SUNRIVER OWNERS ASSOCIATION
BOARD OF DIRECTORS WORK SESSION
SROA BOARD ROOM
August 17, 2018

DIRECTORS PRESENT: David Jendro, Pat Hensley, Mike Gocke, Dwayne Foley, Gary Bigham, Bob Nelson, Richard Wharton, Jim Fister and Jim Adams

STAFF: Hugh Palcic, Keith Kessaris, Joe Healy, Mark Smith and Leslie Knight

The meeting was called to order at 9:00 am.

President Hensley pointed out the recently completed handout that provides guidelines for Owners Forums and thanked Linda Donahue in the Communications Department for completing this handout so quickly. These guidelines were approved by the Board at the regular July board meeting.

OWNERS IN ATTENDANCE: 5

OWNERS FORUM: Dan Jensen, Ridge Condo 11 requested a permit for use of mini-Segway’s on SROA pathways.

Cindy McCabe, 13 River Village Condo voiced her concerns regarding the cost of replacing a lost Member Preference Card and the need for better pathways at Mary McCallum Park as well as some other desired upgrades to the park to better accommodate folks with mobility issues.

Admission Model Workgroup Update: Assistant General Manager Keith Kessaris reported on recreation activity over the past month. A total of 6,267 Member Preference cards have either been purchased or renewed as of August 9, 2018. This is 23 more than on August 9, 2017. Renewals account for 5,673 of those and 594 are new.

838 properties have signed up for the Recreation Plus program this year compared to 833 properties at the same time in 2017 an increase of five. Renewals account for 772 of those and 66 are new to the program. Two, three and four-bedroom homes continue to represent the highest level of participation in the program.

Through the end for July we are at 98% of the 2018 budgeted amount for Recreation Plus sales. We added three new homes in the two-bedroom category between 7/11/18 & 8/9/18.

Overall attendance for SHARC aquatics for July was 71,358 visits, which was 439 less people than July of 2017. Gate admissions were down by 14 for the month of July.

Recreation Plus visits were up for the month of July by 482 compared to July of 2017, but year to date are down by 88.

48,300 of the paper guest passes have been issued this year and of those 9,427 have been redeemed at SHARC and 1,242 have been redeemed at the North Pool.

Through the end of July, 3,534 owners and 1,629 Recreation Plus participants have taken advantage of the river access site. Additionally, 838 tickets have been issued for the shuttle service provided by the Resort.
The combined SROA/SRLP tennis program is going very well and we are receiving a number of positive comments about the program as well as the instructors.

**General Managers Report:** It was noted that this report is generally given at the regular meeting on Saturday but is being given today in an effort to keep tomorrows meeting on schedule so Board members can finish up with the regular meeting in plenty of time to get to the Annual Meeting which begins at 1pm at the SHARC facility.

The Administration staff as well as all other department heads have been completing their six-month end of year projections. A final informational meeting regarding the Abbot/Beaver intersection was held on Wednesday, July 25th and was attended by approximately 35-40 individuals.

Staff has been reviewing the information submitted by Pine Forest Development specific to reopening the proposed file on the Caldera Springs annexation.

The IT Department has been assisting the Accounting Department with the review of new software proposals. They are also working with Century Link and the Public Works Department on the vault removal or certification for the Abbot/Beaver project.

IT staff worked with Cook Security Group on the tennis gates at the Meadow Village and Cottonwood/Marketplace courts.

The Communications department reports the new maps have arrived and feature a Celebrating 50 Years theme. The maps also now include information on flying drones, the no fireworks rule, pet waste station locations and pet guidelines.

Scene advertising revenue for the August Scene was $24,317 which is approximately $10k ahead of last year at this time.

There are currently 2574 activated accounts on the SROA Website with 1489 accounts remaining to be activated. Most popular pages for the past month were weather, calendar, pool/boat launch and Oregon fire information.

The SHARC Website saw 16,000 users, up 36% in the last 30 days. Admission rates, hours of operation and FAQs are the most popular pages.

The newly redesigned Sunriver Style Website realized 5,000 users in the past 30 days. Popular pages are River Adventures and What’s Going On.

Community Development continues to see brisk activity with preliminary approvals up 17%, administrative approvals up 26% and minor additions up 50% over last year at the same time.

Natural Resources continues to monitor the ladders fuel reduction efforts occurring on the south end of the property. Mapping and pulling of noxious weeds on commons continues and noxious weed courtesy and deficiency letters went out recently.

Significant progress has been made on bullfrog eradication and control during the month of July. While substantial steps are being taken to control the bullfrogs within waterways SROA has control over, there are surrounding areas the bullfrogs can come from that are not necessarily doing the same.
The Public Works Department has completed the finish work at the Meadow and Cottonwood tennis courts with the exception of a drinking fountain that will be installed soon.

Schedules have been adjusted to accommodate the brush pickup and chipping due to the early shut-downs in place because of current fire restrictions. Crews have also been removing brush along pathways and roads to provide better sight lines. The Police and Fire Departments have worked collaboratively with SROA staff to identify areas in need of clearing. Additionally, the willows along River Road were recently trimmed.

Staff have had to post a significant number of No Parking signs along River Road and several other locations along the river where people are parking illegally to access the river or exiting the river in non-designated areas.

All the lights at SHARC and North Pool have been replaced with LED bulbs which will save the Association money over time and from which we may receive up to $10k in rebates.

Work on the Abbot/Beaver intersection will begin following Labor Day and will continue as long as weather permits.

The Recreation Department staff is very pleased with how the Recreation Plus payment program worked this year which allowed folks to pay online in three different installments. As of August 1st all those who elected to pay using that payment program had made their final payments.

The Turf Tunes season was very successful this year with an average weekly attendance of 250 people. The addition of a farmer’s market booth this year was very well received.

The preparations for the Johnny Lang ticketed concert continue and the concert is almost sold out with approximately 100 tickets remaining.

The staff break room remodel is almost complete with staff doing the repainting of the room as time allows. As has been previously noted, two staff members offices were previously located in the break room. Those two managers are now housed in the on-deck pool office where they are able to keep an eye on all bodies of water at one time. This is a welcome change for all involved.

Additional projects SHARC staff have been working on include painting the Crescent Room and cleaning and re-staining of the owner pergola.

**Abbot/Beaver Intersection Next Steps:** Public Works Director Mark Smith was in attendance and reported a pre-construction meeting with all the trades was held yesterday. Also in attendance were Natural Resources Director Patti Gentiluomo, SROA Communications Director Susan Berger and representatives from both the police and fire departments. A quite aggressive schedule was handed out by the contractor but it should be noted that everything is weather dependent going forward.

The project will be broken up into two different sections of work. The first section will commence right after the Labor Day holiday and will wrap up for the winter in mid-November. Work will then ramp back up around the first of April 2019 and will hopefully be completed a week or so prior to the Memorial Day weekend.

**Sunriver Rules & Regulations Proposed Code of Civility Second Reading:** The Board held a first reading of a proposed addition of a code of civility to the Sunriver Rules & Regulations at their June 16th regular meeting. The proposed addition was then posted to the SROA Website for 60 days to allow for
owner comment. During that time a number of comments were received and the Board has those included in their board binders. Additionally, the Covenants Committee as well as legal counsel have reviewed the proposed rule. GM Palcic noted the comments that have been received included concerns about how the rule would be enforced, if it would also apply to contractors and if it was violating first amendment rights. He outlined the process by which progressive remedies would work including warnings, the levels of violations, Magistrate hearings and appeal process.

Additionally, some folks wondered if the rule also applies to SROA employees. GM Palcic noted that this issue is addressed in the employee handbook in numerous places, employees have ongoing training on a regular basis and SROA employees are always expected to treat all folks they come in contact with in a respectful manner. GM Palcic also addressed inappropriate behavior by contractors which is also addressed in the contractor registration process.

Assistant GM Kessaris reported he reached out to communities across the country via CAI (Community Association Institutes) regarding this issue and received 16 responses. Of those, 13 communities already have such a policy in place and three do not. The number of infractions the communities that have the policy in place see is less than one percent of their infractions on a yearly basis. The Board held a lengthy discussion on this issue and will act on this item at tomorrows regular meeting.

**Sunriver Design Manual of Rules & Regulations Proposed Changes Second Reading:** Several proposed revisions to the SR Design Manual of Rules & Regulations were first presented to the Board at their June meeting. At that time the proposal included changes to Sections 4, 19, 20 & 29. After lengthy discussion the Board agreed to drop the proposed changes to Section 29 pending further study and approved the first reading of the other proposed revisions. The proposed changes have been posted on the SROA Website for the past sixty day and staff did not receive any comments from owners on these proposed changes. The Board held a brief discussion on these proposed changes and will act on this item at tomorrow’s regular meeting.

**Policy Statement Regarding Donations by the Association:** SROA has a policy regarding the prohibition of providing donations dating back to 1994. Throughout the years, SROA has been sought out more and more frequently for charitable assistance of all kinds (monetary, in-kind services and labor, admission discounts, scholarships, etc.), which prompted a closer examination of SROA’s adopted policies specific to donations.

Upon researching the Association’s existing policies, it was discovered that SROA has a policy in place, dating back to the SROA Board action of 1994. While the 1994 adopted policy states the association directive, it lacks an explanatory statement that would help inform future staff, boards and individuals who would potentially seek charitable assistance from SROA as to the Association’s limitations in doing so.

The Board was provided with a draft of a policy statement that clearly spells out the Association’s guidelines and can be used by staff and the Board going forward. The Board will act on this item at tomorrow’s regular meeting.

**Board Officer Vacancy:** President Hensley reminded the group that when board officers for 2018/19 were elected in June, the position of secretary was not filled. Since then Director Bigham has agreed to serve in that role for 2018/19. The Board will act on this item at tomorrow’s regular meeting.

**Task Force Needs:** The Board discussed the upcoming need for a couple of task-forces. One would be to focus on the North Pool which is due for repair/replacement in 2019. This will require significant interaction with owners to gather input and feedback as to what owners would like to see there in the
future. Should it be same for same, should major changes occur or should it be somewhere in between. These are all things we need to canvas our owners about in the coming weeks and months.

President Hensley proposed tasking the general manager with coming back to next month’s meeting with a proposed protocol and/or charter and perhaps some suggestions for participants. The President reminded the group that task-forces are generally made of a combination of both resident and non-resident owners as well as staff who share an equal status as a member of a task-force.

Additionally, there is the need to once again put in place an IAMP (Infrastructure Amenities Master Plan) task-force. There was previously a task-force back in 2012/13 that set priorities of the master plan based on input received via open house events and owner surveys. Since that time, we have held several more open house events and conducted two comprehensive owner surveys in 2014 and 2017 which have given the Board some sense of priorities in the owner’s eyes.

President Hensley proposed tasking the general manager with coming back to next month’s meeting with a proposed protocol/charter for this group as well. GM Palcic noted the first thing he will be doing is to update the IAMP some to reflect the items that can now be checked off the list. Additionally, he, along with Assistant GM Kessaris and Communications Director Susan Berger have already come up with a staff time-line spread sheet for the North Pool project.

It was also noted that Assistant GM Kessaris will be manning a North Pool table at tomorrow’s Annual Meeting during the open house portion and will be asking owners to complete a very short survey about what they would like to see happen at the North Pool in the future. This survey will also include the opportunity for owners to indicate if they would like to be considered for a spot on the task-force. Information regarding this opportunity will also be posted on the SROA Website and included in the Scene.

The Board agreed with President Hensley’s suggestion and discussed these proposed task-forces as well as the suggestions made during the owner forum by Cindy McCabe regarding upgrades to Mary McCallum aka the Owners Park. The Board also briefly discussed the proposed changes brought to the Board earlier this year regarding combining a tennis/pool operation out of one location at the North Pool as well as the current state of the existing vessel at the North Pool, the changing rooms and the need to keep the North Pool as a tranquil place for owners to go.

**Executive Session:** Director Wharton moved to recess the public meeting and reconvene in Executive Session under the authority given in the SROA Bylaws, Article IV, Section 10 to discuss contractual, personnel and legal matters that may be subject to a claim of privilege. Seconded by Director Nelson; motion passed unanimously.

The public meeting recessed at 11:43 am.

The executive session adjourned at 12:33 pm.

The public meeting reconvened at 12:34 pm.

**Review of 8/18/18 Agendas:** The Board reviewed the agendas for the regular and annual meetings scheduled for 8/18/18.

**Other Business:** Director Bigham commented he will continue to convey information from the Board to the Design Committee during the work session portion of their meetings.
President Hensley discussed the just completed election process and the necessity of having to bring in an audit firm to assist with the ballot counting. She indicated the Board might want to consider potentially using such a firm as a standard practice.

There being no other business, President Hensley asked for a motion to adjourn the public meeting.

Director Nelson moved to adjourn the public meeting. Seconded by Director Bigham, motion passed unanimously.

The meeting adjourned at 12:52 pm.

Following the adjournment of the meeting, the Board members were transported over to see the recently completed tunnel off of Circle 4.

Respectfully submitted,

Richard Wharton, SROA Secretary