



**Sun Valley General Improvement District
Board Meeting Minutes of
December 14, 2017**

Board Members Present:

Sandra Ainsworth	Chair
Susan Severt	Vice Chair
Joseph Barstow	Secretary
Garth Elliott	Treasurer

Board Members Not Present:

Carmen Ortiz	Trustee
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Staff Present:

Jon Combs	SVGID, Public Works Director
Erin Dowling	SVGID, Customer Service Supervisor
Jennifer Merritt	SVGID, Administrative Assistant
Maddy Shipman	SVGID, Legal Counsel

Other Members Present:

Linda Elliott	Audience
Antonio Gonzalez	Audience
Christi Cakiroglu	Keep Truckee Meadows Beautiful
Nancy Eklof	Nancy Eklof Public Relations
Susan Howe	UNR Cooperative Extension

The meeting of the Sun Valley General Improvement District was called to order by Chairperson 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; Chairperson Ainsworth, Vice Chair Severt, Secretary Barstow and Treasurer Elliott. A quorum was present.

Item# 2. Pledge of Allegiance.

Led by Vice Chair Severt

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

Ms. Cakiroglu with Keep Truckee Meadows Beautiful announced the Christmas Tree Recycling Program begins on December 26, 2017 runs thru January 7, 2018. The Christmas Tree Recycling Program only accepts fresh cut trees, no plastic trees, and they must be free

of ornaments and icicle tinsel. The closest drop off location for the Sun Valley Community is the Shadow Mountain Sports Complex site located off of Sparks Boulevard or the Rancho San Rafael Park off of Sierra Street. Various Truckee Meadows Fire Protection stations will accept Christmas Trees after January 7, 2018. The Christmas Tree Recycling Program provides community residents with an easy alternative to dumping trees in the landfill or in some cases dumped in open spaces. Keep Truckee Meadows Beautiful requests a \$3 per tree donation.

Mr. Elliott commented he witnessed a gentleman with a truck load of Christmas trees driving up in the desert off Chimney Drive. He was able to chase him out before dumping the trees.

Item# 4. Motion to approve the agenda.

Treasurer Elliott made a motion to approve the agenda. Secretary Barstow seconded the motion. The motion carried unanimously.

There were no public comments.

Item# 5. Certify posting of the agenda.

Jennifer Merritt certified posting of the agenda.

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

Treasurer Elliott was pleased to announce that Margaret Reinhardt has joined him on the Washoe County Citizen Advisory Committee for senior nutrition services. The Sun Valley community now has representation in both Washoe County Commission Districts. He attends the Sun Valley Senior Center to check on attendance and nutrition quality and reports back to the Citizen Advisory Committee. He stated he has noticed the attendance has leveled off and has not increased in several months which is a concern of his.

Item# 7. Discussion and action to approve accounts payable and customer refunds for November 23, 2017.

Treasurer Elliott gave a brief report of the accounts payable for November 23, 2017.

Treasurer Elliott made a motion to approve accounts payable for November 23, 2017 in the total amount of \$433,065.29. Secretary Barstow seconded the motion. After discussion the motion carried unanimously.

Treasurer Elliott gave a brief report of the customer refunds for November 23, 2017.

Treasurer Elliott made a motion to approve customer refunds for November 23, 2017 in the total amount of \$1,159.10. Secretary Barstow seconded the motion. After discussion the motion carried unanimously.

There were no public comments.

Item# 8. Discussion and action to approve accounts payable and customer refunds for December 14, 2017.

Treasurer Elliott gave a brief report of the accounts payable for December 14, 2017.

Treasurer Elliott made a motion to approve accounts payable for December 14, 2017 in the total amount of \$180,118.60. Vice Chair Severt seconded the motion. After discussion the

motion carried unanimously.

Treasurer Elliott gave a brief report of the customer refunds for December 14, 2017.

Treasurer Elliott made a motion to approve customer refunds for December 14, 2017 in the total amount of \$1,749.65. Vice Chair Severt seconded the motion. The motion carried unanimously.

There were no public comments.

Item# 9. Discussion and action to approve board minutes from November 09, 2017.

Vice Chair Severt made a motion to approve the board minutes of November 09, 2017 as submitted. Secretary Barstow seconded the motion. The motion carried unanimously.

There were no public comments.

Item# 10. Marketing update by Nancy Eklof with Nancy Eklof Public Relations.

Nancy Eklof with Nancy Eklof Public Relations gave a brief marketing update for services performed October through December. Ms. Eklof reported majority of her work performance was related to the Veterans Appreciation Breakfast. She stated she assisted with the preparation of the event and coordinated with local and state officials to attend as well as assisted with securing proclamations for the event. She successfully arranged for two interviews prior to the event to help promote it; interviews were with KRNV/FOX given by Erin Dowling and KOLO TV given by Trustee Ortiz. During the event there was coverage by KTVN and on air coverage by KOH-AM, KOLO TV and My News 4. She stated overall the event was very successful. She stated she was disappointed in the lack of attendance of veterans. This will be a goal for next year's event to make sure more veterans are aware of the event and hopefully attend.

Ms. Eklof reported she has continued to work with staff on marketing needs including attending monthly marketing meetings and preparation of the winter Pipeline. The Pipeline will be presented to the Board at the January 11, 2018 meeting for final approval, at which she will include the results from the election of officers.

There were no public comments.

Item# 11. Presentation by Susan Howe with University of Nevada Cooperative Extension regarding Radon with motion to approve Radon Proclamation proclaiming January National Radon Action month.

Susan Howe with University of Nevada Cooperative Extension gave a presentation regarding Radon. Ms. Howe reported the Nevada Radon Education Program is a grant funded program by the Nevada Division of Public and Behavioral Health (a federal EPA grant). University of Nevada Cooperative Extension is offering free test kits from January 1, 2018 through February 28, 2018 to all the residents in the State of Nevada.

Ms. Howe reported Radon is a colorless, odorless, and tasteless naturally occurring radioactive gas. Radon is a decay product of uranium, a common element in soil, rock and water. Radon causes approximately 21,000 lung cancer deaths per year in the U.S. and is the leading cause of lung cancer among non-smokers. Nevada has collected Radon data since 1989. The highest Radon result in the State of Nevada was found in Reno (zip code 89509). She stated in Sun Valley a total of 209 tests have been completed, that is only 6.5% of the Sun Valley population. She briefly explained the process of Radon and how it gets inside homes. She gave a brief explanation how to perform a Radon test in a home and how

to protect your home from Radon. She also stated a committee has been formed that's focus is to lobby local governments to adopt building codes that include "Appendix F, Radon Control Methods" of the International Residential Code. She reported more information on Radon is available on the Radon website www.RadonNV.com. Individuals can also call 1-888-RADON10 (888-723-6610) to order a Radon test kit.

After further discussion Vice Chair Severt made a motion to adopt the Radon Proclamation and proclaim January 2018 National Radon Action Month. Chairperson Ainsworth seconded the motion. The motion carried unanimously.

There were no public comments.

Item# 12. Discussion and action to approve renewal of Benchmark Insurance Company Workers Compensation Insurance for Sun Valley General Improvement District.

Ms. Dowling reported the District's Workers Compensation Insurance Representative, Alpine Insurance requested quotes for the District's 2018 Workers Compensation Insurance. They contacted six agencies and the District's existing provider Benchmark Insurance was the only agency that provided a quote for coverage for calendar year 2018. Benchmark Insurance proposal is \$10,225 annually, \$528 less than last year's premium. She stated staff is requesting approval of Benchmark Insurance Workers Compensation insurance for 2018.

Jon Combs reported the decrease is a reflection on the District not having any claims for 2017.

After some discussion Vice Chair Severt made a motion to renew Workers Compensation Insurance with Benchmark Insurance for the total amount of \$10,225 for 2018. Treasurer Elliott seconded the motion. The motion carried unanimously.

There were no public comments.

Item# 13. Discussion regarding FlashVote survey questions for consideration with possible direction to staff.

Ms. Dowling stated per the request of the Board from the last meeting, FlashVote provide several survey questions for consideration. The survey question topics include: Recreation Program and Facilities, Utility Bill Content, Citizen Satisfaction, and Communication Preferences.

Chairperson Ainsworth commented she feels that this is a waste of employee's time considering only 100 out of 6,000 customers are interested in participating with FlashVote. Since Mr. Lyon's has graciously offered to waive the fee at this time, she would be interested to survey how many customers actually read the District's Pipeline considering how much staff time is involved. She stated customers already have the opportunity to voice their opinions on the District's website, Facebook page and in person and she does not believe another opportunity is necessary. She also stated she appreciates Mr. Lyon's offer to waive the annual fee to assist with establishing participation, but eventually the District will have to pay for the service.

Vice Chair Severt commented participation has the opportunity to grow by the existing registered participants sharing with their friends any and all survey questions. She thinks it is worth trying to sample the existing participants, since it is free at this time, with several

questions and see if participation increases. She stated the most important thing is to keep participants engaged by asking appropriate questions to peak their interest; questions that are also informative to the District and how it operates. She is not in favor of multiple choice questions, she likes direct general questions. She would like to see a question(s) regarding recreation and pool opportunities and communication provided by the District and what media outlets.

After further discussion Treasurer Elliott made a motion to table agenda item 13 until the next scheduled board meeting when Mr. Lyon's or Mr. Price is available to answer questions. Secretary Barstow seconded the motion. The motion carried unanimously.

There were no public comments.

Item# 14. Update and possible action to approve upgrade of District's Springbrook Utility Billing and Accounting Software from version 7.16 to version 7.18; tentatively scheduled for January 30 thru January 31, 2018.

Ms. Dowling reported staff presented to the Board the need to upgrade the District's Springbrook Utility Billing and Accounting Software back on April 14, 2016; at which the Board unanimously approved. A copy of the April 14, 2016 board minutes were provided for information. Ms. Dowling stated the timing of this project was substantially delayed due to Accela acquiring Springbrook and obtaining the ability to reappropriate staff to accommodate their customer upgrades. Another challenge in upgrading is the number of custom features that have been built into the District's software modules. Staff and Erlach Computer Consulting, the District's computer consultant, have been working closely with Accela to review these customs to determine if any can be eliminated. She reported after reviewing the District's customs and evaluating what comes with the standard features with the upgrade, the District can remove four of the eight customs that are currently in place. Some of the custom features that are now available as a standard feature may be the presentation/layout of a report. The same information will be provided on the report, just in a different format. She stated one of the features the District loss with the 7.16 version was the ability to bill customers for backflow inspections. She stated it's not that the District can't bill for the backflow inspections, but it is a very cumbersome process. The new version will give the feature back to the District.

Ms. Dowling reported when the Board originally approved the Springbrook upgrade, the software upgrade was a cost not to exceed \$14,000 (\$100 per hour, estimated 14 hour). The funds have been earmarked in the District's Acquisition Budget for the fiscal year 2017/2018. She stated she is currently negotiating with Accela the number of hours considering the District is removing four of the custom features. She will closely monitor hours worked. She stated the upgrade is tentatively scheduled for January 30 and 31, 2018 pending Board approval. During this time the online account and payment portal will be down and staff will have read-only (ability to query accounts) access for customers and accounting databases. Staff will not be able to post or process account payments, deposits, nor process new accounts or disconnect request. Emergency service requests will be processed and field staff will continue working as normal. Office staff will continue to work during this time on other tasks and assist customers with read-only account information.

Chairperson Ainsworth inquired if there are any scheduled disconnect days during the upgrade period.

Ms. Dowling responded no, the District has four billing cycles and January has five weeks. January 30 and 31 is the best time because the District does not have any billing, due dates,

late notices or disconnects scheduled.

Secretary Barstow inquired how much communication will be provided to the customers to advise them of the upgrade and limited service.

Ms. Dowling responded the District will provide a message on the current bills being issued leading up to the scheduled upgrade, message in the office front lobby, website, and Facebook page. She does not believe it will be necessary to provide a separate insert with billing due to cost of the insert.

Treasurer Elliott requested an update on the upgrade and appreciates Ms. Dowling monitoring the number of hours actually worked to help keep costs down. He also stated he is against any negative impact to the customers.

Ms. Dowling responded by noticing the customers as soon as possible she is confident that there will be no negative impact to the customers. Staff discussed and considered only accepting checks and/or money orders and issuing a manual receipts to a customer to be applied to their account later to accommodate some of the customers.

After further discussion Vice Chair Severt made a motion to approve upgrade of Springbrook Utility Billing and Accounting Software from version 7.17 to version 7.18 tentatively scheduled for January 30 and January 31, 2018. Chairperson Ainsworth seconded the motion. The motion carried unanimously.

There were no public comments.

Item# 15. Legal report by Maddy Shipman.

Ms. Shipman wished everyone a Happy Holiday, Merry Christmas and Happy New Year.

Item# 16. Field report by Jon Combs.

Mr. Combs reported on the following items;

- He met with Shaw Engineering regarding submitting of a water project to Washoe County Health Department for the middle school project. The contractor has moved equipment onsite and staff has met with the contractor regarding the onsite fill station for dust control.
- Staff recently met with a potential developer regarding the property adjacent to the LDS Church located on East 4th Avenue and Lupin Drive. Several years ago this property was in the planning stages for a 75 unit private mobile home park. The new potential developer wants to proceed with the plans as is but as individual lots.
- Ladera Ranch was approved by Washoe County Health Department for their Phase I. However the developer has to break Phase I into three sub phases Phase 1.1, Phase 1.2 and Phase 1.3 because Washoe County Health Department wants the developer to install the infrastructure in the ground prior to building any homes, this is to assist with fire protection.
- District staff recently met with Washoe County Health Director regarding the new submittal process and the Director will look into the submittal process to allow for a smoother submittal process for the District and developers.
- He wished everyone a Merry Christmas and a Happy New Year.

Item# 17. Office report by Erin Dowling.

Ms. Dowling reported on the following items;

- The District office will be closed Monday, December 25th and Monday, January 1st in observance of Christmas and New Year's.
- Jennifer Merritt will be on vacation and Karen Pickens will be covering for Ms. Merritt at the January 11th meeting.
- She wished everyone happy and safe holidays.

Item# 18. Manager's report by Darrin Price.

Mr. Price reported on the following items;

- None

Item# 19. Public Comments.

None

Item# 20. Board Comments.

Treasurer Elliott announced Washoe County School District will be hosting a ground breaking event for the new Sun Valley Middle School Tuesday, December 19, 2017 at 10am.

Vice Chair Severt commented Washoe County School District has narrowed the names for the new middle school down to four. Debbie Smith's name has been removed from the suggested names for the middle school, however will be considered for the new high school.

Item# 21. Future Agenda Items.

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

- Election of officers
- Review and approval of the final winter pipeline
- Renewal of Nancy Eklof's service agreement for Public Relations
- Discussion regarding the purchase of a generator for emergency backup for the District Office
- Consideration of Washoe County Registrar of Voters request to use District Facilities for primary and general elections
- Approval of the District's Board of Trustees 2018 meeting schedule
- Continuation of FlashVote suggested survey question

Vice Chair Severt suggested regular updates regarding the Ladera Ranch project and as needed updates regarding the Valle Vista Manufactured Home Park potential project.

Item# 22. Adjournment.

Secretary Barstow made a motion to adjourn at 7:16 pm. Chairperson Ainsworth seconded the motion. The motion carried unanimously.

Approved by the SVGID Board of Trustees on January 11, 2018.
Minutes Prepared by: Jennifer Merritt, Administrative Assistant