

**SUNRIVER OWNERS ASSOCIATION
BOARD OF DIRECTORS WORK SESSION
SROA BOARD ROOM
MARCH 17, 2023**

DIRECTORS PRESENT: Gerhard Beenen, Scott Gillies, Linda Beard, Clark Pederson
Larry Ishmael, Keith Mobley & Bill Burke

DIRECTORS PRESENT VIA ZOOM: Julianna Hayes & Tony De Alicante

STAFF: James Lewis, Keith Kessariss, Patti Gentiluomo, Leigh Anne Dennis, Kellie Allen, Mark Smith,
Susan Berger & Jesus Mendoza

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

OWNERS IN ATTENDANCE: 10

OWNERS FORUM

Katie Keller, 24 Gannet Lane stated she is a member of the Labyrinth group who remains in support of the Labyrinth idea first presented by the Owner Enrichment Committee last year. This group is in favor of seeing it included in and coming to fruition through the Parks & Recreation Facilities Master Plan.

Gwen Gamble, 34 Fremont Crossing, requested that the “All are Welcome Here” sticker be replaced at SHARC. She discussed the fact that an owner who has an issue with the message sent by removing the sticker and said that should not be allowed. Ms. Gamble noted the SROA Code of Civility supports the message of the sticker and SROA shouldn’t allow any one owner to negate policies established by SROA through the Code of Civility which clearly states, “we expect all SROA community members to respect staff and other persons in the community regardless of their actual or perceived age, color, creed, disability, gender identity, national origin, race, religion, sex or sexual orientation.” The sticker that was displayed at SHARC is in direct support of this code and serves as a reminder to homeowners that we have policies and standards for which we expect our community to behave in. Displaying the sticker also lets guests know that SHARC is indeed a safe place for those who aren’t aware of the Code of Civility as it is written. This sticker is an internationally recognized symbol of safety. Ms. Gamble asked that SROA please enforce your own policy and put the sticker back in that window. Ms. Gamble also suggested adding one to the Administration building as well.

Sarah Dulak, 37 Fremont Crossing, stated she was in attendance to address two issues; the decision to ignore flagrant vandalism and the implicit endorsement of xenophobia in our community through such inaction. Ms. Dulak noted a few select owners have determined that a sticker stating that everyone is welcome at SHARC is somehow offensive, committing multiple acts of vandalism to remove the sticker on multiple occasions. The Board has decided no action is merited and when Ms. Dulak asked why she was told it was about concern of offending the vandals. Ms. Dulak noted that in 2012, Sunriver prosecuted a vandalism charge against two teenagers. Would we have allowed them to walk free if they vandalized SHARC because they felt offended by the things that they destroyed? As a further example, Ms. Dulak noted that if she felt offended by the SHARC pricing it doesn’t mean she can go spray paint over it without consequence or destroy other property around here that she might find offensive. Ms. Dulak commented the only two rational conclusions here are either that the Board is supportive of bigots in our community committing vandalism with impunity or that the Board are deciding to ignore vandalism only when our most vulnerable community members are the ones targeted. Ms. Dulak finds either option extremely offensive.

Ms. Dulak noted that for people of color and LGBTQ people racism is on the rise in this country. There was even a day of hate held recently where minorities were targeted with violence. The center for the study of hate and extremism found that hate crimes in the United States surged by nearly 30% just in 2021. Many children attending Three Rivers School, people living in our community or simply visiting SHARC identify as LGBTQ, a population that are highly vulnerable to hate crimes and suicide. Ms. Dulak noted she is the mother of a queer child and is aware that this sticker was ripped down by people going out of their way to make certain people feel unwelcome.

The SROA Code of Civility explicitly states, “we expect all SROA community members to respect staff and other persons in the community regardless of their actual or perceived age, color, creed, disability, gender identity, national origin, race, religion, sex or sexual orientation.” As the removed stickers really reinforce what is contained in the Code of Civility, it would seem to her that anyone defacing or removing it would seem to be in direct conflict with this policy. Ms. Dulak wonders what are the consequences for a community member who does not comply with the Code of Civility? Ms. Dulak’s final question: is being permissive to bigots who promote hate and prejudice more representative of our community values than taking a stand to explicitly support marginalized and victimized people? Hopefully that is not a question that requires much debate.

GM Lewis had five letters to read into the record.

Paul Evenson, 7 Makaha Lane, requested that the SROA Board oppose the proposed managed homeless camp at the south end of Bend. Multiple reasons and potential impacts that could result from the establishment of such a camp were listed by Mr. Evenson.

William & Sally Skaflestad, 11 Mt. St. Helens Lane, wished to thank Director De Alicante for his efforts in creating the email, sunriverwoodshare@gmail.com whereby owners can connect with other owners about the exchange of firewood. Also, they support the removal of the all are welcome sticker at SHARC.

David Dittman, 5 Sunrise Lane, commented in opposition to a letter from another owner that was printed in the Scene regarding the welcoming nature of Sunriver and the desired placement of a sticker/sign at SHARC stating that all are welcome. Mr. Dittman stated that such a sign is not needed and that the placement of such portrays that Sunriver has not been welcoming. He also stated that everyone has a right to their political opinion but that signs of the like have no place in Sunriver’s public and common areas.

Mindy Gramberg, 9 Timber Lane, stated that she was offended and angry that a sign/sticker stating the welcoming environment that Sunriver provides is considered too political for posting. She further stated that such a sign/message may seem trivial but is important for some people who receive poor treatment based on discriminatory issues. She requested that the sign be reposted or would consider the Board to be unwelcoming. Lastly, she suggested recourse by SROA for those who removed the sticker repeatedly. Additionally, Ms. Gramberg feels that the people removing the sticker should be held accountable and at the very least, lose their SHARC privileges.

Lori Zuckerman and Steve Turko, Quelah Condo 76, requested that SROA allow the “All are Welcome” sticker to be posted at SHARC.

PARK MASTER PLAN UPDATE – MATT HASTIE

GM Lewis noted the Board received the complete draft of the master plan at the beginning of March and a several questions/input were received that will be addressed as we go through the plan today.

As a reminder, GM Lewis noted this effort was led by Matt Hastie, Project Manager from MIG, who was in attendance via Zoom, and a taskforce of owners and staff. The group has been meeting regularly over the past six months and what has been provided to the Board is the culmination of all of that work.

Matt Hastie noted he will walk through the plan with the Board followed by staff input on ideas for moving forward with some of the recommendations, then Matt will answer any questions the Board may have.

Mr. Hastie noted some of the information that will be provided today will be a bit of a repeat of what he presented to the Board at the February meeting.

The Planning objectives & considerations were front and center for the planning process and included:

- Balance input from key constituent groups
- Be forward thinking – address emerging trends, current gaps
- Provide informed recommendations
- Assume flexibility in implementation – a framework, not set in stone
- Focus on physical improvements
- Large-scale improvements will need significant future discussion

The Plan as a Tool:

- Roadmap for the future
- Framework for decision-making
- Focuses on capital projects not on programming
- Implementation will include more community outreach
- Living document, should continue to be updated

Plan Organization

- Introduction
- Today's System
- Community Needs & Opportunities
- Vision, Goals, & Objectives
- Recommendations
- Implementation Plan

Four Appendices....

- Park and Facilities Inventory
- Community Outreach Summary
- Park and Recreation Trends
- 10-Year Capital Project List & Costs

Mr. Hastie briefly reviewed the current inventory/system of SROA amenities and a breakdown of who provided input throughout the process was provided. Mr. Hastie noted that through the online survey, and the “intercept” surveys with people at the parks, pools, tennis/pickleball courts, and SHARC inviting them to fill out the “Postcard to Sunriver” to help get a sense of what things owners/visitors value most. Mr. Hastie also noted how knowledgeable the task force was with a number of the participants having strong parks and/or recreation backgrounds, which was extremely helpful throughout this process.

Mr. Hastie touched on chapter three of the document which focuses on community needs including the development of new facilities and recreation areas, the need for a variety of facilities, reinvesting in existing parks and facilities, enhancing pathways, and improving river access and amenities.

Some of the opportunities suggested in terms of meeting some of those specific needs include the creation or expansion of existing parks, renovation of parks to diversify uses, support of universal access, improved access to the Deschutes River, addition of challenge and adventure features, more opportunities to connect to nature, establish park identity & placemaking, creation of pathway linkages, loops or connections and providing opportunities for expanding winter or shoulder season uses.

The framework of the master plan that guided the work of the taskforce were the vision, goals, objectives, and recommendations. The overall goals include providing users high quality recreation experiences that address all ages, abilities, and seasons and finding more ways to connect people to nature while striving to protect and enhance the natural environment. Additionally, the plan speaks to maintaining the quality and functionality of existing assets to ensure financial sustainability.

The prioritization criteria utilized helped guide project phasing, create a collaborative process for annual budgeting. It examines how well a proposed project addresses a plan goal and how well a proposed project achieves wide-ranging objectives.

In regard to capital project lists, these are planned so that they can be updated and revised as necessary. The numbers can be used for budgeting and updating work plans. It was noted that the planning level costs do not account for inflation and actual costs may vary substantially with permitting, sensitive natural areas, or facility construction. Mr. Hastie then reviewed the list of estimated costs for some of the suggested capital projects.

Project implementation in chapter six of the report goes further in depth about capital project lists and short-term action plans, prioritization criteria, funding sources and budget, mater planning sites versus project-by-project implementation and the appropriate level of community outreach and input. Mr. Hastie provided an example identifying Fort Rock Park and the adjacent site in terms of specific assumptions and how that breaks down.

The next recommended steps for SROA are continued guidance, site-specific planning, and integration with other efforts. GM Lewis added he sees this document as being complementary to the Infrastructure & Amenities Masterplan (IAMP). Staff will use this new document in the coming years to determine what the needs are and what is required to accommodate those needs and the desires of the community. How are they prioritized, what are the recommendations and what are the budgetary concerns.

GM Lewis noted discussion has been held as to the next steps for the taskforce. There are currently two desired projects, the first being a dog park and the second being the request by the Labyrinth group to revisit their request to install a labyrinth somewhere on commons in Sunriver. The dog park is something that owners have long wished for in the community. The proposed labyrinth project idea was brought to the Board in the fall of 2021 via the Owner Enrichment Committee but did not receive Board approval to move forward. The Board recommended the proposal be considered for inclusion in the Parks & Recreation Master Plan. These are two elements of the plan that the taskforce could move forward with exploring options, locations, etc. for these items. Any project would be coordinated and dovetailed with the IAMP with staff follow-up included. Additionally checks and balances will also need to be made with the most recent comprehensive owner survey.

As was previously mentioned, a dog park is a topic that has been brought up frequently by owners, both resident and non-resident. With the help of the task force a location and implementation steps can be identified and this project might finally move forward. Additionally, there are Fort Rock Park reserve items that need to be addressed such as replacement of playground equipment. Another item considered in the plan is a bicycle pump track or BMX track. This is something that is relatively inexpensive to construct once a location is identified and would no doubt make a huge difference in the number of calls

the Association receives on a yearly basis from owners reporting kids riding their bikes through areas they shouldn't be. If they had a location to go and release all their bike energy the impact would be felt in one location instead of many. This is something that would have a positive benefit at a relatively low cost to alleviate actions and issues in other places in Sunriver.

In regard to Fort Rock Park, there were three or four items budgeted this year for Fort Rock Park and that staff is considering instead of doing some of those recommendations in a piecemeal fashion determining if it might be more appropriate to look at someone that is skilled in park design. Said professional would be able to recommend what should be constructed and the order and sequence in which it should occur as opposed to staff doing it piece meal. This would provide for a better plan that would most likely be more cost effective.

Ultimately as we get a couple more years down the road, we would like to see more amenities added to the north end of the property, in the area of the Cottonwood Courts, such as a park or other amenities that are family friendly and easily accessible. Staff chose not to look too far beyond the next three to four years as ideas can change and this plan can be molded and modified accordingly.

President Beenen added that we may have the expertise in the community as far as park design and implementation and it will be important to involve owners and their input. Director Gillies added that while it is a great plan, there are a lot of high priority items included in it and he agrees with continuing on with the assistance of the taskforce to decide the priority of high priority items and not just work on one section per year. The high priority items will need to be drilled down in order of what comes first, second, etc. There are multiple things in the plan that are all very valid, but we can't do them all at once and it would be beneficial to have the assistance of a task force in that effort.

Director Pederson commended the taskforce and the consultant on what a remarkable job they did on this plan. This document is very well done and the amount of detail prioritizing and considering what users want, making the best use of the amenities we currently have and how we develop it further is fantastic.

Director Pederson agrees with the comments previously made about owner involvement, prioritization, and budgetary needs. He also agrees with the idea of a task force that looks specifically at certain projects, such as a dog park. Since that idea is not fully developed and will need more input from the people who would utilize such a facility, it will be important to have a taskforce in place to assist in shepherding a specific project forward. He also agrees with GM Lewis on hiring a park architect for any major redo of an amenity such as Fort Rock Park. If we are just adding playground equipment at the Cottonwood location or adding shade structures or picnic tables that does not require such expertise, but if we are looking at a major restructuring of Fort Rock Park to ensure that it all flows and comes together, we want to be careful about it and not just haphazardly add projects here and there.

Director Pederson also noted that one of the priorities for him is that we have a few aging pieces in our system, and he believes these items should receive a high priority status in being addressed to ensure the quality in our image. If we have an aging item and/or amenity that is not being utilized and is not the quality we desire we need to get those removed and simultaneously be looking at what we want to replace said items/amenities with to ensure the image of Sunriver is upheld.

Director Mobley added what the current information has done and which is going to be acted on by this Board makes this board and its positions more attractive because of the quality of work and promise for the future that this plan holds. Hopefully it will be encouragement for owners who might be considering running for a board position to throw their hat in the ring. Director Mobley commended the consultants and the taskforce for the very comprehensive document. He has read through it twice and noted that it is exciting and wonderful for Sunriver's future.

Bob Stillson, a member of the task force noted how impressed he was with Matt Hastie's knowledge of Sunriver and how it works as well as his ability to listen and hear all the input provided. Mr. Stillson also noted the importance of having the owner input and feedback and task forces that have a specific project and/or goal with a time frame associated are attractive assignments for owners such as himself.

Additionally, he wonders if it might be a good idea to do another comprehensive owner survey to see what the current thinking is and determine if priorities have changed for the owners since the last survey. Lastly, he agrees with Director Mobley's comment about potentially attracting new board members with such an attractive future, as long as it's not a matter of self-interest.

Sunriver You will be doing a presentation of the Parks & Rec Master Plan on Tuesday, May 9th via Zoom. Details on how to register for this virtual event can be found at www.sunriveryou.com.

Mr. Hastie noted his appreciation for this opportunity to work with SROA on this project and expressed his thanks to staff and the taskforce members for all their efforts.

This item is on the agenda for action tomorrow.

The Board thanked Mr. Hastie along with all the taskforce members for all of their hard work in creating this important and exciting plan.

ADMISSIONS MODEL WORKGROUP UPDATE

Assistant GM Keith Kessar is provided a breakdown of recreation statistics for the month of February.

As of February 28, 2023, a total of 2,562 Member Preference Program (MPP) cards have either been purchased or renewed. Of that total, 2,010 were renewals and 212 were new cards. The remainder are extended household passes or long-term renter passes. This is 168 more than the end of February of 2022 and the increase in the cost of the MPP card has resulted in very few complaints. At the end of February, the MPP revenue totaled \$600,955 or 36.4% of the annual budget. We will see another bump up in these numbers as spring break gets closer and Mr. Kessar is also noted that 70% of our use at SHARC in regard to attendance actually comes after July 1st.

In regard to the 2023 Recreation Plus Program (RPP), as of February 28, 2023, there were 844 homes and/or condominiums signed up on the program. Last year at the same time there were 789 properties participating in the program. Mr. Kessar is also provided a breakdown of the RPP's by the number of bedrooms. Revenue at the end of February stands at \$2,252,660 or 91.9% of the 2023 budget.

Gate revenue is currently sitting at \$13,186 against a budget of \$587,050. This is good news given the fact that we did not allow for any gate revenues for two full years due to COVID restrictions on the number of attendees allowed in the facility at a time.

SHARC hosted a total of 7,419 attendees to the facility in the month of February compared to 5,370 in 2022 when SHARC was still affected by COVID restrictions that were in place. Of that number, 2,902 were owners, 3,321 were RPP pass holders, 71 were member guests, 289 were extended family, 241 were gate admissions and 56 were Central Oregon Sunday users. Year to date, overall attendance is up by a total of 4,845 guests over February of 2022.

Through the end of February 2023, staff had issued 12,970 paper guest passes and of those 978 have been redeemed at SHARC. As a point of clarification, it was noted that it is 20 guest passes per property not 20 guest passes per owner.

Event revenue through the end of February totaled \$6,304. The Board met the new Events Coordinator Alexandra Haupt at last month's work session. She is doing a great job of bringing some events to SHARC and also promoting for the upcoming season.

Mr. Kessarlis reminded the group that owners can update their MPP card in a variety of ways. It can be done 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. The Member Services office is open seven days a week from 9:00 A.M.– 4:30 P.M.

The Board thanked Assistant GM Kessarlis for his consistently thorough reporting of these important statistics.

RECREATION STAFFING UPDATE

Recreation Department Director Leigh Anne Dennis was in attendance and reported that last year she came before the Board with a heartfelt request for more dollars to be available to attract and keep lifeguards and other SHARC personnel. The Board listened and responded, and Ms. Dennis is happy to report that things are going great. As an example, she noted that at this time last year, we had 14 hours of lap swim time per week available for members and their guests. Currently we have 34 hours available for the exact same weekly time frame.

Also, any of the Board members who frequent the SHARC facility will recall the less than desirable line of people waiting outside the doors for their session to begin in the facility. We no longer have to limit the number of people allowed so that line has gone away, and everything is going really well.

As far as staffing goes, Ms. Dennis noted that last year at this time there were four full-time and five part-time aquatics staff members. Currently we have two full-time and 17 part-time staff members, which has allowed the facility to operate fully and deliver a wonderful product and experience.

We have two staff members in LaPine today at the high school career fair which is being held again after a three-year hiatus due to the pandemic. They reached out to us with an invite which speaks to the fact that the word is getting out there that SROA is a wonderful place to work.

The Aquatics Director position is currently open with a job offer pending in the next two to three days so hopefully that position will be filled soon, and we can get that person on board and up to speed by summer.

Bottom line, the competitive wages, referral bonus, and summer stay/return bonus have all worked in our favor to attract and keep employees in the aquatics department. Ms. Dennis noted an article in the most recent edition of Parks & Recreation magazine that says pay is the number one driver along with culture, flexibility, and an acceptable work/life balance. Ms. Dennis commented that especially for lifeguard/aquatic staff the ability to work but still take some time off during the summer months is vitally important and management encourages, and likes being able to offer that flexibility as long as managers know in advance, shifts are covered, and operations are not affected.

Ms. Dennis is immensely proud of the progress made overall in the past year. We currently have two attendants who are enrolled in the lifeguard class that will be held over spring break. Additionally, we have two lifeguards who will be moving into head lifeguard positions. Overall, there is a good process in place and things are looking good as we move toward the summer months. A lifeguard training class will be held March 27th – 31st at SHARC. Details can be found on the SHARC website, www.sunriversharc.com. The next set of lifeguard classes will be held in May.

Director Hayes, at the risk of sounding like a broken record, noted what an amazing job Ms. Dennis has done and continues to do since she came on board. Ms. Hayes suggested keeping a very close eye on how things go this summer and if issues or items arise that the Board may be able to assist with, she hopes Ms. Dennis would not hesitate to make the GM and the Board aware of any challenges they may be able to assist with. Ms. Dennis noted her appreciation for that support and added that one of the challenges they face is competition with other businesses in the Village where an employee makes tips as part of their wages. Some are making up to \$35 per hour when their tips are figured in and we can't directly compete with that. It is something we have to keep in mind when talking with potential employees.

Director Mobley also noted his appreciation for having Ms. Dennis back in the Recreation Director position at SHARC.

The Board thanked Ms. Dennis for attending and providing this update today.

SUNRIVER PHYSICAL ADDRESS – DISCUSSION

GM Lewis reported there were some follow-up questions the Board had after the February meetings. Staff followed up on those and the Board was provided with a breakdown of the responses/answers to those questions. GM Lewis noted most of the answers were what was expected since SROA has explored this issue on more than one occasion and unfortunately the USPS has decreased their services in recent years instead of increasing them.

A call to the Bend postmasters office inquiring as to the possibility of either door-to-door or cluster box delivery in Sunriver was met with an emphatic “no” with post office personnel citing the reasons vetted in previous years along with a chronic shortage of mail carrier staff. “We can barely deliver mail to the routes we currently have” was the response received when the inquiry was made in late February.

Staff were informed by USPS personnel that the USPS does manage a master mail list database and it is up to individual companies to utilize the USPS list and update their files on a regular basis. When specifically asked whether Sunriver physical addresses could be added to the master database, the response was: “No...the USPS database is based on PO Boxes and address with street delivery only. Without street delivery the address cannot be placed into the database at all. When specifically asked if there was anything an owner or SROA could do on their end, such as filing the physical address with USPS, the answer was again “no.”

USPS personnel also noted that it is the responsibility of the person ordering something online to determine, prior to ordering, how that company ships their packages and then use the appropriate information. If a physical address is kicked back or considered invalid, they need to contact that company directly.

As far as current capacity, there are currently 350 post office boxes available at the USPS location in the Sunriver Business Park, 175 at Postal Connections with the ability to add up to 400 boxes and while the Marketplace has over 900 boxes only one was available for rent at the end of February.

President Beenen remains convinced that the USPS has come to the conclusion that Sunriver owners need to be second-class citizens. The kind of thing that is most typically offered in almost any other location is not available to Sunriver residents and it doesn't sit right with him.

Director Mobley noted he had a similar experience with an HOA on the Oregon coast where after five years of negotiating, the USPS agreed to deliver mail to cluster boxes at the condominiums but when it came time to actually deliver the mail, the USPS backed out.

President Beenen noted while he is sympathetic to the post office and their ability to attract and retain employees, it seems to him that there should be a relatively simple solution so that Sunriver owners can fill in an online form and have the stuff delivered to the right location which is what really continues to bother him. The information the USPS provided noting it is the responsibility of the person ordering something to do the leg work to find out how their package will be shipped is ridiculous to him and is something we have no control over.

Director De Alicante commented that we are not privy to the contracts that different carriers have with different companies, and if people do order something expecting it to be delivered by FedEx or UPS and if the last leg of a packages journey is then in the post offices hands, that person will not receive the package unless they have a PO box.

Director Beard wonders why they can't be cross-checked. This goes back to the issue of the USPS's unwillingness to add all the Sunriver addresses to their database since they don't deliver mail to those addresses, meaning there is nothing to cross-check it with. In President Beenen's mind there is a whole lot of relatively simple things that could be done that would make life a whole lot easier for owners but the post office has taken a "emphatic no" on it.

GM Lewis added that as an Association, SROA could, on behalf of the owners, provide a list of requests/changes we would like to see made in our service. GM Lewis does not believe a task force is necessary as we already know what it is some would like to see changed.

President Beenen went on to point out that after reading the information provided to the Board, maybe we're now at the point where what we need to do is write a dear congressman letter and point out that Sunriver is comprised of tax paying citizens who are basically being told by the post office that it's all up to us to figure out exactly how our mail is going to be delivered.

Director De Alicante asked, is this a mail question or is this an online ordering question? It seems to him that we didn't start having this issue until so many people started shopping online. To President Beenen this type of delivery arbitrage is not going to go away and is going to continue to take place going forward and we have no control over it as consumers and every other address who receives mail delivery to their home or to a cluster box is unimpacted. Director De Alicante noted that it was due to the delivery issues he started having a couple years ago that convinced him to get a PMB at the Market Place so if something is delivered there instead, he will receive it.

Director Pederson also noted that it is not only Sunriver residents who deal with package issues and that people living in the Three Rivers area who have a free-standing mailbox or a cluster box have had major package issues as well in the past couple of years.

Director Gillies pointed out that if SROA decides they want to pursue this with the USPS and if SROA were to get the postal service to agree to cluster box delivery, that is an issue as that there has been no decision on whether or not we should have cluster boxes scattered throughout the community. He believes that needs to be decided prior to approaching the USPS with a list of things we want from them. President Beenen commented he is not advocating for cluster boxes he just thinks there should be a way to enter his address and independent of how it is delivered, it gets delivered. Director Gillies commented that he includes his box number along with his five-digit physical address on anything he orders, and he never has a problem getting his packages delivered. Director Beard said she does the same but some of her orders have been returned. President Beenen acquiesced that some people don't have problems receiving deliveries, but clearly there are some Sunriver residents who do have problems.

Director Ishmael believes we should notify UPS and FedEx about these addresses and ask them to include those because while he receives almost everything, in the last two weeks he has had three packages that say they have been delivered and they have not. He believes this is where the disconnect is as you have got to enter the full address on either one of those and they say it doesn't recognize it.

President Beenen commented that it was reported last month that FedEx and UPS have improved their translation table in the last couple of years to allow their drivers to deal with either the one or two digit versus the five-digit address and deliver packages to the correct address without the daily assistance of SROA. In general, he believes that it works but he had an experience about a year ago where he ordered something and was tracking it online. When it said it had been delivered, he looked outside his front door, and nothing was there. The next day he spoke with the UPS delivery person who said that the previous day there had been a UPS employee who had no prior experience working in Sunriver on shift who didn't understand the one/two digit versus five-digit system. Director Gillies wondered if this were not a UPS problem not an address problem.

Director Pederson commented that in relation to cost, at the Market Place a small box costs \$170, a medium box is \$220 and a large box is \$340 per year. If you rent the smallest box, they handle your packages and inform you via email or a package slip in your box that your package has arrived, and they hold it for you until you pick it up.

All told, President Beenen does not feel the Board received reasonable answers to the questions asked. Further discussion was held on a possible letter writing campaign to postal officials, elected officials or even the postal inspector in Seattle as well as the idea of cluster boxes and the fact that approximately 20% or those would be utilized while the other 80% sit empty. Director Burke noted he doesn't think too many non-resident owners are going to want to subsidize the purchase, installation, maintenance, and upkeep of a box they never intend to use. The rough costs to purchase cluster boxes for Sunriver were approximated at \$400k which does not include the installation and/or maintenance. Additionally, there are two previous surveys of owners who indicated they do not want cluster boxes all over Sunriver so he feels it would be important to survey owners about how they feel today to determine if previous feelings have significantly changed.

Director Burke also noted that in the letter received from Signa Gibson she mentions a conversation with an SSD Officer clarifying the five-digit versus one/two-digit address has caused some confusion and is without district support. It is Director Burke's understanding that it is not an issue for our police and fire departments. President Beenen agreed and noted that Fire Chief Moor commented at yesterday's SSD meeting that he is in favor of maintaining the one/two-digit addresses.

President Beenen directed the GM to put together a one-page summary of what it is SROA wants, pushing more on the address issue than on the home delivery issue.

SPECIAL ELECTION RESULTS

GM Lewis noted this item is on the agenda for action at tomorrow's meeting. He reviewed the results of the election commenting that the Bulk Agreement measure with TDS passed with 89.1% of those who voted approving it and the changes to the Consolidated Plan removing any discriminatory language passed with 90.4% of those who voted approving the changes. Election Committee Chair Patty Smith, who was in attendance, said the ballot counting process all went very well. This item is on the agenda for approval of the results at tomorrow's meeting.

DESIGN COMMITTEE MANUAL OF RULES & PROCEDURES – FINAL
DRAFT/DISCUSSION

GM Lewis kicked this subject off reminding the Board that back in 2021, the decision was made to conduct a thorough review of the Design Manual of Rules & Procedures. This document has been added to and modified many times since it was first introduced over 40 years ago, but it has not received a complete review and analysis since its inception. Times have changed and so must processes. The overall intent was to look at something that was heavily process laden and minimize the process for those things to make them simpler, more efficient, and more cost effective for the owner.

A consultant was hired late last summer, and a task force was created made up of permanent and part-time residents, builders, architects, real estate agents and staff. Director Gillies served as the board liaison to the taskforce which also included members of the Design Committee. The consultant did a great job facilitating the initial meetings and assisting in developing an initial draft. It was clear, however, at the end of the consultant's contract that there was a lot more input from the taskforce that needed to be taken into consideration and vetted thoroughly. The task force held a total of 24 meetings including subsequent meetings with the Design Committee. This all adds up to over 1,000 hours of time that has gone into this document.

The Community Development staff members present as well as Design Committee Chair Curt Wolf were in attendance and were very happy to be bringing this document to the Board which will hopefully make things easier overall for owners, contractors, builders, staff, and the Design Committee.

Assistant GM Kessarlis added that the purpose of this rewrite is to maintain the high design aesthetics and integrity of the community itself. The goal was to streamline the process while ensuring those items stay in place.

Assistant GM Kessarlis noted that the Community Development staff members also took part in this effort which allowed them to be included in all the input from the task force and proved very helpful. What is being presented today is a more clearly identified and streamlined process that will be more easily understandable for people applying for projects. Staff will be redesigning all the forms, both the online and hard copy versions, so applicants can see specifically how much easier it is to apply for those applications.

Assistant GM Kessarlis highlighted a few of the changes. Historically we have had a list of four mandatory requirements to which two more have been added. One is that all AC units must be screened and the second is the addition of the new firewood rule. Additionally, a clearer definition of "grandfathering" has been added and a number of construction deposit requirements have been removed from the document. These are for over-the-counter reviews or projects that do not require going before the Design Committee. In the past these types of projects averaged approximately 800-900 per year and most required a refundable \$200 construction deposit. This adds up to a significant amount of Community Development and Accounting staff time to process the paperwork necessary to facilitate the receipt of and eventual refund of the deposit.

Rear setbacks have been updated and a whole new exterior paint color process is being initiated. This will provide 16 body colors along with four trim colors per body color and accent colors to choose from. Custom exterior colors will no longer be allowed which is a big change to the current practice. Design Committee Chair Curt Wolf added that a lot of people have their own special color they want, and an immense amount of committee time was being spent deciding about colors at the committee level itself. This will simplify the process for everyone involved.

There is also new language regarding exterior enclosures such as a dog run, storage area, or hot tub that the maximum is 350 square feet for each of those combined areas. That does not include trash or AC enclosures. A note has been made in reference to landscaping that it is highly recommended that people consider xeriscaping which means basically using drought resistant native plants that require little to no irrigation. We want to encourage people to embrace the natural versus sodded lawns that require a lot of irrigation in the summer months.

Lot coverage information has also been updated. Maximum lot coverage is still 35% of any structure 12 inches above grade but a floor area ratio component has been added. Basically, that means there's a maximum 45% of your floor area that includes all the walls/structure of a home compared to the square footage of the property. In essence what that does is prohibit someone from building a giant-sized home on a small lot.

Four new categories have been added: Affixed golf nets, electric vehicle charging, pergolas, arbors and trellises and outdoor kitchens. These are items that come up regularly but for which there was not a specific category or definition in the prior plan. Additionally, in the past, commercial was tied in with condominiums or town homes and those have now been separated out. Commercial includes things such as the Village, Resort, Nature Center, Market Place, etc. Any commercial property over 8,000 square foot applying for an addition or any new construction will require notifications go out to all owners instead of just those within 500 feet of the project, as something of that size can impact the broader community.

Also new is the addition of a table/chart that will assist people when they want to apply for different types of projects by indicating where in the Design Manual, they can find information on the specific type of project they are doing, what type of review is required, and the timeline of the SROA building permit. A Type 1 review is an over-the-counter review that can be reviewed by staff. These are smaller type projects, and this change will speed up the time frame for an owner to get a decision on a project. Type 2-A is a review that one Design Committee member can decide on. A Type 2-B project will go before the Design Committee at the end of a regularly scheduled meeting so all the Design Committee members will be able to review it, but it won't be an agenda item. The items that will be full agenda items going forward will be enclosed additions over 600 square feet and any new construction. What that will do in the long run is eliminate projects such as hot tubs, decks, etc. from having to go on the agenda thus allowing the process to move forward in a faster manner. There will also be standards set for those types of projects so if a person meets those standards, it will be a lot easier for one Design Committee member or the whole committee administratively to review the project. Lower-level decisions could be upgraded to a Type 3 if it is determined they need to move up to a full committee agenda item.

Overall, the goal has been to make the whole process smoother and more efficient while maintaining the integrity of the community and ensuring the processes we have in place benefit the community as a whole.

Design Committee Chair Curt Wolf noted his appreciation to the Board for authorizing both the expenditure of money on the consultant and the expenditure of staff time necessary to complete this process. It was a long and involved process and it's not done yet. The Design Committee did vote in the affirmative last Friday to send the document to the Board for approval and Chair Wolf understands there will be changes or modifications necessary moving forward but he believes these revisions will make it easier for the general populace of the Sunriver community to get projects approved and get them completed without difficulty.

GM Lewis noted that while we have talked about all the players that were involved in creating and reviewing this document, we also had a public virtual forum back in November that was very well attended. Additionally, drafts of the document have been up on the SROA website since November as

well. We have received very few comments since the draft was posted and in fact most comments received to date have been of a positive nature with owners happy that the process will be less cumbersome and that the review timeline will speed up. GM Lewis commented that this item is on the agenda tomorrow for approval of a first reading which will be followed by a 60-day comment period for owners. It is scheduled to come back to the Board for a second reading in May.

President Beenen thanked everyone who assisted in this effort noting the huge amount of work required to accomplish it. He's very happy to see that shake roofs must all be replaced by 2030 as he sees that as a significant fire hazard inside of Sunriver but also wonders if there shouldn't be a cap on grandfathering of items. Perhaps whatever it is goes away if the property changes hands. It's something he believes should be considered. GM Lewis commented that they did consider this but felt it could end up being monetarily restrictive for the purchaser of a property if they are informed after the sale that certain things on the property they purchased are no longer allowed. Director Gillies pointed out that the way to avoid that is by having a property for sale inspection done. Currently that inspection is not mandatory and is optional.

Director Gillies noted this document is two-fold as far as we keep talking about saving time for the committee and staff. It alleviates a lot of that because an owner doesn't have to go through all of the approvals, etc. because of the decisions that are made here that were previously ambiguous. The other side of it is that it will really help homeowners to know what's required and/or allowed. Design Committee Chair Wolf added that the addition of a definition section to the document should also prove very helpful.

The Board and staff held further discussion on different areas of the document and the Board noted a few modifications to consider. The Board also had several questions for staff and staff members were able to clarify several points for them. The Board thanked everyone involved for their hard work on this document.

This item is on the agenda for approval of a first reading at tomorrow's meeting. If the first reading is approved, the document will then be posted to the SROA website, www.sunriverowners.org, for 60-days to receive owner input and will then come back to the Board in May for a second reading.

SUNRIVER RULES & REGULATIONS – SECTIONS 1.05 & 4.02 DISCUSSION

GM Lewis reported that as an outcome of the update/re-write of the Sunriver Design Manual of Rules & Procedures, certain portions thereof have been deemed better suited for inclusion in the SR Rules & Regulations. The reason is that some provisions in the current Design Manual are not architectural elements of the structure or permanent elements of the property. Nor are they subject to review by the Design Committee under the provisions of the Design Manual. Nonetheless, such elements are important to the community and need to be regulated.

This item is on the agenda for approval of a first reading at tomorrow's meeting. If the first reading is approved, the proposed changes will be posted to the SROA website, www.sunriverowners.org, for 60-days to receive owner input and it will then come back to the Board in May for a second reading.

REVIEW OF 3/18/ 23 BOARD MEETING AGENDA

The Board reviewed the agenda for tomorrow's meeting.

OTHER BUSINESS

Public Works Director Mark Smith joined the meeting to report on the state of the roof of the annex building adjacent to the roundhouse that the public works staff is planning to move into temporarily. Currently the roof on that building is a shake roof that is in quite rough condition. Due to the fact that previous plans called for the demolition of that building to provide space for the new recycle center that

failed, replacing the roof was never included in our reserves. Upon further exploration, the determination has been made that the structure itself is really sound and the plans are now to use that as a storage facility once the public works renovations are complete. Staff would like to get the roof replaced as soon as possible as opposed to waiting to find out where it lands after the reserve specialist is here this summer and does a full reserve study. Mr. Smith has received a bid in the amount of \$43,957 to replace the current roof with a metal standing seam roof. Mr. Smith would like to move forward with that project this year and hopefully get the work done before the public works staff moves to that building during the construction on the new addition/building. There is money budgeted in 2025, approximately \$1.1 million that was put there to create some additional storage but having now identified that the current building will work for storage needs we can avoid spending the \$1.1 million in 2025. President Beenen noted this is a capital item that should be addressed as we do need to get rid of shake roofs. If need be, the capital budget can be amended down the road. Mr. Smith noted we have received a significant number of complaints about SROA owning a building with a shake roof so this replacement will be well received.

ADJOURN

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

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

The public meeting recessed at 12:07 P.M.

The public meeting resumed at 1:50 P.M.

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

Director Mobley moved to adjourn the meeting. Seconded by Director De Alicante, the motion passed unanimously.

The public meeting adjourned at 1:51 P.M.

Respectfully submitted,

Scott Gillies, SROA Secretary