

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

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

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

**STAFF:** James Lewis, Keith Kessariss, 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. GM Lewis had two letters to summarize read into the record.

The first letter from Richard Baldwin, 23 Poplar Loop, submitted comments regarding to the Strategic Plan Taskforce stating he submitted thoughtful comments but did not receive a response that they had been received. Assistant GM Keith Kessariss had responded to Mr. Baldwin via email indicating that his comments had been received along with many others submitted and that all comments were provided to the taskforce and taken into consideration as part of the development of the final document.

The second letter was from Collin Jackson, 4 Fairway Village Condo, who commented on the notification he received from Sunriver Resort about a change to the golf membership at the Meadows and Woodland courses for 2025. Mr. Jackson noted that the player/member option and single day play/membership options were being eliminated and that the only option to play is to join as a full member, be a guest at the Resort, or have his property on the Resort's rental program. He believes that those options are unfair to Sunriver owners and visitors by providing zero options other than an expensive membership or that the Resort is trying to monopolize the rental options for those wishing to play golf.

**INTRODUCTION OF COMMUNITY DEVELOPMENT DEPARTMENT STAFF**

Community Development Director Jacki Bue introduced SROA's two design review planners, Scott Jackson and Shane Bishop who have both been with SROA for almost three years noting that their job has a very steep learning curve, and it takes a good solid two years to be comfortable in that position. Both of these gentlemen have incredible skill sets, and they complement each other very well.

Ms. Bue noted on her monthly Directors Report the significant drop in the number of administrative approvals which Scott & Shane are responsible for. By providing owners the information they need at the time that they submit it negates the need for owners to have to make repeat visits or calls to the Community Development office for clarification or to submit additional paperwork. The approval by the Board last year of the revised Design Manual of Rules & Procedures along with the skills that both Scott and Shane display on a regular basis has contributed greatly to the overall satisfaction of our owners.

Ms. Bue also introduced Kindra Kluser, the newest employee in the Community Development Department. Kindra replaced Michelle Phillips who recently moved to the Natural Resources Department. Ms. Kluser's job as an Administrative Assistant to that department also has a steep learning curve, but she is learning quickly and moving right along.

Ms. Bue also noted that the IT department has been instrumental in making the entire Community Development Department more efficient, which in turn allows staff more time with owners, especially on the education of the requirements for their particular project.

Shane Bishop commented that he has been with the Community Development Department for approximately four years and actually worked as a cashier at the old South Pool many years ago. He has family who owned property here so he has been familiar with the community for years and is happy to be back working in Sunriver again.

Kindra Kluser previously worked in the medical field before spending the last seven years as a stay-at-home mom. Ms. Kluser lives in the immediate area and her children attend Three Rivers School, so this was a great opportunity for her to utilize her administrative skills in a new field and still be able to work close to home.

Scott Jackson previously worked in the commercial construction industry. Mr. Jackson has an engineering construction management degree from Oregon State University. Mr. Jackson and his wife moved to Central Oregon in 2015 when they were expecting their first child. Mr. Jackson knows long-time and now retired Public Works employee Perry Thatcher as they share a hobby racing pigeons. Mr. Thatcher made Mr. Jackson aware of the position that was open in Community Development that he subsequently applied and was hired for. Mr. Jackson also lives in the Three Rivers community and now has two children, both of whom also attend Three Rivers School. Mr. Jackson enjoys his job and is happy to contribute to the Sunriver community.

The Board thanked the Community Development staff for being here today and for all their hard work on behalf of the Association.

### **PATHWAY SAFETY TASKFORCE UPDATE**

GM Lewis reported that the taskforce held their second meeting on February 27<sup>th</sup> where they delved deeper into why the taskforce was created, listening to the concerns expressed by the members and providing some education materials that provide a full breadth of information.

Guests at the last meeting were Tom Hedley, an engineer for Century West Engineering who worked with SROA on the Pathway Master Plan (PMP) a few years ago and more recently did all the specific engineering and alignments for the Circle 2 to 3 pathway sections allowing him to provide more in-depth information on what we currently have included in the PMP and what is planned for future.

Angela Stone from Sunriver Sports and Jason Leistead from the Village Bike Shop both provided input from a bike rental business perspective, what they see and hear from their clients, how many bikes they rent, and their current practice of renting only Class 1 ebikes, etc. Interestingly, their fleets both consist of approximately 250-300 bikes, 10% of which are Class 1 ebikes. That 10% of ebikes inventory account for 30% of their business illustrating the desire and demand for those type bikes.

Also in attendance was Carol Sherman who is the President of the HOA Board for Caldera Springs who spoke about the pathway rules for Caldera which are very similar to what we have in Sunriver. They too prohibit Class 2 & 3 ebikes on their pathways and it was interesting to listen to Ms. Sherman's perspective on this neighboring community that shares our facilities.

Additionally, Ronald Bailey, 17 Witchhazel Lane, who addressed the Board both in person and in writing a few years back advocating for expanding use for Class 2 ebikes in Sunriver. Mr. Bailey brought forward his perspective on the basis of a medical condition that he has, and he and his wife Laura have been urging the Board to expand our rules to allow for that class of ebikes. This was a fitting opportunity for the taskforce to hear things from a medical perspective as well.

The homework the taskforce was given from the first meeting was for each member to list their top five concerns. Ebikes, overcrowding, enforcement & education, etc. were all mentioned as were other items such as lights on bikes and more signage. At the next meeting, the taskforce will discuss possible solutions to the items that rose to the top on the list of concerns.

There are already various solutions being mentioned. Some of those are infrastructure type of fixes that address safety concerns, some are rules/enforcement, and some revolve around communication and education. The taskforce meets again next week, and GM Lewis believes they will break up into sub-groups to look at those three areas in more depth. GM Lewis anticipates the taskforce will have a draft ready for public input in the May/June timeframe.

In answer to a question from Director Burke regarding enforcement at Caldera, it turns out they have basically the same problem Sunriver has regarding enforcement of pathway rules. GM Lewis added that Sunriver Community Services Office Ashley Steinbrecher, who was previously a SR bike patrol officer provided the taskforce with some helpful information. Ms. Steinbrecher discussed that there's constitutional limitations on stopping someone on the pathways and handing them a citation which basically cannot be done. There are also practical issues such as when it is a group of pre-teens or teens with no parent present to issue a citation. President Beenen added that we really, really need clarity on what level of enforcement can or cannot be done by Sunriver Police. We can produce all the rules we want and if there is no enforcement mechanism it is not going to make a difference. GM Lewis responded that is why they had Ms. Steinbrecher do a presentation for them and ultimately in the final document there will be a series of findings and recommendations.

Vice President Burke noted he disagrees somewhat with President Beenen as he believes if the education and messaging/communication are successful, people will be aware of and hopefully be willing to follow the rules that are in place. President Beenen added that it is hard for him to believe that if someone is racing through the community on Class 3 ebikes, we can do nothing about that and that in the end chaos has the upper hand on our pathways. Treasurer Pederson added he believes we should wait until the taskforce has completed their work and presented their recommendations to the Board after which the Board and the community will have the opportunity to provide input. Director Schneider noted that Sunriver is far from being the only community that is dealing with ebike issues.

### **ADMISSIONS MODEL WORKGROUP UPDATE**

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

As of February 28, 2025, a total of 2,456 Member Preference Program (MPP) cards have either been purchased or renewed. Of that total, 2,058 were renewals and 83 were new cards. The remainder are extended household, long-term renter, or commercial passes. This is 130 fewer MPP cards than at the end of February 2024. At the end of February, the MPP revenue totaled \$242,380 or 34.5% of the annual budget. We had approximately 500 fewer patrons at SHARC in February this year over last year and some of that difference is likely because there were good ski conditions in the month of February this year.

Regarding the 2025 Recreation Plus Program (RPP), as of February 28, 2025, there were 762 homes and/or condominiums signed up for the program. Of those 723 are renewals and 39 are new properties to the program. Last year at the same time there were 770 properties participating in the program. Mr. Kessarlis also provided a breakdown of the RPP's by the number of bedrooms. RPP revenue is at \$2,205,784 or 85.6% of the 2025 budget. We might see additional sign-ups for the program as we get closer to the upcoming spring breaks.

Gate revenue is currently sitting at \$12,730 or 1.95% of the budgeted \$650,100.

SHARC hosted a total of 6,547 attendees at the facility in the month of February compared to 7,150 in 2024, a decrease of 603. It was noted that there was a power outage one Sunday in 2024 that affected operations, and it was also a leap year in 2024 so there was one fewer day in February of 2024. Of that number, 2,844 were owners, 2,995 were RPP pass holders, 25 were member guests, 248 were extended family, 205 were gate admissions, and 70 were Central Oregon Sunday's users.

By the end of February 2025, staff have issued 19,620 paper guest passes and of those 744 have been redeemed at SHARC,

Year to date, there have been 15,841 guests at the SHARC facility compared to 15,121 by the end of February 2024, an increase of 720 visitors.

Director Burke inquired about the recent email blast sent out to owners regarding the need for some owners to update the LLC/trust information they have on file at the Membership Office at SHARC. Assistant GM Kessarlis responded that this is an effort to ensure that if an adult child is listed on the trust, that their name actually appears on the trust information that is on file with the County and that we have on file at the Membership Office. Treasurer Pederson added that this was discussed at the Finance Committee meeting as well. He explained that an owner of record can buy a Member Preference Program (MPP) card and if your property is listed in a trust, the owners are the trustees of the trust. The successor trustees are not owners and are not afforded the privileges that an owner receives until the original owner/trustee dies or resigns as trustee. Adult children not listed as a trustee on a property can purchase an Extended Family pass, but they are not eligible for an MPP pass. GM Lewis added that with an LLC, this ensures that the people purchasing an MPP pass are actually an owner on the property.

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.

Regarding facility event space, for the month of February revenue is sitting at \$13,480 compared to a budget of \$13,000. There have been a number of weddings booked recently, which is great, indicating we will have a busy summer. Assistant GM Kessarlis reminded the Board of the upcoming Home Expo that will be held at SHARC on Friday, April 4<sup>th</sup> from 1-4 P.M. in Benham Hall. The expo will focus on home improvement, roofing, plumbing, painting, gardening, etc. and will include presentations by OSU Extensions' Master Gardeners and SROA's Community Development and Natural Resources Departments. This popular event has not been held since the year before COVID hit so it will be nice to bring this event back for the community.

The Uncorked event will occur in July instead of September this year and we are also planning a community Oktober Fest that will be a partnership with SROA, the Village, Sunriver Brewing, and the SR Business Park. This event, which will be held in September, is also receiving support from the Sunriver Chamber.

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

## **COMMUNICATIONS WORKGROUP UPDATE**

GM Lewis reminded those in attendance that there was direction provided from both the Strategic Plan and the Board's 2025 Work Plan for an ongoing group to meet on a regular basis to monitor and discuss the Association's communications with the owners.

The group is comprised of several owners along with Directors Beard, Burke & Mobley, staff, and community partners so the community is represented from all the different aspects. The group held their first meeting last week where Communications Director Susan Berger provided background information on all the various methods we currently utilize to communicate with the owners. Those include the Scene, our websites, email blasts/notifications, social media, printed materials, etc.

There was input and general discussion about the effectiveness of those various communication tools which was followed by a brainstorming session. Several additional things were brought up that will be discussed at future meetings. One suggestion is to produce some short instructional videos for different topics/issues rather than everything being in written form, adding some interactive screens, and providing incentives for owners to provide their email addresses to SROA.

Additionally, another item that came out of the Strategic Plan was to explore the possibility of some type of "welcoming committee." This was also discussed at the most recent Owner Enrichment Committee meeting to see if their volunteers would be willing to assist in that type of an effort. This would be supplemental to the new owner information packet that is sent out by SROA to all new owners. Automatic messaging was also briefly discussed and the last thing the group discussed was a branding refresh that would make things that talk about Sunriver as a whole more prominent.

The workgroup will meet again on May 6<sup>th</sup> as the group wants to get together again prior to the busy season beginning.

Director Mobley added that he felt it was a particularly good first session and he believes having this group of folks meeting on an organized and regular basis with an agenda and asking the members of the group to take a comprehensive look at where they believe there are problems and what solutions they propose will be helpful. Further, he commended Communications Director Susan Berger for her work on always providing information owners need to know and be aware of in the Scene each month. Vice President Burke noted his appreciation for the energy the group has as well as the increased role for the Owner Enrichment Committee and the enthusiasm associated.

## **SR RULES & REGULATIONS – SECOND READING – SECTION 1**

GM Lewis reminded the Board that they held a first reading on the proposed changes to Section 1 of the Sunriver Rules & Regs at their January 2025 meeting. These recommendations came from the Covenants Committee. At that meeting the Board had a few suggested edits for clarification and which are shown in red on the documents provided. These changes are mostly procedural in nature.

The proposed changes were posted to the SROA website for a 60-day comment period during which no comments were received. The Covenants Committee met yesterday and are still in favor of these recommended changes. Additionally, the committee also met with the SROA Magistrate who has the duty of reviewing citations that are contested and enforcing the rules and procedures for such.

Treasurer Pederson noted that one big change is adding the escalating fines to a lot more rules than they previously applied to. GM Lewis added this is an important step in providing the Magistrate the ability to fine owners who are not in compliance with a fine that might actually get their attention. Unfortunately, some owners, if they are simply getting fined \$100 per month will just pay the fine every month and not

complete the work necessary to be in compliance. We have found that owners are much more motivated to complete their project if the fine escalates each month. Unfinished projects affect the neighboring properties and SROA's goal is to correct the violation, and this is a substantial tool for being able to do that.

Community Development Director Jacki Bue also noted that there are times when an owner may be unaware they are out of compliance and if they come in and work with staff to bring their project into compliance they may not receive additional or escalated fines.

The Board held further discussion on the proposed changes and staff answered several questions. This item is on the agenda for action tomorrow.

### **SROA GOVERNING DOCUMENT VIOLATION CITATION REVISIONS UPDATE**

GM Lewis reminded the Board that Community Development Director Jacki Bue is also the clerk to the SROA Magistrate so anything that goes to the Magistrate goes through Ms. Bue.

Section 1 of the Sunriver Rules & Regulations (SRRR) specifies the procedures for enforcing the subsequent rules contained in the remaining sections of the (SRRR). Part of the process for complete enforcement of the SRRR is the issuance of a citation when other means of compliance are not successful. The Citation Form used by SROA reflects the procedural elements of Section 1 of the SRRR – the text of Section 1 of the SRRR is included on the Citation Form.

Although review/approval of the Form by the Covenants Committee is not required, the proposed changes to the Citation Form were reviewed by the committee in conjunction with their overall review and proposed amendments to Section 1 which are a separate item on the March 15<sup>th</sup> agenda. However, pursuant to the SROA Consolidated Plan, changes to the Citation Form must be approved by the SROA Board of Directors.

These changes will make the process available to owners who receive a violation much easier to understand and adhere to. Additionally, the IT department has made several changes to the system to make it much easier, more efficient, and more flexible and data can now be entered from the field instead of it having to be done once staff returns to the office.

This item is on the agenda for action at tomorrow's meeting.

### **ADMINISTRATION BUILDING REMODEL UPDATE**

Assistant GM Kessarlis reported we are in the final stages of Phase I of the Administration building remodel project. The former police department space is being remodeled to house the Community Development staff, Assistant GM and Human Resources Director.

Mr. Kessarlis reported that the flooring is in, carpet is complete, all the walls have been painted, and baseboards are being installed this week. Ceiling tiles have been replaced, and lighting has been upgraded. Additionally, all the plumbing, HVAC, and electrical work has been completed. Built-in cabinets are in and the counter tops for those should arrive next week along with some of the other fixtures.

By the end of next week, Assistant GM Kessarlis hopes a walk through can be done to identify any punch list items. The goal is for the contractor to be completed by March 27<sup>th</sup> which will give staff one week and one day to transition everything and everybody over from where they currently located to their new space or to a temporary space at Public Works. This move and/or temporary location change will include the Community Development, Natural Resources, Human Resources, and Accounting Departments along with Assistant GM Kessarlis and IT Director Seifert.

Beginning Monday, April 7<sup>th</sup> the project will transition into Phase II which will encompass both restrooms, the former Community Development and Natural Resources spaces as well as the offices previously occupied by the Assistant GM and the Human Resources department. Demolition will begin on that Monday and will continue until June 9<sup>th</sup>.

Also beginning on April 7<sup>th</sup>, people coming to the SROA offices will enter in through the Community Development entrance which is the former police department entrance. The main lobby of the Admin building will be closed until June 9<sup>th</sup> however the vestibule will stay unlocked during that time allowing owners to drop off payments, pick up a copy of the Scene or governing documents, etc.

The project is on budget and on time in the finishing of Phase I and all the items necessary for Phase II have been ordered, so it will hopefully go as smooth as Phase I did. One thing of note is that both of the restrooms in this building will be offline, and people will need to plan to use the new bathroom located at the end of the hall of the newly remodeled portion of the building.

The contractor has been great to work with and staff has enjoyed going over and taking sneak peeks after the contractors leave for the day. The staff is getting excited about their new space and are anxious to get moved in and set up.

Between March 31<sup>st</sup> and April 6<sup>th</sup> there will be a couple of days that the offices will not be open as computers, phones, workstations, etc. for nine people are all relocated, setup, and configured. That information will be announced to owners once solidified.

#### **2025 RESERVE CARRY-OVER DISCUSSION**

GM Lewis reminded the Board that at the February 2025 Board meeting, the Board approved a carryover of \$1,106,604 from the 2024 Reserve and Capital budget to the 2025 budget, with the provision that the carryover would be further revised to remove items that will not be purchased and/or items that are still essential, but that will be purchased at a later date. Those items have been removed from the previously approved carryover and the new proposed carryover is \$961,838.

The Board discussed the changes made to the replacement reserve and new capital budget and had several questions that staff was able to answer.

This item is on the agenda for action at tomorrow's meeting.

#### **ONLINE VOTING UPDATE**

Assistant GM Kessarlis reported that since last month's meeting staff has received a revised quote from the company, Election Trust, that we have been looking to partner and sign a contract with for our annual and/or any special elections the Association conducts. We were able to reduce that number by eliminating the need to send notice of the online voting via USPS mail to all owners and instead only sending said notice to the one's we do not have an email for. We also reduced the number of paper ballots we anticipate we will need.

The current bid is \$5400 which is approximately \$1500 less than what we currently spend on sending paper ballots, however that number may go up some depending on how many owners do indeed request a paper ballot instead of availing themselves of the online option.

Notice of the change to online voting was published in the March edition of the Sunriver Scene and asking owners to please submit an email address where they would like to receive their ballot or otherwise notifying us if they prefer to receive a paper ballot. To date, no one has requested a paper ballot.

While the Sunriver Bylaws already permit online voting, if available, there are some procedural issues relative to the Election Committee that we need to make some adjustments to, so it aligns with the online voting and provides clarity moving forward. The changes will lay out the process to be followed should we at any time in the future decide we want to go back to a paper ballot system.

GM Lewis added the Bylaws give us the authority to conduct elections via online voting, however, there are other references made to the Election Committee's responsibilities to do certain things. These proposed changes will address those items.

These proposed changes will be coming to the Board in April for action.

### **SUNRIVER GOLF COURSES TREE REMOVAL**

GM Lewis reported that Sunriver Resort has recently requested tree removal at the Woodlands Golf Course. They have marked the trees that they believe meet SROA's criteria that is utilized for allowing tree removal. Our Natural Resources (NR) staff walked the entire back nine of the golf course with Resort staff and a certified arborist to look at their request for removal and apply SROA's criteria. It is important to note that NR staff used the exact same criteria as we use for any owner in Sunriver, this just happens to be a much bigger piece of property.

Natural Resources Director Patti Gentiluomo added that her department received a request from the Resort in mid-February of this year to look at some trees on the back nine of the Woodlands Course. At the end of February Ms. Gentiluomo's entire staff of four along with two Resort employees and a certified arborist took a day and a half to review 444 trees the Resort was requesting to remove.

Ms. Gentiluomo stressed that the NR staff used a thoughtful and methodical process to review all the trees and in the end 286 of the 444 originally requested were authorized for removal. Reasons for removal included poor tree conditions, dead trees, needed spacing between trees, etc. There were also 13 trees on SROA commons that also met the criteria for removal with restrictions in place regarding the removal of those. There was combination of 156 trees that either did not meet the criteria for removal or were rescinded by the Resort. Additionally, there were two trees on commons that were requested for removal that did not meet the necessary criteria. Of the 286 that were approved for removal, there was only one ponderosa pine and the rest were lodgepole pines, many of which were in rough shape.

Ms. Gentiluomo also reported that her department has now received a request to look at the front nine of the Woodlands Golf Course which they will be doing next week. There are approximately 235 trees that the Resort is requesting for removal. Naturally, at this time Ms. Gentiluomo does not know how many of those trees will meet the criteria, but they will use the same methodical process of going through and applying the Ladder Fuels Reduction (LFR) Plan as well as having Resort staff and a certified arborist included with NR staff in that review.

Ms. Gentiluomo also noted there are some Ponderosa Pines that have green flagging on them. Those trees are not being removed but will have some limbing done to raise the crown on those trees a bit or to remove dangerous branches. That work will need to be done by a certified arborist so as not to impact the health of the tree. Trees that have received the ok for removal will have orange paint sprayed on them.

In answer to a question from Director Schneider about the desire to see the Resort plant some ponderosa trees to replace some of what they are removing, Ms. Gentiluomo shared that the Woodlands Golf Course is made up of five tax lots that equal approximately 160 acres. When the NR Department is looking at a request for tree removal, they are not necessarily looking at replacement as there are often times when replacement is not optimal due to the desired spacing between trees, overall forest health or other extenuating circumstances. It was also noted that NR staff will be going back out after the removal is

complete to do a final inspection so there are checks on the back end of the process as well. Director Pederson noted that on 160 acres the removal of 286 trees is less than two trees per acre.

Director Murray commented that he recently walked the course and the number of flags on trees was rather scary and he also wondered about the difference between the red flags and the green flags. Mr. Murray added that on a lot of the marked trees it is obvious why they are marked for removal but there were others that were questionable for him.

Director Burke noted his understanding was that the Resort is also going to be replacing the cart path on that course. GM Lewis responded that Resort staff has mentioned that project at various times over the past few years and the last he had heard was that they plan to undertake that project in 2025 but with golf season just around the corner, he anticipates nothing would happen now until fall.

Director Murray thanked Ms. Gentiluomo and her staff for their expertise in addressing this request. Mr. Murray also thanked Ms. Gentiluomo for being here today and sharing this information which makes him feel better about the project.

### **REVIEW OF 3/15/25 AGENDA**

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

### **OTHER BUSINESS** **SUNRIVER NATURE CENTER CONTRACTS**

Treasurer Pederson brought to the Board's attention the two agreements SROA currently has with the Sunriver Nature Center for payment of fees of various kinds. The new contracts were recently provided to Treasurer Pederson for signature and he believes the contracts should be discussed and possibly modified prior to SROA signing them.

One of these, the Annual Agreement requires a monthly payment from SROA to the Sunriver Nature Center in the amount of \$5,766 and the second agreement, the Admissions Agreement requires SROA to reimburse the Nature Center the cost of any Sunriver owner that has a Member Preference Program card visiting that facility up to a maximum of \$3,200 per year meaning the total per year that SROA would pay to the Nature Center could be up to \$72,392.

Treasurer Pederson noted that while he fully supports the Nature Center, he cannot help but wonder if that reimbursement of up to \$3,200 is still relevant and should continue. Unfortunately, the decision to reimburse the Nature Center for owner visits to their facility was approved prior to his involvement on the Board so he cannot speak to why that decision was made.

Director Murray commented that several years ago after years of SROA paying the Nature Center a healthy contract that included an increase every year, there was some pushback on SROA's part when the Nature Center could not fully explain and/or justify what they were actually doing with the money on SROA's behalf. Historically per the contract, the Nature Center had served as an interpretive facility, provided environmental assistance and consultation, provided landscape information relative to native plants, and took part in special events and projects, etc.

When pressed for details on how the facility planned to use the money being requested from SROA at that time, the Nature Center staff was not entirely responsive with the necessary details and/or information to answer the SROA Board's questions and address their concerns. This generated quite a bit of ill will for several months before things were finally agreed on. Director Murray also noted that he was under the impression that the admissions reimbursement was included in the monthly fee and not an additional fee.

Natural Resources Director Patti Gentiluomo in response to a question from Director Pederson confirmed the Nature Center is requesting a 6% increase in their main contract from last year which would get them to the \$5,766 per month. They are also requesting an increase of \$200 to the Reimbursement Contract which would put them at the maximum of \$3,200 per year for reimbursements in 2025.

Ms. Gentiluomo added that the Annual Agreement has two exhibits, one is the Scope of Services which breaks down what the Nature Center does for SROA be it wildlife rescue & rehabilitation, educational opportunities, Project Ponderosa, and Arbor Day participation to name a few. Exhibit B is the quarterly report that the Nature Center is required to submit, and which became required when questions were raised about how dollars were being utilized. This allows SROA the opportunity to see every 90 days how those dollars are being utilized to benefit the community.

The Admissions Agreement was a program that was started several years ago when Hugh Palcic was the general manager, and it was done in an effort to provide another owner benefit to those owners who had or were considering getting an MPP card.

Ms. Gentiluomo also commented that last year, the Nature Center exceeded their \$3,000 reimbursement cut-off and so there were some admissions for which they were not reimbursed. The Nature Center has a swipe machine, so they are able to swipe owner cards and the IT Department is able to retrieve that swipe card information. It is up to the Nature Center to keep track of where they are relative to that \$3,000-3,200 cutoff amount and they can then go back to charging owners to visit the facility.

Director Jacknow added that it does not feel like it's a real benefit if it is a first come, first served situation and given the fact that we are funding them close to \$70k per year at a minimum, she hopes SROA is not having to pay full rate for those admissions and that SROA is afforded some kind of discount. Ms. Gentiluomo responded that SROA is paying full rate for those admissions as the Nature Center would otherwise be charging the owner wanting to visit the facility the full rate.

Treasurer Pederson noted he is fine with signing the contracts if the Board is ok with them the way they are. President Beenen added that it is a management decision as to whether or not to enter into the agreements and the Board certainly can request that these agreements be renegotiated if they believe that is necessary.

GM Lewis added that while these two agreements both started before he started at SROA he asked some of the same questions and was told it was a policy driven board discussion for management to enter into this second agreement. It mostly centered on the push to get more owners to purchase an MPP card and trying to find additional benefits that could be provided to owners to incentivize them to purchase an MPP card.

GM Lewis continued that technically, we could say we no longer want to participate in the Admissions/Swipe Card Agreement but the Nature Center is also one of our community partners and because they provide services and programs that are of benefit to the community overall it's an attribute to the community and the livability of Sunriver it was taken up more at a policy level.

President Beenen responded that we could put it on the agenda and the Board can vote on it and further we could do that on an annual basis if necessary.

Ms. Gentiluomo added that in terms of the Annual Agreement, especially for the current year, she can assure the Board that the activities that the Nature Center is doing is something that SROA does not do, nor do we have the capacity, capability or education to do it so there are needs within the community in regard to some things that we rely on the Nature Center to do such as with wildlife issues which SROA's Natural Resources Department does not handle. Additionally, the Nature Center does a lot of interacting with owners and guests about what Sunriver is in terms of the environment but also our wildlife, habitat, and

biodiversity which we view as a collaboration with the Nature Center. In terms of the SRO Natural Resources Department, the Nature Center performs activities and programs that we do not have the capability to do. Also, as was previously mentioned the Nature Center participates in our Arbor Day activities, the annual War on Weeds effort, and educational activities around Lake Aspen to really highlight the uniqueness of Sunriver, they also facilitate the annual Western Toad rescue efforts, and they are another voice in terms of fire wise planting. They in essence compliment what the SROA Natural Resources Department does.

GM Lewis asked Ms. Gentiluomo if it would be fair to say that if the Nature Center were not here doing those things, there would still be a need to do those things to which Ms. Gentiluomo answered in the affirmative. If that were to be put under the realm of SROA's Natural Resources Department, would we be able to hire one person to do everything the Nature Center is doing for \$70k per year.

Assistant GM Kessarlis added that one of the three pillars of the Strategic Plan was environmental stewardship which garnered a lot of discussion by the Strategic Plan Taskforce and ties directly back to that collaboration with the Nature Center.

President Beenen commented that if we are advocating for making a decision tomorrow, this discussion should continue. If not, he suggests we put it on the agenda for April where it can be discussed further to answer any other questions or concerns the Board has.

GM Lewis noted that the Nature Center has a new executive director that started last July. Her name is Shannon Reese and GM Lewis and Ms. Gentiluomo have met with her several times since she started and have learned that the Nature Center has recently completed a strategic plan which they did not have in place before. There has been a lot of positive movement with this new director and GM Lewis commented he would contact Ms. Reese and see if she is available to attend the April board work session. GM Lewis added it would probably be most productive if we could provide her a list of questions and/or concerns the Board has in advance so she can best address those.

Director Banta commented that he agrees with Director Jacknow as far as there currently being a cut-off for owners being able to visit the Nature Center for no charge. Mr. Banta feels that issue should be incorporated into the negotiation and all owners that want to visit the facility are extended that same privilege.

Director Schneider commented that he has learned a lot from this discussion and suggested a Scene article that explains the relationship between the two entities be done sometime this year as there are obviously a lot of owners who do not know about this long-term relationship.

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

Director Banta reminded the Board of his suggestion last month to change the board meeting dates so that they always follow the third Friday instead of the third Saturday. To illustrate his point, while attending today's meeting from his vehicle, he shared that while he was clear on the dates for this month's meetings his wife was not thus, he is on the road! Just something to think about.

President Beenen, after a good chuckle, added that no meeting dates will change for 2025, but the Board can look at this issue in the fall and decide if they want to change the alignment moving forward. As was noted last month, it would make things a lot better from a staff and finance reporting perspective as we would be able to eliminate the short turnaround time between meetings that is happening three times this year do to the first of the month falling on a Saturday.

**OTHER BUSINESS**  
**SR RESORT GOLF**

GM Lewis noted that the letter he read into the record earlier regarding the Resort's change to their golf program was just one of the letters/emails he has received since Monday. GM Lewis had a conversation with Josh Willis who is the Vice President of Operations for the Resort and who oversees the golf operations on Wednesday morning. Essentially, the change they are making in 2025 is short in comparison to what they did last year. Last year they instituted their \$10k membership fee plus the monthly dues program but also allowed for owners who had previously been members to purchase a "light" membership that accommodated those owners who are non-resident or are not able to play frequently and then they also allowed the general public to play at whatever the rate was for that day plus a \$50 fee.

This year, they will allow those owners who had the "light" style membership to renew but if they do not renew it this year, it will go away, and they will not be able to renew it in the future. Additionally, they have done away with offering anything to the general public, have raised the membership to \$15k plus \$395 per month.

If someone is staying at one of the Resort's accommodations or one of the privately owned condominiums or homes the Resort manages, those guests can play the golf courses for a fee.

GM Lewis anticipates we will hear from more owners about this issue, especially those who rent their homes and who advertise that there is golf available in Sunriver as those properties, again unless they are on the Resort's rental program, will not have golf privileges. Part of the question is does that drive some of the business away from owners and their homes who are not affiliated with the Resort. Unfortunately, it is not something that SROA has any control over.

Naturally, the other property management companies in Sunriver are not happy about this decision as they too advertise golf as one of the amenities one can enjoy in Sunriver. Director Banta commented that perhaps the property management companies need to negotiate with the Resort on behalf of their clients.

Treasurer Pederson added that he understands that the Resort is a private business and they can do what they choose but he feels they are also damaging their relationship with the community and businesses.

President Beenen inquired what the motivation is for the Resort? GM Lewis commented it is common knowledge that the Resort does not want all the nightly rentals and in fact they are known to ask properties to leave their program if they do not feel they meet the Resort's standards. What they have shared with Mr. Lewis is similar to what they said last year in that their business model shows that moving forward, a private membership style club is the model they want to pursue.

When they experimented last year with mixing members and general public the members who were paying a higher fee overall were not having the experience in terms of the condition of the course, the time it takes to get around the course, etc. that one would expect with a private club membership course. They did not share their numbers from last year and GM Lewis does not expect that they will. All that said, SROA will no doubt be asked to intervene, just like we were last year when the initial changes were made, and legally GM Lewis does not know that SROA has the ability to do anything.

President Beenen wondered if it might be good to convene the other property managers along with SROA and determine how best to approach the Resort. Mr. Beenen does not know that it would change anything as Mr. O'Shea and the partners in the Resort have their idea what they want to do but perhaps if approached collectively there may be some influence. The bottom line is the Resort is a private entity that can set their programs as they choose and whether or not they would be influenced by SROA or the property managers is an unknown but is doubtful based on the feedback from Resort representatives to date.

**ADJOURN**

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

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

The public meeting adjourned at 11:18 A.M.

Respectfully submitted,

Mark Murray