



**Sun Valley General Improvement District  
Board Meeting Minutes of  
April 28, 2022**

**Board Members Present:**

Sandra Ainsworth	Chair
Susan Severt	Vice Chair
Joseph Barstow	Secretary
Carmen Ortiz	Treasurer
Michael Rider	Trustee

**Board Members Not Present:**

**Staff Present:**

Chris Melton	SVGID, General Manager
Brad Baeckel	SVGID, Public Works Director
Erin Dowling	SVGID, Customer Service Supervisor
Jennifer Merritt	SVGID, Administrative Assistant
Brandon Lacow	SVGID, Aquatic Supervisor
Maddy Shipman	SVGID, Legal Counsel

**Other Members Present:**

Mark Neumann	Audience
Bo Ramsey	Audience
Michael Revty	Audience
Glenda Walls	Audience
Tammy Crawford	Erlach IT Solutions

**The meeting of the Sun Valley General Improvement District was called to order by Chair Ainsworth at 6:00 pm in the Sun Valley District Administrative Building, 5000 Sun Valley Blvd., Sun Valley, NV.**

**Item# 1. Roll call and determination of a quorum.**

Board members present; Chair Ainsworth, Vice Chair Severt, Secretary Barstow, Treasurer Ortiz and Trustee Rider. A quorum was present.

**Item# 2. Pledge of Allegiance.**

Led by Mr. Melton

**Item# 3. Public comments for items not on the agenda.**

Mr. Neumann commented on the Sun Valley Senior Program; he spoke with Washoe County staff regarding the computers at the Sun Valley Neighborhood Center. Washoe County staff was unaware Washoe County had to provide internet for the computers at the

Sun Valley Neighborhood Center. The computers operating system are Windows 7 that is no longer supported. Washoe County is going to evaluate the interest and/or need for computers at the Sun Valley Neighborhood Center.

**Item# 4. Motion to approve the agenda.**

Chair Ainsworth reported a correction to the agenda; agenda item 11 should be \$2.50 not \$2.00 per transaction and agenda item 13 proposal amount should be \$2,750.00 not \$7,750.00. She also requested a block vote for agenda items 12 thru 14; they will be discussed individually but voted on as a block.

*Trustee Rider made a motion to approve agenda corrections and request to consider agenda items 12 thru 14 as a block vote. Vice Chair Severt seconded the motion. The motion carried unanimously.*

*Trustee Rider made a motion to approve the amended agenda. Treasurer Ortiz seconded the motion. The motion carried unanimously.*

**Item# 5. Certify posting of the agenda.**

Ms. Merritt certified posting of the agenda.

**Item# 6. Trustee/Manager's announcements, request for information, and statements relating to items not on the agenda.**

Mr. Melton announced Keep Truckee Meadows Beautiful Great Community Clean Up is scheduled for April 30, 2022 from 9am until noon. The District will be volunteering at the Chimney site.

Trustee Rider announced he attended an adult baseball game at the Sun Valley Community Park; it was great to see the field being used and it was an exciting game.

**Item# 7. Discussion and action to approve account payables for April 28, 2022.**

Treasurer Ortiz gave a brief report of the account payables, customer refunds and payroll for April 28, 2022.

*Treasurer Ortiz made a motion to approve the account payables April 28, 2022 in the total amount of \$398,662.10. Secretary Barstow seconded the motion. After discussion the motion carried unanimously.*

There were no public comments.

**Item# 8. Discussion and action to approve board meeting minutes of April 14, 2022.**

*Trustee Rider made a motion to approve the Sun Valley General Improvement District Board Meeting Minutes of April 14, 2022 as submitted. Secretary Barstow seconded the motion. The motion carried unanimously.*

There were no public comments.

**Item# 9. Presentation by Erlach IT Solutions regarding cyber security protection of the Sun Valley General Improvement District general office computer systems; with discussion of possible additional protection features.**

Tammy Crawford with Erlach IT Solutions gave a brief report regarding the District's cyber security protection. The District has several layers of security, currently in place beginning with the SonicWall Firewall; this allows the District to identify and control all applications in use on the District's network. This additional control enhances compliance and data leakage prevention by identifying applications based on their unique signatures rather than ports or protocols. The second level of security is known as Open DNS; this provides protection against threats on the internet such as malware, phishing, and ransomware. The third level of security is RMM Monitoring Agent; this provides automatic alerts with Erlach IT to promptly investigate the device which the alert came from. It also provides a secondary ransomware detection if something was able to get passed one of the first two layers of protection. The fourth level of security is Huntress Anti-Virus protection; this focuses on specific set of attack surfaces, vulnerabilities, and exploits. If a threat is detected the program immediately notifies Erlach IT to shut down and isolate the device to stop the spread of potential threats. The last level of protection is the Microsoft Defender that runs in conjunction with the Huntress Anti-Virus to create multiple layers of protection. Ms. Crawford provided a copy of the District's monthly threat report for informational purposes, this monthly report is provided to Mr. Melton. Ms. Crawford also provided information on MSP360 an additional Backup and IT Management Software should the District want to consider a cloud-based backup system.

The Board of Trustees thanked Erlach IT Solutions for their cyber security presentation.

*Trustee Rider made a motion to accept Erlach IT Solutions presentation. Treasurer Ortiz seconded the motion. The motion carried unanimously.*

There were no public comments.

**Item# 10. Update by Sun Valley General Improvement District Aquatic Supervisor, Brandon Lacow, regarding the 2022 Pool Season; with possible direction to staff.**

Mr. Lacow gave a progress update regarding opening of the Sun Valley Pool for the 2022 pool season. He reported recruiting has officially begun, he was pleased to report there are four return lifeguards and one return cashier at this time. He reported he has received three additional cashier applications that he hopes to convert to a lifeguard.

Mr. Lacow has created a 2022 Facebook page to assist with recruitment. He reported the job announcement has been posted at both University of Nevada Reno and Truckee Meadows Community College. He has also networked with various swim teams to help promote lifeguard recruitment.

Mr. Lacow reported one of the goals this pool season is to offer swim lessons; not sure of the capacity level at this time. The intention is to offer three sessions, each session with one time slot, throughout the summer. Depending on staffing, there is a possibility of offering the traditional swim lesson schedule.

Treasurer Ortiz inquired what is the starting wage for lifeguards.

Mr. Lacow responded the District is offering \$11.50 per hour for incoming lifeguards. This is comparable to what Washoe County is offering for their lifeguards.

*Treasurer Ortiz made a motion to accept Mr. Lacow's presentation. Trustee Rider seconded the motion. The motion carried unanimously.*

There were no public comments.

**Item# 11. Discussion and possible action to consider increasing the District's credit/debit card service fee from \$1.00 per transaction to a service fee up to \$2.50 per transaction and remaining on cost-share structure between the District and the customer, or moving to a customer-only pay structure with varying service fee per transaction to include set transaction fees and varying interchange utility rates between .8% to 1.9% per transaction.**

Ms. Dowling gave a presentation regarding the District's credit/debit card service fee. The District implemented its online payment portal February 2015, it was originally set up as a cost-share program between the District and the customer. The fee was set at \$1.97 per transaction; the District monitored the transactions to ensure the credit/debit card service fee would cover majority of the banking expenses and not profit from the fee to stay compliant with governing rules regarding such service fee. Over time the District has increased the credit/debit card service fee as the \$1.97 per transaction was not enough, but the last credit/debit card service fee of \$2.60 per transaction was too much. She reported in March 2021 prior management requested to set the credit/debit card service fee at \$1.00 per transaction to once again cost-share with the customers for this convenience service. However, it is anticipated the District will expense approximately \$44,000.00 by the end of the 2022 fiscal year.

Ms. Dowling reported their four options for consideration. The first option is to change to a full District-pay structure; the District pays all bank fees and not collect a credit/debit card service fee; this is approximate direct cost to the District of \$75,000.00 annually. The second option is to change to a full Customer-pay structure; the customer pays a credit/debit card service fee based on a percentage per transaction and there is zero cost to the District. This option is currently not available with the District's billing software Springbrook. The District's online payment portal is through a third-party vendor known as Bluefin. Springbrook will have an alternate vendor for credit/debit card transactions in the near future. Because of the rising bank costs, more agencies are having the customers pay for the convenience to use their credit/debit cards. The third option is to keep the \$1.00 credit/debit card service fee and expense approximately \$44,000.00 annually. The last option is to continue monitoring the costs and increase accordingly. For the purpose of discussion with current expenses the credit/debit card service fee would need to increase between to \$2.00 up to \$2.35 per transaction to be as close to zero as possible (\$2.50 per transaction reflects a profit).

Ms. Dowling reported there are a variety of fixed and variable fees that are associated with processing a single credit/debit card transaction; fees are based on type of card being used and type of banking institute. For example, using the District's current cost-share structure an average monthly utility bill is \$74.00, if a customer pays by credit/debit card the service charges would be approximately \$2.38; with the District's current \$1.00 credit/debit card service fee the District's cost-share is \$1.38. If the District moved to a Customer-pay structure, using the same average monthly utility bill amount, the customer service charge would increase to approximately \$3.04. This service fee would vary because it is all based on an Interchange Utility Rate percentage (as low as .8% up to 1.9% per transaction) based on type of credit/debit card that is used. The Customer-pay structure again would be a percentage of each bill, therefore the per transaction fee will vary depending on how much the monthly utility bill is. This structure is customer paid and eliminates any subsidizing from other customers.

Ms. Dowling reported for comparison purposes only, City of Reno, City of Sparks, and Washoe County do not charge a credit/debit card service fee for “utility” payments and Truckee Meadows Water Authority charges \$2.95 per transaction. Staff’s recommendation is to consider changing to a full Customer-pay structure or increase the credit/debit card service fee. Both these options would be most cost-effective for the District.

Trustee Rider thanked Ms. Dowling for her presentation; he is familiar with the various credit/debit card fees through his own business. He does agree the District should increase the credit/debit card service fee. He would like to continue with the cost-share structure and recommended increasing the credit/debit card service fee to \$2.25 per transaction. It is not only a convenience to be able to pay by credit/debit card, but it is also a personal choice to pay by credit/debit card, regardless if there is a service fee or not.

Mr. Melton reported a flat rate for credit/debit card users are still being subsidized by other credit/debit card users. He does not believe it is fair for a customer to be charge the same flat rate if the individual bills are not the same, customers should pay their fair share for their own choice to pay by credit/debit card. He would recommend switching to a percentage structure.

Treasurer Ortiz inquired when Springbrook would have the percentage technology available to implement, should this be the direction the Board would like to approve.

Ms. Dowling responded Springbrook is anticipating the new percentage technology be available fall of 2022. It is new technology program therefore; Springbrook would want to use the District as a pilot program if the Board wanted to switch to a full Customer-pay structure.

Chair Ainsworth is interested moving to a full Customer-pay structure once it is available until then, she would recommend increasing the credit/debit card service fee to \$2.35 per transaction to have the costs covered majority by the credit/debit card user.

Treasurer Ortiz reported the District offers multiple payment options for the customer if they don’t want to pay the convenience fee.

Ms. Dowling responded the District does have multiple payment options the customer can select from. She reported 13% of customers pay by ACH; this is an authorized payment from the customers bank account on their due date, this is a free transaction to the customer. She reported the month of March, 42% of payments were made by credit/debit card, 30% of payments were made by check, and 16% of payments were made by cash. She anticipates negative feedback from the customers if the credit/debit card service fee increases, but strongly recommends educating the customers of all the banking fees for the convenience to pay by credit/debit card.

Vice Chair Severt commented this is a topic of conversation the Board has had multiple times; she doesn’t like the fact that 58% of the customer subsidizing 42% of the customers so they can pay their utility bill with a credit/debit card. She agrees, something needs to be done, including moving to a full Customer-pay structure in the future. She would want to make sure the customers are given ample notice.

Additional discussion ensued regarding the history of the credit/debit card service fee and promoting all the payment options available.

Audience member Mr. Ramsey commented he agrees the District needs to promote all the payment options available. One suggestion is to convert credit/debit card users to auto-pay by incentivizing customers in some manner.

*After further discussion Secretary Barstow made a motion to increase the credit/debit card service fee to \$2.35 effectively immediately. Trustee Rider seconded the motion. The motion carried unanimously.*

**Item# 12. Discussion and possible action to approve Apex Grading & Paving proposal in the total amount of \$78,400.00 for the purpose of milling, grading, resurfacing and striping of the Gepford Park basketball court; paid from sub-grant funds provided by Washoe County for recreational use only.**

Mr. Baeckel reported staff is requesting approval of Apex Grading and Paving's proposal of \$78,400.00. Scope of work includes repaving and restriping the Gepford Park basketball court. Apex Grading and Paving recommends completely milling and repaving due to the age and condition of the asphalt. Apex has reserved a spot for us, and if approved, the project would be scheduled for the end of May. This project would be funded by the parks and recreation sub-grant money received from Washoe County. He reported he was able to get the Apex Grading and Paving's original proposal reduced to stay within the \$90,000.00 Washoe County sub-grant. There could be a potential credit if the millings are good enough quality to be reused as recycled asphalt.

Both Trustee Rider and Vice Chair Severt commented the basketball court is in very bad shape and appreciate the use of the sub-grant funds to be used for this project.

Chair Ainsworth inquired the age of the basketball court and when was the last time maintenance has been performed.

Mr. Melton responded he believes the basketball court is the original court that was installed in the 80's. The District has not performed any maintenance on the court itself since taking ownership of the parks.

Action was taken as a block vote under agenda item 14.

There were no public comments.

**Item# 13. Discussion and possible action to approve Absolute Sealing & Striping, Inc. proposal in the total amount of \$2,750.00 for the purpose to reseal and stripe Highland Ranch Park basketball court; paid from sub-grant funds provided by Washoe County for recreation use only.**

Mr. Baeckel reported staff is requesting approval of Absolute Sealing & Striping's proposal of \$2,750.00. Scope of work includes resealing and restriping the basketball court at Highland Ranch Park. The work is expected to be completed by the end of May, if approved. This project would be funded by the parks and recreation sub-grant money received from Washoe County.

Action was taken as a block vote under agenda item 14.

There were no public comments.

**Item# 14. Discussion and possible action to approve Chavez Painting, LLC proposal in the total amount of \$8,850.00 for the purpose of painting the Sun Valley Neighborhood Center; paid from sub-grant funds provided by Washoe County for recreation use only.**

Mr. Baeckel reported staff is requesting approval of Chavez Painting's proposal of \$8,850.00. Scope of work includes pressure washing, prepping, and painting the exterior of the Sun Valley Neighborhood Center. Staff has been pleased with the work that Chavez Painting has done in the past and recommends having them paint the Neighborhood Center exterior to give it an update, as well as, match the other buildings in the Community Park. If approved, the work is expected to be completed by the end of this fiscal year. This project would be funded by the parks and recreation sub-grant money received from Washoe County.

Trustee Rider inquired when was the last time the Neighborhood Center was painted.

Mr. Melton responded the Neighborhood Center exterior was last painted ten years ago.

*Trustee Rider made a block vote motion to approved Apex Grading & Paving proposal in the total amount of \$78,400.00 to repairing the Gepford Park basketball court, Absolute Sealing & Striping, Inc proposal in the total amount of \$2,750.00 for resealing the Highland Ranch Park basketball court, and Chavez Painting, LLC proposal in the total amount of \$8,850.00 to paint the exterior of the Sun Valley Neighborhood Center, as presented by staff. Vice Chair Severt seconded the motion. The motion carried unanimously.*

There were no public comments.

**Item# 15. Discussion and hearing regarding delinquent balances on deleted customer accounts as of February 28, 2022 per NRS 318.201 and possible adoption of resolution regarding same for inclusion on Washoe County Property Assessment Roll.**

Chairperson Ainsworth read into the record the Order of Procedures for the District's Public Hearing.

Secretary Barstow provided proof of publication for the public hearing.

There were no public comments.

Ms. Dowling provided a Report of Collection of delinquent balances on closed customer accounts as of February 28, 2022 to be placed on the Washoe County Tax Roll. She stated accounts with less than \$1 owing is not reflected on the report. The current list as of April 28, 2022 includes 16 closed customer accounts with a total of \$2,100.85 of unpaid delinquent balances. Ms. Dowling reported the District has notified all property owners with closed accounts with delinquent balances by mail. It is anticipated that some additional payments will be made prior to the District's submission of the report on June 1, 2021 to the Washoe County Treasurer; the report will be revised to reflect any payments made. After the report has been filed with the Washoe County Treasurer the District is no longer able to collect from customers, it must be collected by the Washoe County Treasurer via the Tax Roll. She stated if the Board would like to proceed without changes to the report, then the motion would be to adopt the attached Report of Collection on the County Tax Roll and adoption of Resolution 2022-01. If the Board decides to amend/change the report, the motion would be to direct staff of the recommended amendments/changes to the report and the resolution brought back reflecting said amendments/changes at the next meeting.

*Vice Chair Severt made a motion to adopt Resolution 2022-01 and approve Report for Collection on the Washoe County Tax Roll of delinquent balances on closed customer accounts without any changes. Trustee Rider seconded the motion. The motion carried unanimously.*

**STANDING ITEM:**

**Item# 16. Update and possible action regarding amendments to the Sun Valley General Improvement District tentative budget for fiscal year 2022/2023.**

Mr. Melton reported he will provide an updated copy of the District 2022/2023 tentative budget at the May 12<sup>th</sup> board meeting that will reflect the various increases to District's health insurance, liability insurance, credit card fees, and water purchased.

*Trustee Rider made a motion to approve to accept Mr. Melton's budget report. Treasurer Ortiz seconded the motion. The motion carried unanimously.*

There were no public comments.

**Item# 17. Legal report by Maddy Shipman.**

None

**Item# 18. Field report by Brad Baeckel.**

Mr. Baeckel reported on the following:

- He announced field staff has been working in getting the pool ready for the upcoming pool season.
- He is still working through the staffing shortage, and training the new field employees.

**Item# 19. Office report by Erin Dowling.**

Ms. Dowling reported on the following:

- She congratulated Mr. Melton, Mr. Baeckel, and Mr. Poelstra on their recent promotions.
- The District's E-Waste Recycling program runs for the month of April, as of April 28<sup>th</sup> the District issued out 289 vouchers; this is a minimal increase from last year's event of 282 vouchers issued.
- The May billings will include a 2-sided color flyer promoting the District's Movie in the Park, as well as, the 2022 recreation events that are scheduled at the parks.
- She wished all the mothers a Happy Mother's Day.

**Item# 20. Manager report by Chris Melton.**

Mr. Melton reported on the following:

- He is pleased to announce the District received a letter for the Department of Taxation that states the District is in compliance with FY 22/23 tentative budget.
- He addressed a request from the Sun Valley Citizen Advisory Board. He reported the District General Manager currently represents the District on various boards and committees, they include: Standing Advisory Committee to Truckee Meadows Water Authority, Joint Coordination Committee to Truckee Meadows Water Reclamation Facility, Northern Nevada Water Planning Commissioner, Staff Working Group to the Western Regional Water Commission, and Keep Truckee Meadows Beautiful Illegal Dumping Task Force. As the General Manager he also attends the Washoe County Commission and Truckee Meadows Water Authority meetings as needed. Recently the District General Manager has been requested by the Sun Valley Citizen Advisory Board to attend their monthly meetings to give an update on District business. He reported, he does not feel a need to attend the monthly meetings at this time; citizens can attend the



District's monthly public meetings to get District updates. However, if there is a District construction project or an incident that has direct impact on District customers related to water, sewer, recreation or garbage, he will consider attending, on a as need basis.

**Item# 21. Public Comments.**

Mr. Neumann requested to include the Sun Valley Citizen Advisory Board 2022 meeting schedule in the District's newsletter.

Ms. Ortiz announced the Sun Valley Citizen Advisory Board next meeting is scheduled for May 7, 2022 at Hobey's Casino in the banquet room starting at 10am.

**Item# 22. Board Comments.**

Secretary Barstow announced he will be absent from the District's May 12<sup>th</sup> and May 26<sup>th</sup> board meetings; for personal commitments.

Trustee Rider thanked staff for the recreation and pool update. It is nice to see much needed improvements within the parks.

**Item# 23. Future Agenda Items.**

Mr. Melton reported the following items will be on the next agenda;

- Presentation by LP Insurance regarding District Health Insurance
- Standing Item: Fiscal Year 2023 budget updates

Trustee Rider requested an e-waste recycling event recap.

Vice Chair Severt requested an update by Truckee Meadows Water Reclamation Facility.

**Item# 24. Adjournment.**

*Secretary Barstow made a motion to adjourn at 7:24 pm. Treasurer Ortiz seconded the motion. The motion carried unanimously.*

Approved by the SVGID Board of Trustees on May 12, 2022  
Minutes Prepared by: Jennifer Merritt, Administrative Assistant