

**SUNRIVER OWNERS ASSOCIATION  
BOARD OF DIRECTORS WORK SESSION  
SROA BOARD ROOM  
FEBRUARY 14, 2025**

**DIRECTORS PRESENT:** Bill Burke, Clark Pederson, Keith Mobley, Mark Murray, Randy Schneider & Gerhard Beenen

**DIRECTORS PRESENT VIA ZOOM:** Brad Banta, Veronica Jacknow & Mark Murray

**DIRECTOR ABSENT:** Linda Beard

**STAFF:** James Lewis, Keith Kessarais, Susan Berger, Joe Healy, Patti Gentiluomo, Jacki Bue, Kellie Allen, Richie Villagrana, & Mark Smith

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

**OWNERS IN ATTENDANCE:** 4

**OWNERS FORUM**

No owners addressed the Board.

**INTRODUCTION OF INTERIM SR POLICE CHIEF**

Cory Darling, former Police Chief for Sunriver was in attendance and reported he has agreed to act as interim police chief while the Sunriver Service District (SSD) looks for a replacement for Stephen Lopez who accepted an offer in Redmond.

Chief Darling reported that interviews were held earlier this week and two of those applicants are moving forward to additional interviews on the 26<sup>th</sup> & 27<sup>th</sup> of February. Hopefully after that the SSD will be able to make a decision on a candidate who can then be moved forward with the processes including psychological and medical evaluations. If that all works out, they should be able to on board their selection in the April to May timeframe.

Chief Darling reported that the police department is currently working on the fiscal year 2025/26 budget. The department is also looking to replace Executive Assistant Katie Warren who is expecting her first child soon and plans to be a stay at home mom. They have received a number of good applicants for that position and do not foresee any problems in filling that position soon. There are two police officer positions that are going to need to be filled. They will be interviewing one individual in the next week or so who would be a lateral transfer position from the Washington County Sheriff's office.

Jason Van Meter has been appointed as interim Captain for the Police Department filling the void left by Tory Kornblum's resignation. Prior to coming to Sunriver Captain Van Meter was the Chief of Police for Black Butte Ranch and prior to that was a lieutenant with the Salem Police Department. Once the new chief has been selected, that chief will select the captain.

In answer to a question from Vice President Burke regarding the chief's involvement in the newly formed Pathway Safety Task Force, Mr. Darling reported that Community Service Officer Ashley Steinbrecher would be representing the police department however either he or Captain Van Meter will also be there and available to help as needed.

## **STAFF INTRODUCTIONS – IT DEPARTMENT**

GM Lewis noted that our entire IT Department is in attendance today. As a number of these employees are fairly new to SROA, GM Lewis felt it timely to introduce the Board to this important group of individuals.

This group includes IT Director Gary Seifert, Systems Administrator Jesus Mendoza, IT Help Desk Computer Configuration Specialist Richard Villagrana, and GIS & Database Administrator Jack Colpitt. While there is most certainly important overlap as to the skills and talents of this team, each individual also brings their own specific skill sets. The intent over time is to grow that overlap of skill set.

Jesus Mendoza, who has been with SROA for almost eight years has a wealth of knowledge about a variety of SROA related topics. Mr. Mendoza certainly knows the IT structure very well and has been instrumental in getting the newer IT team members up to speed. One of the more advantageous examples is the training opportunity that Mr. Mendoza attended on learning how to properly splice fiber, which has saved the Association money as we are no longer required to reach out to vendor partners to do that work.

Richie Villagrana has been with SROA for less than a year having come from the computer science program at OSU - Cascades. Richie has done some really good programming to automate some tasks such as the boat launch swipes and programming other things so what used to be an approximate six hours of input now is programmed to update automatically.

Jack Colpitt is the newest member of the IT team having started just before the holidays. Mr. Colpitt is responsible for the SROA databases as well as GIS program needs for the Association.

GM Lewis commented that numerous other staff members can attest to the fact that the efforts of some of these IT team members has made staffs life much easier and more efficient especially in the past 1-2 years. GM Lewis added that the four individuals we have in the IT department at present are the exact four people that we need and we have all the disciplines covered.

## **GEOGRAPHIC INFORMATION SYSTEM (GIS) DEMONSTRATION/DISCUSSION**

SROA IT Director Seifert commented that at the last board meeting a question was asked about the investment that was made over the past year in GIS and how SROA has progressed. IT Director Seifert deferred to GIS Administrator Jack Colpitt to share some of the fantastic work he has already accomplished and the value being seen as a result of his efforts.

Mr. Colpitt provided an outline of his presentation for today noting it will include the concepts of GIS, goals and overview, the product received from Tetra Tech, department efficiency improvements with GIS and an opportunity for questions at the end.

In the simplest form, GIS is the connection between a database and a map. It is a unique problem solving technology with remarkable impact that supports decision making and allows us to gain insights into our data that we would not otherwise achieve. When we visualize and analyze data on a map hidden connections tend to emerge and it allows us to manage data by processing and cleaning it into the shape that it needs to be in. Folks in GIS tend to be considered or be associated with map makers and data management is one of the core skills of a geospatial professional. On top of that, the tools available allow these individuals to develop reproducible intuitive visualizations from which we can find information and make decisions about things that matter to SROA and that can be shared amongst different groups for different uses. The architecture of the system is built to share and collaborate.

Mr. Colpitt provided an example of how to get immediate insights when working with spatial data versus table data. Until recently we did not yet have a point data set in our database, something Mr. Colpitt has

been diligently working on this week. We do have lot/lane Sunriver addresses that were attached to some old tax lot numbers and now those tax lots have been resurveyed and some have shifted slightly to align with the tax lot information from Deschutes County, the actual building footprints, and the Sunriver addresses.

The illustrations displayed showed the slight differences in the spatial versus table data with some items not properly lining up. Mr. Colpitt noted the first photo illustrated that there was no dwelling showing for one of the lots, however, once realigned the property is now illustrated in the proper spot on the map which also aligns with the tax lot map, the building footprint and the Sunriver address. Without that alignment, it is not a useful tool especially when the NR staff are attempting to do field work. Accurate property records are the core of our business and it is essential that we can visually validate our data allowing us to be the best data stewards we can be.

The Community Development staff also gathers information in the field and it would save substantial time and energy in both the Community Development and Natural Resources Departments if they could enter that information while in the field instead of having to do it once they return to the office. The more staff that are trained and brought up to speed so they can enter this information in the field, the more efficient it will prove itself.

The new generation web GIS platform ranges from desktop, web to device from portal access to server and online content and services. The design of the system overall is what streamlines our efficiencies. We have a variety of maps and applications that allow us to be more efficient with our data and how our end users get involved with this system. We can source, develop, and collect data which can then be turned into layers and when we are in a desktop environment these are referred to as feature layers which consist of points lines and polygons. Once we have that data in the shape we desire, we can push these layers into the web and now refer to them as web services that ultimately get consumed by mobile and web mapping applications. The most popular geospatial web mapping application that comes to mind is Google Maps which most people have some experience with and can understand the efficiencies that we get from that kind of web mapping application.

At SROA we are focused on building our GIS within the cloud infrastructure which is the ESRI kind of geospatial cloud. Our data is published into these feature services onto a webserver into Arc online. The web services get consumed by web maps and our web maps get consumed by applications. Within these applications we can tailor the design to the end user for their specific departmental needs. The tools in Arc online help the IT staff rapidly develop these applications which reduces maintenance time for the software as a whole.

Mr. Colpitt provided an illustration of what SROA currently has in-house. We utilize ArcGIS Pro which is where the heavy data lifting and processing occurs and we can leverage our local machines for it. Once the desired layers that we want are in the shape that we want them in we can push those into ArcGIS Online and from there they can be consumed by all the applications we build such as surveys, field maps, quick capture, etc. There is a wide different variety of tools available for the right job.

ArcGIS is a software subscription service for licensing and storage as well as the backup and security of the data. This is a safe and scalable way to do things in the cloud, which is good considering how quickly technology changes. The amount of software that we get for the price that we do is incredible and it is very streamlined and efficient allowing us to publish data to the web at the touch of a button.

SROA collaborated with Tetra Tech, an industry leader in the innovative use of GIS, in 2024 on a number of items. The user needs assessment was one of the best lists that came out of that collaboration. We have hours of meetings recorded alongside written documents to see what each department wanted to see from a

GIS perspective saving Mr. Colpitt a significant amount of time, especially in regard to repeated conversations. That information is the base for moving forward with our internal system. Tetra Tech also assisted in setting up SROA's user licensing, which is how individual employees are able to access ArcGIS and Pro ArcGIS online.

In terms of deliverables, for Public Works Tetra Tech designed and created roughly forty layers for assets that are already underway with field data collection, field maps and a web map that consumes all these layers which is then consumed into the web mapping application. For the Natural Resources Department, Tetra Tech created a very intricate survey accessible on a mobile app for collecting and completing a ladder fuels reduction survey for all properties in Sunriver whether on commons or on private property.

Overall, it is some great work that will allow SROA to continue building additional components on top of the Public Works data so there can be a streamlined desktop version for editing data as well. These tools will be refined in-house moving forward and will only get better from here.

Natural Resources Director Patti Gentiluomo provided several examples of how beneficial GIS has been to her department from many different aspects, not to mention the ability to collaborate with different SROA departments in a more efficient manner.

It also allows for more immediate and efficient dialogue between the NR staff and owners who have questions about their property. The ability to pull that owner's lot information on an iPad on site, including the history of what has taken place in the past, is beneficial for both the owner and staff. Additionally, it allows NR staff to see if a property has ladder fuel reduction and/or noxious weed work that needs to be completed allowing the NR staff to address multiple subjects if/when necessary.

Director Banta expressed his appreciation for the efforts of the IT staff in getting the GIS to where it is and questioned whether spraying of noxious weed areas will also be carefully tracked to see when spraying has occurred in the past and how effectively that timing is working. Ms. Gentiluomo answered in the affirmative noting that is something they have already started to track.

Mr. Colpitt also provided some examples of how his collaboration with Community Development Director Jacki Bue has resulted in making some of the repetitive tasks such as post card mailings to owners within a certain distance of a project a much more efficient process. Long-term, the team is working on those notices all going out automatically electronically for those owners for whom we have email addresses.

Overall, we are streamlining workflows, driving efficiency, and increasing the opportunity for automation through a collaborative effort between SROA departments. It is all going very well and Mr. Colpitt is excited to be a part of it.

The Board thanked Mr. Colpitt for this highly informative presentation.

#### **ADMISSIONS MODEL WORKGROUP UPDATE**

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

As of January 31, 2025, a total of 1,690 Member Preference Program (MPP) cards have either been purchased or renewed. Of that total, 1,402 were renewals and 66 were new cards. The remainder are extended household, long-term renter, or commercial passes. This is 190 more MPP cards than at the end of January 2024. At the end of December, the MPP revenue totaled \$167,035 or 23.76% of the annual budget.

Regarding the 2025 Recreation Plus Program (RPP), as of January 31, 2025, there were 660 homes and/or condominiums signed up for the program. Of those 630 are renewals and 30 are new properties to the

program. Last year at the same time there were 545 properties participating in the program. Mr. Kessarlis also provided a breakdown of the RPP's by the number of bedrooms. RPP revenue is at \$1,924,759 or 74.70% of the 2025 budget.

Assistant GM Kessarlis noted that sales of 2025 MPP cards and/or renewals started on December 15, 2024. The stats presented today include what occurred during that two weeks in December as well as the entire month of January.

We are seeing a pretty big shift in the property management world in Sunriver right now. Vacasa, who have been avid participants in the RPP are being absorbed by another property manager that has ties to Cascara Vacation Rentals in Sunriver. The good news is that the Vacasa properties are already on board with the RPP for this year so even if they are absorbed both they and Cascara are on board for this year.

Assistant GM Kessarlis reminded the Board that in 2024 Village Properties, who previously had 66 properties enrolled in the RPP dropped that down to 24 properties last summer. This was due to a change in their programming whereby they would reimburse the guests for a variety of activities instead of providing the RPP passes. This allowed renters to play golf, go to the High Desert Museum, go to SHARC, go white water rafting, etc. As of the end of January of this year there are already 31 homes signed up versus 18 that were signed up at the end of January last year, so we are seeing some of those homes come back onto the RPP.

Gate revenue is currently sitting at \$7,680 or 1.18% of the budgeted \$650,100.

SHARC hosted a total of 9,294 attendees at the facility in the month of January compared to 7,150 in 2024, an increase of 2,144. Of that number, 4,156 were owners, 3,714 were RPP pass holders, 19 were member guests, 316 were extended family, 331 were gate admissions, and 91 were Central Oregon Sunday's users.

By the end of January 2025, staff have issued 13,320 paper guest passes and of those 623 have been redeemed at SHARC,

Year to date, there have been 9,294 guests at the SHARC facility compared to 7,150 by the end of January 2024, an increase of 2,144 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.

In regard to facility event space, for the month of January revenue is sitting at \$5,700 compared to a budget of \$6,400. There are a lot of great events planned this year and Beth Herron and her team have been busy fielding inquiries and bookings for different times throughout the year. Assistant GM Kessarlis reminded the Board of the Valentines Lob of Your Life pickleball event that will take place at SHARC this weekend in Benham Hall. At last count, there were four spaces left for the event.

Other plans in the works include shifting two of the monthly Owner Happy Hours up to the Member Pool this summer. These events occur on the first Saturday of the month and are hosted by the Owner Enrichment Committee members and plans are underway to host both the July and August events at the pool. We did this in August last summer and it was fairly successful but there was not a lot of lead up time to the event so this year the Owner Enrichment Committee, who met last week, are planning to get that information well in advance.

The remodel planned for the café at SHARC will occur in the fall. We have the architectural drawings but do not yet have the mechanical, electrical, or plumbing quotes. Once those are received we will go out with an RFP this spring.

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

### **SROA ELECTIONS – ONLINE VOTING**

Assistant GM Kessarlis reported that last month the Board directed SROA staff to continue pursuing the information necessary for moving the SROA yearly elections as well as any special elections to an online format. Staff contacted several different companies that specialize in online voting and from there narrowed it down to the top three separate companies that can provide the service we are looking for. One of the main requirements is that it be a fully automated system that also has the ability to accommodate requests for paper ballots for anyone who is unable to use the online format.

References were checked for the three companies based on associations that have worked with these companies in the past and the feedback staff received found that the company called Election Trust offers the most complete package available to fit SROA's needs. Mr. Kessarlis noted he reached out to five properties similar to Sunriver that have utilized Election Trust with the smallest association consisting of 600 properties and the largest consisting of 12,000 properties and all praised the efficiency and ease of using Election Trust's online system. All five properties also noted that they would never go back to a paper ballot system. It is also worth mentioning that Election Trust facilitated 400,000 votes through their system in 2024.

One of the most notable things that all of the people Mr. Kessarlis spoke with commented on was the increase in the overall participation by owners when they had an online option. One of the properties noted a 25-30% increase in the number of overall voters participating in the first year they moved to the online format.

Prior to the election launch, SROA will provide the company with a list of all the owners and where their property is located by property code. SROA will also provide candidate bios and pictures and any ballot measure language if there is a measure to be voted on as well as pro/con statements from owners. There will also be a place for write-in candidates. Weighted voting is also an option which allows an entity such as the Resort or the Pines to vote once for all of their properties instead of having to enter the same information numerous times. Also, candidate names are rotated so the same name does not appear first on everyone's ballot.

A unique user code is provided to each owner that is tied to their individual property/properties and once that code is voted, no one else can vote on that property. This ensures that even if a property has multiple owners, there is only one vote per property allowed.

The feedback Mr. Kessarlis has received regarding Election Trust specifically has been pretty spectacular. One thing that was noted over and over was the customer service that they provide. If owners have an issue or problem voting they can call Election Trust directly Monday through Friday and someone will assist them.

Once the window closes on the election, Election Trust will have the online results available to SROA almost instantaneously. Any paper ballots received would then be added to the number of online ballots submitted to arrive at the final count.

The benefits to using an online voting format are numerous and include increased security, accurate counting, allowing owners to vote at their convenience on their phone, computer, or tablet, plus a secure

and auditable process that ensures voter anonymity and provides certified results almost instantly thus eliminating the need for an independent audit process.

Printing and postage fees continue to increase and it is becoming increasingly hard to find a local printing company to produce and facilitate mailing the printed materials. The United States Postal Service (USPS) has had its own issues with its inability to get mail delivered in a timely manners. This applies to both when the ballot is being mailed to the owner and when it is sent back to SROA causing unnecessary delays.

Staff has received quotes from three companies and feel that what we have received from Election Trust along with the references we have talked to and also the services they provide is the most complete owner election system that will address SROA's needs. GM Lewis noted there is an item on the agenda for action tomorrow which is for the Board to approve moving forward with the shift from paper ballots to an electronic voting system and to authorize staff to enter into a contract to provide those services.

Costs will be similar to what we currently spend on a yearly election but there are still some details that are being worked out such as trying to estimate how many paper ballots will be requested, how many initial notices will go out via email and how many will need to be sent via USPS mail.

Director Banta wondered if there is a way to incentivize owners to vote online and Director Jacknow suggested putting all the names of owners who vote online in a hat and drawing a winner/winners in that fashion. Director Jacknow also suggested that in the communication to owners regarding the switch to online voting, the cost associated with sending paper ballots should also be communicated.

#### **PATHWAY SAFETY TASKFORCE UPDATE**

GM Lewis reported the taskforce held their first meeting two weeks ago, and Directors Pederson, Burke & Beard as liaisons to the taskforce were all in attendance. There are thirteen owner members along with representatives from the police department, property managers, the Village & Resort, etc. with the goal being to be as inclusive as possible as was done with the Strategic Plan taskforce.

Naturally the first meeting consisted of a lot of introductions as well as members providing their input as to why they wanted to participate on this taskforce and what their major issues/concerns as well as potential solutions about the use of the pathways are. While this takes some time, it is important to get each person's perspective.

Out of that came homework for the group which was to provide to the GM each person's top five concerns and what do they propose as a solution. Those responses are starting to come into the GM and will help in drawing down and focusing on what the important issues are so things can be prioritized.

The next meeting will be held on February 27<sup>th</sup> and will focus on the perspectives from the property managers, bike shop owners, and other community partners on how the pathways influence them and their businesses. After that, the group will begin to focus on possible solutions to the issues and/or concerns based on the input received from both owners and our community partners. GM Lewis hopes to have things ready to go out for owner comment in May so it can be brought to the Board hopefully in June.

#### **FINANCE SUB-COMMITTEE UPDATE**

Controller Joe Healy reported the sub-committee consists of GM Lewis, President Beenen, Treasurer Pederson, Michael Applegate, and Corey Wright. The purpose of the sub-committee is to explore options for additional revenue for SROA and to date the group has held two meetings.

While a number of suggestions have been discussed, the one that seems to be the most favorable is a capital transfer fee that is imposed when a property changes ownership. This is something that is pretty common especially among large-scale communities that have a lot of amenities.

After much discussion and number crunching the group agreed on a .5% of the selling price of the house as a good number to generate the additional revenue desired. Generally, it is the buyer that ends up paying a transfer fee, but that is negotiable between the buyer and the seller. Based on approximately 150 home sales per year, which is SROA's average, which would equate to approximately \$650-\$675k a year. This money would be designated specifically in a fund for new capital to pay for larger projects that owners desire but without the need for a special assessment or deferring the project to some unknown date.

While some additional research needs to be conducted in regard to making sure such a fee would be permissible and aligns with the SROA governing documents, this is the direction the sub-committee is leaning toward. Legal counsel will also be consulted as part of the process to ensure that everything is done properly.

The second idea that has been discussed by the sub-committee is a rental impact fee. There are approximately 1,650 or more nightly rentals in Sunriver and those renters/guests have an impact on the community. GM Lewis added it comes down to what impacts or costs come to SROA by virtue of the visitors and the rental properties.

One can dial that down by considering that a three bedroom home that has two or three people living in it year-round has a lot less impact than a three bedroom home in the rental pool than generally has 8-10 people in it at a time. This scenario is going to have a far greater impact on the amenities and facilities that SROA maintains than does a year-round residence of two to three people.

This fee would be used to help offset the additional costs associated with the additional number of people utilizing the amenities. The fee would be similar to the RPP in that it would be based on the number of bedrooms in the dwelling and would be a cost recovery effort due to the additional costs linked to the visitors and the rental properties. Based on our surveys, 35-40% of the properties in Sunriver are rental properties, which adds up to a lot of additional people utilizing the amenities.

Lastly, Controller Healy noted the workgroup talked about one of the more immediate projects that was deferred. That is the addition of a pathway between Circles 2 & 3. The workgroup discussed the additional pathway projects that are on the Pathway Master Plan (PMP) and the possibility of combining those with the Circle 2 to Circle 3 project into one special assessment. Obviously if a capital transfer fee program is approved it is going to take some time to start building up monies in that account. The Circle 2 to Circle 3 project has been quoted at approximately \$2.2 million. There is an additional 6.52 miles of pathway expansion included in the PMP that will cost a little over \$3 million. This would include the design and building of all of the items on the PMP focusing on some recreation and some gaps in the pathway system but mostly on safety. Obviously, this would be a much more cost effective and could be included on the ballot in this year's election if that is the direction the Board ultimately decides they want to go.

Public Works Director Mark Smith added that the majority of the items in the PMP are tied to safety yet we have not come up with a funding strategy to do all the proposed work we want to do in the future. Each time we push these projects off the cost continues to increase. As an example, Mr. Smith commented that the glass grid that is used on the pathways and has made them more successful has almost doubled in price in the last two years and Mr. Smith does not anticipate seeing a change in that pattern moving forward.

Vice President Burke noted he is not normally a supporter of special assessments but as Director Jacknow noted a couple of meetings ago, SROA just cannot do everything that owners desire and by putting it on a

ballot it puts the decision in the hands of the owners. They would be the ones to decide if it is important enough to them to pay additional monies to help fund it. The other unknown is whether we would be able to hit the 60% threshold required for a measure to pass.

President Beenen added that we would need to convey to owners that we would be asking them to fund additional pathways because under the current normal fee structure those pathways will not happen anytime soon. Public Works Director Smith added that it is important that owners understand the safety aspects of some of these proposed projects. There are a number of places along Meadow Road and East Meadow Road where pathways do not exist and people ride along the road. The lack of a pathway between Circles 2 & 3 results in people riding on Abbot Drive which is a busy roadway in Sunriver. PW Director Smith added that the PMP was developed several years ago and we have not completed one of the pathway projects on that plan as of now.

President Beenen added that as has been reported in the past, mobilization costs account for approximately a third of the costs of these type pathway projects so the more we can do at one time the better as we save the Association money in the long run.

Director Jacknow commented that as she has stated in the past, she is completely opposed to idea of a rental impact fee. As far as a special assessment, she feels that should only be considered if there is some catastrophic significant event and should not be the normal way we do business due to the desire to have something. Director Schneider countered that comment by noting that in his opinion we do not want an accident between Circles 2 & 3 to be that catastrophic event, so the safety factor for him weighs higher than the “it would be nice to have” scenario.

President Beenen added that he has been associated with the Finance Committee and/or Board of Directors for the past nine years and the lack of a pathway between Circles 2 & 3 as well as the issues along East Meadow Road has been discussed all that time. PW Director Smith added that looking back in the records when the first Public Works Director was hired for SROA, one of their main goals was to get a pathway from Circles 2 to 3.

Director Banta agrees with President Beenen’s comment on mobilization costs and wondered if any of the pathway projects can be done in tandem with road projects to save additional monies. PW Director Smith said there is a possibility that could be done if the timing worked out right to make it work within the community. We try to avoid doing any major construction from June through the middle of September but he noted he would like to put it out as one bid package for whatever projects we have going on to be included. There are multiple contractors in Central Oregon that have the capability and equipment to do both our road and pathway projects that could do the work so it is a possibility.

### **CAPTIAL ITEM DISCUSSION**

Controller Healy reported that last year as part of the capital budget approval, the items that were being carried forward from 2023 and 2024 were reapproved by the Finance Committee and the Board in February of 2024.

The Finance Committee held a lengthy discussion on Thursday about the 2024 carry forward items that are going into 2025. There is approximately \$1 million dollars’ worth of items that are still in progress. Some are half done, 90% done, some such as the new fitness equipment were just recently received and some have not been started yet.

Yesterday’s discussion was around moving forward how do we want do manage those items and should they be reapproved by the Board. Consensus at the conclusion of the Finance Committee meeting was for Controller Healy to work with the SROA department heads to determine the status of each of these

projects/items. The Finance Committee will receive this updated information when they meet in March and any projects/items that have not been started yet would be subject to re-approval or re-request from the department heads on why those items/projects are still needed in 2025. This would be a changing and tightening up of the process of how we are doing capital budgeting and the approval of carry forward items.

Treasurer Pederson added that the sentiment of the Finance Committee was that when we are putting together next year's budget department heads will be asked to do that same exercise where it relates to items/projects that have not been ordered or started before year end and that would then be included as part of the whole budget process thus eliminating this carry forward issue that we have to address each January or February. Controller Healy noted that in October it is not necessarily feasible to know exactly what's going to be finished or invoiced by the end of the year, and while we will have a much better idea if we change the process a bit there are always going to be some things that are unknown. Treasurer Pederson added this change might also affect what the Board is willing to approve for the next year by how many items are being carried forward.

GM Lewis added that staff come to the Board in September each year with the things they are planning for the next year and what they anticipate for the two years beyond that. In October of 2024, the Board held a special meeting to discuss their work plan for 2025 and decided at that time that going forward they should plan on holding that work plan meeting earlier in the year and to that point, GM Lewis recommends having a special meeting in July or August to address capital expenditures as that is when staff is starting to think about what they will be bringing to the Board in September. As we will be well into the current budget year by then we will know those things that were approved and that perhaps there are some issues with that might cause them to be put off. This discussion could be a separate special meeting of the Board on capital expenditures so that by the time we get to doing the budget for the following year we are more dialed in on what the Board is being asked to approve and when we get to January/February of the following year the items that we haven't moved forward on for whatever reason are minimal at that point.

President Beenen thinks if we want to stay focused on getting the Association fully funded in the reserve fund we have to be cognizant that it is a moving target. As new capital items are added that 70% funded number also increases. President Beenen continued that the Board needs to do a really good job of managing capital and he likes GM Lewis' idea that the Board should get together prior to the budget planning process and establish the financial bandwidth we have with respect to capital now and how can that best be allocated.

#### **PARKING – SSD PARKING @ SROA ADMINISTRATION BUILDING DISCUSSION**

GM Lewis noted this information is being provided as an update to the Board. Since the Sunriver Service Districts (SSD) new Public Safety building opened there has been some issues with parking in the SROA Administration building lot.

When the approvals were given by Deschutes County for the new Public Safety building, the parking that was developed for that building was based upon the number of fire and police personnel, equipment, and police vehicles which are parked in the secured parking area. For public parking they have a total of five spaces, two of which are handicap spots. Also included in the new building is a much bigger meeting room than they previously had on the lower floor of the old fire department. Going back to when the SSD was holding their community meetings in an effort to get owners to support the special assessment to build the facility, one of the things they included in their information was that this new room would be available to the community for meetings, gatherings, classes, etc.

In the county land use decision, the use of that community room which can accommodate 30-40 people, the parking calculation was based upon all those things previously referenced, employee vehicles, equipment, etc. It was referenced for the community room that it would be used primarily for police and fire training,

which would be infrequent and that there was adjacent parking for overflow in the SROA parking lot. This is not something that was discussed with SROA at any stage of the development of the new building.

GM Lewis in bringing this to the Board's attention is trying to prevent an issue of the SSD scheduling something for their community room that might have 25-30 attendees on the same day that SROA has a meeting such as a Design Committee meeting where we have committee members as well as owners and/or contractors who have a project on the agenda and who all need a place to park, we are going to have a major parking issue.

GM Lewis noted that SROA did get back some parking spots in the back employee parking area where the police used to park and once the remodel on the Admin building is done, all the SROA vehicles will be moved to those parking spots. Currently those spots are being used by the contractor and sub-contractors for the Admin building remodel. Even that, however, would not be enough if there are two large meetings occurring at the same time in the two buildings.

GM Lewis has discussed this with the chair of the SSD Managing Board and GM Lewis proposed a policy that states that from 7:30 A.M until 5:30 P.M., Monday through Friday, there will be no parking for their community room use available in the SROA parking lot unless the general manager otherwise authorizes it.

SROA is willing to work with the SSD and in fact next Thursday when they are holding their Open House and Ribbon Cutting event, all SROA vehicles will be relocated and SROA employees have been instructed to park over at Public Works that day to accommodate their event.

As an illustration, GM Lewis noted that the first meeting he attended at the new Public Safety building all the folks attending that meeting parked in the SROA parking lot to the point that a contractor had to leave his vehicle parked in the middle of the parking lot so he could come into the SROA building to conduct the business he needed to take care of. Again, while SROA is willing to work with the SSD we do not want to infringe upon SROA being able to do business as usual for our owners and the contractors who do work in the community.

That said, if we have a policy such as GM Lewis has proposed, the first time he has to say no to a parking request, it sets SROA up to be the bad guy, which is one of the reasons GM Lewis felt it important to have this discussion today. Ultimately, this may impact the SSD's ability to use that room due to parking which once again sets SROA up to be the bad guy.

Vice President Burke noted this does have him concerned about the further "decoupling" of SROA and the SSD. Also, a lot of effort has gone into making our procedures, especially when it comes to Community Development, easier and less time consuming for owners and contractors and that may negate some of the parking concerns. GM Lewis agreed noting that sometimes it is not a problem and recently Police Chief Darling requested they be allowed to use SROA's parking for an upcoming meeting that is happening in the afternoon on a day when there was nothing booked in the SROA board room. To accommodate that kind of request is no problem and again what GM Lewis is just trying to prevent a conflict where there are two large meetings scheduled in the two buildings that overlap. It was further noted that this is informational only and not something the Board needs to vote on.

Director Schneider asked if there might be times the SSD might allow attendees to park in their secured parking area if they have an event booked and they anticipate a lot of vehicles? GM Lewis has asked that question and the response has been that they do not want the public parking in their secured area for a variety of reasons.

President Beenen thanked GM Lewis for informing the Board of this situation so they are aware of what is going on and also noted that it is the general manager's decision to develop a policy to guide the issue. As previously mentioned, SROA will work with the SSD moving forward but the Board needs to be cognizant of the fact that there may be times when an SSD request is turned down due to a conflict at SROA. Director Mobley added his appreciation for GM Lewis addressing this issue now as friction points like this start small and get big if they are not addressed.

#### **REVIEW OF 2/15/25 AGENDA**

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

#### **OTHER BUSINESS** **GM ANNIVERSARY**

Vice President Burke noted that Monday was General Manager James Lewis' fifth anniversary with SROA so congratulations to him. The rest of the Board also extended their best wishes to the GM.

#### **OTHER BUSINESS** **BOARD MEMBER ASSIGNMENTS LIST**

Vice President Burke noted he recently sent an updated list of the Board members other assignments and asked the Board to review it and let him know of any inaccuracies.

#### **OTHER BUSINESS** **BOARD MEETING DATES**

Director Banta suggested the Board consider defining the board meeting dates as the day after the third Friday of the month instead of basing it off of the third Saturday of the month. He feels it would also be less of a scheduling surprise for people. Additionally, it would help avoid the shorter or longer cycles between meetings keeping it more consistent and making it easier for staff than the short lead time between meetings in February, March, and November this year.

GM Lewis responded that it confused him when he first started at SROA as well, but it is and has historically been predicated on the date of the business meeting that has been held on the third Saturday of month for many years. Also, for a number of years there was no work session held only the Saturday business meeting.

President Beenen commented that the Sunriver Service District Managing Board changed their meeting date to always being the third Thursday of the month instead of using the same system SROA currently uses prior to that change. There is a certain level of simplicity associated with saying it is the third Friday of the month and the Saturday afterwards.

Controller Healy added that when the meeting is held as early as the 14<sup>th</sup> of the month a full close of the books for the previous month is not complete so in that aspect a change would be helpful for both the Board and staff.

Communications Director Susan Berger commented that if the Board were to make that change, the highlights of the meetings would not be included in that month's issue of the Scene as it would be after the deadline for staff to turn the paper in for publication. We do post the Board Actions online, but the information that is currently included in the Scene would run a month behind and may be considered old news by that point.

President Beenen asked the Board to think about it and it can be discussed again next month. No change would be made to this year's calendar as board members plan around those dates and may have commitments or plans that they are not able to change.

**OTHER BUSINESS**  
**ADMIN BUILDING REMODEL UPDATE**

Assistant GM Kessararis reported things are on target in regard to the construction work that has happened so far and what is left to complete on Phase 1 which is the former police department side of the building. As such scheduling for the transition between Phase 1 and Phase II are underway.

That portion of the project is scheduled to be finished on March 27<sup>th</sup> and Phase II will begin on April 7<sup>th</sup>. That will give staff Friday, March 28<sup>th</sup> as well as that next week of March 31<sup>st</sup> to April 4<sup>th</sup> to transition the current Community Development, Natural Resources, Human Resources, and IT departments from one side of the building to the other or from their existing location to temporary housing in the old Public Works building. This move affects 17 of the 23 employees in the building. This means of course moving phones, computers, desks, file cabinets, etc. and ensuring that everything is hooked up and active.

Assistant GM Kessararis brings this to the Board's attention as there may be times during that week that Community Development and Natural Resources staff especially may only be available by phone. We should be able to accommodate people who are just dropping things off for Community Development but owners/contractors may not be able to schedule time with a staff member for a few days during that week.

While front desk Admin Assistant Christl Weaver will temporarily be relocated to the Community Development side of the building, the Administration phones will be hooked up immediately so people will have the ability to call SROA, there just might be some limitation on physical visits to the office for a couple of days.

Once we have a plan solidified, we will send out an eblast to that effect and notification will be posted on the doors of the building. GM Lewis commented he would go one step further and say that we may just need to close the office entirely for a day or so to most efficiently get everything moved and ready to roll. Since we are not hiring someone to move all the items over to the new side of the building and staff will be doing it all, it will be more efficient if we have everyone coordinated on one or two days to systematically move all of those items necessary to operate those departments moving forward.

Assistant GM Kessararis added that we cannot start moving any items over to the remodeled side of the building until after the inspection has been signed off and that is scheduled for March 27<sup>th</sup>. GM Lewis noted that one good thing is this is all taking place after Oregon spring break, it is early in the year so while Community Development is always busy, they are not as busy in late March as they are later in the year.

**OTHER BUSINESS**  
**POOL LEAK**

GM Lewis reported that staff has discovered a leak in the large pool and lazy river at SHARC. This was discovered by the uptick in water usage on the sewer bill we receive combined with the increase in sewer rates. Our last bill and subsequent upcoming bills will be larger than anticipated due to this leak because the way the sewer company calculates sewer fees based on water usage. Also, the sewer fees have been increasing and unlike the water company, the PUC does not regulate them.

That said, there is going to be an upcoming expenditure necessary to hire a company to detect exactly where the leak is and for that leak to be repaired. Controller Healy added that we used double the water in 2024 than we did in 2023 and that coupled with the increase in the sewer rates for 2025 is projected to be \$40k higher overall than it was in 2024. This water rate has increased slowly over the past couple of years but now the leak is such that it must be detected and repaired. Also, Controller Healy is trying to work with the water and sewer company to get some of those charges reduced based on the fact that the water is not going into the sewer system but into the ground.

President Beenen asked if the recent replaster job that was done at that pool a couple of years ago would not have taken care of any leaks to which GM Lewis responded this is different than when we have had a leak from a seam due to the plastering wearing down over time. He added that anytime you have a vessel and you have an opening in that vessel that you are plugging up or sealing, those are your weak points.

Public Works Director Mark Smith added we are losing a bunch of water and he has had someone come in with a listening device where they put a microphone in the pool and drag it along the base and they can hear the sound/sounds of the water leaking which sounds similar to a toilet flush. They identified three different possibilities. One is the seam and that is an expansion joint that is between where you see the seam in the pool. When the pool was built they poured the pool and there is concrete that is all poured into the vessel and then a water stop is installed between the sections of concrete where the seam is. When we have had it plastered and we have done a redo on the seam that is just done on the top, not the water stop layer at the bottom. We believe we are losing water through that water stop. We also have the underwater lights in the pool and each one of those lights has a wire that runs through it to the main electrical so it is also a possibility that we could be losing water through those lights. Lastly, approximately ten years ago they switched to a hydrostatic valve at the bottom of the pool and that could be leaking. Those are the three main possibilities and there is a fourth which frightens Mr. Smith the most and that is if it is coming from somewhere in the pump room as then you are dealing with plumbing, a lot of large pipes, equipment, concrete, etc.

There are a couple of options on ways to find out for sure and one of those is to hire a leak detection company that will plug every pipe and pressure test everything in SHARC. They have divers that go into the pool using a dye technique to determine how bad a particular area may be leaking and we can then start to do a triage associated with that which would be followed by a pool company coming in and making all the necessary repairs. It would cost approximately \$19.5k for testing all the vessels and all the plumbing. The advantage to doing that would be that we would know if our plumbing is leaking or not and then we can focus on the vessels.

Mr. Smith anticipates receiving the cost estimates for repair of the seams, a cost per light, and changing out the valve in the bottom of the pool by the end of next week. That would not include anything for plumbing as we do not know what we may have to deal with in that regard. The other option is to just go ahead and go with the ones we know are the likely suspects which is replacing the seam in the pool and replacing those hydrostatic valves.

PW Director Smith added that current estimates show the main pool is losing 300-400 gallons, the lazy river is losing 500-600 gallons per day and the outdoor pool is losing between 5 and 10k gallons per day.

Director Jacknow commented that where she lives in California most everyone has a swimming pool and she herself has experienced leaks with her own pool on more than one occasion. Ms. Jacknow noted that the water company there is willing to work with people to reduce their bill when they have had a major leak and she is hopeful Controller Healy's efforts with Sunriver Water & Sewer are successful. GM Lewis responded that we have met and had conversations and multiple emails with them attempts so far have not been too successful. SR Water & Sewer say they do not have a method to go back and reimburse us or change our rate in the future so that negotiation is still going on.

### **ADJOURN**

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

Director Pederson moved to adjourn the public meeting. Seconded by Director Schneider, the motion passed unanimously.

The public meeting adjourned at 11:20 A.M.

Respectfully submitted,

Bill Burke, Acting Secretary