

**RENO-SPARKS CONVENTION AND VISITORS AUTHORITY  
NOTICE OF PUBLIC MEETING  
SPECIAL BOARD OF DIRECTORS MEETING  
August 25, 2022, at 8:30 AM  
4065 S. Virginia Street, Suite 100  
Reno, NV 89502**

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**BOARD OF DIRECTORS:  
Councilwoman Charlene Bybee, Chair**

Mayor Hillary Schieve  
Commissioner Bob Lucey  
Mr. Stephen Ascuaga  
Mr. Andy Chapman

Ms. Shannon Keel  
Mr. Rick Murdock  
Ms. Ann Silver  
Ms. Jessica Sferrazza

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THIS NOTICE AND AGENDA HAVE BEEN POSTED PER NRS REQUIREMENT, AT LEAST THREE BUSINESS DAYS BEFORE THE MEETING, IN ACCORDANCE WITH NRS 241.020, AT THE MEETING LOCATION AND AT THE FOLLOWING PUBLIC LOCATIONS:

Evelyn Mount Northeast Community Center  
Reno Municipal Court  
Reno-Sparks Convention & Visitors Authority (RSCVA)  
Washoe County Administration Building  
RSCVA Website: [www.rscva.com/public-meetings](http://www.rscva.com/public-meetings)

Reno City Hall  
Sparks City Hall  
McKinley Arts & Culture Center  
Washoe Co. Reno Downtown Library  
Online at <http://notice.nv.gov/>

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Items on the agenda are for possible action by the Board of Directors unless stated otherwise. Items will not necessarily be considered in the order listed. The Board may combine two or more agenda items for consideration, may remove an item from the agenda, or may delay discussion relating to an item on the agenda at any time. Pursuant to NRS 241.020(6), supporting material is made available to the general public at the same time it is provided to the Board. The designated contact to obtain support materials is Lisa Farmer, 4065 South Virginia Street, Suite 100, Reno, NV (775) 827-7618 or [boardclerk@renotahoeusa.com](mailto:boardclerk@renotahoeusa.com).

This meeting will be held at the physical location designated on this agenda, but one or more members of the Board of Directors and/or RSCVA staff may attend and participate by remote technology system. Members of the public wishing to attend may do so and participate as provided in the agenda at the designated physical location.

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## **AGENDA**

### **A. OPENING CEREMONIES**

Call to Order  
Roll Call  
Pledge of Allegiance

### **B. COMMENTS FROM THE FLOOR BY THE PUBLIC**

Public comment is limited to three minutes. The public is encouraged to comment on all agenda items as well as issues not on the agenda during the Public Comment period, or on "action" items immediately before board discussion of such "action" items. Members of the public desiring to speak must complete a "Request to Speak" form and return it to the RSCVA clerk at the meeting. No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken. Public comments may not be accepted after the Chairman closes any period for public comment.

**C. APPROVAL OF THE AGENDA OF THE AUGUST 25, 2022 SPECIAL MEETING OF THE BOARD OF DIRECTORS**

For possible action

**D. APPROVAL OF MINUTES OF THE JULY 14, 2022, MEETING OF THE BOARD OF DIRECTORS**

For possible action

**E. REVIEW, DISCUSSION, AND POSSIBLE ACTION REGARDING AN EXCEPTION TO HUMAN RESOURCES POLICIES 900.901 AND 900.903.**

The RSCVA Board of Directors will be asked to authorize an exception to Human Resources Policies 900.901 and 900.903, to allow former employees who were employed by the RSCVA in the Facilities department prior to the outsourcing of facility operations and through June 16, 2018, to retain their previous RSCVA hire date for purposes of sick accruals, vacation accruals, and retirement benefits, if they are rehired by the RSCVA by December 31, 2022.

For possible action.

**F. REVIEW AND POSSIBLE APPROVAL OF SURVEY QUESTIONS TO BE UTILIZED IN CONNECTION WITH THE RENO-SPARKS CONVENTION AND VISITORS AUTHORITY ANNUAL PRESIDENT/CEO REVIEW**

The RSCVA Board of Directors is being asked to review, possibly revise, and approve the executive staff and Board of Directors survey questions presented by the Executive and Legislative Committee to be utilized in connection with the annual RSCVA President/CEO Review.

For possible action

**G. COMMENTS FROM THE FLOOR BY THE PUBLIC**

Public comment is limited to three minutes. The public is encouraged to comment on all agenda items as well as issues not on the agenda during the Public Comment period. No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken.

**H. ADJOURNMENT**

For possible action

Persons are invited to submit written remarks on all matters, both on and off the agenda. Written remarks presented for inclusion in the RSCVA Board of Directors minutes must be flat, unfolded, on paper of standard quality, and 8 ½ by 11 inches in size. Written remarks shall not exceed five (5) pages in length. The RSCVA will not accept any submissions that do not comply with this rule. On a case-by-case basis, the Board of Directors may permit the filing of noncomplying written remarks, documents, and related exhibits under NRS 241.035(1)(e). The RSCVA Board meeting rooms are accessible to persons with disabilities. If special arrangements are required, please contact Lisa Farmer at 775-827-7618.

For information or questions regarding this agenda please contact:

The RSCVA Executive Office  
P.O. Box 837, Reno, NV 89504  
775-827-7618

**Reno-Sparks Convention & Visitors Authority  
Regular Meeting held Thursday, July 14, 2022, at 2:00 p.m.  
Reno-Sparks Convention and Visitors Authority  
4065 S. Virginia Street, Board Room, Reno, Nevada**

The Reno-Sparks Convention & Visitors Authority Board of Directors met at 2:00 pm on Thursday, July 14, 2022. The meeting was properly noticed & posted in compliance with the Nevada Open Meeting Law.

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**A. OPENING CEREMONIES**

**A1. Call to Order**

Chair Bob Lucey called the meeting to order at 2:00 pm.

**A2. Pledge of Allegiance**

Chair Lucey asked Mr. Shaun Carey to lead the Pledge of Allegiance.

**A3. Roll Call**

The Clerk of the Board took roll call.

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**Board Members Present:**

Commissioner Bob Lucey, RSCVA Chair  
Stephan Ascuaga, RSCVA Board Member **[Via Zoom]**  
Councilwoman Charlene Bybee, RSCVA Board Member  
Shannon Keel, RSCVA Board Member **[Arrived at 2:21 pm Via Zoom]**  
Rick Murdock, RSCVA Board Member  
Mayor Hillary Schieve, RSCVA Board Member  
Ann Silver, RSCVA Vice Chair  
Jessica Sferrazza, RSCVA Board Member

**Board Members Absent:**

Andy Chapman, RSCVA Board Member

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**RSCVA Executive Staff Present:**

Charles Harris, President & CEO  
Courtney Jaeger, Vice President of Finance  
Mike Larragueta, Vice President of Sales  
Christina Erny, Vice President of Marketing  
Trent LaFerriere, Vice President of Facilities

**RSCVA Legal Counsel:**

Benjamin Kennedy, Dickson Wright **[Via Zoom]**  
Molly Rezac, Olgetree, Deakins

**Board Clerk:**

Lisa Farmer, Executive Assistant to the CEO

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**B. COMMENTS FROM THE FLOOR BY THE PUBLIC**

Public comment was provided by the following:

- Mr. Doug Thornley, City Manager, City of Reno, spoke in support of capital improvements at the National Bowling Stadium. The \$2 surcharge collections had been affected by the COVID pandemic and unfortunately the fund was not generating enough revenue to keep up with much needed maintenance of the facility.
- Mr. Kevin O'Keefe, Reno Tahoe International Art Show, provided a quick PowerPoint presentation to give an update on the upcoming art show being held at the Reno-Sparks Convention Center, September 8<sup>th</sup> thru 11<sup>th</sup>.
- Ms. Jessica Schneider, Owner, Junkee Clothing Exchange, provided a PowerPoint presentation introducing the Dark Corner Haunted House, proposed to be held at the National Bowling Stadium. She shared how much tourism has impacted her business and hoped to add an event to the Reno/Sparks area to draw even more people in what is typically a down time.
- Mr. Ed Atkins, Reno Crawl Organizer, continued the PowerPoint and shared his support of the proposed haunted house. He saw the same potential in this type of event as he had realized with the various bar crawls held downtown.
- Ms. Holly Spahr, Creative Content Creator for Junkee Clothing Exchange, continued the PowerPoint presentation, sharing her experience in the "haunt" industry. Halloween and spooky entertainment are an expanding area of tourism and local business development.

**Board Member Keel arrived at 2:21 pm.**

**C. APPROVAL OF THE AGENDA OF THE JULY 14, 2022 MEETING OF THE BOARD OF DIRECTORS**

Chairman Lucey asked that Item F be heard prior to Item J. Item I would be heard after Item E.

**Motion:** Move to approve the agenda of the July 14, 2022, meeting of the Board of Directors as presented.

**Moved by:** Mayor Schieve

**Seconded by:** Chairman Lucey

**Aye:** Board Members: Lucey, Ascuaga, Bybee, Keel, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Board Member Chapman

**Abstain:**

**Vote:** Motion passed unanimously.

**D. APPROVAL OF THE MINUTES OF THE May 19, 2022, MEETING OF THE BOARD OF DIRECTORS**

**Motion:** Move to approve the minutes of the May 19, 2022, meeting of the Board of Directors as presented.

**Moved by:** Mayor Schieve

**Seconded by:** Board Member Sferrazza

**Aye:** Board Members: Lucey, Ascuaga, Bybee, Keel, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Board Member Chapman

**Abstain:**

**Vote:** Motion passed unanimously.

#### **E. EXECUTIVE UPDATE(S)**

##### **E1. Reno-Sparks Convention and Visitors Authority CEO Update**

President and CEO Charles Harris provided a presentation to the Board. He highlighted the following:

- Welcome Breakfast for New Employees
- RSCVA was Named of the Best CVB/DMOs by Smart Meetings Magazine in their Annual Report
- Review of the FY2021-2022 Annual Goals
- RSCVA Marketing Retreat and Strategic Planning
- American Marketing Association Awards – 4 awards received
- Destination Marketing Accreditation
- Attendance of the Annual Shriners Convention in Minneapolis (in Reno 2024)
- Recap of the US Conference of Mayors Event
- Expansion of the US Bowling Congress Contract to 2032
- Miss USA / Miss Teen USA contract for 2022 and proposed contract for 2023 & 2024
- Showed Sizzle Reel, a reflection of the achievements in FY22

**Item J was heard next.**

#### **F. APPOINTMENT OF BOARD MEMBERS/ELECTION OF CHAIR**

##### **F1. RSCVA Board Appointment of Reno Tahoe Airport Authority (RTAA) Board of Director's seat pursuant to NRS 244A.601(1)(d)(1)**

**This item was addressed after Item I6.**

Mr. Ben Kennedy, Legal Counsel, said the seat currently held by the Reno Tahoe Airport Authority (RTAA) currently filled by Jessica Sferrazza had reached the end of its term. The RTAA had provided a letter with two nominees to fill the seat for the next term. The nominees were Ms. Jessica Sferrazza and Mr. Shaun Carey. This item was open for discussion for the whole board, but only the sitting elected officials could vote.

**Motion:** Move to approve of the reappointment of Ms. Jessica Sferrazza to the RSCVA Board of Directors.

**Moved by:** Chairman Lucey

**Seconded by:** Councilwoman Bybee

**Aye:** Elected Officials: Lucey, Bybee, and Schieve

**Nay:**

**Absent:**

**Abstain:**

**Vote:** Motion passed unanimously.

## F2. Election of the RSCVA Board Chair, Vice-Chair, and Secretary/Treasurer

Mr. Ben Kennedy helped to introduce this item. It was noted that only the elected officials can serve as Chair of the Board.

Chairman Lucey nominated Councilwoman Bybee to serve as Chair.

**Motion:** Move to approve Councilwoman Charlene Bybee as the RSCVA Chair.

**Moved by:** Chair Lucey

**Seconded by:** Board Member Murdock

**Aye:** Board Members: Ascuaga, Bybee, Keel, Lucey, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Board Member: Chapman

**Abstain:**

**Vote:** Motion passed unanimously.

Chair Bybee opened the floor for Vice-Chair. Board Member Silver nominated Board Member Ascuaga for Vice-Chair. Board Member Lucey nominated Mayor Schieve as Vice-Chair. Both nominations were accepted, and a roll call vote was taken.

In favor of Mayor Schieve: Board Members Bybee, Lucey, Murdock, Schieve, and Sferrazza

In favor of Board Member Ascuaga: Board Members Ascuaga and Silver

Absent: Board Members Chapman and Keel

Chair Bybee opened the floor for Secretary/Treasurer. Chair Bybee nominated Board Member Silver for Secretary/Treasurer. Board Member Silver nominated Board Member Ascuaga. Both nominations were accepted, and a roll call vote was taken.

In favor of Board Member Ascuaga: Board Members Ascuaga, Lucey, Murdock, Schieve, Sferrazza, and Silver

In favor of Board Member Silver: Board Member Bybee

Absent: Board Members Chapman and Keel

**Item J was addressed next.**

## ***G. PRESENTATIONS***

### G1. Presentation, Review, and Possible Approval of the Revised RSCVA 3-Year Strategic Plan Mission and Community Engagement Initiative for FY2023-2025

This item was voted on together with items G1, H1, I4, and I5.

**Motion:** Move to approve items G1, H1, I4, and I5.

**Moved by:** Chair Lucey

**Seconded by:** Board Member Silver

**Aye:** Board Members: Lucey, Ascuaga, Bybee, Keel, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Board Member: Chapman

**Abstain:**

**Vote:** Motion passed unanimously.

## **H. FINANCE DIVISION**

H1. Review, Discussion, and Possible Approval of the Property, Casualty, and Workers Compensation Insurance Policies for Fiscal Year 2022-2023.

This item was voted on together with items G1, H1, I4, and I5.

**Motion:** Move to approve items G1, H1, I4, and I5.

**Moved by:** Chair Lucey

**Seconded by:** Board Member Silver

**Aye:** Board Members: Lucey, Ascuaga, Bybee, Keel, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Chapman

**Abstain:**

**Vote:** Motion passed unanimously.

## **I. FINANCE DIVISION**

I1. Review, Discussion, and Possible Approval of the Reno-Sparks Convention and Visitors Authority Revised Capital Improvement Plan, Grant Funded Projects for Fiscal Year 2022-2023.

**This item was heard after Item J.**

Vice President of Facilities Trent LaFerriere reviewed the proposed expenses for the \$2.84M federal grant awards provided to the RSCVA.

Board Member Sferrazza thanked the Board for continuing this item from the last meeting. During the pandemic the Reno Events Center operated as a homeless facility, she asked if money was set aside to help pay for that. She had concerns about the distribution of the funds among the facilities. There were some maintenance and concerns that needed to be addressed as they were critical to upcoming events. Discussion followed regarding the \$2 surcharge and how it was dwindling, a long-term discussion was needed to address how to fund necessary maintenance and projects at the facilities (the National Bowling Stadium (NBS), in particular) to keep the facilities open for rental.

Discussion followed regarding the inclusion of the NBS scoreboard (video wall) in the grant funded projects. Board Member Sferrazza asked if the City of Reno would be willing to match a contribution from the RSCVA to perform the necessary repair/replacement of the scoreboard at the NBS. Chairman Lucey asked what the replacement cost for the scoreboard would be. Vice President LaFerriere said an estimate from ten years ago was \$850,000. Chairman Lucey suggested that monies allocated for the proposed roofing project at the Reno-Sparks Convention Center as although needed, they were not

critical. Those funds could then be used to help fund a new scoreboard.

Board Member Murdock said there are 35,000 bowlers coming to Reno in 2023. The scoreboard was a project that was needed contractually. Completion of the project helps to generate room nights. He was in favor of moving funds around to help finance the project.

Councilwoman Bybee asked what the City of Reno had available to help fund any capital improvements and what were the plans for those funds. City Manager Thornley said the \$2 surcharge account currently had \$1.8M in it, of that \$700,000 was already encumbered for the painting of the exterior. That was a carryforward project from the last USBC contract. There were three or four significant, high-level improvements needed costing approximately \$1.2M after each bowling event. Statutory all the fund needs to be dispersed back into tourism related facilities. The actual agreement with USBC requires that 70% of the collected \$2 surcharge go back to the NBS.

Mayor Schieve asked the Board for support of the needed improvements at the NBS as it brings in a significant amount of room nights, approximately 70% of total room nights. However, with the pandemic, the \$2 surcharge account was affected tremendously.

Board Member Ascuaga was concerned that a running list of projects had been created and worked on over the last couple of months. Everyone recognized the need for attention at the NBS, but the list has been discussed and prioritized. If the scoreboard was that critical, there should be at least a bid and the project should have been added to the list of grant funded projects.

More discussion followed regarding the need for a look at the sustainability and effectiveness of the \$2 surcharge and other possible funding mechanisms for the NBS scoreboard. The Board considered tabling this item again and revising the list to include the scoreboard project. There was consensus from the Board to approve the proposed list, but with amendments.

**Motion:** Move to approve the grant funded capital projects as suggested (reducing the roofing project at the RSCC to \$500,000 and adding a line for the scoreboard project at \$500,00) and include the match from the City of Reno from the \$2 surcharge account.

**Moved by:** Mayor Schieve

**Seconded by:** Board Member Sferrazza

**Aye:** Board Members: Ascuaga, Bybee, Keel, Lucey, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Chapman

**Abstain:**

**Vote:** Motion passed unanimously.

**Chairman Lucey requested that Items G1, H1, I4, and I5 be approved together in the interest of time as the items were routine.**

## 12. Review, Discussion, and Possible Approval of the Reno-Sparks Convention and Visitors Authority FY2022-2023 President/CEO Goals

Mr. Charles Harris, President and CEO of the RSCVA, reviewed the submitted FY22-23 CEO Goals presented and reviewed by the Executive and Legislative Committee. There were four categories and included benchmarks that exceeded current numbers. The only new item was to support airlift, Goal #2, this was added after direction was given by the Board for RSCVA to spend the \$1M earmarked for the airport. Mr. Harris had met the Reno Tahoe Airport Authority Board of Directors and produced



three goals:

- Support the Current New York Route
- Encourage the Return of East Coast Routes, or Develop New Routes
- Support Educating Airport Executives for Future Lift and Future Routes

Board Member Murdock, Chair of the Executive and Legislative Committee, recapped the Committee meeting and said the goals presented are a result of the discussions and feedback from that meeting. Board Member Silver added that the Committee did change some of the proposed weighting to what is reflected in the current materials. Considerable time was spent discussing room nights, the generation of room nights, and the airlift component. She hoped the Board would support the deliberate work of the Committee. Councilwoman Bybee agreed and added that the inclusion of airlift was important.

Board Member Keel said airlift was discussed at the last Board meeting as well as an emphasis on room night generation and thanked the Committee for the inclusion of those items. She asked about the process and metrics for awarding the CEO bonus. Board Member Keel thought it in some instances the proposed weighting would provide a bonus to the CEO if the metrics fell below current numbers. Discussion followed regarding the ranges and metrics.

Chairman Lucey questioned the target for airlift support. The proposed target is to give 10% of the overall weighting process if the CEO drafts a plan and spends the \$1M. He thought was an easy goal to achieve, as that was the intent of the airlift fund. He felt the goal was not very clear. Board Member Murdock said because that fund was not being used, so the Committee wanted to make it a point to make sure those monies were being expended as intended. Discussion followed regarding the airlift support goal, the metric, and its weighting.

Board Member Ascuaga said he had been repeatedly asking about what was being done with the airlift fund. He thought the development and execution of the plan to spend the \$1M was needed to focus on long haul and new routes. He thought the metrics should be adjusted to reward growth and avoid giving a bonus for a reduction in the existing room nights, for example. More discussion followed regarding revising the metrics.

Mr. Harris said the formula was a duplication of what had been previously approved by the Board. He was open to revising those targets at the Board's discretion. The airlift goal was added at the request of the Committee and replaced a goal that Mr. Harris originally proposed related to a starting the process for a community-wide master plan.

Board Member Sferrazza felt that Special Events should be specifically called out in the goals. She was in support of a goal related to a regional master plan. Airlift is important, but she was confident that the RTAA and RSCVA were working on ways to best utilize the \$1M.

Board Member Murdock thanked the Board for their input. He emphasized how important air service was as without it you lose conventions, events, etc. Councilwoman Bybee saw the regional master plan as part of the RSCVA strategic master plan. Regarding the goal related to airlift support, she thought the metrics could be revised to better reflect a measure of success and be more specific.

Chairman Lucey suggested the following: keep the airlift support goal in the document, reducing the weight from 10% to 5% and add in the specificity to maintain current long haul and increase all flights and continue to integrate the RSCVA with the decision makers at the airlines in conjunction with the RTAA. Introduce Goal #5 – Long Term Planning, weighted at 5% to initiate a destination master plan by developing an RFP, secure a third-party partner and develop an overall plan (lay out the road map) to bring back a regional master plan to the Board of Directors.

Mayor Schieve discussed team culture and introducing an organizational culture survey to check in with RSCVA employees. There was consensus to consider this outside of the CEO goals possibly as part of the review process.

**Motion:** Move to approve the RSCVA FY2022-2023 President/CEO Goals as amended (reduction of the weighting for airlift support and addition of a goal to initiate a destination master plan weighted at 5%, with the caveat that a survey related to organizational culture be addressed in the future. And the revision of the metrics to not provide a bonus if the metrics fall below current baselines).

**Moved by:** Chairman Lucey

**Seconded by:** Board Member Silver

**Aye:** Board Members: Lucey, Ascuaga, Bybee, Keel, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Chapman

**Abstain:**

**Vote:** Motion passed unanimously

I3. Review, Discussion, and Possible Approval of the Fiscal Year 2022-2023 Annual Business Plan

Mr. Charles Harris, President and CEO, reviewed the proposed annual business plan that outlines year one of the previously approved three-year strategic plan.

**Motion:** Move to approve the FY2022-2023 Annual Business Plan as presented.

**Moved by:** Councilwoman Bybee

**Seconded by:** Board Member Murdock

**Aye:** Board Members: Lucey, Ascuaga, Bybee, Keel, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Chapman

**Abstain:**

**Vote:** Motion passed unanimously

I4. Review, Discussion, and Possible Action to approve Staff's Recommendation to Award the Request for Proposal (RFP) 2022-04 for the Reno-Sparks Convention Center - Security Camera Upgrade

This item was voted on together with items G1, H1, I4, and I5.

**Motion:** Move to approve items G1, H1, I4, and I5.

**Moved by:** Chair Lucey

**Seconded by:** Board Member Silver

**Aye:** Board Members: Lucey, Ascuaga, Bybee, Keel, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Chapman

**Abstain:**

**Vote:** Motion passed unanimously.

I5. Review, Discussion, and Possible Action to approve Staff's Recommendation to Award the Request for Proposal (RFP) 2022-05 for the Reno-Sparks Convention Center Sections D3 and U1 Roof

Refurbishment Project

This item was voted on together with items G1, H1, I4, and I5.

**Motion:** Move to approve items G1, H1, I4, and I5.

**Moved by:** Chair Lucey

**Seconded by:** Board Member Silver

**Aye:** Board Members: Lucey, Ascuaga, Bybee, Keel, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Chapman

**Abstain:**

**Vote:** Motion passed unanimously.

I6. Review, Discussion, and Possible Action to Provide Funding for the Miss USA and Miss Teen USA Pageants in 2023 and 2024

Mr. Charles Harris, President and CEO, said a current contract was approved for sponsorship of the 2022 Miss USA and Miss Teen USA pageants for \$250,000. This item would extend that agreement to 2023 and 2024 at a minimum of 1,800 room nights each year. If for any reason Miss USA decides for any reason not to move forward after 2022, the RSCVA included a \$50,000 clawback provision.

**Motion:** Move to approve the sponsorship of the Miss USA and Miss Teen USA Pageants in 2023 and 2024.

**Moved by:** Chair Lucey

**Seconded by:** Board Member Silver

**Aye:** Board Members: Lucey, Ascuaga, Bybee, Keel, Murdock, Schieve, Sferrazza, and Silver

**Nay:**

**Absent:** Chapman

**Abstain:**

**Vote:** Motion passed unanimously.

**Item F1 was addressed next.**

***J. BOARD MEMBER COMMENTS REGARDING ITEMS FOR FUTURE MEETINGS BOARD MATTERS***

This item was heard after Item E.

Chairman Lucey shared that he had been traveling for both business and personal reasons and it made him realize how special the Reno/Spark/Incline area is. After seven years on the RSCVA Board, he had traveled to many locations with staff to push the area and saw how hard the RSCVA and staff work to continue to be a true economic development entity for the community and northern Nevada as a whole. Chairman Lucey recently heard a presentation while visiting White Pine County and was impressed with all that was being done by the City of Ely to attract visitors and generate tourism. They did have challenges with infrastructure. As the outgoing Chair, he requested that the idea of the

RSCVA as economic developers continues on to help connect tourism, gaming, conventions, and outdoor activities with collaborators to continue to develop the Reno Tahoe identity.

Mayor Schieve thanked those that spoke during public comment. Starting new events was a passion of hers and she was grateful for the support of the RSCVA to build the partnerships and assist start-up events. Mayor Schieve also expressed her gratitude for the hard work and hospitality shown by the RSCVA and the community during the US Conference of Mayors. She received numerous compliments and tremendous feedback from the participants and guests.

Board Member Sferrazza thanked Chair Lucey and the elected officials on the Board for allowing people to come and speak during public comment and support of new events.

Board Member Ascuaga recognized Mayor Schieve to bring the US Conference of Mayors to Reno. These types of conventions are a great way to invite return visitors to the area after they see what the area has to offer.

Board Member Murdock thanked Mr. Harris and the RSCVA team for making it possible to bring talent like Kevin Hart and Jerry Seinfeld to the area. The ability to showcase RSCVA facilities and bring visitors to the area for things like the Santa crawl or Zombie crawl, as an example shows the efforts of the RSCVA to bring people to the area and generate room nights.

Councilwoman Bybee agreed with the previous comments and added that it all comes back to the locals. The efforts of all of the tourism and its economic impact benefits locals and touches everyone in the community.

**Item I was addressed next.**

**This item was reopened at 5:03 pm.**

Chair Bybee requested the following:

- Discussing the frequency of Board meetings

Mayor Schieve requested the following:

- Reinstatement of the Downtown Committee
- Moving forward with the Special Events Committee
- Report of Sponsorships Provided to Non-Profits for the Last Three Years
- Recreation and Tourism Plan for the Truckee River
- Update on Special Events

Board Member Lucey requested the following:

- Discussion on How to Bring Back Organic Visitation
- Allocation of the Special Events Fund
- Consideration of Additional Funding for the Reno Air Races
- Development of Community Involvement (Brewery Tour, Golf Tours, Heritage Events)

**K. COMMENTS FROM THE FLOOR BY THE PUBLIC**

There was no public comment.

**L. ADJOURNMENT**

Chair Bybee adjourned the meeting at 5:22 pm.

The meeting may be viewed here: <https://youtu.be/DrxCYbs8M5c>

DRAFT



To: RSCVA Board of Directors

From: Courtney Jaeger, CPA – Vice President of Finance

CC: Charlene Bybee – Board Chair  
Charles Harris – President and CEO

Date: August 25, 2022

**Subject: Exceptions to Human Resources Policies 900.901 (Rehire and Reinstatement) and 900.903 (Layoffs and Recalls).**

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### **Background**

On September 23, 2021, the Board directed staff to assume the operations and management of the Reno Event Center, Reno Sparks Convention Center, Reno Sparks Livestock Events Center, and the National Bowling Stadium ("Facilities") as of June 2, 2022, thereby ending the current management contract with ASM Global on June 1, 2022.

Previously, at its Board meeting on March 4, 2022, the Board approved an exception to RSCVA Policies 900.901 (Rehire and Reinstatement) and 900.903 (Layoffs and Recalls) for former-RSCVA employees that had worked with ASM Global through the transition and then came to work for the RSCVA.

RSCVA has continued hiring employees to work at the Facilities but has encountered challenges. Some of the open positions are critical-need and require unique skill sets, and the Northern Nevada labor market is tight. Thus, the RSCVA needs to be a competitive employer as it seeks to fill its remaining open positions.

Recently, the RSCVA has received interest in open positions from former RSCVA employees that were laid-off due to the facilities transition in 2018, but who did not maintain employment with ASM Global throughout the entire duration of the contract. These former employees left ASM Global prior to the public announcement that the RSCVA would be ending its management contract with ASM Global. The previous exception to the RSCVA policies would not apply to them.

Under current RSCVA policies, if employees are rehired by the RSCVA more than 180 days after their last employment, they are considered "new hires" and start over with respect to seniority in terms of benefits such as vacation and sick accruals, as well as retirement benefits. Management estimates that approximately 10 former employees are impacted by these RSCVA policies. Further, Management believes that allowing these former employees to retain their former seniority dates will assist in hiring for RSCVA's open positions. Thus, Management is requesting exceptions to Human Resources Policy 900.903 (Layoffs and Recalls) to allow qualifying employees to retain their former seniority dates for purposes of sick accruals, vacation accruals, and retirement benefits.

## Summary

Human Resources Policy 900.901, Rehire and Reinstatement, states (in relevant part):

*Former employees rehired after ninety (90) days will be treated as new employees...*

Similarly, Human Resources Policy 900.903, Layoffs and Recalls, states (in relevant part):

*An employee who is recalled within one hundred and eighty (180) days from the last day of work will retain the same seniority date. If the employee is recalled after the one hundred and eighty (180) days from the last day of work, the employee will be regarded as a new hire.*

The RSCVA would like to acknowledge and recognize the commitment employees laid off in 2018 during the facilities transition showed towards the operation of the facilities by proposing an exception to Human Resources Policy 900.903 as follows:

*Individuals who were employed by the RSCVA in the facilities department prior to the outsourcing of facility operations to ASM Global and through June 16, 2018, and were laid off from the RSCVA as part of the outsourcing of facility operations, are eligible to retain their previous RSCVA hire date for purposes of sick accruals, vacation accruals, and retirement benefits, if rehired by the RSCVA by December 31, 2022.*

To qualify, individuals:

- Must have been employed by RSCVA on June 16, 2018, the last day before the management contract with ASM Global began as an employee of the Facilities Department.
- Obtain an offer of employment from the RSCVA with the Facilities Department with a hire date that commences prior to December 31, 2022.
- Successfully meet all pre-employment conditions prior to December 31, 2022.

### Benefit for the qualified employees:

Qualified employees will retain their previous RSCVA hire date for purposes of sick accruals, vacation accruals, and retirement benefits. However, if that qualified employee received a payout of unused accrued sick time when they left the RSCVA in 2018, they would not be eligible to receive another payout of unused accrued sick time upon retirement from the RSCVA.

Employees who retained their seniority date as a result of the Board's March 4, 2022, approval of the exception to the policies will now also retain their seniority date for purposes of the RSCVA's retirement policy.

## Impact

Management estimates approximately 10 individuals will qualify for this policy exception, based on the availability of positions at the facilities and positions that have been filled with former RSCVA employees previously.

Employees who qualify for this exception will accrue sick time and vacation time at a higher rate than they would have accrued sick and vacation time if they did not carry forward their previous hire date. Current accrual rates, under Human Resources Policy 500.509, Paid Time Off and Accruals, are as follows:

Sick Time Accruals	Years of Service	Accrual Per Hour Worked	Maximum Accrual
	0 to 10 years of service	0.05768	None
	10 years of service and more	0.06922	None

Vacation Time Accruals	Years of Service	Accrual Per Hour Worked	Maximum Accrual
	0-24 months	0.0385	20 days /160 hours
	25-60 months	0.05769	30 days/ 240 hours
	61-108 months	0.06925	36 days/ 288 hours
	109 months and more	0.08075	42 days/ 336 hours


These employees will also retain their original hire date for purposes of participating in the retiree benefits program, including allowing those employees originally hired prior to 2012 to retain their ability to receive medical benefit premium contributions.

## Recommended Motion

Management recommends the following motion:

The Board moves to authorize an exception to Policies 900.901 and 900.903, to allow former employees who were employed by the RSCVA in the facilities department prior to the outsourcing of facility operations to ASM Global and through June 16, 2018, to retain their previous RSCVA hire date for purposes of sick accruals, vacation accruals, and retirement benefits, if they are rehired by the RSCVA by December 31, 2022.



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<b>Subject:</b>	<b>REHIRE AND REINSTATEMENT</b>	<b>Reviewed:</b>	11/19
<b>Governing Board Approval</b>	<b>Date:</b>	1.2020	<b>Revised:</b>

**SCOPE:**

Organization wide.

**PURPOSE:**


Any former employee who leaves in good standing will remain eligible for rehire. If rehired within ninety (90) calendar days, the employee may be reinstated.

**POLICY:**

1. Former employees rehired after ninety (90) days will be treated as new employees and must also complete all new hire documentation.
2. Former employees hired within 90 days from their last day of employment may retain the same seniority date.
3. The RSCVA will comply with state regulations regarding former employees' accrual banks; if eligible hours may be restored.


**PROCEDURE:**

1. Reinstatement offer of employment details (pay rate, hours, job classification, shift) is at the sole discretion of the RSCVA.
2. No one other than the CEO (see policy 100.103) has the authority to alter the "at-will" nature of employment, to enter into an agreement for employment for a specified period, or to make any agreement contrary to this policy.
3. The Human Resources Department is responsible for coordinating the recruitment and assessment of applicant qualifications and abilities, to help ensure the selection of quality

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<b>Governing Board Approval</b>	<b>Date:</b>	1.2020	<b>Revised:</b>

employees. The involvement of the Human Resources Department in the recruitment and hiring process in no way relieves the department manager of his/her responsibility or ultimate accountability for the selection decision made.

4. All hiring transactions require the prior written approval of management on a standard, completed and approved, facility job requisition form.
  
5. Both the employee and the RSCVA have the right to terminate employment at any time, with or without advance notice and with or without cause. This arrangement is called "employment at-will," and no one in this organization other than the CEO has the authority to alter the arrangement, to enter into an agreement for employment for a specified period of time, or to make any agreement contrary to this policy.

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<b>Subject:</b>	<b>LAYOFFS AND RECALLS</b>	<b>Reviewed:</b>	4/2017
<b>Governing Board Approval</b>	<b>Date:</b> 12/2017	<b>Revised:</b>	1/2017

**SCOPE:**

Organization wide.

**PURPOSE:**

To establish and adhere to a standardized procedure for meeting our responsibilities to employees who become displaced or laid off because of changes in operations, reorganization, shutdowns, or cutbacks, or other business reasons. The RSCVA will retain the employees who best meet the RSCVA’s operational needs.

**POLICY:**


The RSCVA will conduct any reduction in such a way as to avoid an adverse impact with regard to race, creed, national origin, sex, age, veteran status, marital status, disability, or any other basis protected by federal, state or local law.

Layoffs or reductions in force are decided based on a combination of factors including but not limited to seniority, performance, skill level, employment status, and any other factor related to a business reason. In the event it becomes necessary to reduce the work force, it shall be the policy to consider various alternatives. The RSCVA will conduct work force reduction consistent with nondiscrimination issues and its equal opportunity policy.

For the purpose of this policy, seniority will be measured on the employee's departmental date of hire.

SEVERANCE PAY

Benefited Full time employees who have completed their probationary period and who are terminated in accordance with this Article ("laid off) will be eligible to receive severance pay. Years of service will be calculated based on completed annual years of service from date of hire. Severance will be paid in a lump sum amount, according to the following schedule:

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Period of Service	Severance Pay Amount
90 days thru 1 year	1 weeks
1-2 years	2 weeks
2-3 years	3 weeks
3-5 years	4 weeks
5-7 years	6 weeks
8+ years	8 weeks

Unused Sick Leave

In addition to the Severance Pay listed above, Benefited Full time employees who have been employed by the RSCVA for fifteen (15) years or more and who laid off due to no fault of their own will be eligible to receive payment for unused sick leave at a rate of one (1) hour for every three (3) hours of unused sick leave up to a maximum of three hundred (300) hours paid. Years of service will be calculated based on completed annual years of service from date of hire.

RECALL POLICY:

The RSCVA reserves its right to recall employees who best meet the operational needs of the RSCVA.

An employee who is recalled within one hundred and eighty (180) days from the last day of work will retain the same seniority date. If the employee is recalled after the one hundred and eighty (180) days from the last day of work, the employee will be regarded as a new hire.

Nothing in this Policy or any other RSCVA document should be understood as creating guaranteed or continued employment, employment for any specific duration of time, a requirement that "cause" exist before termination, or any other guarantee or continued benefits.



To: RSCVA Board of Directors

From: Rick Murdock, Chairmen of Executive & Legislative Committee

CC: Charlene Bybee – Board Chair  
Charles Harris – President and CEO

Date: August 22, 2022

**Subject: Committee Review of CEO Review Questions**

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### **Background**

Each year, pursuant to the Reno-Sparks Convention and Visitors Authority (“RSCVA”) President/CEO Evaluation and Compensation policy, there are two separate surveys conducted. One survey is completed by the RSCVA Board of Directors (the “Board Survey”) and the other is completed by executive staff (the “Staff Survey”). During the President/CEO review for FY20-21, several Board members expressed that they found the questions confusing and/or redundant and would like them to be reviewed and revised.

To facilitate the review of the questions, Board Members were invited to submit revisions and comments to legal counsel. All submissions were compiled by legal counsel and presented to the Executive & Legislative Committee for their consideration.

On August 11, 2022, the Committee met and reviewed every question in both the Board Survey and the Staff Survey. Mr. Harris also attended the meeting and provided his feedback regarding the Surveys and the CEO review process. The Committee considered every proposed revision and/or comment regarding the individual questions as well as all general comments or additional questions that were submitted. As a result of that meeting, the Surveys were revised by the Committee. Attached hereto are both the Board Survey and the Staff Survey with the proposed revisions to the Surveys in redline. The Committee recommends that the Board of Directors approve the revisions to the Board Survey and Staff Survey.

## CEO MERIT BOARD SURVEY QUESTIONS

These questions were developed based upon the CEO Position Description. Each survey question, except for Nos. 21, 22, and 23, allows for the responses as ~~“Strongly Agree,”~~ “Agree,” “Neither Agree nor Disagree,” “Disagree,” ~~or “Strongly Disagree.”~~ and has a box for written comments.

1. Charles Harris has developed the strategies and objectives for the Authority, including, but not limited to, updating the comprehensive strategic plan.
2. Charles Harris has provided direct management of a senior executive team to ensure the execution of board policy and strategic direction to brand the area as a world-class tourism destination.
3. Charles Harris represents the Authority well in its relationships with local clients, government agencies, professional and other similar groups.
4. ~~Charles Harris serves as the recognized spokesperson for issues of importance to the Authority and maintains a positive image of the Authority in the relevant media.~~
5. Charles Harris provides long-range planning for destination resources, infrastructure, and strategic direction.
6. Charles Harris manages the organization ~~effectively by adapting efficiently on a day-to-day basis, quickly adapts~~ in response to new information, changing conditions, or unexpected obstacles, ~~and measures measuring~~ organizational effectiveness against key operational and financial targets, ~~and resets resetting~~ strategies accordingly.
7. Charles Harris effectively ~~interfaces with~~ communicates with Board members, stakeholders, business executives and other civic leaders; ~~to take~~ initiative to pursue opportunities that improve coordination of the RSCVA and important stakeholders within the region, ~~and understands consensus building and empowerment and stresses their usage community-wide.~~
8. ~~Charles Harris keeps Board Members up to date on issues impacting the RSCVA, shares appropriate information, provides necessary information for the Board in the form of concise information packets and reports, and demonstrates responsiveness to Board requests for additional information.~~
9. Charles Harris ensures that the RSCVA provides places a high value on providing quality service to RSCVA customers, ~~develops and implements strategies to identify and close gaps between expectations and quality of service provided, and encourages~~ and acts on feedback from customers.

10. ~~Charles Harris maintains an active advocacy role in promoting the needs of the RSCVA and its mission, effectively maneuvers through a political environment to achieve results for the RSCVA, and integrates legislative activity with strategic objectives.~~
11. Charles Harris ~~is a respected community leader,~~ represents the RSCVA ~~at in the community functions and as a member of community organizations well,~~ and aligns community involvement with ~~strategic objectives~~ of the RSCVA's strategic plan.
12. ~~Charles Harris develops and successfully implements projects as needed or assigned based on new information and changing conditions and integrates special projects with strategic objectives.~~
13. ~~Charles Harris maintains and utilizes a solid working knowledge of significant developments and trends within the industry.~~
14. Charles Harris develops strategic goals, initiatives, and new business for the long-term benefit of the organization. ~~establishes ambitious goals for excellence and impacts and initiates, maintains, and adapts programs for the benefit of the organization.~~
15. ~~Charles Harris demonstrates quality of analysis and judgment related to progress and opportunities, and needs for change.~~
16. ~~Charles Harris recruits and retains diverse staff to address all the needs of the organization.~~
17. ~~Charles Harris has made quality improvements and the impact to the RSCVA has been positive.~~
18. ~~Charles Harris has demonstrated effective skills in program development and community engagement.~~
19. Charles Harris further demonstrates a clear understanding of the organization's vision and goals. ~~by emphasizing the importance of hotel room tax and development of new room-night business.~~
20. ~~Charles Harris welcomes diverse opinions and feedback from those who may have institutional knowledge, historical knowledge, or contrary opinions.~~
21. I believe Charles Harris's has made quality improvements and has impacted the organization strong points as President/CEO of the RSCVA are by:
22. I believe Charles Harris could improve by:
23. Other comments, if any:

## STAFF SURVEY QUESTIONS

Each survey question, except for Nos. 20, 21, and 22, allows for the responses as [“Strongly Agree,”](#) [“Agree,”](#) [“Neither Agree nor Disagree,”](#) [“Disagree,”](#) [or “Strongly Disagree.”](#) [as well as a comment box.](#)

1. Charles Harris demonstrates [effective](#) leadership for the organization.
2. Charles Harris guides the team in setting goals and expectations, [following the Strategic Plan roadmap.](#)
3. Charles Harris gives me adequate responsibility and the authority to get things done.
4. Charles Harris listens, communicates well and provides effective, timely communication.
5. Charles Harris builds respect and portrays the organization positively within various constituencies.
6. Charles Harris [provides motivation and positive reinforcement for the RSCVA team supports the overall movement and motivation of the organization.](#)
7. Charles Harris maintains and utilizes a solid working knowledge of significant developments and trends within the industry.
8. Charles Harris establishes ambitious goals for excellence and impacts and initiates, maintains, and adapts programs for the benefit of the organization.
9. Charles Harris adheres to RSCVA policies and procedures.
10. Charles Harris demonstrates quality of analysis and judgment related to progress and opportunities, and [recognizes if change is needed-needs for change.](#)
11. ~~Charles Harris serves as an effective spokesperson and representative for the organization to its constituencies, including clients, members, government agencies, elected officials, and general public.~~
12. Charles Harris recruits and retains diverse staff to address all the needs of the organization.
13. Charles Harris has made quality improvements and the impact to the RSCVA has been positive.
14. Charles Harris has demonstrated effective skills [in department initiatives-in program developments and community engagement.](#)
15. Charles Harris is available and accessible to the [public, the board and](#) employees.



16. Charles Harris provides leadership development and leadership succession planning opportunities to his employees.
- ~~17. Charles Harris demonstrates a clear understanding of the organization's vision and goals.~~
- ~~18. Charles Harris welcomes diverse opinions and feedback for those who may have institutional knowledge, historic knowledge, or contrary opinions.~~
19. Charles Harris accepts constructive criticism and is open to new ideas and new approaches to solving problems.
20. I believe Charles Harris's strong points as President/CEO of the RSCVA are:
21. I believe Charles Harris could improve by:
22. Other comments, if any: