

PHASE 4, WORKSHOP #2 AMENITY ACCESS POLICY UPDATE | PHASE 4 – DETAILS

May 31, 2024

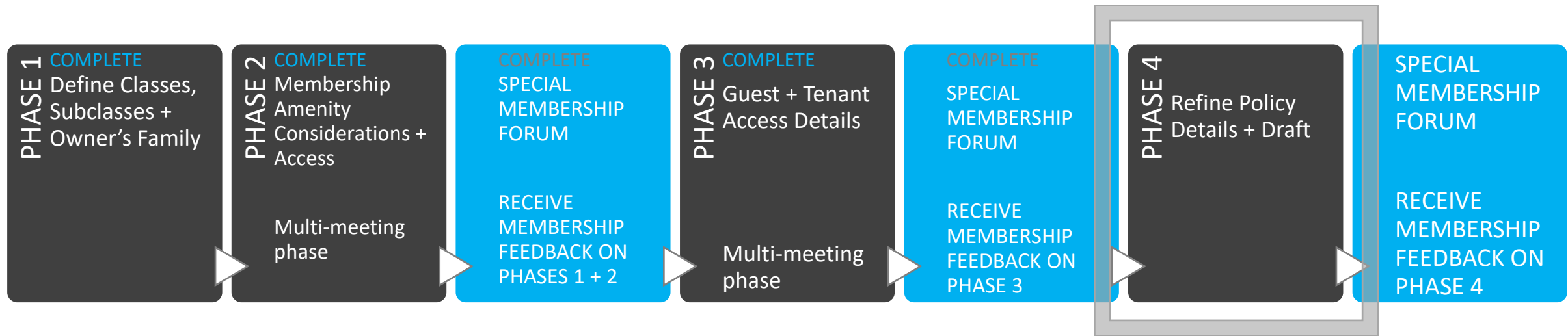


AGENDA + PROCESS

1. Review progress to date
2. Review items for today's discussion
 - a. Endgame outcome
 - b. Implementation plan
3. Member comments
4. Staff response
5. Next steps

TODAY'S FOCUS – MULTI-PHASE APPROACH

Today's discussion will continue to focus on phase 4 of the process, working on details, specifically clarifying Board direction for a policy draft on several topics



PROGRESS TO DATE

AMENITY ACCESS POLICY UPDATE OUTCOMES

- Outcomes were developed in the winter of 2022 with the Amenity Access Update working group through reviews of the C&Rs, Bylaws, Covenants Rules and Resolutions and presented to the Board on February 25, 2022, March 25, 2022, November 18, 2022, and again in April 2023 where they were approved by consensus
- During the April 2024 workshop, “Promote member value” was added as an outcome by consensus of the Board

- Promote member value

- Promote a sense of community among members

- Protect the amenities, environment and membership

- Foster member enjoyment and use

- Simplify the policy for ease of understanding and administration

- Support a long-term sustainable and equitable pricing system

- Clarify user categories

RECAP

All information on the road traveled to date is available at www.tahoedonner.com/amenity-access-policy/, or by entering “**Tahoe Donner amenity access policy update**” into google

Highlights

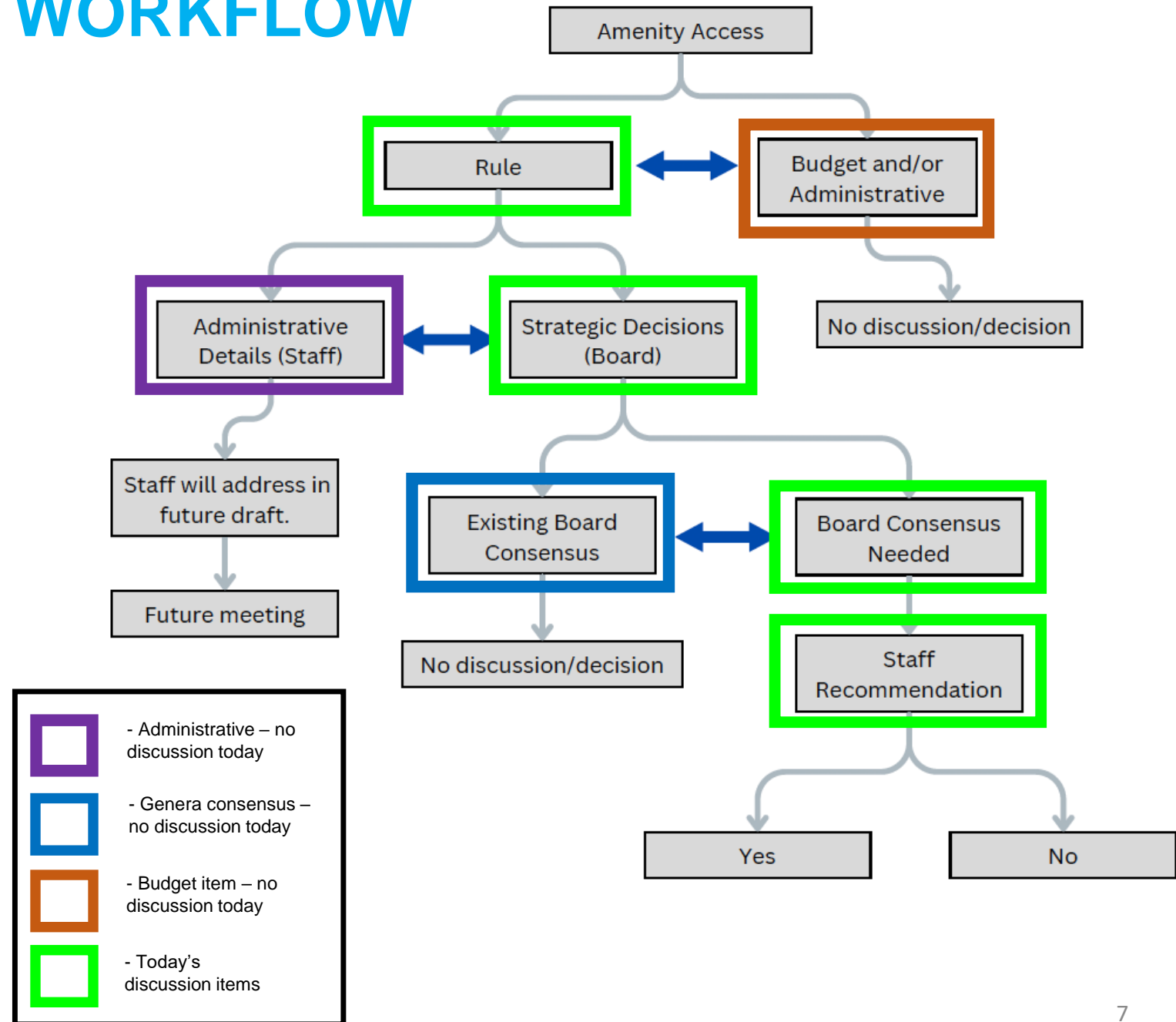
- Member working group and member focus groups to begin the update process in 2022
- Ten workshops since April of 2023
- Two Special Member Feedback Forums, September 2023 and February 2024
- Countless Board and staff hours

At the April 9, 2024 workshop, concepts relating to how the private amenity operating costs could be funded were discussed. Diversity in the Board’s perspective prompted staff to schedule individual meetings with each board member to fully understand thinking and concerns, and seek a way forward.





WORKFLOW

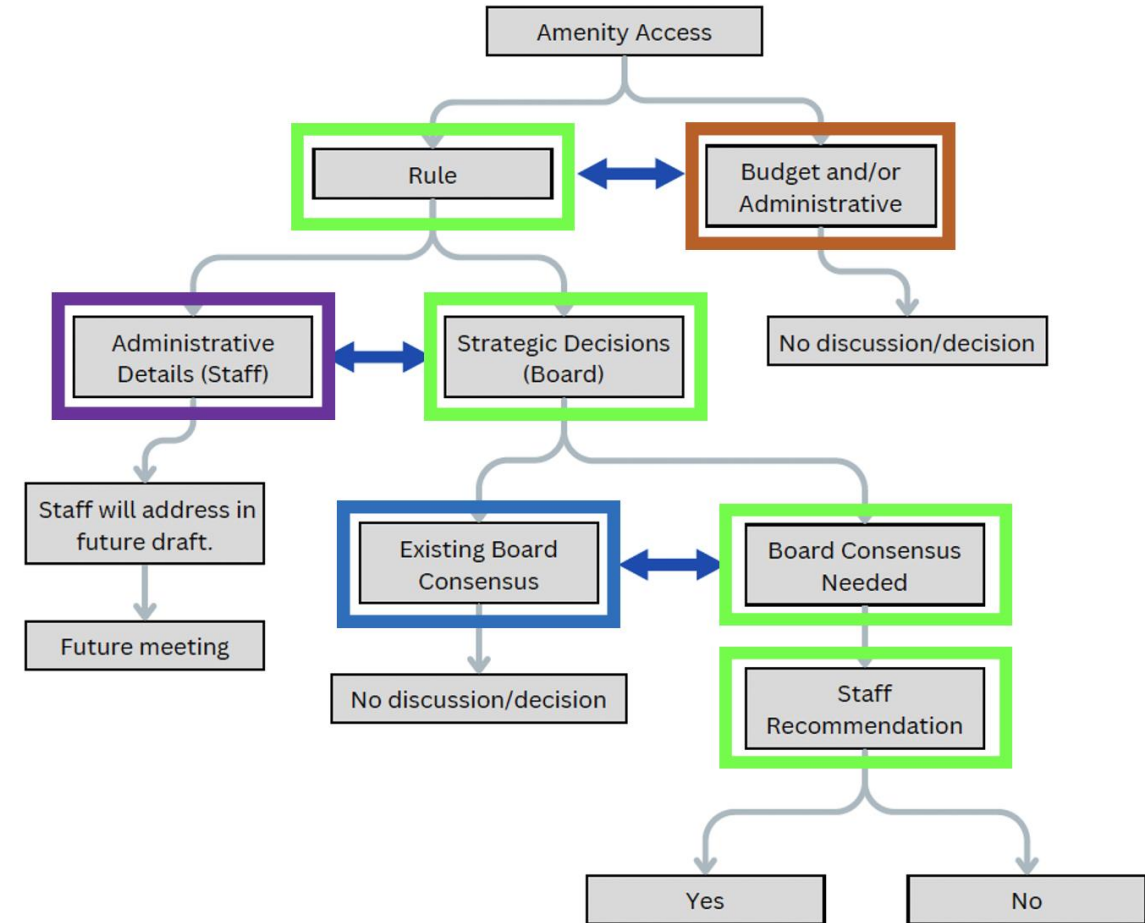


BUDGETARY ITEMS

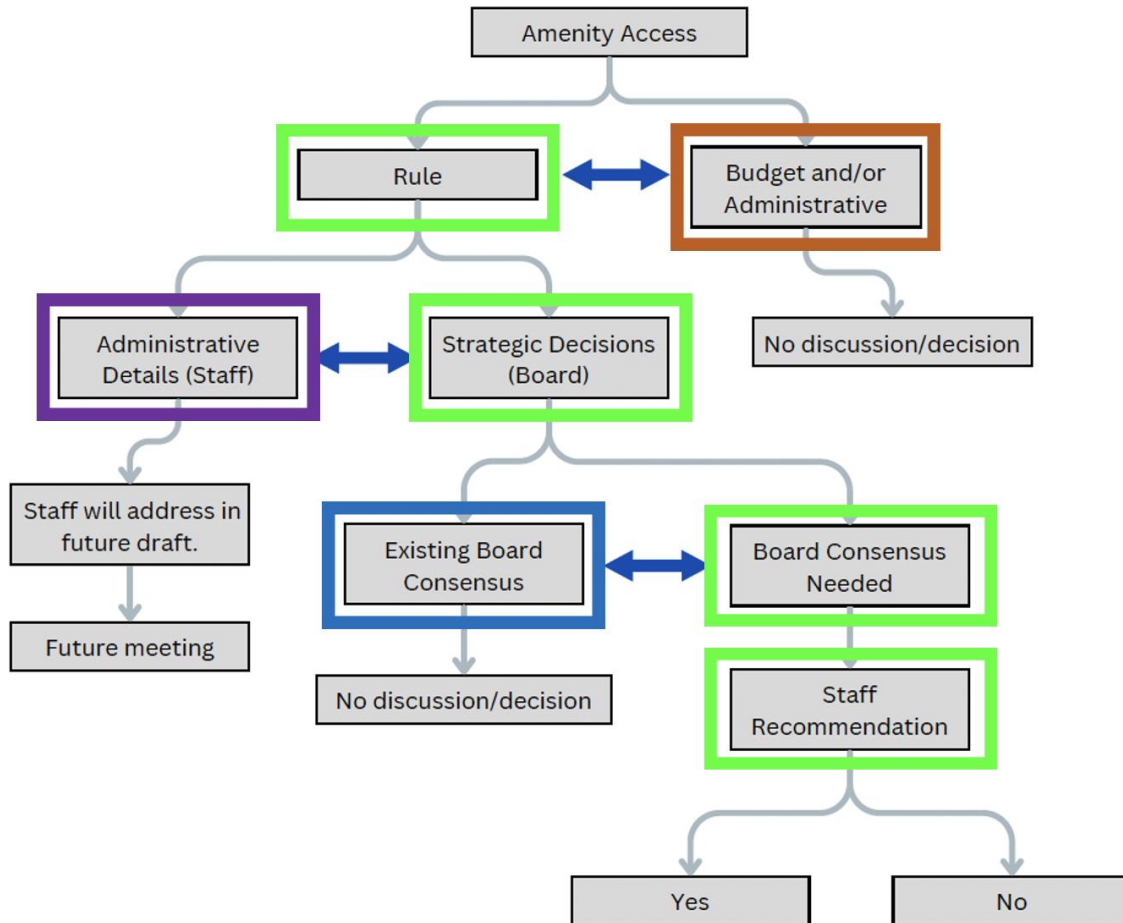
Throughout the process, board members indicated a desire for items that are related to amenity access, but should not be included in a rule such as:

- Some level of personal guest access per property included with payment of the assessment
- Personal guest access packs that offer a discount for committing to more volume
- Changes to the fee structure related to accompanied and unaccompanied personal guests

These items are budget-related and will be memorialized annually through the budget process with plenty of opportunity for discussion at that time. We will table this discussion today.



ADMINISTRATIVE ITEMS



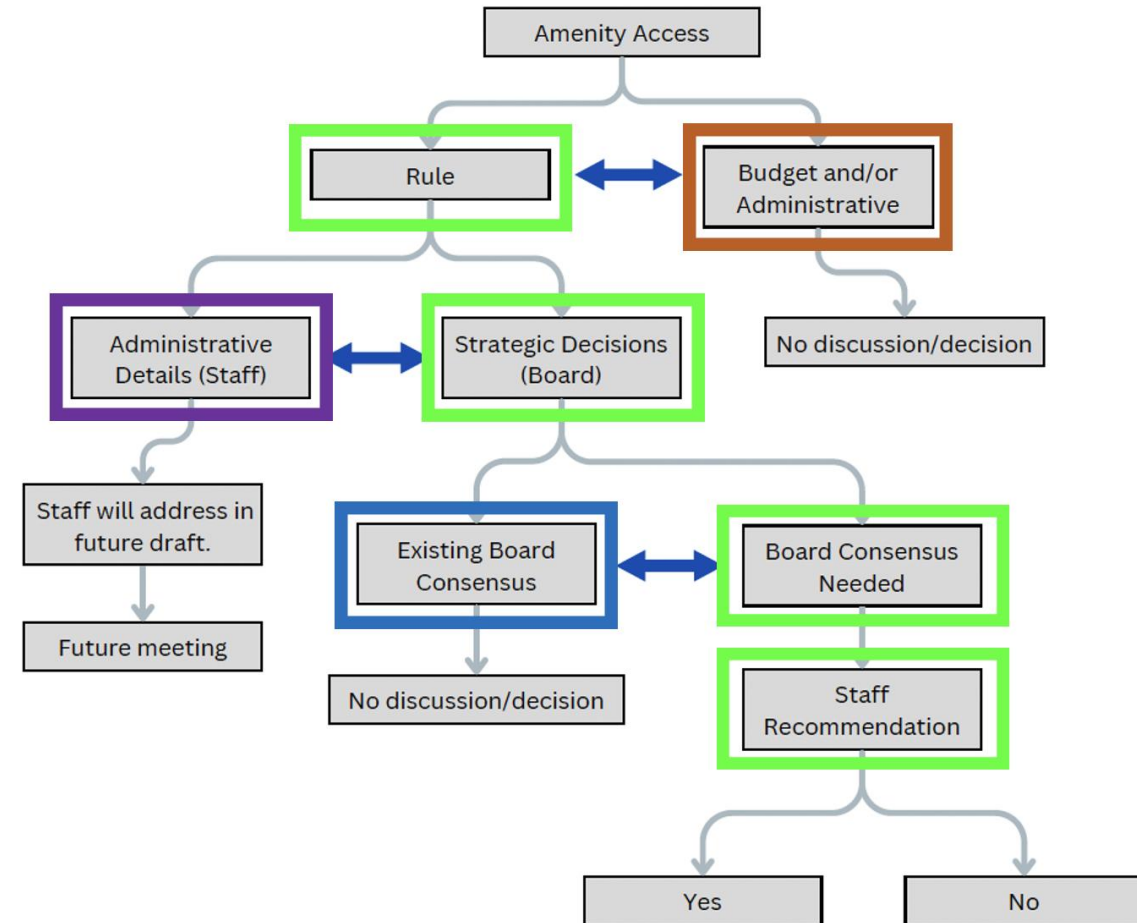
The policy draft includes several items that were not specifically discussed in a workshop but are largely administrative and will likely be similar to the current policy. These items include:

- How the Association will handle
 - Corporations
 - Trusts
 - Partnerships
- Foreign exchange students
- Replacement card process
- Attendants of disabled owners

GENERAL CONSENSUS ITEMS

Much of the working draft policy includes items where there was general consensus from the Board

- Definitions of user groups
- Up to ten (10) maximum member photo ID cards per property for owners and their family
- Any individual, age three (3) and older, will need a valid member photo ID card to be eligible for member benefits
- Exception process to obtain a member photo ID card
- Guest access limits with exception process if the limit needs to be exceeded
- Unaccompanied guest access through a pre-registration system
- Tenant access for all tenant sub-categories using tenant ID cards
 - Owner still able to relinquish access rights to long-term tenants
- Moving the access pass product calendar to sync with our assessment/fiscal/calendar year



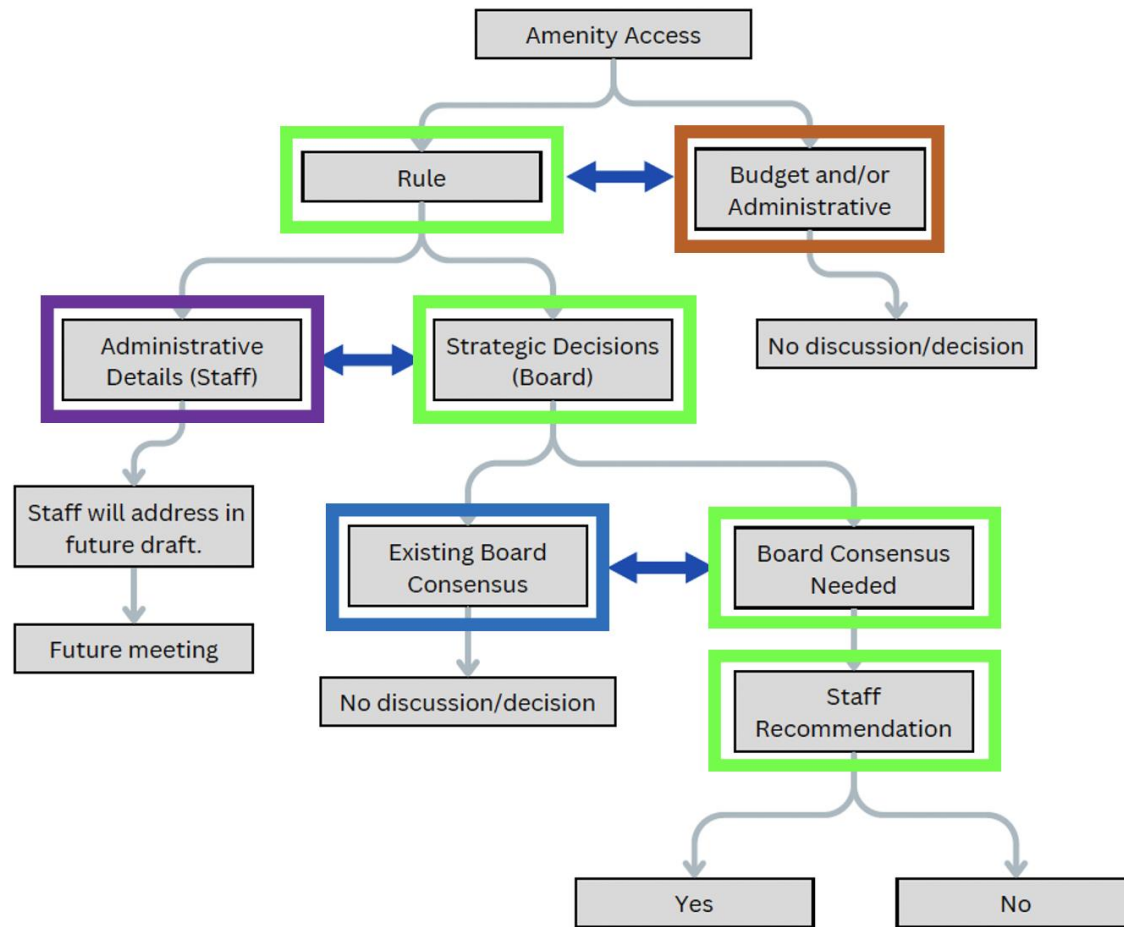
DISCUSSION

INITIAL WORKING DRAFT POLICY

The initial working draft policy provided to the Board is a first rough draft. Staff anticipates changes as we scrutinize each element through our staff teams – Operations, IT, and Members Services.

DISCUSSION FOR TODAY

- The diversity and commonalities of board member perspectives regarding how to cover the cost of private amenities require further focus on this topic
- Staff has a recommendation for a path forward that includes a draft implementation plan to assist in the transition to the recommended outcome
- Seeking Board input on this recommendation



RECOMMENDATION

Concerning how the private amenity direct operating costs are funded, staff has considered the desired outcomes of this policy update, the input from the Board, the membership, and internal processes to service the membership.

Based on the above, staff recommends an endgame result that provides access to the private amenities for all member photo ID card holders without the requirement of a daily access fee or an additional annual access pass.

The path to this result is through an implementation plan that has been drafted to provide an opportunity to review data, modify operations, and advance to the endgame goal over time, to learn as we go to make the transition successful.

POLICY UPDATE DESIRED OUTCOMES

- Promote member value
- Promote a sense of community among members
- Protect the amenities, environment and membership
- Foster member enjoyment and use
- Simplify the policy for ease of understanding and administration
- Support a long-term sustainable and equitable pricing system
- Clarify user categories



DRAFT IMPLEMENTATION PLAN - OBJECTIVES

The implementation plan presents a transition to an inclusive private amenity access model over several years. The objectives of this phased approach are to:

- Develop and implement a financial transition plan to smooth budgetary and assessment changes associated with this rule change.
- Develop and implement management processes and practices to ensure that the private amenities do not become overburdened by this rule change.



DRAFT IMPLEMENTATION PLAN - DETAILS

Year 1 – 2025

Included access for two (2) member photo ID cards per property

- Additional private amenity access passes are available for purchase per member who has a member photo ID card
- If no additional access pass is purchased for an individual member photo ID cardholder, a daily access fee will be charged to enter a private amenity

Implement tenant access plan

- Short-term tenant card development
- Access subject to operating plan restrictions
- Seasonal tenant access based on short-term tenant access
- Long-term tenant card development
 - Single family, long-term tenants **residing** in the owner's home with owner relinquishment

Implement the personal guest registration process

- Unaccompanied personal guests

Implement an operating plan that includes access restrictions for non-member user category to prevent facility overburdening

DRAFT IMPLEMENTATION PLAN - DETAILS

Year 2 – 2026

Consider increasing the number of member photo ID cards that include access beyond two (2), if data analysis relative to the budget development timeline suggests it may be viable/appropriate to do so

- Adjust the operating plan and non-member access restrictions as necessary to protect the member experience and minimize facility overburdening

Year 3 – 2027

Consider increasing the number of member photo ID cards that include access beyond six (6), if data analysis of years one and two suggests it may be viable/appropriate to do so

- Adjust the operating plan and non-member access restrictions as necessary to protect the member experience and minimize facility overburdening





DRAFT IMPLEMENTATION PLAN - DETAILS

Year 4 – 2028

Consider increasing the number of member photo ID cards that include access beyond eight (8), if data analysis for the first years of the new rule suggests it may be viable/appropriate to do so

- Adjust the operating plan and non-member access restrictions as necessary to protect the member experience and minimize facility overburdening

Year 5 – 2029

Opportunity to extend the timeline to transition to an inclusive model given data or experience requires a longer transition

- A minimum of all ten (10) member photo ID cards available to a property to include access to the private amenities by January 2029
- Ideally this has already occurred, but the timeline allows for flexibility to apply what has been learned and adjust the operating plan as necessary to protect the member experience and minimize facility overburdening



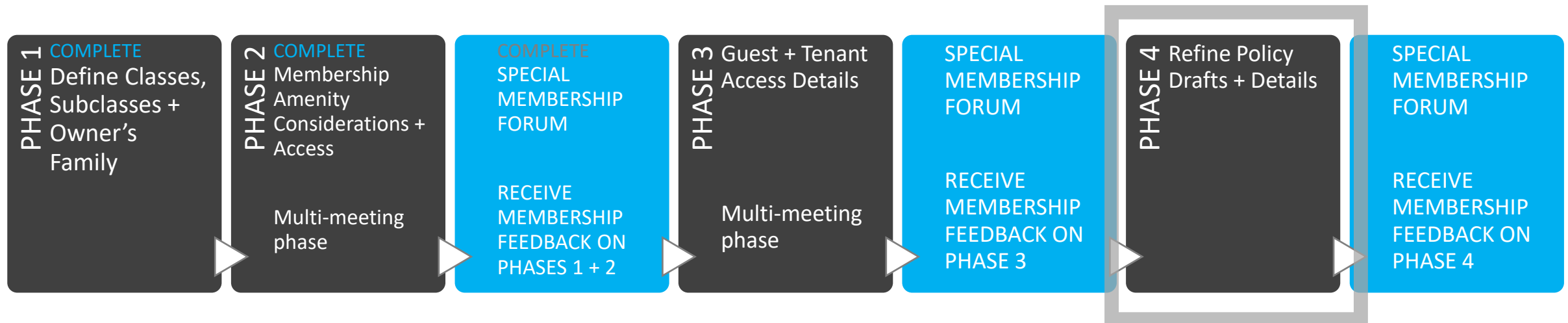
BOARD GUIDANCE

Does the Board have a general agreement to take the recommendation of an all-inclusive model to a forum for member feedback?

Does the Board have a general agreement to take the draft implementation plan to a forum for member feedback?

NEXT STEPS

The next step will be to refine the initial draft policy to a level where it is ready to present to the membership through a Special Membership Forum



THANK YOU