

## Report re: Amenity Over-Crowding Issues

### I. Background and Charge

For its last phase, the Task Force looked at amenity over-crowding issues related to attendance at the three private amenities: the Marina, Trout Creek and the Northwoods Pool. The group met several times since June 2018 to discuss the existence and solutions to over-crowding, with a focus on attendance demographics and the relationship, if any, between over-crowding and guest usage.

The Task Force looked at the data pertaining to attendance and the breakdown between members and guests for 2015 through 2018. 2018 was the first year that the data contained a breakdown between accompanied and unaccompanied guests.

Comments by members as to the over-crowding at Trout Creek and the Marina are also found in the responses to the FlashVote survey.

The Task Force also discussed amenity over-crowding in general, and identified other factors contributing to over-crowding that may be helpful for the Board, staff or other committees to consider or address.

### II. The Data

As noted, the task force looked at attendance data and member/guest breakdown for 2015-2017 for the Marina, Trout Creek and the Northwoods Pool, and member/guest breakdown for 2018 through the fall of 2018, provided in connection with this report. The Flash Vote results on these amenities has previously been published.

### III. Consensus on Issues

After reviewing the data, the Task Force members agreed that the over-crowding, particularly at Trout Creek and the Marina, occurs primarily at peak periods such as the Fourth of July weekend, and weekends in the summer (particularly Saturdays at the Marina), and Christmas holidays at Trout Creek.

The Task Force also believes that the Marina is the most problematic as it cannot be expanded or reconfigured to accommodate more attendees on peak days.

The Task Force members therefore believe that solutions should be focused on the peak attendance days at the Marina and Trout Creek.

### IV. Options to Address Issues

The Task Force discussed several options for addressing over-crowding at peak periods at the Marina and Trout Creek, including rationing attendance by type of guest or economically through a surcharge,

among others. However, the Task Force did not reach a consensus on a particular solution and is not making a recommendation at this time. Many members believe that it would be premature to reach a final recommendation now.

First, certain actions to address over-crowding have been implemented. While the data for 2018 since implementation of these changes is available, it may be worthwhile to await further analysis of the 2018 data and development of additional data going forward to determine the impact on over-crowding issues. Second, staff and various committees are looking at issues related to the amenities as a whole, including issues related to each specific amenity, the need for expansion and access policies. Thus, there are other considerations that the Task Force is not in a position to address that should impact any decision.

Accordingly, rather than making any final recommendations on how to alleviate over-crowding, the Task Force has instead set out its ideas and suggestions to be considered in connection with any long-term planning for the specific amenities, and suggests that these be taken into consideration by other committees or staff involved in such planning.

The Task Force also discussed that, with the greater build-out of homes in TD, along with the increase in guest usage, it may be that some of the private facilities are simply not sufficient and should be expanded. However, this is also a matter that is more appropriately taken up in connection with any long-term planning for each facility.

#### V. Data Gathering/Analysis That May Be Helpful Going Forward

TD has recently increased and altered its amenity pricing so that unaccompanied guests are charged a higher price for amenity access, and a separate fee is imposed at each facility. Since this is a more recent change, its full impact may not yet be known or have been fully analyzed. Anecdotal member and some staff reports are that the new pricing structure did not decrease demand or attendance at the Marina and Trout Creek for 2018, but a formal analysis by staff would be needed to verify whether this is the case or not. In addition, there could be further, as yet unknown, impacts in 2019, which should be tracked and considered.

Members also identified the following information which, if tracked, could be considered or helpful for any decisions going forward:

1. Data regarding the number of children 6 and under at the facilities. While there is not a charge for such children, they do take up space and contribute to usage, so it may be helpful to track their attendance
2. Hourly attendance data, if feasible
3. Data pertaining to usage and member cards per household, both to determine the typical member and guest usage, whether there are any particular "heavy user" households, and whether this data indicates the need for any policy changes
4. Continued tracking of member vs. guest usage and any changes to that usage during peak periods
5. Further analysis of the increased usage, and the composition of that usage, at the private facilities over time as TD has become more built out

## VI. Suggestions to Ease Some Impacts of Over-Crowding

Based on their usage and experiences, members have made the following suggestions:

### 1. Consider member only hours at Trout Creek

A suggestion to designate one to two early morning hours for members only at Trout Creek during peak holiday periods such as Christmas to New Years was discussed. If members know that there are times that they can utilize and enjoy the facility during such periods, this would help alleviate the impact of heavy usage or holiday times.

### 2. Enforcement of Existing Policies

Several members have been present when existing policies on number of guests permitted and access fees were objected to and possibly not enforced, or simply circumvented. We understand that efforts are already underway to track such situations and enforce the rules. This could help alleviate any over-crowding from such situations and continuation of those efforts is supported.

It is also suggested that a supervisor be available for staff to call in cases where a guest tries to exceed the limit in numbers or avoid paying the fees, as the young staff are trained to be friendly and helpful, and may need help in such situations.

### 3. Close the gate to dog beach from the Marina and maximize parking for those using the Marina

Several members mentioned that sometimes people park at the Marina but are simply going to use the dog beach. In one instance, two carloads parked at the Marina using unaccompanied guest cards, but claimed that they did not have to pay as they were only going to dog beach.

Since parking is at a premium at the Marina, the suggestion has been made to close the gate to dog beach so that those who are not using the Marina will not park there. And, stronger enforcement of existing policies should prevent misuse of limited parking or the non-payment of fees by such groups.

### 4. Gather data and consider limits on guest usage for member guests and revisions to amenity access policies

The current access policy is dated and preceded the growth in Tahoe Donner and the increase in guest usage. Currently, there is no limit on the number of guests a member can bring and unaccompanied guests are allowed up to eight per property. It may be that limits on the number of guests should be considered and that other changes to the policy to address other issues would be appropriate.

In this regard, it could be helpful to review data regarding the number of guests by homes/lots, to determine whether there are certain lots that are "super-users" or seem to have many more associated guests or users than the norm, to help determine if changes are needed. It would also be helpful to identify the lots with large numbers of member cards and usage, again to determine if there are any abuses or if changes to the policy are needed.

It would also be helpful to identify the basis upon Truckee residents who are not Tahoe Donner property owners obtain member cards, or that homes outside of Tahoe Donner are being sold with advertisements for access to Tahoe Donner amenities, to determine whether that access is permitted under our existing policies and, if so, whether the policy should be changed.

## VII. Conclusion

The STR/Amenity Task Force has completed its last task, examining amenity over-crowding at the private facilities. While a definitive solution has not been identified, it is hoped that the discussions, work and ideas of the Task Force will be helpful going forward.