

**SUNRIVER OWNERS ASSOCIATION
BOARD OF DIRECTORS MEETING
SROA BOARD ROOM
SEPTEMBER 20, 2025**

DIRECTORS PRESENT: Bill Burke, Keith Mobley, Pam Hays, Clark Pederson, Linda Beard, Dale Harrison & Randy Schneider

DIRECTORS PRESENT VIA ZOOM: Veronica Jacknow & Brad Banta

STAFF: James Lewis, Susan Berger & Richie Villagrana

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

NUMBER OF OWNER ATTENDEES (not counting the Board members): 2

OWNERS FORUM: Kathy Brown commented that she believes the outdoor pools should be open longer into the season than they currently are and they should be open on a weather dependent basis. Secondly, Ms. Brown stated that the cabanas being proposed at SHARC will not solve all the shade needs at SHARC and other improvements will still be needed.

Joe Keenan, 1 Trophy Lane, spoke about his opposition to the prohibition on Class 2 and 3 e-bikes on SROA pathways (more so about Class 2). Mr. Keenan acknowledged his request for past information about how the prohibition was first implemented and the extensive packet of information provided to him via meeting minutes and materials documenting the Board discussions on such for the past six years. Mr. Keenan believes there should be a separate task force to further address e-bike use.

Doug Hoschek, 7 Tournament Lane, expressed his concerns about fire danger in Sunriver and his input for solutions to make Sunriver safer. *(As of the writing of these minutes, Mr. Hoschek and his wife no longer own a property in Sunriver.)*

OWNER FORUM FOLLOW-UP FROM PREVIOUS MONTH

Vice President Hays reported she has created a spreadsheet to track owner concerns. It will name which director is to provide requested follow-up. Vice President Hays will provide copies to each board member so they can enter actions on the spreadsheet as they are completed. This should make it easier for all to ensure timely follow-up is accomplished and recorded.

Most all of the owner forum concerns have been followed up on and Vice President Hays addressed those where she is lacking information.

One was to Judy Caulkins, 1 Lost Lane and Director Jacknow commented she has responded to Ms. Caulkins regarding her frustrations with the lack of a central recycling center. They had a good phone conversation and Director Jacknow followed that up with an email.

Director Mobley provided Vice President Hays with the dates and form of follow-up for Gregg Henton, 8 Rocky Mtn Lane, and Sherri Serfling, 25 Muir Lane regarding their comments about access to the new fiber optic system, increased winter activities, increased bike path use and fines, and our process for selecting task force and committee members.

Vice President Hays noted that she will follow-up with Sue Patterson, 5 Loon Lane regarding her concerns about airplane/jet noise in Sunriver and what can be done to reduce it.

Treasurer Pederson followed up with Cindy McCabe, 13 River Village Condo regarding her suggested improvements to Mary McCallum Park. A number of the items Ms. McCabe referenced are already in the works including the removal of the old porta-potty enclosure and the elimination of a path that crosses the road close to Circle 3 that is already coned off and scheduled for removal this fall. Treasurer Pederson reported they had a pleasant conversation and discussed all of Ms. McCabe's concerns including pathway safety, specifically dogs not on leashes, golf, and a kiosk at the park honoring Mary McCallum.

Treasurer Pederson also followed up with Ron Reimer, 1 Peppermill Circle, regarding his opposition to the proposed capital transfer fee as well as his opposition to the recent changes to the Resort's golf program. Treasurer Pederson noted they had a pleasant conversation and Mr. Reimer appreciated the follow-up.

Treasurer Pederson commented that he also followed up with seven or eight of the speakers from the Annual Meeting who spoke concerning the proposed transfer fee. Many of these speakers were also unhappy with the recent changes to the golf program. Treasurer Pederson was able to speak directly with five of those owners and he spent the necessary time to listen to their concerns noting that most of them were not aware of the things SROA has done and requested the Resort to do to provide some kind of access to owners who do not want a full-time membership. Beyond the golf, these owners are concerned about whether or not the Resort is paying their fair share and there were suggestions to do a study to determine that.

Treasurer Pederson also noted that there was talk of doing an article in the Scene outlining that SROA requested punch-cards or play limited to certain days of the week, making one course private and keeping one public, etc. Treasurer Pederson feels that it would be a good idea to move forward with that article so our owners know the Board did not just sit back and do nothing.

Treasurer Pederson commented that he has not followed up with Bob Stillson, 10 Belknap yet as Mr. Stillson is currently on vacation. Treasurer Pederson will follow up with him once he returns.

President Burke commented that he responded to Valerie Weymer, 10 Aquila Lodge, regarding her concerns about wildfire risk and how committee or taskforce members are chosen. President Burke responded to Ms. Weymer via email and addressed the wildfire risk reduction program and outlined the process for how committee members are chosen including how to complete a volunteer service form for consideration for appointment to a particular committee or taskforce.

Kevin Mitchell, 9 Aquila Lodge, spoke in support of the proposed capital transfer fee as well as his desire for tunnel replacement to be prioritized over some other projects as some of the current tunnels become unusable in the winter. President Burke responded via email and thanked Mr. Mitchell for his support of the capital transfer fee and also explained the difficulty of replacing more than one tunnel per year from a monetary standpoint.

Scott Fenton, 7 Sparks Lane requested indoor pickleball courts be constructed. President Burke emailed Mr. Fenton outlining why it is not currently feasible for SROA to do this, and he has not received a response from Mr. Fenton.

Director Banta followed up with Bev Cook, 3 Three Iron, Theresa Youmans, 15 Big Sky, and Mary Beth Collon, 6 McNary Lane who all spoke at the July 18th Board Work Session regarding comments made by

a SROA Board member at the June 21 Board Meeting. Director Banta attended the August 22nd Design Committee meeting where he addressed two of the three owners who spoke and the entire Design Committee. Director Banta provided the committee with a statement regarding the outcome of the situation and echoing what Director Mobley said about the importance of this committee at the August meeting. Director Banta is still trying to connect with Bev Cook as she was not at the August 22nd meeting and they have been exchanging emails.

Director Banta followed up with Brian Skeahan, 10 Sequioa Lane, regarding his comments on the Design Committee and his concerns about the changes to the Resort's golf program. Director Banta emailed Mr. Skeahan on both topics and has not received a response.

Director Banta, after conferring with GM Lewis, concluded a response to Jim Mizes, 8 Lodgepole Lane regarding his frustration with inconsistency from certain Design Committee decisions was not warranted.

OWNER FORUM FOLLOW-UP- CURRENT MONTH

Tina Freel, 28 Maury Mtn Lane requested responses to the questions/comments raised at the Annual Meeting owners forum. The Board and staff briefly discussed how we can get those answers posted to the SROA website. Director Jacknow commented that she believes an article in the Scene addressing what SROA has done in regard to golf and the upcoming Sunriver You forum on the proposed capital transfer fee would be able to answer a lot of the questions and concerns that were brought up by numerous speakers at the annual meeting.

Director Mobley inquired whether or not it would be possible to do something in the Scene in a dialogue format with the Resort? Communications Director Susan Berger and GM Lewis both responded that we have put in repeated requests for this and have been turned down. Director Mobley continued; what about suggesting it in the Scene and see what kind of a response we get from the readership. The Resort apparently does not want to talk about this, but it is creating a very difficult situation for us. The service on this Board requires a great deal of time and effort. The kind of work that we are being asked to perform now is particularly burdensome. Director Mobley continued that sometimes it is time to speak up and speak out and this may be one of them as this thing can fester a long while and be a continuing source of discontent and malaise.

Treasurer Pederson reiterated that most of the owners he spoke with after the annual meeting were not aware of the efforts the Association has made in regard to trying to get the Resort to provide some provision to Sunriver owners to allow them to play golf without a membership and to that end, an article in the Scene would be really helpful.

Vice President Hays will follow up with Susy Franich, 21 Maury Mtn Lane, and Kathy Brown, 9 Quelah Lane, regarding their comments about their desire to see the outdoor pools stay open for longer.

Director Schneider will follow up with Wayne Greene, 12 Cypress Lane, regarding his concern about an increasing lack of adherence to parking regulations.

Treasurer Pederson will follow up with Lori Menalia, 7 Aquila Lodge, regarding her request for a break down of the planned phased in improvements for Fort Rock Park.

Treasurer Pederson will also follow up with Michelle Walsh, 5 Fifteenth Tee Lane, regarding her desire for a neutral third party expert in HOA cost sharing methodologies to audit us, provide best practices and make suggestions.

Director Harrison will follow up with William Gill, 16 Whistler regarding his concerns about wildfire safety.

Treasurer Pederson will follow up with Joe Keenan, 1 Trophy Lane regarding his request for the Board to consider allowing Class 2 & 3 e-bikes on the pathways.

RECAP OF 9/19/25 BOARD WORK SESSION

President Burke reported that the Friday meeting started with a presentation from the Sunriver Service District Chair Jim Fister and Police Chief Pete Rasic regarding a proposal to expand the boundaries of the Sunriver Police Department to include Caldera and Crosswater.

Natural Resources Director presented the Board with the Tree City USA award for the 45th consecutive year.

SROA staff presented their three-year budget plan, addressing some of the challenges and opportunities.

Assistant GM Keith Kessararis provided an update on recreation statistics for the month of August, and the Board asked Mr. Kessararis to provide abbreviated presentations in the future. Assistant GM Kessararis also provided an update on the proposed 2026 Fees for Services.

The Board held follow-up discussions to the September 17th meeting regarding 2026 capital projects and work plan.

The Board discussed the revised board officer assignments that are on the agenda for approval today.

The Board held discussion on the Board Retreat to be held in the first quarter of 2026.

The Board reviewed the agenda for today's meeting and discussed the dates of the monthly board meetings.

The Board held an executive session to discuss a legal matter.

BOARD ACTION **BOARD MEETING MINUTES**

Director Pederson moved to approve the minutes of the August 15, 2025, board work session minutes as corrected. Seconded by Director Mobley, the motion passed unanimously.

Director Pederson moved to approve the minutes of the August 16, 2025, board meeting minutes as corrected. Seconded by Director Schneider, the motion passed unanimously.

Director Pederson moved to approve the minutes of the August 16, 2025, annual meeting minutes as corrected. Seconded by Director Mobley, the motion passed unanimously.

BOARD ACTION **FINANCIALS**

Treasurer Pederson reported that we ended the month of August in good financial shape. Referencing the operating revenue, we were down by \$10,175 for the month largely due to less revenue from design review fees, fines, and some recreational special programs. Year-to-date, operating revenue is up by \$292, which is rather impressive on a \$10 million budget. Operating expenses for the month were \$16,705 under budget largely due to open positions in public works and community development. Year-to-date,

operating expenses are \$95,260 under budget. Net operating surplus at the end of August was \$95,552 for the year.

In non-operating revenue, two vehicles were sold to the City of Bend for \$25k which helped generate the \$4,786 in positive variance. Year-to-date, non-operating revenue is \$60,355, \$48k of which is better interest income than projected as well as some SHARC special purpose assessment payoffs. On the non-operating expense side, we did have some overspending in LFR payments, which is just a matter of timing as to what month that money was budgeted for. For the month, non-operating expenses were better than budget by \$40,665 and year-to-date, non-operating expenses are better than budget by \$46,079. Combined with the non-operating revenue, the total non-operating surplus year-to-date is \$106,434.

Treasurer Pederson reviewed the cash and investment balances which remain positive. Our average rate of return on our assets is 4.03%. Those healthy interest rates have been greatly beneficial to the Association over the past few years, but those are beginning to drop, and we will probably not be able to rely on that extra income next year.

Treasurer Pederson also reviewed the aging summary, noting it was down approximately \$5k from last month and currently stands at \$136,307.

For the month ending August 31, 2025, there was a net operating surplus of \$101,793, which was \$6,530 better than the budget. Operating revenues were under budget by \$10,175 due to design review fees, fines, recreation special programs, and swim lessons. These negative variances were partially offset by Recreation Plus Program (RPP) pass sales and fiber hookups. Operating expenses were under budget by \$16,705 for the month. Salaries and wages were under budget by \$22,574 due to open positions in the public works and community development departments. Material and services expenses were over budget by \$3,607 for the month.

For the eight months ending August 31, 2025, there was a net surplus of \$167,805, which was \$95,552 better than the budgeted amount. Operating revenues were over budget by \$292 mainly due to advance payments for Scene advertising, SHARC admissions, and RPP pass sales. There were 13 additional RPP passes sold and 439 fewer Member Preference Pass (MPP) passes sold than at the same point last year. Salaries and burden were under budget by \$40,970 due to open positions and burden savings. Material and services were over budget by \$2,430 for the first eight months. Legal fees were under budget by \$74,796 through August. As mentioned above, there were two freightliners sold to the City of Bend in August for a total of \$25,000. Operating interest income is over budget by \$13,636 year-to-date, and total operating and non-operating interest through the first eight months was \$514,199. There was \$87,205 spent on ladder fuel reduction in August.

As of August 31, 2025, there was a combined operating and non-operating surplus of \$1,276,262 which was \$201,986 better than budget.

As of this report, 969 homes have been converted to bulk fiber billing.

Total assets as of August 31, 2025, were \$40,855,318. Cash and investments totaled \$17,739,771, a decrease of \$218,872 from the previous month. As of August 31, 2025, \$17,477,812 was invested in Goldman Sach Financial Square Government Fund and US Treasuries, with durations ranging from 90-days to five years, yielding an annual rate of 4.03%. Construction in progress included the perimeter fencing in the public works yard and IT network.

Director Schneider moved approval for the unaudited SROA financial statements for the month ending August 31, 2025, as presented. Seconded by Director Mobley, motion passed unanimously.

GENERAL MANAGER'S REPORT

GM Lewis reported his recap is for activities in August.

GM Lewis attended the regular monthly meeting with the Sunriver/LaPine Economic Development (SLED) Board regarding coordination with south county efforts for economic development. This will continue to be a monthly, on-going participation.

GM Lewis continued follow-up work with SROA legal counsel regarding fine/fee lawsuits and the ongoing potential settlement agreement language with one owner.

GM Lewis attended and participated in the monthly meetings of the Finance and Covenants Committee and Admissions Model Workgroup.

GM Lewis participated in the on-going Newberry Regional Partnership Strategic Action Plan for South Deschutes County.

GM Lewis continues the ongoing/regular meetings with TDS staff regarding the physical construction and eventual migration of owners to high-speed fiber and SROA account.

GM Lewis met with Tom O'Shea & Josh Willis from Sunriver Resort and Tim Smith from NW Natural regarding the pond level adjacent to the 9th fairway on the Woodlands course.

GM Lewis prepared the Annual Meeting presentation.

GM Lewis met with the Sunriver Service District (SSD) Managing Board Chair and the SR Police Chief regarding a proposal for expanding the boundaries for police services.

GM Lewis met twice with the Meadow House Board Chair regarding the easement necessary for the Circle 2 to Circle 3 pathway.

GM Lewis conducted follow up interviews for the Recreation Director position and offered the position to an internal candidate, Scott Reese, who was the Operations Manager for the department. Mr. Reese accepted the position and was recently welcomed into his new role.

The Accounting Department presented month end July 2025 financial statements.

Accounting staff continued with TDS bulk fiber billing and communication with owners.

The SROA Controller attended the Deschutes County audit committee meeting.

The SROA Controller finalized the 990 tax return with the audit firm.

RV storage space payments continue to be received and processed.

The SROA Controller worked on the proposed capital transfer fee/special election issue.

The IT department reported a recent electrical storm caused a power outage that fried two of our UPS Power systems and one of our older audio amplifiers at SHARC. All affected systems have been replaced.

IT continues to modify the configuration of the Audio Video system at SHARC in order to improve usability and stability.

IT is busy preparing the 2026 budget for both short and long term improvements.

In the Communications Department, Scene advertising was at \$18,674 (\$22,322 in 2024).

There were 671 reads of the online August Scene, including readers from Australia.

There were 25,000 visits to the SROA/SHARC websites with top pages being today's schedule, admission rates, aquatic hours, FAQs, weather, pickleball/tennis, and Member Pool.

Sunriver Style received 4,300 site visits in the last month. Most visited pages include pathways, weather, river, and what's going on.

Social media: Oktoberfest, Wedding, Safekeeping Sunriver, and pathway rules.

Eblasts: Board election closing, members sought for Rules & Regs taskforce, board election results, SROA annual meeting, and Oktoberfest.

Other projects included starting the 2026 budget process, the promotion of Oktoberfest, and the designing of a postcard for LFR reminders for Natural Resources department to send to owners.

The Community Development Department reports the Design Committee meetings continue to occur on a regular schedule. There were no projects for the first meeting in August. The committee did meet to discuss possible rule changes to the Design Manual. The second meeting consisted of one re-review of a previous Design Committee decision.

There are currently approximately 218 active projects/building permits (down by 32 from the previous month.)

The number of applications submitted in August was the slightly higher than in 2024 with 88 this year and 86 last year.

Community Development staff continued issuing compliance letters for design and rule violations where appropriate.

Community Development staff participated in Magistrate Hearings for background on violations and citations.

Continued to discuss with the Design Committee the procedural elements in the new Design Manual of Rules and Procedures (ongoing training).

The 2025 paint survey inspection maps have been provided to the Design Committee members and inspections are now taking place. Homes with tree protections will also be noted in the inspections.

The IT Department has developed an interactive citation document for staff. The new process has been implemented and was quite successful. A follow-up meeting with IT staff and Community Development staff is scheduled for this month.

Community Development staff continue responding to owner's questions regarding tree protection barriers. As was previously noted, the majority of the calls are for clarification from owners who want to gain compliance.

The Natural Resources (NR) Department continued overseeing the 2025 Ladder Fuel Reduction (LFR) and tree thinning on commons.

NR reported over 30 owners and visitors volunteered for the August War on Weeds events.

NR staff pulled and sprayed noxious weeds on commons.

NR staff prepared, mailed noxious weed violations, and provided noxious weed identification guidance on private properties.

NR staff prepared and mailed Ladder Fuel Reduction (LFR) second notice of violation letters and citations.

NR staff responded to phone calls and performed site visits for private property LFR and tree removal requests.

In Public Works (PW), spraying around sports courts for weeds was completed.

PW staff pressure washed the inside and outside of all restrooms.

PW staff performed a major landscape cleanup at the River Access location.

Weekly safety checks of park and playground equipment is ongoing.

The increase in park reservations has required more PW activity.

Contracts are in place for all the fall road projects.

PW staff are up to date on LFR chipping for the first time this year, illustrating that more owners are taking the hardening of their homes seriously.

PW staff are performing a lot of road and pathway sweeping after wind and rain events.

PW staff graded and applied dust abatement to the canoe takeout road.

All crosswalks and stop bars have been painted.

The last of the parking bumpers at the Administration building have been installed.

In Fleet Services, annual inspection and service of all heavy equipment is complete.

An emergency repair of the supports for the HVAC piping in the indoor pool was completed. Permanent repairs will be made in the next few months. At the Members Pool an emergency stop for the spa and waterslide was repaired.

Bids were received to repair the front doors on the welcome building at the Member Pool.

The Public Works yard fencing/gate work will be done in September. PW staff will complete electrical layout and trenching.

We have two new PW techs starting in September.

In Recreation, new Recreation Director Scott Reese started in his new role as of September 1st.

August was a busy month for operations at all of our recreation outlets.

Pickleball courts remain busy and were close to capacity limit for play every day in August.

Most seasonal recreation staff have finished for the summer, with many expressing interest in returning next summer.

Hours at the SHARC and the Member Pool have shifted as we head into the shoulder season. The Member Pool remains open for lap swim through September, and SHARC has moved to off season hours. The outdoor pool at SHARC will remain open through the end of the month.

6,299 Member Preference Program (MPP) memberships have been purchased to date, and 897 homes are enrolled in the Recreation Plus Program (RPP) program.

Migration to the Jonas Point of Sale (POS) continues. We have been able to make some internal updates to attendance reporting for MPP and RPP as of mid-July.

LIAISON AND COMMITTEE REPORTS

Copies of the minutes received from committees that met last month were included in the Board binders.

SUNRIVER SERVICE DISTRICT (SSD) REPORT

Ex-officio member Randy Schneider commented that he was reporting on both the July and August meetings of the SSD Board.

The SSD Managing Board reported the change required by SROA for removal of the spikes on top of their parking area gates and the painting of those has been completed.

Work continues on the updating of the SSD reserve study.

Annual evaluations were conducted for the Fire Chief and District Administrator. As the Police Chief had just started in his position, an evaluation was not conducted for him.

Doug Seator Hall now has artwork displayed as a result of an agreement between the SSD and the local Artist Gallery to provide rotating art works to be displayed in that space.

The SSD Nominating Committee has reviewed their process for this year, noted lessons learned and are coming up with a handbook for members of that committee. The SSD is currently seeking members for that Nominating Committee.

It was noted at the SSD meeting that vehicle accidents are down from last year as are overall calls for the fire department for the month of July. Union negotiations for fire personnel were ongoing in July and completed in August.

The Police Department is fully staffed, which has been a problem over the last few years.

Work continues on the last of the punch list items from the construction of the Public Safety building. More sandbags have been added to the area that experienced flooding and a dry well will be installed next spring to provide a long-term fix.

The audit for the SSD is complete and went well. They discovered an employer tax they had been paying for years that they should not have been subject to, and they will need SROA's help in retrieving those past records.

The Fire Department reported calls for August were up over last year. Turn out time is up and response time is down a little bit. The Police Department had 898 calls in August, which is higher than normal. Of those calls, 31 of them were from Caldera or Crosswater.

Two new SSD Managing Board members, Jill Stephens and Kent Zook, were sworn in at yesterday's meeting.

BOARD ACTION
COMMITTEE MEMBER ACTIONS

Director Mobley moved approval of the roster of names attached hereto for appointment, resignation, and end-of-term departures as presented and further move to thank these individuals for their service to SROA.

Appointments

Finance – Bill Burke as Board Member
Finance – John Vogel from alternate to voting member
Nominating – Holly Lekas
Nominating – Sheri Serfling
Nominating – Joe McArthur
Nominating – John Hiser

Appointment to Additional Term of Service

Finance – Luis Bayol
Finance – Michael Applegate

End of Term of Service

Election – Ann Parrish
Election – Jim Montroy
Finance – Don Costa
Nominating – Debbie Baker
Nominating – Ron Angell
Nominating – Mike Gocke
Nominating – Tony Selle

Resignations

Election & Nominating – Pam Hays (due to election to Board)

Chair Appointments

Covenants – Tony De Alicante
Design – Charlie Meyer
Election – Open

COMMITTEE ACTIONS (CONT.)

Chair Appointments

Finance – Clark Pederson
Nominating – Laureen Anderson
Nominating Vice Chair – Jane Shoemaker
Owner Enrichment – Mark Fisler

Seconded by Director Beard, motion passed unanimously.

BOARD ACTION

REVISIONS TO BOARD OFFICER ASSIGNMENTS

Director Schneider moved approval of a revision to the SROA Board of Directors Officers appointing Pam Hays as Vice President and Keith Mobley as Secretary. Seconded by Director Banta, motion passed unanimously.

BOARD ACTION

3% DISCOUNT FOR FULL PAYMENT OF 2026 MAINTENANCE FEES

Director Pederson moved to approve a 3% discount to owners who pay their regular maintenance fees, excluding special purpose assessments or TDS payments, in full by January 25, 2026. Seconded by Director Jacknow, motion passed unanimously.

OTHER BUSINESS

RESOLUTION 2025-001

BOARD SIGNATORIES

Director Mobley moved approval of Resolution 2025-001 designating the authorized signatories for Association accounts. Seconded by Director Beard, motion passed unanimously.

OTHER BUSINESS

EMPLOYEE CONTRACT REVISION

Director Pederson moved to amend the contract with the general manager, James Lewis, in the following manner. To the compensation and severance section of the contract will be added the sentence under 10(a) to read: SROA will pay Employee/Employee's prorated Base Compensation, Employee's prorated unused vacation time, and Employee's prorated sick leave time up to the maximum allowable accrual for a regular full-time employee if any, per the Employee Handbook at the time of termination. Seconded by Director Banta, motion passed unanimously.

OTHER BUSINESS

CIVILITY

President Burke commented he wanted to bring up that finite number of owners whose behaviors and interactions with the Board, staff, and volunteers have become tough for those folks to hear and deal with.

GM Lewis, at the President's invitation, added this issue has been discussed periodically in the five years he has been at SROA. Some of it has to do with comments and conduct by owners towards staff, towards committee members and towards board members. Oftentimes it is from someone who has received a violation notice and/or citation from SROA for non-compliance but some of it goes beyond that via nasty emails and social media attacks and comments. There is often derogatory language and condemnation of the process and the people involved and generally done in an attacking fashion. Not long before his arrival at SROA, a Code of Civility was adopted and added to the Sunriver Rules & Regulations.

One of the reasons GM Lewis is addressing this today is that the Board has in the past, with certain individuals, agreed that there is a limit to the number of responses we can provide and then we just have to be done. To continue to give the same answer over and over, to continue to engage for the mere purpose of engagement and to do so and try to be cordial, polite, and communicative met with attacks and disparaging comments on the back end does not benefit anyone.

GM Lewis has instructed staff that if we have provided the same answer multiple times or if that individual is writing on social media attacking or making derogatory comments about staff or a department, we will not engage with that individual anymore. If they want to come and make their comments to the Board, GM Lewis encourages that, however most individuals do not do that.

Vice President Hays added that in regard to social media, unfortunately most of these people post anonymously and inappropriately attack staff or the rules that are in place while hiding behind their keyboard. Ms. Hays cautioned all to be incredibly careful if they choose to respond to derogatory comments made on social media.

President Burke shared a lengthy, attacking email he recently received from Paul Conte, 7 & 8 McKenzie Lane demanding a number of things and degrading Burke. This, in Burke's opinion, was completely inappropriate.

In answer to a question from Treasurer Pederson, GM Lewis responded that staff does have language to utilize when a caller is out of line and staff needs to terminate the call.

OTHER BUSINESS
NOVEMBER MEETING

President Burke noted he will not be present for the November meetings and Vice President Hays will run the meetings.

OTHER BUSINESS
DESCHUTES COUNTY

GM Lewis reported the Deschutes County Commissioners will plan to attend a joint meeting with the SROA Board of Directors after the first of the year.

GM Lewis also reported he received an email yesterday from Chris Doty, Deschutes County Public Works Director who wants to set up a meeting to discuss the proposed roundabouts at South Century and Venture Lane and South Century and Spring River Road.

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

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

The meeting adjourned at 11:38 A.M.

Respectfully Submitted,

Keith Mobley, SROA Secretary