SUNRIVER OWNERS ASSOCIATION  
BOARD OF DIRECTORS MEETING  
SROA BOARD ROOM  
March 16, 2019

DIRECTORS PRESENT: Mike Gocke, Jim Fister, Jackie Schmid, Brad Skinner, Keith Mobley  
Bob Nelson, Jim Adams, Gary Bigham & Richard Wharton

STAFF: Hugh Palcic & Susan Berger

OWNERS IN ATTENDANCE: 8

The Board of Directors meeting was called to order at 9:00 am by President Nelson.

Owners Forum: Debbie Wightman, 3 Conifer Lane, addressed the Board on behalf of an area realtor regarding the process of property inspections for sale in Sunriver. The Board asked GM Palcic to follow up with Ms. Wightman on the process.

Dave Rhodes, 17 Yellow Pine Lane and Chair of the Owner Enrichment Committee (OEC) updated the Board on the OEC’s progress. Mr. Rhodes provided a written submission encapsulating the committee’s efforts and planned actions and events.

OWNER FORUM FOLLOW-UP FROM PREVIOUS MONTH’S MEETINGS
Vice President Wharton reported Bob Stillson, 10 Belknap Lane shared his viewpoints and cautioned the Board against allowing owners and tree contractors to access commons or hard to reach areas of their property with vehicles. Staff was instructed to provide any necessary follow-up to Mr. Stillson.

RECAP OF MARCH 15th BOARD WORK SESSION
President Nelson reported the Board held their monthly work session yesterday and heard an update on the Admissions Model Work Group from Assistant GM Kessaris. Public Works Director Mark Smith provided an update on the Abbot/Beaver project. The Board received an update on the activities of the North Pool Task Force and the Recycle Center project. The Board held a brief discussion on the future of the Pacific Crest event after 2020. The Board held an Executive Session to discuss a legal matter.

ACTION ITEM

MINUTES
President Nelson asked for a motion to approve the minutes of the February 15, 2019 SROA Board Work Session.

Director Wharton moved to approve the minutes of the February 15th Board Work Session as written. Seconded by Director Adams, motion passed unanimously.

President Nelson asked for a motion to approve the minutes of the February 16, 2019 SROA regular Board Meeting.

Director Gocke moved to approve the minutes of the February 16th Regular Board Meeting as corrected. Seconded by Director Wharton motion passed unanimously.
Treasurer Gocke referenced Controller Joe Healy’s February 2019 report, noting at the end of February there was a net operating deficit of $37,588, which was $31,608 less than budget. Salaries and burden were over budget by a combined $33,854, mainly due to additional labor in the Public Works Department related to snow plowing and training of a new administration assistant. February legal fees had not been received at the time of this report.

Treasurer Gocke noted that as a result of the recent audit of the ROW fees for Bend Broadband (BBB), we are now receiving approximately $10k more than previously expected. Program revenue was over budget by $34,371 mainly due to Recreation Plus sign-ups and advertising revenues pacing ahead of budget. The Treasurer reviewed the investment summary as of February 28, 2019 noting that interest of $48,114 was earned in the first two months of 2019.

Total assets as of February 28, 2019 were $33,503,261. Cash and investments totaled $16,069,414, an increase of $175,791 from January. Over 2,900 owners have prepaid their annual assessment for 2019. As of February 28, 2019, there was a total of $11,514,000 invested in short-term Treasury Bills.

Director Skinner noted his appreciation to staff for both the content and the format of the monthly financial reports. GM Palcic noted that there will be some changes to the format of the monthly reports when we change over to the new accounting software in May.

<table>
<thead>
<tr>
<th>February 28, 2019 (Unaudited)</th>
<th>ACTUAL</th>
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<tbody>
<tr>
<td>TOTAL REVENUE</td>
<td>$1,655,742</td>
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<tr>
<td>TOTAL EXPENSES</td>
<td>$1,736,044</td>
</tr>
<tr>
<td>OPERATING FUND SURPLUS</td>
<td>($94,842)</td>
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Director Fister moved to approve the unaudited financial statements for February 2019. Seconded by Director Schmid, motion passed unanimously.

**GENERAL MANAGER’S REPORT**

GM Palcic discussed his General Manager’s February 2019 Activity report. He reported the Bend Broadband R.O.W. fee audit is complete. Staff is participating in the OPUC water company sale and preparing for negotiations with Pine Forest Development regarding SROA’s LUBA appeal and potential settlement. Preparations are underway for Kimberly Daggett’s departure to Okinawa, Japan. Candidate search for the soon to be open position produced a deep field of potential replacements and we have promoted one of our own employees, Corina Seamons, formally of the front desk at SHARC to this very important position.

The Accounting Department worked with the insurance company and adjuster on the wind claim. An adjustor was here yesterday to inspect the fire department roof which was damaged in the recent snow event. Work continues on the conversion to the Jonas software. Controller Joe Healy and IT staff were instrumental in the BBB audit.

The IT staff continue to work on a long-term fix to the T.V. channels in the fitness room at SHARC. The equipment that was supplied initially by BBB is no longer supported by TDS. IT staff along with the general manager will be meeting with representatives from BBB next week. This is one of the items that will be included in that discussion. The Telecommunications Infrastructure Work Group held its first
meeting and have met with industry experts to gain an outside perspective of our vision. The group will now prepare a RFP for a consultant to assist with this project.

The video conferencing testing has gone well using the Meeting Owl camera. It has been used several times at both the Admin and Public Works buildings.

IT staff member Jesus Mendoza has completed the training for the Criminal Justice Information System (CJIS).

In Communications, advertising revenue for the March Scene was $27,521, a $7,951 increase over 2018. The increase was due in part to a customer who prepaid for the entire year of advertising. Work continues on the updating of the Sunriver Navigator mobile app.

The Websites saw a lot of activity with Weather, Welcome Page, Resource Center and Snow Photo Gallery, which got 807 views, being the most popular pages. The search function was used 347 times mostly to find the Registered Contractors List. There was a total of 31,954 user visits, an average of 1,065 per day. There are currently 2,611 activated owner’s accounts.

Susan and her staff did an excellent job of messaging the snow event to both resident and non-resident owners. She is now working on a fix to the numerous facility signs that were damaged during the recent snow storm.

The Community Development Department continues to see a good number of contractor registrations entering spring. Design Committee training occurred in late March.

The Natural Resources Department staff continued documentation and cleanup of windstorm damaged trees. Notification postcards regarding ladder fuel reduction work that will occur this summer have been mailed to owners. Planning continues for Arbor Day activities in April.

The Public Works Department has been extremely busy with post snow event cleanup. Sunriver’s 33-year average of 11 inches of snow-fall in February was crushed in 2019. The most snow received in February prior to this year was 32 inches. This year Sunriver received 58 inches of snow in February with 43 inches coming in the last five days of the month. Crews worked round the clock in twelve-hour shifts for five days to clear all roadways and lanes as well as the pathways. Now that the snow is starting to melt, crews are getting back to working on tree and branch clean-up from the January wind event. They are hoping to have all roadside blowdown debris cleaned up by June, weather permitting. Snow fleet repair is ongoing.

The Recreation Department has ordered new bottle filling stations. Staff is working to implement a “Clean Pool” campaign. Staff has developed a slogan, message and goals and the Communications Department is assisting with visual concepts. Staff recently did a great job organizing and entering over 2,500 retail items into our control systems.

GM Palcic reminded everyone of the upcoming Home Expo at SHARC on April 6th.

Copies of GM Palcic’s entire report were included in the Board binders.

**LIAISON AND COMMITTEE REPORTS**

Copies of the minutes received from committees who met last month were included in the Board binders.

Director Adams inquired as to whether or not the term of the Owner Enrichment Ad-Hoc Committee will
be extended or if their duties will end this fall as currently laid out in their charter. President Nelson requested that Jim Adams, liaison to the committee, relay back to them that prior to that action, which can hopefully be included on the April agenda, the Board would like a more detailed report on what the group has accomplished to date.

SUNRIVER SERVICE DISTRICT (SSD) REPORT
Director Fister noted that as reported in today’s Bend Bulletin, there are an officer and a sergeant from the police department who both are on administrative leave. Inquiries should be directed to Police Chief Cory Darling.

There is a state-wide update effort going on toward mutual aid specifically for forest fires. Due to the slow pace at which the state effort is occurring, Central Oregon fire organizations are doing their own.

Facility needs assessments at both the Fire and Police departments are continuing with various needs being identified. The SSD Board has toured the facilities and there is an informal assessment in place. The SSD is looking at architecture firms as well as some consultants to come and provide an overall professional opinion on what upgrades would need to be made both from a public safety perspective as well as from a safety and comfort of the personnel perspective.

The Image Trend stat sheets for the Fire Department have recently gone to a different format that should be easier for readers to understand. The Everbridge 911 text message service is close to being ready to launch and it should be rolled out soon.

New Police Officer Justin Ciampi graduated from Oregon’s Department of Public Safety Standards and Training Academy on March 15th and will start working on March 20th. Officer Ross will graduate from the Academy on April 12th and will start working shortly after that. The department hopes to be fully staffed by this summer.

The SSD Budget Committee recently reviewed the first draft of the 2019/20 fiscal year budget. Director Fister noted that out of the $4.7 million dollar proposed budget, $3.7 million of that is negotiated salary and benefits associated with personnel. Director Gocke noted his appreciation to SROA Controller Joe Healy for his invaluable assistance in the budgeting process.

Copies of the approved minutes from the January 17th SSD Board meeting were included in the Board binders.

COMMITTEE & BOARD ACTION REQUESTS
NOMINATING COMMITTEE CHARTER
President Nelson reported on the desire to increase the number of people allowed to be on the Nominating Committee from seven to nine to assist in strengthening the outreach effort when the committee is canvassing the community looking for owners willing to run for a term on the Board. Additionally, there is a desire to have more involvement on the committee by past SROA Board members whenever possible. The President and the Chair of the committee, Laurence MacLaren, have discussed this issue on more than one occasion and the Chair is supportive of this addition.

The Board held discussion on this proposed action and Director Adams noted he has some concerns with some other sections of the current committee charter that he feels need clarification. Director Mobley volunteered to assist with editing the current charter to address Director Adams’ concerns. President Nelson reported this action as well as the action to appoint an additional member to the committee will be tabled until next month to address the concerns raised today.
There being no other business, President Nelson asked for a motion to adjourn the public meeting.

Director Gocke moved to adjourn the meeting. Seconded by Director Fister, motion passed unanimously.

The meeting adjourned at 10:35 a.m.

Respectfully Submitted,

Gary Bigham, SROA Secretary