery	2	0
Common Area	2	0
Inoperable Vehicle	1	0
Camping	1	0
Animal Control	1	1
Fire Safety	0	2
Vehicle/Commercial	0	2
Lighting Misc.	0	1
Grand Total	251	65

Complaint Source	2017 TOTAL	2018 1Q
Staff	105	11
OneStop	82	28
Email	39	11
In Person at ASO	11	3
Telephone	11	10
Forestry	3	2
Grand Total	251	65

Month	Complaint Category by Month	Total
January	Comment/Concern/Opinion	1
	Fire Safety	2
	Forestry Defensible Space	2
	Garbage Spill	2
	Lighting	7
	Lighting Misc	1
	Noxious Activity	3
	Parking	2
	Storage	1
	Non-Covenants - Question/Comment	2
January Total		23
February	Comment/Concern/Opinion	2
	Garbage Spill	3
	Noxious Activity	4
	Parking	2
	Storage	2
	Non-Covenants - Question/Comment	1
	Vehicle/Commercial	1
February Total		15
March	Comment/Concern/Opinion	4
	Garbage Spill	6
	Noxious Activity	2
	Parking	1
	Non-Covenants - Question/Comment	1
	Vehicle/Commercial	1
	Animal Control	1
Lighting	10	
Dilapidated Vehicle	1	
March Total		27

*No after-hours calls received January 8 through March 31. Total of 4 after-hours calls received since November 2017 launch.





TD Community Emergency Preparedness and Action Plan Development

- Tahoe Donner Association has Operational Emergency Readiness Plan last updated in 2012
- TD Board of Directors priority to have a community emergency preparedness and action plan
 - Established General Manager Goal : Assist in development of a more robust community emergency plan that is closely integrated with local emergency officials
- Town of Truckee Emergency Plan Update
 - Created new position at Town of Truckee: Emergency Operations Manager; retired Truckee Police Sargent Robert Womack hired to position with start date of February 19, 2018.
 - Town staff to establish timeline for Town plan update, funding, education; with estimated completion of 12-18 months
 - Town to emphasize current Town EP is functioning and further communicate preparedness and evacuation plans while update kicks off



TD Community Emergency Preparedness and Action Plan Development

- Development Timeline
 - February thru March 2018 review, research
 - April thru Mid- May develop draft TD EPAP outline
 - Vetting to include experienced emergency operations specialists and other interested homeowners
 - Early May develop draft TD EPAP content and any needed graphics
 - Vetting to include experienced emergency operations specialists and other interested homeowners
 - Present to Board of Directors at May board meeting
 - Launch TD EPAP to membership in June
- Launch & Member Engagement
 - Publication of TD Community Emergency Preparedness and Action Plan
 - Communications: TDNews, eblasts, website, NextDoor, word of mouth, banners
 - Presentations: to be offered 2x each
 - Insurance and Funding: You Cannot Afford to Miss this Presentation
 - Defensible Space for Your Home
 - Preparing for the Worst Case Scenario