

**SUNRIVER OWNERS ASSOCIATION
BOARD OF DIRECTORS WORK SESSION
SROA BOARD ROOM
JANUARY 17, 2025**

DIRECTORS PRESENT: Bill Burke, Clark Pederson, Keith Mobley, Mark Murray, Linda Beard and Randy Schneider

DIRECTORS PRESENT VIA ZOOM: Brad Banta, Veronica Jacknow & Gerhard Beenen

STAFF: James Lewis, Keith Kessarlis, Susan Berger, Patti Gentiluomo, Claire McClafferty, Michelle Phillips, Mark Smith & Richie Villagrana

The meeting was called to order at 9:00 A.M.

OWNERS IN ATTENDANCE: 4

OWNERS FORUM

Bill Weymer, 10 Aquila Lodge, Mr. Weymer spoke about the importance of wildfire protection in Sunriver. His primary points included: enforcement of the Ladder Fuel Reduction (LFR) Plan to include more tree removal to increase the space between trees; update the LFR to require ten foot spacing between tree driplines; create a plan to rapidly implement the higher standards for defensible space and best practices as suggested; and remove the SROA Public Works above ground fueling station and place it underground. In addition to his oral comments, Mr. Weymer also submitted a written statement echoing his comments with an attachment noting defensible space best practices.

GM Lewis had one letter that he read into the record (summarized below).

Dennis Wood, 16 Big Leaf Lane, submitted comments including a request for the SROA Board of Directors to ask Deschutes County to place speed limit signs on Cottonwood Road between Highway 97 and Sunriver. The basis of the request is so that it would be evident that the speed limit on that portion of the road is 55 MPH and not 45 as posted as drivers get closer to Sunriver – to avoid driver frustration for those following vehicles traveling below the speed limit.

STAFF INTRODUCTIONS – NATURAL RESOURCES (NR) DEPARTMENT

Natural Resources Director Patti Gentiluomo was on hand to introduce herself and her staff members. Ms. Gentiluomo has been with SROA for over eighteen years. The NR Department is comprised of three staff members as well as the Department Director. The other staff members are Claire McClafferty, Tess Phillippi and Michelle Phillips.

Claire McClafferty has been with the Natural Resources Department for almost ten years. Ms. McClafferty explained that some of what she is responsible for includes assistance with the oversight of large projects, including some of compliance programs that are included in the governing documents for Sunriver, primarily the Ladder Fuels Reduction (LFR) plan and the Noxious Weeds management plan/program. Ms. McClafferty is directly involved in the administration of those compliance programs as well as the LFR work that is done on commons. Additionally, Ms. McClafferty assists in the issuing of tree removal permits and is the lead for GIS in the department something she has been involved with and working on for several

years. Ms. McClafferty noted her appreciation for both her department and SROA's support of her increasing education in that area. Ms. McClafferty has worked closely with the SROA IT department to manage some of the back-end items to ensure the GIS program is being used most effectively. IT Director Gary Seifert, who was in attendance, interjected that the IT Department is in the process of the migration to a newer more stable platform that is being built out utilizing tax lot information from Deschutes County along with the NR team physically going around with their individual devices and plotting the different locations.

NR Director Gentiluomo added that the GIS technology is something her department has been using for some time now and it has definitely enhanced their ability to collect data in the field and be more progressive in the product they generate. Additionally, the information can be shared from the NR Department to the Public Works Department as these two departments work very closely together with the assistance of the IT Department. These efforts save an enormous amount of time in the long run.

Tess Phillippi came to the Natural Resources Department from OSU Cascades and has been with the SROA for just over two years. Ms. Phillippi's tasks are similar to those of Ms. McClafferty in regard to duties and responsibilities. She meets with individual owners on reducing ladder fuels on their property and she also interacts with contractors who remove ladder fuels from commons. Ms. Phillippi also assists with the removal of noxious weeds on commons and has also taken on some of the restoration efforts such as plantings at Mary McCallum Park and other areas in the community.

Michelle Phillips is the newest employee in the NR Department and her actual first day with the NR Department will be on Tuesday, January 21st. Ms. Phillips is moving from a part-time position in the Community Development Department that she started in last March. This has provided her with a good understanding of how the NR department interacts on a regular basis with the Community Development Department. Ms. Phillips is excited for this opportunity and for the chance to work in the NR Department. Ms. Phillips has an undergraduate degree in Environmental Studies.

Director Schneider noted his appreciation for the NR staff and the important work their department does. Director Schneider added that with everything going on in Southern California currently, it is good to know how much SROA and the NR team do to make the community safer.

President Beenen commented he believes it would be beneficial for staff to provide a presentation to the Board on what is happening with GIS as significant monies have been spent in the last year on GIS and as such, he feels it is time for an update and perhaps a demonstration illustrating what staff is able to accomplish with the program. GM Lewis responded that he would collaborate with staff on something for the February meeting.

SIREN SYSTEM UPDATE

Sunriver Service District (SSD) Managing Board Chair Jim Fister was in attendance and introduced Police Captain Jason Van Meter who came to Sunriver from Black Butte Ranch and is acting Captain with the Sunriver Police Department.

SSD Chair Fister also shared that at the regular SSD meeting on Thursday, the SSD Managing Board voted to appoint Cory Darling, former Sunriver Police Chief, as interim police chief as a result of Stephen Lopez's decision to leave his chief position in Sunriver. Mr. Darling will be in Sunriver a couple of days a week to ensure that the department runs smoothly as Chief Lopez and Captain Kornblum move on.

Back to the topic at hand, GM Lewis commented that in working with the SSD over the past few years, the importance of the siren system has risen to the surface on more than one occasion. Going back many, many years before some of the notification tools that we now have were available, the siren system was an

important system for the community despite it always being considered a very generic messaging notification system which consists of a total of six sirens located at different areas in Sunriver. Fast forward to now and when periodic siren testing has been conducted it has become more and more apparent that the siren system is tired and is reaching the end of its useful life. With the construction of the new Public Safety building, the siren that was located on top of the fire station building has been removed and the operating system itself, which was housed at the fire station, has been dismantled and disconnected.

In the event of an emergency, it would be incumbent upon the fire department once they received the message from the police department to activate the siren system which has now been disconnected.

This past September Sunriver reached Level Two evacuation status. GM Lewis believes that had we reached Level Three status, it may have prompted the activation of the siren system. The bigger question is what the value of the siren system in Sunriver is. SROA owns the siren system but the messaging, evacuation alerts, etc. come from law enforcement and the fire department. While we work hand in hand regarding how the siren system is operated, physically the equipment itself has always been located at the fire station and historically has been operated by the Police Department.

SROA owns the system and needs to determine what it is worth in terms of the value to notify the community versus the various options we have available today for notification to owners and visitors such as text messaging apps, alerts received on one's phone, or some other more specific system that can be used here on the ground versus a rather generic siren system. GM Lewis added that it is not SROA that pushes the notification out via the siren system. As an example, during the fire event last September the messaging sent out from SROA was provided by Police Chief Stephen Lopez.

SSD Managing Board Chair Fister noted as a point of clarification that there were two pieces to the siren system. There was one in the SROA Admin building and the one that included the activation feature was housed in the Fire Station building. Chair Fister also noted it was the police, not the fire personnel, who have historically been responsible for activating the system as fire personnel would be busy fighting the fire and the police would be responsible for overseeing any evacuations put in place in consultation with Deschutes County.

SSD Chair Fister commented that in going back to when the design and pre-construction planning for the new public safety building was underway, there was some communication that went back and forth with SROA about the system, however in hindsight perhaps the SSD was not exactly clear, that once the physical line was cut between the two buildings, the siren system was going to be non-functional. SSD Managing Board Chair Fister recalled that the SSD did approach SROA some time back to discuss the possibility of the SSD buying the siren system as the SSD was trying to determine if it is something they could use long-term or whether it should be decommissioned.

Mr. Fister added that Sunriver does still have a mobile siren system courtesy of Deschutes County. Chair Fister further noted that during the evacuation orders in September of 2024, there were discussions about bringing in Oregon State Police mobile units, which are basically cars with sirens and PA speakers, to manage evacuation communication, as necessary. Not once did the SSD even consider using the existing siren system as they were not necessarily confident that it was going to be able to communicate the messaging they needed to get out to people.

If a siren goes off without any data, people are left to make their own decisions which can cause confusion and chaos, and which is exactly what we do not want to have happen. The planning that the police department and Deschutes County has done with the SSD in consultation has always focused on finding a way to communicate very clearly to people on instructing them on what they need to do and when they need

to do it. The siren system has not been an effective tool for that in any of the scenarios that have been encountered, at least in the last ten years that Chair Fister has been involved with the SSD.

In answer to a question from Director Jacknow, Chair Fister reported that in the entire history of the siren system, it has never been used for an emergency situation.

Captain Van Meter added that two things his department is responsible for in an emergency situation is mass notification and crowd control. The crowd control perspective is what his department would be in charge of in the event of an evacuation. The mass notification is something that should be specific and directional which means you tell people what they need to do, where they need to go, and how fast they need to do it.

As Chair Fister alluded to, just a siren is not smart, and people will end up calling 911 and saturating the phone lines which ends up jamming up communication throughout the region. Captain Van Meter said he had personal experience with this when he was in Salem and the emergency manager had a false tweet that said, "prepare for action." This tweet went out to several thousand people who then picked up the phone and dialed 911 resulting in the shutdown of that very advanced 911 system. The capacity for traffic absorption is approximately 1,000 vehicles per hour after which vehicles start to get backed up. When one considers that there can be 9-10,000 vehicles in Sunriver at any given time during the summer, if those vehicles all wanted to leave the community at once, it is going to create a catastrophe. By simply blowing a siren that is not directional or specific it would lead to panic and confusion. Specific and directional messaging is how you keep the most people safe.

SSD Managing Board Chair Fister added that as a localized Sunriver district they have been in consultations with Deschutes County Emergency Manager Nathan Garibay who noted that the Sunriver siren system is not owned by Emergency Services and Deschutes County does not have it in their "playbook" nor is it something he would recommend ever being used. There are other alternatives Mr. Garibay would do in terms of being able to get with people and communicate. For instance, in the last incident in September, Chair Fister knows of at least 40 search and rescue volunteers that were ready to come down as well as a significant number of Oregon State Police that were planning on coming to Sunriver with vehicles to conduct mass door knocking in the areas to be evacuated if necessary.

Chair Fister went on to say that he does not believe the plan was to evacuate all of Sunriver in that specific incident and in many cases you would see only localized evacuations in Sunriver and it might even be from one area of Sunriver to another. For instance, if there was a fire on the north end of Sunriver, we would evacuate from the north end down to the south end and primarily to the meadow to try and keep control over the traffic and to ensure the necessary vehicles could get access on the north end. A general siren system is just something that hasn't come into real consideration in any recent emergencies or even the tabletop exercises they conduct.

GM Lewis commented that back when the siren system was first installed, approximately 30 years ago, there were no other options available as there are now, so it was a good idea, it was a tool that was available to emergency responders and the community in case of an emergency event. Today what comes to mind is that if we do not have a siren system and we are relying on individual notification of officers going door to door or a loudspeaker system or a notification one receives on their phone, does not the lack of having the siren system put Sunriver at a higher risk.

Director Pederson commented that for that small group of people who are technologically challenged not having the siren system could be a problem as that is what they are used to and what they would listen for in the event of an emergency. Captain Van Meter responded that he believes you would be putting more

people at risk by blowing the siren as well as creating traffic jams, which is a poor idea especially if fire trucks are trying to get into the community.

Captain Van Meter added that in an emergency scenario, the community could easily be without power for multiple days and the best case scenario would be one in which the Resort and SROA start shutting down weddings, golf courses, pools etc. when red flag weather warnings are predicted to minimize the number of people coming in.

President Beenen commented that it is his understanding that the siren system is really obsolete and replacement parts are extremely hard if not impossible to obtain. GM Lewis responded that four years ago when one of the sirens did not work during the regular testing and SROA received a bid for replacing the siren system it came in at \$218k to replace the sirens on the poles as well as the operating system. The existing system is not serviceable as replacement parts are no longer made. President Beenen continued that if we intend to maintain the system, we must be willing to make a significant investment.

SSD Managing Board Chair Fister clarified that there are both the Deschutes County alert system which is separate from the Sunriver alert system and people can actually sign up for both, but you will receive the exact same message from either system. There are approximately 2,000 Sunriver owners who have signed up to receive the alerts currently.

President Beenen expressed his concern about the thousands of others that are here in the summer that probably are not signed up to receive alerts. Mr. Fister responded that he is aware that both the Resort and Bennington Properties provide the sign-up information to their guests at check-in and encourage them to sign up to receive the alerts during their stay in Sunriver.

Communications Director Susan Berger added that back in 2018 the sirens were still operational and there were concerns that visitors and some owners did not know what to do if the sirens were to go off. In response to that concern, a campaign was launched and a website was created, sunriveremergencyinfo.com. Rack and business size cards were made up providing instructions on how to sign up to receive alerts as well as what to do if the sirens go off. Those were provided to property managers to put in their lodging units. The website provides a wealth of information on where to find information about an incident and evaluate options. The website has also been modified and no longer provides information on what to do if the sirens are heard and provides instructions on what to do if you receive a text message instead. Ms. Berger noted that in the event of an emergency, the information would also be on the SROA website as well as the emergency website. Additionally, the Scene staff includes written information on what to do in an emergency in almost every edition of the Scene, sometimes in the form of an article and other times with display type ads.

SSD Managing Board Chair Fister commented that what to do in regard to emergency notification is one of the key things the SSD Managing Board is currently contemplating. Cell phones are a great tool by which to receive such notifications and Sunriver was actually the pilot for the text alert system which has now gone state-wide. It is a system that Emergency Management really likes and want to see continue.

In terms of establishing additional practices or providing additional tools, for starters the SSD is communicating with the Sheriff's Office to ensure is that there is a system process in place for south county beyond Sunriver. One of the issues experienced last time from incident command post was that while Sunriver has a solid plan in place, none of the other developments south of Sunriver has the same type of program in place. Work was being done on developing a common practice and a common methodology so the SSD wants to make sure they can collaborate with the Sheriff's Office and La Pine Fire as well as the other county and state agencies to ensure something is in place for south county.

In the course of that, the SSD is going to start looking at what replacement equipment that they can use. There are both fixed and portable long-range acoustic devices which could serve as a replacement system for the current siren system. These devices tend to be more directional so pole mounting is more complicated but they fit very well on mobile devices such as a response vehicle.

Those devices range in the \$50-\$100k price range and could be easily used in Sunriver in the case of an emergency. Mr. Fister added that all patrol vehicles for both the County and the state are equipped with sirens and public address (PA) systems if those agencies are available to come down and deploy the needed messaging.

SSD Managing Board Chair Fister noted the SSD is also looking at additional types of mobile systems or long-range acoustic device (LRAD) systems that they could utilize. Mr. Fister recalled the discussion that he had with GM Lewis about the SSD's intention to look at the various options since they have their budget cycle coming up soon. Additionally, there is a meeting scheduled with the County next month to discuss this issue. As the SSD formulates their next year's budget, they will be looking to see if the LRAD option is something that they can include into their budget and reserves cycles. They should have a solid answer on this by March or April so Chair Fister noted their thought process is that they would work with SROA staff along with anyone else as assigned and come back in March with a better idea of what they are planning at least in terms of the lack of the siren system and how notifications will be conveyed.

GM Lewis added that his understanding of the LRAD systems is that they project out to a mile long with clear audible messaging. Mr. Fister added that while the LRAD systems were initially designed for crowd control, it is also frequently used in emergency management situations as well. GM Lewis added that an LRAD system also allows one to give specific directions instead of it just being an alarm sounding.

SSD Managing Board Chair Fister added that by including this as part of the upcoming budget cycle it will show ownership from the SSD side. It will also then show up in the county systems as something that is available to the District in the event of an emergency. Essentially it is another tool they would have at their disposal. Additionally, the SSD will continue to work with Deschutes County Emergency Manager Nathan Garibay or his successor to ensure they are doing something that not only works for Sunriver but will work for surrounding communities as well.

In response to a question from Assistant GM Keith Kessar, Chair Fister noted that some LRAD systems do allow you to pre-load messages.

GM Lewis, in bringing the conversation full circle, commented the message to the Board is that we currently do not have a siren system in Sunriver. As has been discussed, there are a variety of alternative methods of messaging systems such as those we availed ourselves to during the level two evacuation in September. Those give more specific information and if coupled with the SSD acquiring a more beneficial notification communication system, it will be more beneficial to the entire community.

President Beenen questioned if it might be time for SROA to now start to decommission the existing siren system since it is no longer operational. GM Lewis responded that currently what we have is the sirens themselves on the poles which SROA pays to have power to on a monthly basis. President Beenen feels that if community members see the sirens they are naturally under the impression that the siren system is in place and operable for notifying them in the event of an emergency and we do not want owners relying on something that is non-existent.

GM Lewis agrees with President Beenen but noted the importance of having this conversation today was to agree that we are not going to reconnect to a system that no longer meets the needs of the community in the most efficient way and that the SSD will not use. If the SSD is committed to replacing the existing system

with something that will do an equal or better job, then yes, we can talk about dismantling the sirens themselves. The poles will be left in place as there are other options such as cell antennas, etc. that could utilize those spaces and possibly generate some revenue for SROA.

Director Schneider commented that he personally would like to learn more about the LRAD systems and his hopes that the SSD has something in place prior to the summer months. SSD Managing Board Chair Fister responded that the LRAD systems are one possibility and given that the poles are already in place, 5G small cell systems might also be an option especially now that there is fiber backed channel to the poles making them 5G capable. The SSD has opened the possibility with Deschutes County Emergency Management of going with AT&T FirstNet but this is more expensive so it may not be an option. Chair Fister believes there will be several options brought forward in the near future for consideration.

GM Lewis added there is no decision or action that the Board needs to take on this issue this month. In the meantime, SROA will just wait as the SSD works through their upcoming budget cycle to see what materializes. Fortunately, we are not currently in fire season so we do have a bit of time for the SSD to explore the options available. Chair Fister added he believes they will know something more solid by March as their budget has to be approved in April and if the SSD plans to allocate reserve dollars to this there will be discussions about it.

SSD Managing Board Chair Fister also addressed the comment made earlier about some residents and/or guests that are not tech savvy enough to understand a messaging system or are otherwise incapacitated. Deschutes County maintains a pretty extensive list of people who are infirmed, housebound, or otherwise all across the county including several dozen Sunriver residents who were personally addressed and communicated with by the County during the September evacuations illustrating that there are other mechanisms and options for those people that need that direct communication.

Director Mobley commented it is a time of opportunity in that the level of receptivity will probably never be higher. Director Mobley suggested SSD Chair Fister do an article to be published in the Scene that both summarizes what has been discussed at this meeting and also lets owners know that there are other messaging options that are better and that there will be action on the issue.

President Beenen commented that owners need to be made aware before the summer season that they should not anticipate on counting on the siren system to alert them since it is no longer functional. GM Lewis responded that staff has already been discussing that and naturally there will be articles in the Scene reporting on both the decommissioning of the obsolete system as well as where readers should go to find the most current information and sign up for alerts. President Beenen responded that while the Scene is great, we need to broadcast this as far and as wide as we possibly can as there are a lot of long-time residents who are familiar with the siren system that has been in place for many years and are counting on it to alert them to an emergency. President Beenen added he feels we need to use multiple ways to get that message out.

SURIVER RULES & REGULATIONS **FIRST READING – SECTION ONE**

GM Lewis referred the Board to the information provided in their materials which outlines the request for a first reading to proposed changes to Section 1 of the Sunriver Rules & Regulations.

Section 1 specifies the procedures for enforcing the subsequent rules contained in the remaining sections of the Sunriver Rules & Regulations document. The subsections contained therein include:

- Section 1.01 Dissemination of Rules
- Section 1.02 Notice: Magistrates Hearing; Appeals
- Section 1.03 Sunriver Judicial Council

- Section 1.04 Enforcement
- Section 1.05 Schedule of Fines

The overall intent of the proposed amendments (along with proposed changes to the Citation form) are for clarity to owners regarding the subsequent process when violations occur and citations are issued. Additionally, the changes provide legal clarification to the text of the document that supports both SROA's and the owner's rights and obligations under rule enforcement. The primary amendments to this section include:

- Overall grammatical and textual changes for clarity to the reader.
- Section 1.02 B. specifying options for addressing a violation/citation once the citation has been issued.
- Section 1.04 which establishes the ability for SROA to enforce the rules and issue a citation and establishing the obligations of the responsible party to address the citation (and linking the enforcement of the citation to a specific owner/property).
- Section 1.05 E which establishes the escalating fine schedule when violations for which a citation has been issued are not remedied.

As part of their review, the Covenants Committee met with the SROA Magistrate who has the duty of reviewing citations that are contested and enforcing the rules and procedures for such.

GM Lewis also noted that staff has worked closely with the Magistrate and the Covenants Committee on changes to the current citation form SROA uses. While the changes to the form require approval by the Board, they are not subject to a first and second reading and as there may be further changes to the citation form based on any input received during the 60-day read on Section 1 of the Sunriver Rules & Regulations, the citation form will be presented to the Board at the same time as the second reading of the proposed amendments.

Approval of this first reading is on the agenda for action at tomorrow's meeting.

FORMER RECYCLE STRUCTURE UPDATE

GM Lewis noted this item was listed on the agenda as the Board has heard from some of the owners in the Aquila Lodges regarding their desire for the structure that previously housed the recycle bins to be demolished. In short, that structure was approved by Deschutes County through their review process and it has been there for many years. It is a solid structure and from a staff perspective, there is a strong desire to retain for storage purposes and there has never been any intention to remove the structure. Mr. Smith also reported that the building is on the schedule to be painted this spring to match the new Public Works building.

PW Director Mark Smith commented that first off, he was happy to report that since the closure of the recycle center on October 31, 2024, there has only been a small number of recyclables left at the former location. The communication efforts prior to the closing were remarkably effective and people have really respected the signs alerting them that the facility is no longer in service.

Mr. Smith commented that currently all the implements for the snowplow equipment used on the pathways are being housed in the structure. It holds all the various attachments, plows, blowers, and blades which can be stored three in a row to make for easy retrieval by staff.

PW Director Smith reported that there was a landscaping plan that was approved by the SROA Design Committee that is going to be implemented this spring. Mr. Smith also noted that if that structure were removed it would result in a straight view of the parking lot which is currently shielded by the building. The building also helps buffer some of the noise coming from that area.

Treasurer Pederson commented that is one of the things he explained to a couple of different owners he's had dialogue with noting that especially for the owners who live on Quelah Lane, that structure provides a buffer between the parking lot and the old Public Works building. And while there is screening style fencing between the PW campus and Quelah Lane if that structure were removed, those owners will be looking at an open parking lot area instead of the back of a building which is slated for both painting and landscaping in the spring. This would be especially true if looking out a second story window at the area.

Treasurer Pederson inquired of Mr. Smith whether it would be feasible to add some fencing to the PW side of Sun Eagle Lane to further shield the area from view. PW Director Smith responded that he first wants to see if the new flow pattern being implemented for the PW vehicles works as planned before considering other changes. Additionally, it does not make a lot of sense to have landscaping done and then build a fence that would contain it to the Public Works yard.

Mr. Smith added that the landscaping plan for that area was never part of the new building plan, however, in discussion with neighboring properties SROA agreed to bolster the landscaping on the Public Works side and add additional fencing on the Quelah Lane side to make it a better Sunriver experience overall.

President Beenen added his objective on having this item included on the agenda today is to make sure there is clarity as to what SROA's intentions are with respect to that existing shelter.

ADMISSIONS MODEL WORKGROUP UPDATE

The Board was provided a breakdown of recreation statistics for the month of December.

As of December 31, 2024, a total of 7,170 Member Preference Program (MPP) cards have either been purchased or renewed. Of that total, 5,697 were renewals and 650 were new cards. The remainder are extended household, long-term renter, or commercial passes. This is 117 fewer MPP cards than at the end of December of 2023. At the end of December, the MPP revenue totaled \$624,470 or 98.79% of the annual budget.

Regarding the 2024 Recreation Plus Program (RPP), as of December 31, 2024, there were 887 homes and/or condominiums signed up for the program. Last year at the same time there were 918 properties participating in the program. Mr. Kessarlis also provided a breakdown of the RPP's by the number of bedrooms. RPP revenue is at \$2,520,764 or 97.64% of the 2024 budget.

Assistant GM Kessarlis reminded the Board that one of the property managers who previously had approximately 40 properties enrolled in the RPP chose to go a different route in 2024 offering their guests a daily credit for a variety of different recreational opportunities instead of just the SHARC option during their stay which is the main reason in the drop in the number of participating properties in 2024.

Assistant GM Kessarlis also noted that property management company Vacasa is going through a restructuring bankruptcy issue and one of the parent companies of another Sunriver property manager is looking into buying and/or absorbing Vacasa. Since this company is already familiar with Sunriver and how things operate it should not affect the RPP but it is just something to be aware of and it will be interesting to see the changes and how that impacts things. Vacasa currently has approximately 220 properties that participate in the RPP.

Gate revenue is currently sitting at \$634,946 or 109.40% of the budgeted \$580,357.

SHARC hosted a total of 8,018 attendees at the facility in the month of December compared to 9,382 in 2023, a decrease of 1,364. Of that number, 3,773 were owners, 3,105 were RPP pass holders, 33 were

member guests, 297 were extended family, 243 were gate admissions, and 42 were Central Oregon Sunday's users. Assistant GM Kessarlis noted that some of that difference in the number of users is likely due to the fact that Mt. Bachelor had much better snow and skiing/boarding conditions than they did in December of 2023.

17,908 people visited the Member Pool this season compared to 17,636 in 2023.

By the end of December 2024, staff have issued 57,010 paper guest passes and of those 11,033 have been redeemed at SHARC and 4,514 were redeemed at the Member Pool.

Year to date, there have been 210,529 guests at the SHARC facility compared to 208,510 by the end of December of 2023, an increase of 2,019 visitors.

Owners can now purchase or renew their cards for 2025 in person at SHARC, or if just renewing it can be done over the phone, 541-585-5000 and online at [sunriversharc.com/Programs/SROA Member Preference Program](http://sunriversharc.com/Programs/SROA%20Member%20Preference%20Program). The Member Services office is open seven days a week from 9:00 A.M.– 4:30 P.M.

Facility event space rentals ended the year at \$120,649 which is \$5,649 better than the budget amount of \$115k. As has been mentioned before, our Events Manager and Events Coordinator have done a great job of promoting the space, engaging with owners and potential public guests as well. Also, once we implemented the new tracking software for potential leads as well as simplifying the process for people to be able to pay their deposit which has made a big difference, and it also saves time on the back end as staff no longer needs to contact the client to receive payment over the phone.

GM Kessarlis added the event space with the new flooring and paint look great as the Board members who attended the Owners Holiday Party can attest to. There are plans to hold a pickleball event called "Lob of Your Life" that will be held on Friday and Saturday, February 14th & 15th and will include beginner and intermediate play opportunities. Instructor Luis Bayol will start each day with some basic instruction for those new to the game. Two temporary pickleball courts will be set up in Benham Hall and we have already sold close to 50 tickets to the event. Tickets can be purchased at bendticket.com. This comes about as the result of the survey asking owners asking what they were looking for in regard to indoor activities to do in the winter months. There was a lot of support for more fitness offerings and since pickleball is so popular staff thought this might be a fun opportunity for those who have not played before and those who are already skilled in the sport.

Director Burke observed that SHARC just seems busier overall. Assistant GM Kessarlis commented he agrees, and fitness classes are full on a regular basis. We are also adding an early morning yoga class that will be starting next Tuesday at 7 A.M. Mr. Kessarlis also noted that the recent Sunriver You offering on travel had over 120 people who took advantage of that opportunity. Director Burke added that he has also noted an uptick on the number of owners using the living room.

The Board thanked Mr. Kessarlis for his thorough reporting on these statistics.

SROA ELECTIONS – ONLINE VOTING

Assistant GM Kessarlis reminded the Board that some preliminary discussions were held last summer on looking at other alternatives for voting for SROA's yearly election as well as any special elections that might arise.

Assistant GM Kessarlis along with Communications Director Susan Berger and Executive Assistant Becki Sylvester started doing research and collecting data looking at other large-scale communities and what they do along with companies that offer electronic voting versus mail in voting.

Four different companies were contacted and Zoom meetings were held with three of those. Three of the companies are national and one is a local company. While they all have their own program and processes that they use, they all offer services that are time stamped, secure and audited by a third-party processor.

These companies all have the ability to conduct the entire election from launching the voter materials, candidate bios, etc. to emailing the ballots, ensuring that each property only receives one vote with a unique ID that is tied to that individual property and mailing paper ballots to anyone who opts out of online voting.

Election information and candidate bio videos can all be uploaded onto their system for owners to watch at their leisure. They also all offer a vote by mail option for that small number of owners who may not be tech savvy. There is an additional fee for this, but SROA staff feels the number required would not be significant. The companies facilitate mailing any paper ballots along with the voters' pamphlet information and the return envelopes which get returned directly to the company, not to SROA to be added into the electronic vote tally. Additionally, these systems also switch the names of the candidates up providing a random selection opportunity.

Each of the three companies also offer the options for the user to specify whether the voter is on a computer, a tablet, or a phone. Some also have the ability to send reminders to those who have not voted yet to do so. The results are immediate, at least from the electronic voting, and auditing of the process by a third-party is included. While the prices from the three companies contacted is similar, staff will have to drill down further on the cost for incidentals such a paper ballots, reminders, etc. Their overall pricing, however, is comparable to or lower than what we are currently paying to conduct an election each year.

Online voting generally has a higher return rate than paper ballots due to the ease of use allowing an owner to vote when it is convenient for them. These companies provide a secure platform with guardrails to prevent voter fraud through the use of encryption, unique IT/PIN, or access keys to vote, etc.

Assistant GM Kessarlis commented that he has spoken to representatives from several of the large-scale associations that have switched to online voting and they all agreed they would never go back to paper ballots. Also, one of the companies staff talked to currently conducts over 250 elections per year and the majority of those are done for community associations and or private clubs so they are very accustomed to that type of large scale association. Additionally, some of these companies have been in business for 20 years or longer.

President Beenen questioned how these companies can ensure anonymity and restrict it to just SROA owners? Assistant GM Kessarlis responded that SROA staff will utilize the Jonas system to provide a list of emails, along with the property they are associated with to the company who then emails one ballot to that email. Each property in SROA's system is already tied to a unique property ID number that runs with the property, not the owner. Due to those unique property ID numbers, an individual who owns more than own property in Sunriver can easily be accommodated and will receive one ballot for each parcel owned. Additionally, all email information is kept completely confidential and not shared or sold off to any other firm.

President Beenen also inquired about printed ballots and how that works. Mr. Kessarlis responded that the company provides the voter information, the ballot and the return envelope to any owner who informs SROA that they would rather receive a paper ballot. Those paper ballots will be returned directly to the company facilitating the election, not to SROA.

President Beenen commented this all sounds very good however if we are going to use it for this year's election there is a fair amount of education that needs to happen between now and then. GM Lewis added

that if this is the direction the Board wants to go, staff will come back to the Board next month with the information necessary for the Board to take action on the item in February.

Assistant GM noted that the deadline for candidates to submit their applications to run for a position on the SROA Board of Directors is Friday, March 21st at 5 P.M.

In answer to a question from Director Burke regarding how many people might request paper ballots versus utilizing an online option, Assistant GM Kessarlis responded that when we did the owners survey last year, there were less than 100 owners who requested a hard copy of the survey to complete and not all of those were returned so we estimate this would be similar.

GM Kessarlis also noted that Director Pederson has provided him the name of another company that also provides this type of service that staff will explore further to see if they might also be an option.

Patty Smith, 2 Lodgepole Lane was in attendance and was asked for her input on this topic. Ms. Smith is a past member and chair of the Election Committee and commented that she definitely feels online voting is seriously worth considering. SROA is already paying auditors on a regular basis to count the ballots after the volunteer Election Committee members count them. Additionally, the cost of printing and mailing all the materials plus the postage necessary to mail them is constantly increasing and if there is a safe and secure way for owners to vote online instead, Ms. Smith thinks this would be a wonderful change to the current process that might increase the number of owners who vote in the yearly election and save the Association some money as well.

COMMUNICATIONS WORKGROUP -ORGANIZATION

GM Lewis referred the Board to the outline included in their materials regarding the formation of a Communications Workgroup, which was one of the action items that came out of the Strategic Plan and that the Board included in the 2025 Work Plan.

GM Lewis met recently with Assistant GM Kessarlis along with Communications Director Susan Berger and Communications Specialist Shae Callewaert to brainstorm on how this workgroup would operate, what is the goal and the purpose, how often should they meet, etc.

Unlike a taskforce that has a specific project with a beginning and an end, this would be an ongoing workgroup similar to the Admissions Model Workgroup.

Initially the workgroup members need to be identified and brought up to speed on what we have done in the past and what we are looking at for future efforts both in terms of giving and receiving communication. This includes the Scene, email blasts, websites, social media, flyers, posters, printed materials, etc.

The group will plan to meet quarterly unless additional meetings are necessary, and quarterly updates will be provided to the Board. The group will review events and newsworthy items for the next several months and determine the audience for those items and the best methods of communicating these. Feedback and comments received from owners as well as any collaboration efforts with other groups or entities such as the Village @ SR, Nature Center, Resort, etc. will all be things that will be discussed by the workgroup.

GM Lewis added that the direction from the Strategic Plan was to have something such as this workgroup in place to aide in providing consistency and continuity in how we are providing our communications to the owners.

GM Lewis also noted that communication is a two-way street and as important as it is that we share valuable information, it is just as important that we get information back. We do hear from owners during

the Owners Forum at the board meetings and the GM reads letters into the record that have been received but there are other ways that we should be gathering information from folks. Currently we do a Comprehensive Owner Survey every three years but the majority of our actions are serving the owners so we need to hear from them in terms of what they want.

Currently SROA communicates through the Scene, webpage, social media accounts, email blasts, emergency services links, Sunriver You forums, flyers, posters, and printed materials. This workgroup will discuss those methods and what is the best for getting information out that the Association wants owners to have.

Additionally, SROA will work with our community partners both local, regional, and state-wide. Branding will also be a topic of discussion as that was also something that was identified by the Strategic Plan Taskforce. GM Lewis feels we already do regular communication on a variety of things on a monthly basis and a yearly basis etc., and branding seems to be its own element apart from our regular communication that warrants further discussion.

President Beenen commented that he believes one of the things that should be on this groups radar is how do we get more owners to participate by electronic communication especially from a safety perspective. While others agree and while the number of people signed up to receive electronic communication continues to rise, we cannot force owners to sign up for that option. The fact is that it is easier for SROA to communicate electronically as well so staff welcomes more sign-ups.

As with any organized SROA group, there will need to be board representation along with owners, staff, and community partners. GM Lewis anticipates coming back to the Board in March with the names of the workgroup to be appointed.

The Board thanked staff for this information and outline.

PATHWAY SAFETY TASKFORCE CREATION

GM Lewis reminded the Board that last month the Board approved the creation of the Pathway Safety Taskforce. Since that time, the Board Liaisons, Directors Pederson, Burke, and Beard were provided the close to 40 applications received from owners wanting to participate on this taskforce and they met with staff to discuss choices for the taskforce.

Twelve owners were selected representing both resident and non-resident owners, those who rent their home and those who do not. The approval of their appointments is on the agenda at tomorrow's meeting. What is not included in that board action request is the non-owners who will also participate for at least some of the meetings. Those include representation from the SSD, Resort, Village, property managers and bike shop managers. President Beenen commented that we should also reach out to any businesses in the SR Business Park who might be renting ebikes.

Director Pederson added that there were some nicely diverse, qualified owners who provided input on a range of topics and applied for this taskforce illustrating the amount of talent available in the community. GM Lewis added that Executive Assistant Becki Sylvester notified all the candidates who were not selected that their application would be kept on file for future needs unless they notified her otherwise. There have been a couple that only wanted to participate on this taskforce and asked to have their application pulled but we do have several more who might fill a niche in the future. Additionally, all of those who were not selected were invited to provide their input/comments plus their proposed solutions to Ms. Sylvester and she would make sure they were forwarded to the taskforce.

The first meeting of this taskforce will be held on January 30th and subsequent meetings will be scheduled from there. Each meeting will have a theme/issue to address and discuss with homework from the previous meeting integral thereto. Yes, there will be homework which could include reading, research, subcommittees, etc.

Regular updates will be provided to the Board at the monthly work sessions. The final document will include background, data, report and findings, and recommendations. The goal is to be completed by early June 2025.

SUNRIVER YOU- FEBRUARY 11TH SROA BOARD WORK PLAN

Just a reminder that Sunriver You is hosting a forum on February 11th to discuss the Board's work plan for 2025. President Beenen and GM Lewis will participate for SROA. The presentation will illustrate what the Board is working on in 2025 as well as the reasoning behind it. If any other board members are interested in taking part in this forum, please let James know.

The session is scheduled to run from 4-5:30 P.M. and the last 45 minutes of the forum is opened up for questions from those watching.

The forum is held via Zoom and SROA participants will participate from the SROA Board Room.

ADMINISTRATION BUILDING REMODEL UPDATE

Assistant GM Kessarar reported that demolition has started on the former police department side of the Administration building. If you were to walk in now you would no longer recognize it as the police department. Multiple walls have been removed, openings have been cut, and wiring is being pulled for the new workspaces.

Assistant GM Kessarar reported the asbestos test came back negative as we presumed it would, and that certification is in hand. This test was a requirement prior to construction being able to commence.

Deschutes County approvals have been received and our contractor, the Fortress Group, is doing a great job in coordinating with sub-contractors and as a result everything is on schedule. Weekly meetings are being held with the contractor and SROA staff to ensure that everyone is on the same timeline.

The goal is to have Phase I of this remodel complete by the first of April and the final product will be done the first week of June. We had hoped to have it completed by Memorial Day, but we were a week late in starting while waiting for the SSD to vacate the space.

Colors have been chosen for the laminate tops for cabinetry and submittals to the cabinet maker have been completed and sent off to them. Some things like doors, for example, are expected to face a 9-10 week delay so we are scrambling to move some doors around until new one's are received.

Starting next week, the Accounting staff will be housed in the old Public Works building as the work starts moving to the existing admin side of the building.

Mr. Kessarar ended by adding that overall things are going well on time and on budget and the process has been good so far.

APPRECIATION LETTER FOR POLICE CHIEF

President Beenen commented he suggested to GM Lewis that a letter of appreciation be sent to the outgoing chief expressing SROA's appreciation for his efforts. GM Lewis drafted a letter that was circulated to the Board members, who were in agreement with the sentiments expressed.

SROA STRATEGIC PLAN – ITEMS TO BE IMPLEMENTED IN 2025

President Beenen commented that he requested that GM Lewis provide this update to enlighten the Board as to the timeline of what he plans to focus on this year.

GM Lewis responded that in their binders he has provided the Board with the notes from the work plan meeting back in October. This addresses the issues the Board was primarily concerned with and what the discussion points were around such, what staff has identified and finally what was identified as priority items in the Strategic Plan and where there is overlap between those three.

GM Lewis provided all of the prioritized action items that were in the Strategic Plan along with his comments. A number of the items listed are ongoing and Mr. Lewis has addressed those in his responses. Some of these priorities will be addressed by the Communications Workgroup, by the Pathway Safety Taskforce, Rules & Regs Taskforce, etc.

GM Lewis also provided the last pages or appendices from the 2030 Strategic Plan which lists all of the ideas for action that came out of that group. Again, a number of the items listed are ongoing and will continue to be ongoing as well as some specific things that will be reported on when pertinent.

REVIEW OF 1/18/25 AGENDA

The Board reviewed the agenda for tomorrow's business meeting.

OTHER BUSINESS

Director Murray announced that he is moving out of Sunriver by May of 2025, relocating to Northern California to be closer to his kids. The Murray's are not planning to sell their house, they plan to rent it long-term. Mr. Murray does intend to complete his term on the Board which expires at the end of August 2025.

ADJOURN

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

Director Mobley moved to adjourn the public meeting. Seconded by Director Murray, the motion passed unanimously.

The public meeting adjourned at 11:35 A.M.

Respectfully submitted,

Mark Murray, Secretary