SUNRIVER OWNERS ASSOCIATION
BOARD OF DIRECTORS WORK SESSION
PRINGLE ROOM @ SHARC
AUGUST 14, 2020

DIRECTORS PRESENT: Bob Nelson, Keith Mobley, Jackie Schmid, Gerhard Beenen, Mark Murray, Mike Gocke, Gary Bigham, Brad Skinner and Jim Fister via Zoom

STAFF: James Lewis, Keith Kessaris, Susan Berger, Patti Gentiluomo, Brad Olson & Jesus Mendoza

The meeting was called to order at 9:00 a.m.

OWNERS IN ATTENDANCE: 5

OWNERS FORUM: Cindy McCabe, 13 River Village Condo, submitted a letter to the Board and General Managers urging the Board to fast track improvements to Mary McCallum Park and requesting walking only pathways be developed at that location.

Doug Hoschek, 7 Tournament Lane submitted a handout that discussed the original description for the community of Sunriver by developers John Gray and Don McCallum and discussed the natural environment of Sunriver.

COVID 19 UPDATE

GM Lewis reported that things have not changed much since last month except for the mask wearing mandate received from the Governor’s office. Recreation facilities remain open and operational to the extent currently allowed. The COVID-19 taskforce continues to meet regularly to ensure we are providing consistent messaging. There are currently over 500 signs posted throughout the community.

The four pool sessions currently being offered at the SHARC pools are filling on a regular basis and we’ve had nothing but positive comments. People are very much enjoying the limit of 200 people in the facility at a time!

Some of the impacts of COVID-19 that haven’t been as pleasant to deal with are the significant number of people wanting to access or exit the river via SROA common areas as opposed to designated entry/exit points. We have had several instances of people parking illegally at Cardinal Landing Bridge, where no parking is allowed, along with reports of people circling around and around the same streets in that vicinity waiting to pick up people coming off the river. This issue has been a major point of discussion for the GM along with concerned homeowners, Police Chief Darling and the Police Department.

After doing some research, it’s become apparent that while we can cite someone who has left their car parked illegally, we don’t currently have a rule/rules in place that prohibits people from entering or exiting the river from the Cardinal Landing area. The river, as a navigable waterway, is open to the public and the public can walk three feet landward from the ordinary high-water mark. Currently, we do not have a rule in place to prohibit people from walking across common areas. While Sunriver streets are privately owned and maintained by SROA, they are open to the public. We do have the ability through the Sunriver Police Department, to cite people who are parked illegally along Sunriver roads and or streets but if someone is just stopping to pick up or drop off people, that “loading/unloading” is something that is specifically exempted by statute.

GM Lewis noted it is too late to get something approved for this summer given the necessary 60-day comment period required for any changes to the SR Rules & Regulations. He recommends this issue be
studied and clearly defined during the off season. A new rule specific to the loading and unloading of watercraft on Sunriver commons adjacent to the river would need to be thoroughly examined by staff, the Covenants Committee and legal counsel before it could be approved by the Board. Per standard procedure, there would also be the aforementioned 60-day time frame for owners to submit their input for consideration as well.

If this work can be accomplished during the upcoming off season it would allow us to have something in place by next season. It would then be up to the Police Department to enforce the rule. River use has definitely been amplified this summer due to the restraints in place at the pool due to COVID and the fact that the North Pool is not operational this summer.

The other recreation amenities are running smoothly. Staff has gotten into a good groove of following a strict sanitizing protocol between groups in the different facilities. Tennis and Pickleball are available by reservation and the courts have been very busy all summer. Disc golf has also seen a big uptick in the number of people playing. Lap swims and the work out facility remain busy and owners are happy to have the option of using those amenities. The parks have also been very busy this summer.

The Administration Office remains closed to the public, but staff is available by phone and/or email. Staff continues to be very diligent in sanitizing the facility regularly throughout the day and strict protocols are in place for anyone who is given access to the building.

**AMENITIES WORK GROUP UPDATE**

Assistant GM Keith Kessaris reported on recreation activity through the month of July.

Through the end of July 2020, there have been 5,086-member preference cards issued. It was noted that this number includes extended family and long-term renter cards issued. That is approximately 1,500 fewer cards than this same time in 2019. Obviously the SHARC facility being closed from mid-March to mid-May due to COVID-19 has contributed to this lower number. Member Preference Card revenue to date is $309,949 compared to $415,600 at the end of July in 2019, an approximate 22% reduction. There were 50k fewer patrons in the SHARC facility in the month of July 2020 due to the COVID restrictions of 200 people allowed per session. It goes without saying that attendees very much enjoyed the smaller crowds at the facility compared to our normal daily attendance of roughly 2,000 people.

Staff continue to provide as much access as is possible under the current orders enacted by the Governor’s office. We are currently offering five sessions per day with the last session of the day being an owner only one. Each session can accommodate 200 people, so we are currently able to allow a maximum of 1,000 people per day into the facility if all five sessions fill up completely. Overall attendance for July is down about by 113,038 visits. There was a total of 413 paid member guests in the month of July compared to 365 in 2019.

Through July 31, 2020, there were 854 properties signed up on the Recreation Plus Program (RPP) compared to 858 at the end of July in 2019. Earlier this year a total of 38 owners opted to get out of the program and receive a refund based on the 2020 guest pass usage. An additional eight properties opted out of the program for 2020 but chose to take a credit towards the 2021 program, which equated to a 5% reduction in the number of participants in the RPP for 2020. We started the month of June with 808 properties in the program and between June and the end of July we had 51 new properties that signed up for the program. This illustrates the value and brand of the amenities that program offers for owners who rent their homes in Sunriver. In a normal year we would not see that much of an increase this late in the
season and it serves as yet another illustration of the benefits of this program as well as the effects COVID has had.

Tennis and pickleball numbers are up for the year and the boat launch has seen a 36% increase over the last three-year average. This is due in large part to the limits on the number of people we can currently accommodate at SHARC and peoples desire to be in water, whether it be a pool or the river.

Through July 31, 2020, staff has issued 42,410 paper guest passes and of those, 4,016 or 9.4% have been redeemed.

After Labor Day, the outdoor pools will remain open until September 20th and we will utilize the same, first come, first served system currently in place but will offer three sessions per day with a maximum of 150 people per session. The indoor pool will be closed for maintenance between September 8th and 20th.

Starting September 21st, the outdoor pools will close for the season and the indoor pool will be available with a maximum capacity of 35 people per session.

Assistant GM Kessaris also noted the Admissions Model Workgroup is starting to look at fees for 2021 as budget season is right around the corner.

**NORTH POOL COMPLEX UPDATE**

Assistant GM Kessaris reported the weekly meetings with staff, the contractor, architect and pool contractor continue and have proven to be extremely helpful in ensuring everyone is on the same page. Public Works Director Mark Smith and Assistant GM Kessaris visit the site on a daily basis and the Board was encouraged to check out the progress on the website, www.sunriverowners.org > Owners > Capital & Reserve Projects > North Pool Renovation Project where one can watch the progress in real time.

Things are moving along smoothly, and the structures of both the equipment and welcome buildings are starting to go up. Additionally, concrete has been poured for all the future bodies of water. Next up will be plaster work. Staff is starting the process of picking the final colors for the concrete, vertical walls, etc.

The project remains on budget and on schedule for completion in the fall. The facility will open in June of 2021.

**SUNRIVER SERVICE DISTRICT (SSD) POSITION #1 DISCUSSION**

GM Lewis reminded the Board that this item was on the agenda last month and the Board chose to wait until the close of the SROA election prior to making a decision on who will fill this position. This position is for a three-year term starting September 1st and ending August 31, 2023 and as was noted previously, the agreement between SROA and Deschutes County requires that Positions 1 & 2 on the SSD Board be held by a sitting SROA Board member. As Jim Fister’s term will end tomorrow at the close of the SROA Annual Meeting, a replacement needs to be identified and put forward to the County Commissioners for approval.

Director Fister provided an overview of the requirements of the position and after further discussion, the Board chose to delay acting on this item until the September Board meeting.

**RECYCLE & RENTAL REGISTRY TASKFORCE BOARD LIAISON DISCUSSION**

GM Lewis reminded the Board of the action at the July 18, 2020 meeting approving the creation of two taskforces, one to address the proposed recycle facility and one to explore the possibility of having a
rental registry for Sunriver. Since that meeting staff, including Assistant GM Kessaris and Public Works Director Mark Smith, have met with GM Lewis and have come up with a meeting schedule and agenda topics. GM Lewis anticipates these taskforces will commence their work in October of this year and staff is and will be meeting with both resident and non-resident owners and property managers to identify potential members of the taskforces. Additionally, representatives from police and fire as well as the SSD Managing Board are to be included on the rental registry taskforce. Between now and October staff will work on a scope of work for both task forces who will both also utilize the Board approved Decision-Making Checklist while conducting their research.

In regard to the recycle facility, Director Bigham, who was previously involved in that effort would like to continue to assist on that taskforce as an owner due to the fact that his term on the Board will expire tomorrow. Staff has gone back through previous discussions and actions on the recycle effort and identified people both in favor and opposed to the project who might want to participate moving forward. Additionally, as a reminder, there will also be representatives from Deschutes County Solid Waste Department as well as the carting company included on the taskforce. We will also need board liaisons for both taskforces.

Several of the Board members spoke up expressing an interest. Incoming Board members Bill Burke and Clark Pederson, who were in attendance, both expressed an interest in serving on the Recycle Facility Taskforce.

Director Beenen and Director Skinner both expressed their willingness to serve on the Rental Registry Taskforce.

COVID-19 TASKFORCE BOARD LIAISON DISCUSSION
Currently the position of liaison to this taskforce is held by Jim Fister whose term on the Board expires at the close of the annual meeting tomorrow. This taskforce, which was approved earlier this year by the Board, was meeting frequently in the beginning but now that things have reached somewhat of a plateau, the group is meeting on an as needed basis unless conditions warrant a change.

One of the main focuses of the taskforce has been to ensure consistent communication and messaging between the different entities, responding to citizen requests, discussing all relevant issues and taking action if necessary. After discussion, Director Murray volunteered to assume this liaison position going forward.

COMPREHENSIVE OWNER SURVEY
In 2014, the Board approved conducting a comprehensive owner survey every three years. One was conducted in 2014 and again in 2017 and we are budgeted to conduct a survey in 2020. Back in the spring when COVID-19 hit, staff was asked to look at all budgets and determine where dollars might be saved and what projects could be postponed or rescheduled until a future date.

As things stand now, we are in a position that we can go ahead with the survey this year and not feel any unnecessary anxiety about the approximate cost of $8k. A new survey will provide a good information base for work on the 2030 Strategic Plan the Board will be undertaking at the beginning of the year as well as for prioritization of Infrastructure and Amenities Master Plan (IAMP) projects. Additionally, there have been a significant number of home sales this year so new demographic information will be important to having moving forward.

Staff recommends moving ahead with the survey this fall as was originally planned. Director Nelson agreed noting the standardization of the survey over time has allowed us to establish trends that we had not been able to establish in the past. Director Murray, while he completely supports the surveys,
questions if fall is the right time given the current status of COVID concerns and restrictions. He wonders if next spring might be a better time to conduct this operation. The Board held discussion on the topic and agreed we should move forward with the survey, exact time frame to be determined.

**REVIEW OF 8/15/2020 AGENDAS**
The Board reviewed the agenda for the regular SROA Board Meeting as well as the agenda for the Annual Meeting, both of which are scheduled to be held tomorrow.

**TELECOMMUNICATIONS TASKFORCE UPDATE**
Director Beenen reported the group made significant progress in July and early August. The taskforce received 1,170 responses to the recent telecommunications survey that was conducted online. Three town hall/listening sessions have been held to date. These sessions were all very well attended, and a lot of good questions were raised. Assistant GM Kessaris noted his appreciation to all the owners who took the time to either submit comments and/or questions or attend one of the town hall sessions. For the most part attendees were well informed and knowledgeable about what is being proposed and their input was greatly appreciated.

In parallel with that, GM Lewis, with the authorization of the Board has mailed a letter to Bend Broadband (BBB), TDS Telecom requesting a written contract per our previous discussions with BBB and we anticipate receiving that in the next week or two.

Discussions have been held with a local utility provider regarding what it might cost to accelerate their 15-year plan to lay conduit throughout Sunriver to a five-year plan. The taskforce has that information at hand should we need it moving forward. Director Beenen and President Mobley, who both have past experience in this area, have been reaching out to other potential internet service providers to determine their level of interest in some type of partnership model where they would provide monetary support up front for help in constructing the network system. They would recoup some of that investment over time as a provider. This is still in the very early stages but there have been some conversations on that topic.

To recap; we are currently still on a dual path with regards to this issue. Bend Broadband is proposing a new multi-year exclusive contract where they will continue to provide services such as they are doing currently while also working to expand their fiber optic network capabilities at no additional development and/or installation cost to the owner. Or, we have the option of trying to find enough service providers who want to join with us in partnership in paying for the construction of the network and then be able to recoup their investment by being a participant on that network for a given period of time. In that model, the objective would be to have a minimum of three service providers participate, thus providing more than one option for owners to choose from for their internet and/or television services.

Director Beenen added that there will be another article about telecommunications in the September edition of the Scene and for any of those who may have missed the article in the August Scene, it is now available on the SROA website, [www.sunriverowners.org](http://www.sunriverowners.org) > Owners > Capital & Reserve Projects > Telecommunications.

President Mobley, who is also a member of this taskforce, commented the excellent job this taskforce has done working together, exploring all alternatives ensuring, when all is said and done, that Sunriver will have far better telecommunications than it has heretofore had.

**OTHER BUSINESS**
GM Lewis alerted the new Board members that a Board Orientation will be set up soon to introduce them to their role as a board member. Additionally, Mr. Lewis noted the September Board Work Session will
include a budget presentation by department heads. GM Lewis also reported he will be providing the Board with a 2021 work plan to ensure things all line up from a staff and dollar standpoint as we head into the budget process. The Board will also need to be prepared to make a decision on the Recreation Plus Program refunds in September.

Director Bigham moved to recess the public meeting and adjourn into Executive Session under the authority given in the Sunriver Bylaws, Article IV, Section 10 to discuss contractual, personnel and legal matters that may be subject to a claim of privilege. Seconded by Director Beenen, motion passed unanimously.

The public meeting recessed at 10:14 A.M.

The public meeting reconvened at 12:42 P.M.

There being no other business, President Mobley asked for a motion to adjourn.

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

The meeting adjourned at 12:43 P.M.

Respectfully submitted,

Gary Bigham, SROA Secretary