

# Tahoe Donner Board of Directors' Dashboard



June 15, 2019

Process

Facts

Feelings

Creativity

Benefits

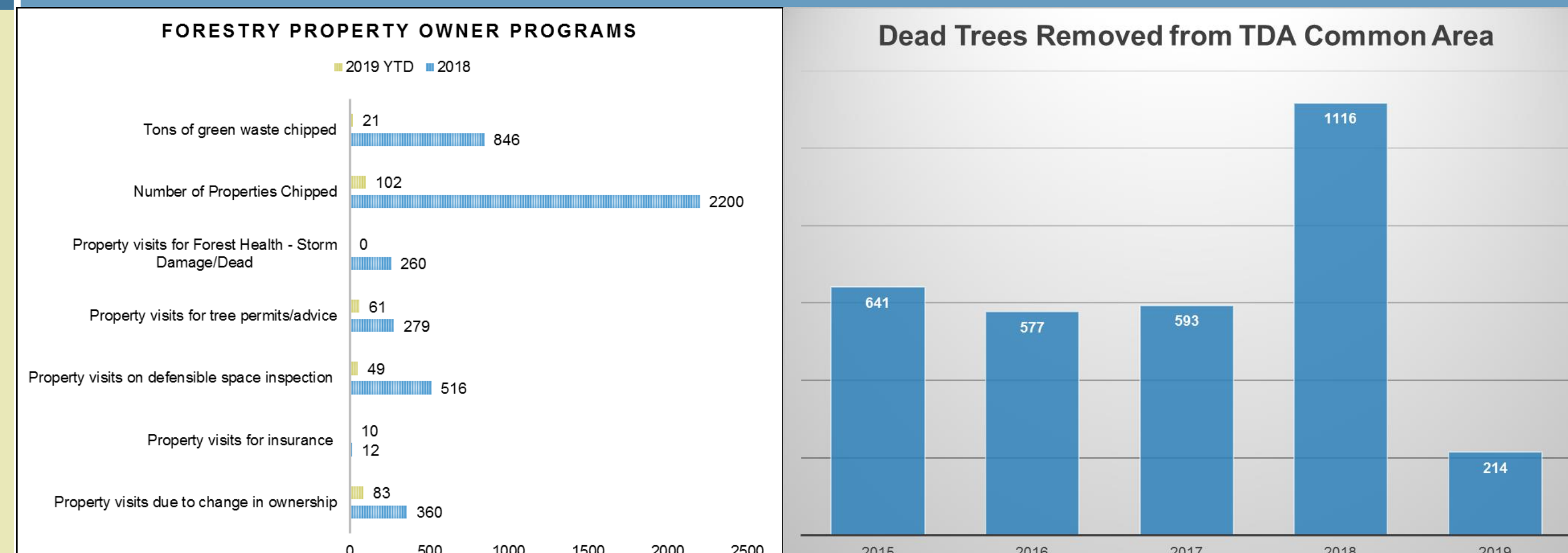
Cautions

## Vision & Mission

**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.

**MISSION** Tahoe Donner Association 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.

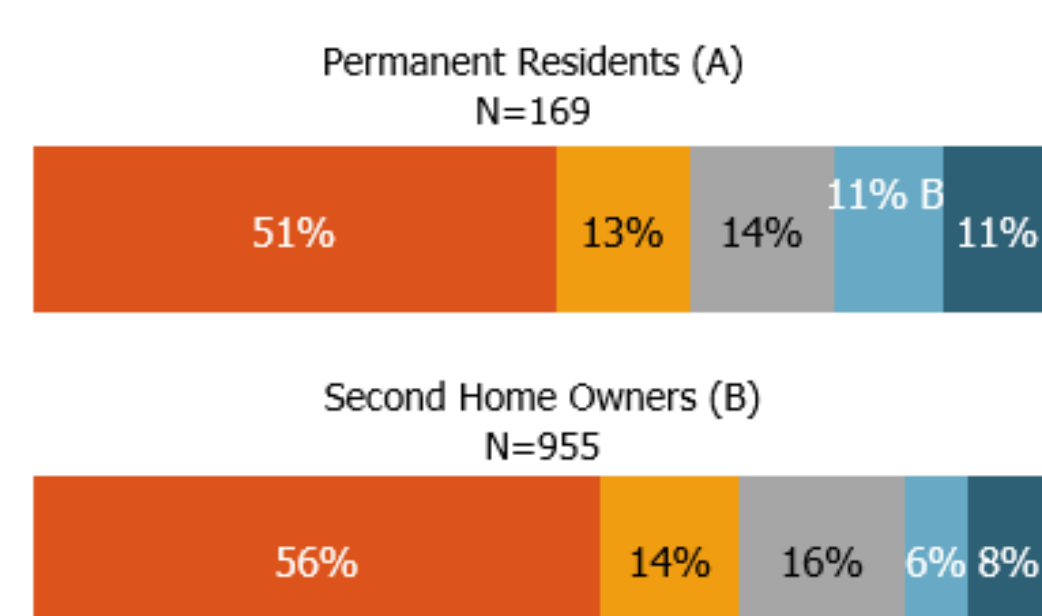
## Standards



Month	Covenants Complaint Category	Total Complaints	Total Actual Violations
May	Comment/Concern/Opinion	9	9
	Garbage Spill	1	1
	Noxious Activity (Loud Party - Lodge)	1	1
	Animal Control	1	1
	Lighting - Exterior Light Pollution	2	2
	Business Activities (Exterior Advertising)	2	2
	Storage	3	3
	Parking	1	1
	Noise	1	1
	Fire Safety	1	1
May Total	Trash Dumping (ARGCE - Wheelie Bin)	1	1
		22	18

## Member Survey - Amenities

**Offering of Amenities**  
Among those who said that 'Amenities' was a reason to purchase at TD



**Statement A**  
I bought in Tahoe Donner because there are many amenities offering a variety of things to do.

**Statement B**  
I bought in Tahoe Donner because a few of the amenities were for activities that I really love.

## Member Survey

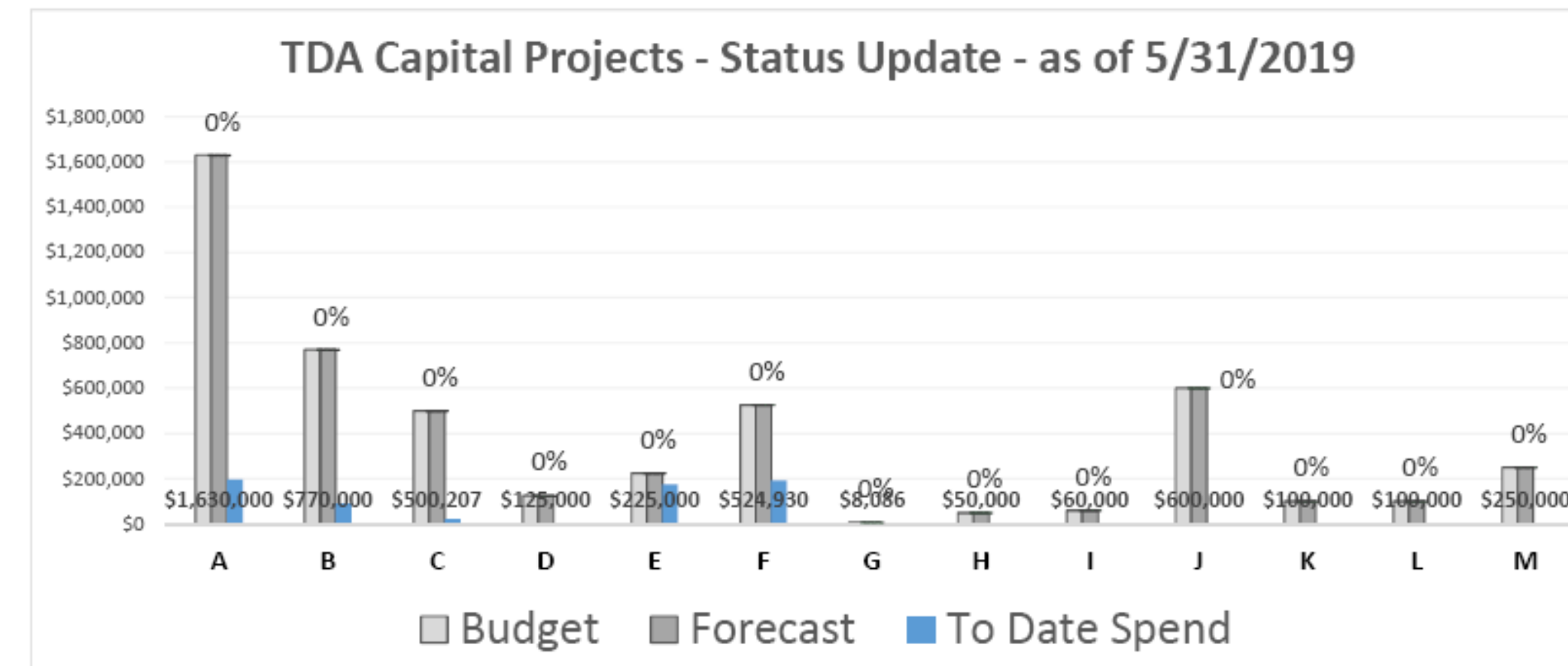


## Operations

**MAY 2019**

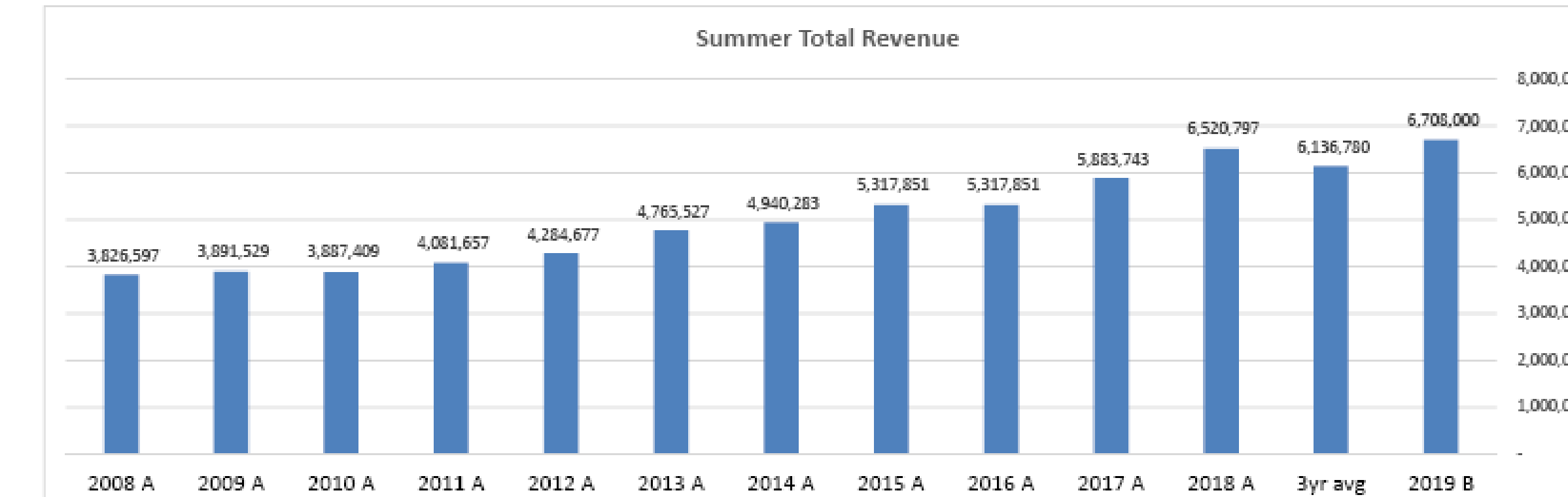
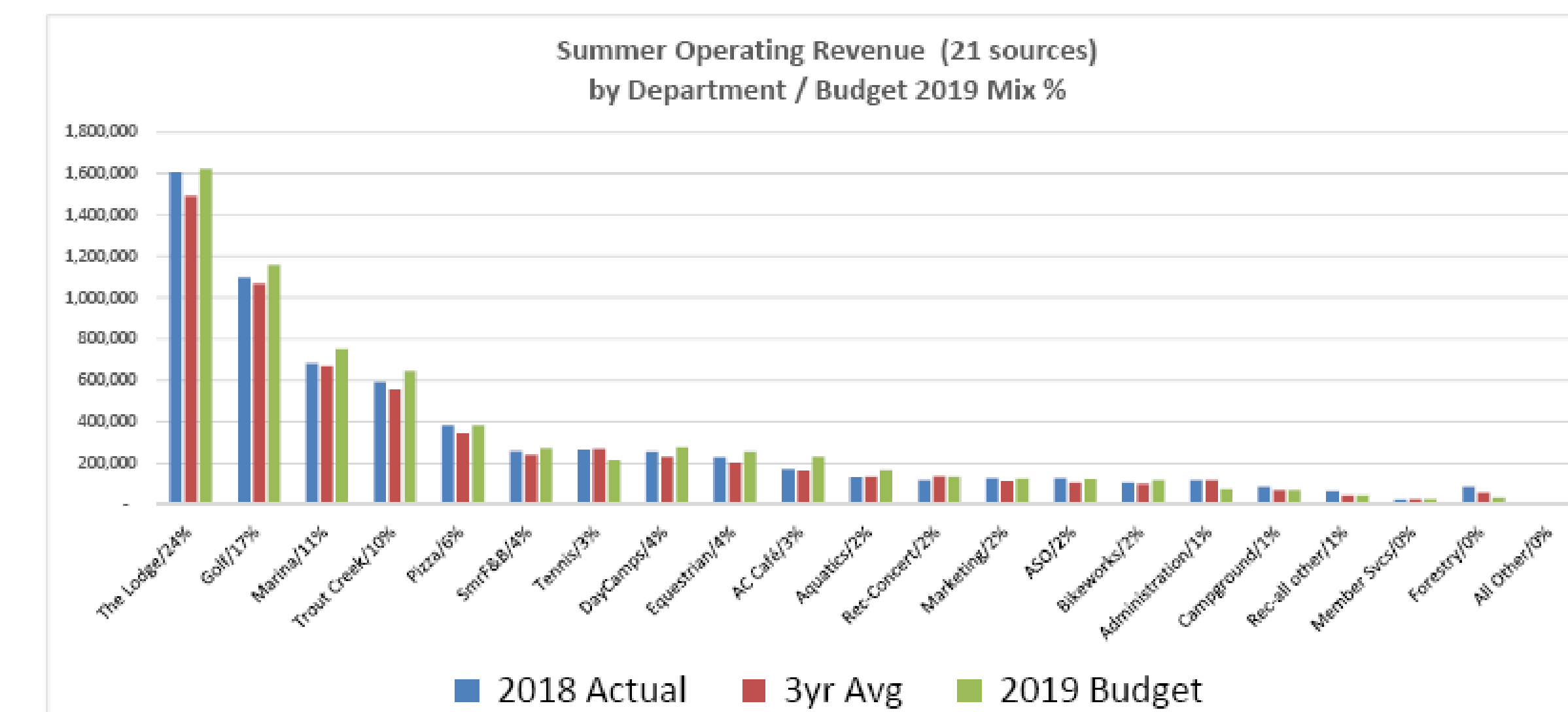
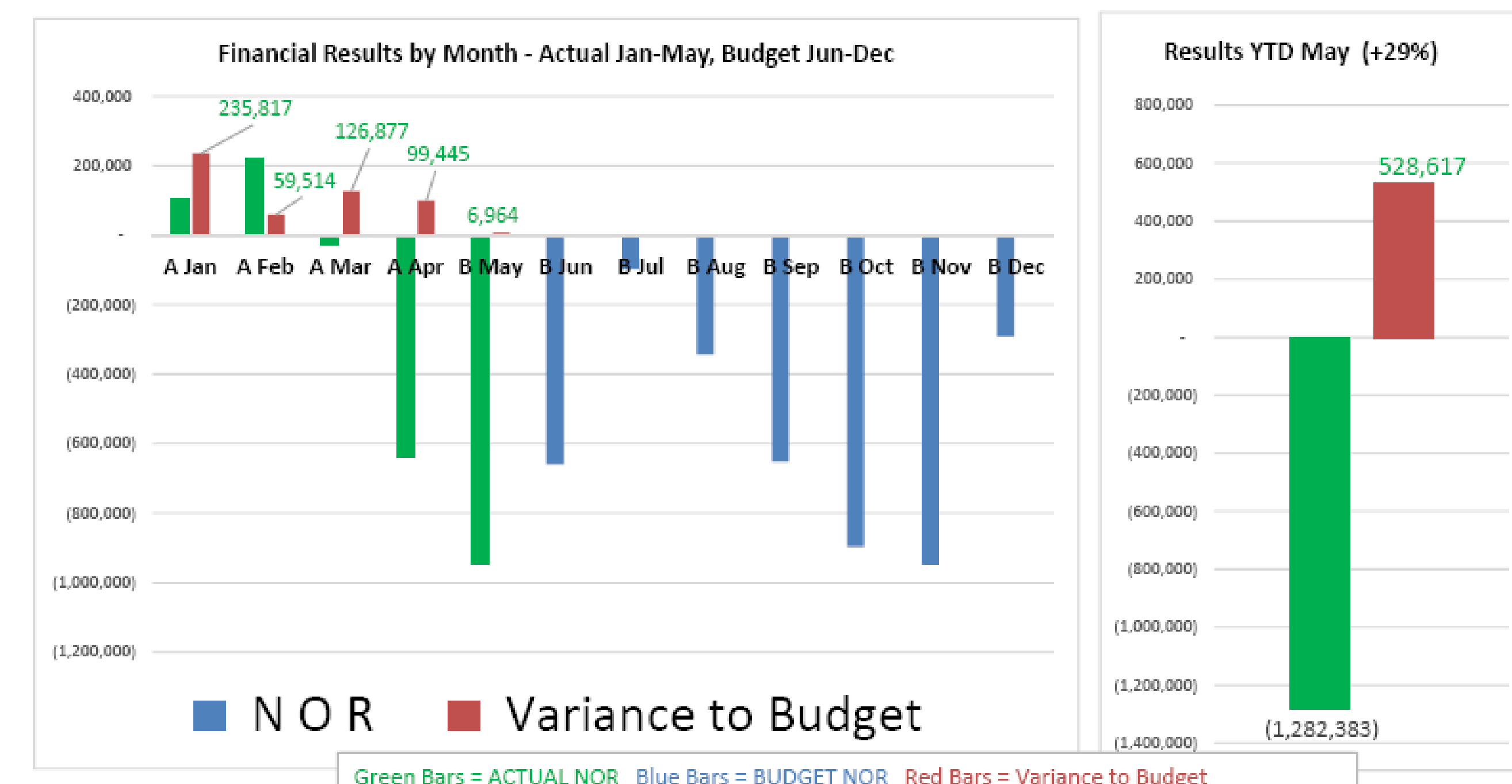
- EQUESTRIAN**
  - Boarding operations begin June 8, regular operations begin June 22.
  - Heavy winter has caused challenging conditions at the campus delaying setup.
- BIKEWORKS**
  - Opened on May 24 for regular ops, but our trails were closed due to snowy and muddy conditions
  - Very slow May
- ALDER CREEK CAFE + TRAILSIDE BAR**
  - 1,579 covers in May
  - Closed for much of May
- CAMPGROUND**
  - Opened the earliest ever on May 22
  - Slow memorial weekend due to weather, but still 67 visitors in May
- GOLF**
  - Target opening date of June 21 due to heavy winter weather and inclement May
  - Driving range opening date is June 19
- THE LODGE RESTAURANT & PUB**
  - 1,729 covers in May (45% bad to budget)
  - Weather and water leak resulted in poor visitation - closed Memorial Day weekend
- TROUT CREEK RECREATION CENTER**
  - 7,113 visits for the month (22% bad to budget)
  - 270 guests total or 9% - 41% unaccompanied
  - Phase 1 construction nearly complete - transition plan is underway.
- AQUATICS**
  - Programs begin June 24
  - Rec pool opened on May 25
  - NW Pool scheduled for June 22
- TENNIS**
  - Opened May 10 after a week delay.
  - Very low visitation numbers as a result of inclement weather - 363 visits for the month (50% bad to budget) - 246 guests total or 39% - 1% unaccompanied
- PIZZA ON THE HILL**
  - Closed for the entire month of May
- DAY CAMPS**
  - Sold sell rate through May with programs beginning June 17
- RECREATION**
  - Programs begin on June 21
  - Nate Christensen is our new Recreation Supervisor
- BEACH CLUB MARINA**
  - Opened on May 24 - very bad weather for Memorial Day weekend
  - 140 visits total in May (88% bad to budget) - 4 guests total or 3% - 0 unaccompanied

## Capital Projects



Project	Board Approved		
	Budget	Design	Construction
22% A Trout Creek Remodel- RRF			
22% B Trout Creek Remodel- DF			
4% C Golf - Fairway Improvements			
0% D Heated/Covered Stairway - The Lodge			
76% E Equestrian Campus Updates			
37% F CASp upgrades, 2019, Year 1			
17% G Amenity Signage, 2019 - 011/053			
0% H Berggarten Trailhead, Ph1, 2019 DF			
0% I Nature Loop (permitting) 2019 RRF			
0% J Snowmaking at DSR in 2019			
0% K Snowmaking at Snowplay in 2019			
0% L Snowmaking at XC - Phase 1 - 2019			
0% M Mile Run grade improv. 2019-2020			

## May 2019 Net Operating Results



## Pizza on the Hill



Pizza on the Hill

**SUMMER HOURS:**  
Thursday-Monday 11:30-8:30PM

A place for fun, Pizza on the Hill brings together delicious food, reasonable prices and fun activities. The menu features options for the entire family, including pizza, appetizers, fresh salads, pasta and sandwiches. Watch the game in the bar or enjoy our outdoor seating and play structure (seasonal). We also have an interactive playground with dome hockey, foosball, shuffleboard and dart lanes, in addition to offering free movie nights, trivia, summer bingo and special events throughout the year.

Alder Creek Cafe

**HOURS**

June 10-June 16  
Saturday-Friday 11:30AM-2:30PM  
Saturday 11:30AM-4PM  
Edi-Bol | Thursdays 11:30-8PM

June 17-August 30  
Sunday-Friday 11:30AM-3PM - Grab and Go open until 4PM  
Saturday 11:30AM-4PM - Grab and Go open until 5PM  
Edi-Bol | June 20 11:30-8PM

Alder Creek Cafe is known for delicious and healthy options and is located at the Alder Creek Adventure Center. A local lunch favorite, the cafe offers organic, seasonal and locally sourced meats and produce when possible. Trailside Bar offers a variety of unique draft and bottled beers, as well as a diverse wine list with a number of eco-friendly choices. After a day on the trails, join us for great food and drinks.



Located at 15275 Alder Creek Road in Truckee, CA.