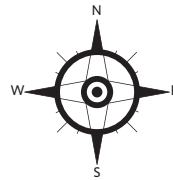
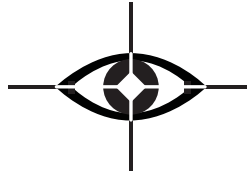


# goals 2010-2015

1. Execute the board approved Capital Projects on time and within budget.
2. Maximize operating revenue, while controlling expenses, in order to limit future operating fund annual assessments.
3. Establish leading year-round Association specific events and programs to benefit the membership.
4. Establish an engaging approach to maintaining Association community, architectural, covenants, and communications standards.
5. Establish an effective core full-time / seasonal employee relationship and staffing plan to provide the most cost effective service to the membership.
6. Develop effective information technology services to support and integrate all resort operations to support the membership.
7. Establish a proactive approach to maintaining the health of our natural resources and defensible space.
8. Promote efficiencies in energy and water use to align with national, state, and local community efforts for greater self reliance and energy independence.
9. Work in partnership with the Town of Truckee and Special Districts to maximize the return on Homeowner tax dollars.



## STRATEGIC PLAN (DRAFT)



### mission

Tahoe Donner 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.



## vision

Tahoe Donner is a vibrant and desirable mountain community, with modern recreational facilities, events, programs, and leading customer service, surrounded by accessible and healthy natural resources.



## values

- › Organizational Effectiveness
- › Fiscal Accountability
- › Continuous Improvement
- › Resource Conservation
- › Community Participation
- › Collaboration
- › Professionalism
- › Responsibility
- › Stability
- › Respect



## core competencies

- › Customer Service
  - Amenities
  - Association Events and Programs
- › Sustainment and Maintenance
  - Infrastructure
  - Equipment
  - Natural Resources
- › Workforce Management
  - Full-time
  - Seasonal
- › Association Community Standards
  - Architectural
  - Covenants



## background

Tahoe Donner is a recreational homeowner community of 6,500 property owners and over 30,000 members located within Truckee, California, 5 miles from Donner Lake, and 15 miles from Lake Tahoe. The Association operates several recreational facilities and programs including; a downhill and cross country ski area, two restaurants, a championship golf course, equestrian center, and campground. These amenities are available for both the membership and the public to access.

Additionally, the Association manages other amenities for the exclusive use of the property owners/members and their guests, including tennis courts, hiking trails, playgrounds, pools, a beach club marina on Donner Lake, and a fitness center. Tahoe Donner is comprised of approximately 6,000 acres, with over 2,000 acres of open space, and 1,300 acres of common area interspersed among the community homes.



## guiding principles

As our organization moves forward in pursuit of our strategic goals, we shall align ourselves daily with these principles. They are cornerstones which support our direction and philosophy, and provide a basis for everything we do. Every goal in this plan is founded on the following principles:

- Support the customer first and always.
- Sustain the foundation of Tahoe Donner programs and services.
- Encourage environmental stewardship.
- Local community involvement.
- Minimize annual operating assessment by allowing homeowners to pay for the amenities they desire to use.
- Responsibility to maintain, preserve and enhance the common property.

**Feedback:** *We welcome your feedback, gm@tahoedonner.com*

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