# SUNRIVER OWNERS ASSOCIATION BOARD OF DIRECTORS WORK SESSION SROA BOARD ROOM JULY 14, 2023

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

**DIRECTORS PRESENT VIA ZOOM:** Tony De Alicante

**STAFF:** James Lewis, Keith Kessaris, Mark Smith, Leigh Anne Dennis, Rebecca Maloney, Kellie Allen, Susan Berger, & Jesus Mendoza

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

**OWNERS IN ATTENDANCE: 12** 

#### **OWNERS FORUM**

Randy Schneider, 6 Dixie Mountain Lane addressed the need for a dog park Mr. Schneider stated that initially, a park could be created near the SROA boat launch and be made available to owners only. This could serve as a model for an eventual/additional park for all users.

Chuck Swenson, 19 Quelah Lane thanked staff for addressing the new Public Works building development issues with the surrounding neighbors. He also addressed the existing recycling facility and the noise associated with such. In particular, he cited the early morning hours that the facility is serviced by the purveyor and reported that this morning the service was at 4:50 A.M. (usually at 6:00 A.M.). The noise of breaking glass and the loading/unloading of the collection bins is very disruptive. He suggested that this service follow the Sunriver construction hours of 7:30 A.M. – 7:00 P.M., or that the facility be removed.

Kevin Baker, 42 Oregon Loop Lane addressed an incident at Mary McCallum park where he was addressed by a SROA Board member regarding backing his pick-up into an area near the pavilion to load after a family picnic. Mr. Baker stated that he was confronted about loading watercraft and was told he could not do so at the Owners Park. Mr. Baker went on to say he leaves his kayaks on his trailer all summer, so he doesn't have to constantly load and unload them, and on the day in question he was not utilizing the watercraft. Mr. Baker stated that his family was also addressed in a manner that he felt was confrontational and unacceptable.

Gwen Gamble, 34 Evergreen Loop noted she moderates the SROA candidate forums for Sunriver You and she asked how SROA will fulfill its duty to maintain the integrity of the Board of Directors election after an email was sent to some owners endorsing a particular candidate with that email using the SROA logo and address which was not authorized by SROA. She believes that a clarifying email sent to owners from SROA did not negate the damage caused to the integrity of the election.

Paul Conte, 8 McKenzie Lane stated multiple questions/comments regarding the SROA Design Manual of Rules & Procedures and the provisions for physical plant protections, there were:

- What are the plans to eradicate cheatgrass?
- What is the definition of "cage" as used in the Design Manual?
- At their June meeting, why didn't the Board vote on the action to ask the Design Committee to address the plant protection provisions again in the Design Manual?
- Why must dog runs be connected to the primary structure? This is additional visual impact over a smaller fence.

- How many complaints has SROA gotten on plant protections in the past ten years?
- Requested a summary of owner comments received about plant enclosures.
- Requested minutes from Design Manual Taskforce meetings.

GM Lewis read one letter into the record from Daniel Kozie, 4 Hummingbird Lane wrote in favor of allowing physical defensive structures to protect native trees, plants, and wildflowers.

# SUNRIVER PROPERTY MANAGER UPDATE STACY WESSON – CASCARA VACTION RENTALS

GM Lewis introduced Stacy Wesson, General Manager of Cascara Vacation Rentals in Sunriver. Stacy thanked the Board for this opportunity to provide an update from a property managers perspective.

Ms. Wesson noted that her family started their company, Cascara, which was formerly known as Sunray Vacation rentals, 38 years ago. She grew up in Sunriver and her father is a past SROA board member.

Ms. Wesson knows there have been times in the past where there was some contention between owners and property management companies and as for Cascara, they want to help bridge that gap and help in making a connection with owners. While we all know that visitors are essential to the economy in Sunriver. She believes that sometimes gets overlooked.

There are a lot more players in the nightly rental game nowadays, some of whom are not as dedicated to their responsibilities as others. Cascara, as a full-service property manager maintains homes, is very ownercentric and vet their guests through a system called Guest Ranger that eliminates underage individuals from renting homes as well as warding off credit card fraud and other helpful features.

Cascara recently became part of the 100 Collection which is a nationwide group that is hand picking vacation rental companies that are dedicated to a gold standard of taking care of the homes, taking care of the guests, and taking care of the community. Ms. Wesson was happy to report that her company was hand picked for that distinction over the other companies in Sunriver and it is very gratifying to see their hard work result in this distinction.

Ms. Wesson participated on the SROA taskforce for Rules & Regulations Awareness where the Nuisance Property rule was developed. As a property manager, they do not want their renters to affect owners. Cascara goes to great lengths to provide and stress the importance of the rules and regulations of the community to their guests. This is not an easy task as when people are arriving for their vacation they are not necessarily thinking about rules. They provide the information when the booking is made and again when the visitor checks in. Additionally, Ms. Wesson is planning to do an educational video this year that will be provided to guests giving them information about the basic rules and regulations of the community.

As was mentioned earlier, there are a number of tech companies that have started nightly rental businesses in Sunriver in the past few years. These are not the same as a property management company that takes care of all the needs of a given property and instead are basically like a booking channel. Unfortunately, that has ended up giving rental companies as a whole a bad rap which is frustrating for a company such as Cascara that works hard to be a community player. One of the things Ms. Wesson has to deal with on a regular basis is hearing about a violation at one of their properties long after the violation occurs, leaving her with no way to deal with it after the fact.

Ms. Wesson recognized that not all property managers are or have been overly receptive to dealing with issues at their managed properties in the past. While she can only speak for Cascara, she knows there is a much more concerted effort on behalf of the property managers to work with the police and SROA to

address issues with their renters/rentals in a timely manner such as posting Sunriver quiet hour signs, etc. to remind guests they are staying in a community that is also home to a number of full-time residents.

Ms. Wesson also noted that she is meeting regularly with some of the other Sunriver property managers to work on ways to better educate guests before they arrive in the community. Ms. Wesson worked with the SR Fire Department on creating magnets that go on the refrigerator that includes a QR code that guests can click on so that they receive any emergency alerts that might get sent out. While a lot has been done, she believes there are other things we can do together and hopes that some of that angst between property managers and owners/SROA can go away as we try to find solutions together.

In answer to a question from Director Hays, Ms. Wesson reported that Cascara will start utilizing the side-yard recycling program in the coming weeks. They have a fairly new operations manager she has been trying to get up to speed so that has pushed some things back a bit. Cascara plans on providing a can for recyclable materials in the garage of the unit. There will be ample signage to accompany the can instructing the guest on what can and cannot be recycled. On garbage day, either Cascara staff or the renter, if the unit is occupied, will pull the container out next to the garbage enclosure and return it after it has been emptied. That is the only way to make this program work for their company and currently if a unit does not have a garage and/or the owner has not enlarged the garbage enclosure, that property will not participate until their garbage enclosure has been enlarged. Ms. Wesson knows some of the management companies in Sunriver have chosen not to participate in the program and she cannot personally speak to the reason why.

As far as what advice would she give to other owners who rent their properties out; she noted how important it is to have someone who checks on your home at least once a week. There are a number of companies in the area that will do security checks on homes, and it is something Ms. Wesson definitely recommends illustrating such with the story of an owner who fired their property manager and waited four months before hiring Cascara. When Ms. Wesson initially went to the home, one of the upper floor bathrooms had a leak which had caused not only a huge black mold problem, but also the entire upper floor bathroom to collapse and fall to the main floor of the dwelling. Another example is critters such as raccoons getting under the house and tearing insulation, wiring, etc. up. If nothing else, get your home checked on a weekly basis if you are a non-resident owner.

GM Lewis noted his appreciation for Ms. Wesson's perspective given her history of Sunriver and her willingness to take part in activities that affect the community as a whole. The Board thanked Ms. Wesson for attending the meeting today and providing this update. Ms. Wesson has invited both GM Lewis and Communications Director Susan Berger to sit in on the meetings with some of the other property managers to further foster that relationship.

# NOMINATING COMMITTEE RECOMMENDATION TO SUNRIVER SERVICE DISTRICT (SSD) POSITION #5

GM Lewis reported that Nominating Committee Chair Holly Hendricks is currently traveling and was not able to be here today, but she provided a statement on behalf of the committee:

TO: SROA Board of Directors

The Nominating Committee met yesterday, June 12<sup>th</sup>, and interviewed two candidates for the one open position on the SSD Managing Board this year.

We recommend Denney Kelley, who has an extensive background in policing leadership, be appointed to the SSD.

Both candidates were well qualified, but Mr. Kelley has demonstrated experience in a similar organization (Black Butte) and is cognizant of areas where he may need to defer to other SSD Board members who are more knowledgeable or experienced.

We think he would be a good addition to the SSD Managing Board at this time.

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

### ADMISSIONS MODEL WORKGROUP UPDATE

Assistant GM Keith Kessaris provided a breakdown of recreation statistics for the month of June.

As of June 30, 2023, a total of 5,830 Member Preference Program (MPP) cards have either been purchased or renewed. Of that total, 4,716 were renewals and 482 were new cards. The remainder are extended household, long-term renter, or commercial passes. This is 156 more than the end of June 2022. At the end of June, the MPP revenue totaled \$487,135 or 81% of the annual budget and 5% ahead of the same time last year. Mr. Kessaris also reminded the Board that 70% of our use at SHARC in regard to attendance actually comes after July 1<sup>st</sup> and goes through the end of the year.

In regard to the 2023 Recreation Plus Program (RPP), as of June 30, 2023, there were 913 homes and/or condominiums signed up on the program. Last year at the same time there were 906 properties participating in the program. Mr. Kessaris also provided a breakdown of the RPP's by the number of bedrooms. Revenue at the end of June stands at \$2,434,868 or 99.3% of the 2023 budget. We may get a few more properties participating this year, but the majority of owners who plan to participate in the RPP program have signed up.

Gate revenue is currently sitting at \$137,808 or 23.5.% of the budgeted \$587,050. Mr. Kessaris reminded the Board that the majority of our gate revenue comes after school is out and vacationers start arriving.

SHARC hosted a total of 28,001 attendees to the facility in the month of June compared to 28,881 in 2022. Of that number, 3,540 were owners, 19,316 were RPP pass holders, 131 were member guests, 335 were extended family, and 2,892 were gate admissions. Year to date, overall attendance is at 70,418, an increase of 6,537 guests over 2022 despite a week of weather in June when temperatures were in the 60's and not many people chose to swim.

The Member Pool attendance for June was 2,449 compared to 2,800 in 2022. Overall attendance for the Member Pool for 2022 from June through September was 20,039 visitors.

By the end of June 2023, staff had issued 39,930 paper guest passes and of those 3,160 have been redeemed at SHARC and 444 have been redeemed at the Member Pool.

Mr. Kessaris 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.

Facility event space rentals are down compared to 2022 by \$28,597. This is due in part to the fact that we did not have our Events Manager, Alexandra Haupt, on board until mid-February along with a reduced number of requests for meetings and/or events. July and August look very solid with a number of events already on the books so some of that deficit will be made up going forward. Ms. Haupt is doing a great job really engaging with owners. Also contributing to the lower-than-expected revenues is the fact that we have

had a lot more owner events than general public events and owners receive a discounted rate on space rentals.

Turf Tunes have been going great and have been well received with over 400 people attending the last one. There are two more scheduled in the coming weeks.

The Board thanked Assistant GM Kessaris for his report and update.

## TRANSIENT ROOM TAX (TRT) TASKFORCE UPDATE

GM Lewis reported that there has not been much activity since the report provided to the Board at the June meeting. As a reminder, GM Lewis noted that members of the taskforce have met with all three of the Deschutes County Commissioners to make a case for why Sunriver is due a portion of the TRT dollars.

President Beenen noted that since the June meeting the County was granted \$15 million dollars by the state of Oregon to go towards the courthouse expansion project. When the taskforce met with county representatives that was one of the things that they said could change their perspective so a follow-up with the commissioners should be scheduled.

Additionally, SROA legal counsel is studying the issue in depth, and we are in conversations with them in that regard. A meeting is scheduled with legal counsel for next week and the taskforce will have a follow-up meeting after that.

## SSD GROUND LEASE, FIRE STATION BILL OF SALE, MEMO OF GROUND LEASE

GM Lewis reported he attended the SSD Managing Board meeting on Thursday and the SSD Managing Board reviewed and approved these very same documents that the SROA Board has. The document was provided to the SROA Board earlier this week for review.

GM Lewis reminded the Board of the MOU that was approved last year that determined how we were going to dispose of the fire station building, lease the property, future considerations for renegotiation, the process for if the SSD decides to sell the building at some point in the future among other items.

The main provisions are that SROA will sell the fire station building to the SSD for \$1. The SSD will then lease the land under the building from SROA for \$40k per year for 30 years at which time the lease can be renegotiated or if renegotiation can't be reached there is a provision that the ground would be leased from SROA for 50% of the market value. There is also a right of first refusal built in for SROA to purchase the property back for \$1 should the SSD decide they want to sell the building or cease to operate the building as a public safety facility at some point in the future. Additionally, as part of the new ground lease, the existing lease for the Fire Department will automatically terminate once the new agreement is signed. The Police Department lease will stay in place until such time as they move into the new facility. There is a provision in the MOU that SROA will revise the Police Department lease to \$1250 per month, reduced from the \$1263.05 they currently pay. The initial term of the ground lease under the new Public Safety building is for 99 years followed by an automatic 50-year renewal.

This item is on the agenda for action at tomorrows meeting.

## PLANT PROTECTIONS – DESIGN COMMITTEE REVIEW UPDATE

Assistant GM Kessaris reported the Design Committee received the direction from the Board to revisit plant protections in the new Design Manual of Rules & Procedures at their most recent meeting on June 23<sup>rd</sup>. Mr. Kessaris reminded the Board that the current version of the manual does not allow for any plant protections. The committee took this subject up after their regular meeting on the 23<sup>rd</sup> of June and the takeaway from that discussion was that each individual Design Committee member was instructed to go

back and do some research on their own which will look at the potential of adding some language that would be appropriate for the manual and for the community as a whole from an aesthetic standpoint.

Additionally, Assistant GM Kessaris was asked to reach out to neighboring historical communities in Oregon and see how they handle plant protection. Mr. Kessaris has reached out to Black Butte Ranch, Eagle Crest, Brasada Ranch, Tetherow, Caldera Springs, Crosswater, and Mt. Park in Lake Oswego. Mr. Kessaris has compiled and provided the information received to the Design Committee members.

Some of these other communities, such as Caldera Springs allow no protections at all, Black Butte Ranch allows protection on trees only for up to one-year as does Brasada Ranch. Assistant GM Kessaris reached out to Mt. Park in Lake Oswego as we have approximately 75 Sunriver owners who live there. They have primarily deciduous trees and have no restrictions at all in regard to plant protections.

The Design Committee is meeting today at the SHARC facility, which is the first time they have met since they received this most recent direction from the Board. As such, after their regular meeting today they will be reviewing the collective input from each committee member, and they plan to bring a recommendation to the Board at their August meeting.

GM Lewis added that from a staff perspective, the Design Committee members are taking into consideration many, many elements that have been raised by both owners and by the Board. The committee will be having a very broad and open discussion on the issue after their regular meeting today. In addition to what protections might be allowed, the committee will also be looking at the enforcement element of this issue. It is important to not devise a rule that cannot be enforced, however, the committee was instructed that enforcement should be lowest in terms of priority. It will then be up to staff to manage and determine how much workload it will take to enforce and staff will need to work with the Board during budget season to ensure we have adequate staff to enforce these new rules.

President Beenen noted the appreciation of the efforts of the Design Committee in revisiting this issue. In answer to a question from Director Pederson, GM Lewis confirmed that once the recommendation has been brought to the Board, those proposed changes will be posted to the SROA website for 60-days to allow for owner comment. Currently, and during the 60-day comment period, the rule prohibiting plant protections will not be enforced.

Assistant GM Kessaris noted that despite this one rule being revisited, staff members are hearing a lot of positive feedback regarding the new manual and how much smoother, quicker and easier the process is. The checklists that were put in place to assist owners/contractors when filling out the various forms have resulted in a much clearer process and a lot of positive comments.

GM Lewis will also be working with the Design Committee members to ensure that when they issue decisions, they have identified the section of the manual that applies to the project at hand, and that they know how to properly convey the how and why a proposed project meets or does not meet the requirements of that specific section of the manual thus providing the legal basis/rationale to issue a decision. Director Gillies added that the committee has quite a few new members so this will be helpful for them as well as the existing members.

## **ANNUAL MEETING AGENDA DISCUSSION**

GM Lewis reminded the Board that last month he provided the Board with a draft agenda and the Board members were asked to provide GM Lewis with any input they had on this document. To date, GM has not received any additional input from the Board.

Director Ishmael asked about providing an update on the Associations reserves, which is something that will be covered by Director Pederson as part of his Treasurer's report.

## ANNUAL MEETING SEATING FORMAT

President Beenen commented that typically when the annual meeting is held, we have tables/chairs on risers that accommodate the board members and general manager. President Beenen thought it might be nice to instead set up round tables and chairs and have each of the board members sit at different tables. This might provide the opportunity for some good interaction with owners.

A standing podium will be provided for the different board members to utilize if they are presenting information at the meeting and a standing mic will be provided towards the front of the room for owners wanting to address the Board during the owners forum portion of the meeting. The rest of the Board members are fine with this layout and staff will be notified of such so the room can be set up accordingly.

#### OWNER CORRESPONDENCE DISCUSSION

GM Lewis commented that he requested this topic be included on the agenda this month. As we have moved to utilizing more remote meeting capabilities, one thing we have seen as a result is more and more correspondence that owners would like to have read into the record. While today we only had one short submission, last month there were a significant number of submissions, some of which were pages and pages long. Since these comments are provided to the Board in advance of their meeting, GM Lewis would like direction from the Board as to whether the Board wants every submission read into the record in its entirety or can the GM summarize the comments when a submission is lengthy enough that it would go over the three minutes generally allotted to someone wanting to address the Board. Copies of the entire submission will be included in the directors binders so they will have the opportunity to read and review and then address any questions or concerns they may have at the board work session which the Board was fine with.

### **REVIEW 7/15/23 AGENDA**

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

## OTHER BUSINESS – SROA ELECTION

Vice President Burke commented that based upon what he is hearing in the community in regard to the recent inappropriate targeted email that went out to select people in the community as well as some people who aren't Sunriver owners, he would like to have an open discussion regarding the owners behind this action and hear what the rest of the board members think.

Director Hayes said she did not receive the original email and asked the GM to provide a brief timeline of events for her. GM Lewis reported that it was brought to his attention earlier this week after an owner who had received the email forwarded it to an SROA staff member who immediately made GM Lewis aware of the situation. The owner, who initially called, was concerned about SROA putting out a message such as this since the email displayed the SROA logo at the top of the post and the SROA mailing address at the bottom leading this owner to think the email came from SROA although it was signed by the Sunriver Concerned Citizens. The owner was informed that SROA would never send out such an email and would they be willing to forward it so SROA could further investigate the situation which they were willing to do.

GM Lewis forwarded the email to the Board so they would be in the loop should they get calls prior to SROA getting a message out to owners notifying them of what happened and the fact that SROA was aware and looking into who sent the email posing as SROA. GM Lewis also sent an email to Sunriver Concerned Citizens, which he copied the Board on, requesting they make a correction to their original post stating the use and/or implication that SROA sent, was involved in, or endorses the message was in error as well as

removing any connection to SROA via the logo or address. GM Lewis included the chairs of the Nominating and Election Committee chairs on this email as well.

There has been no direct response to that request from the person @ Sunriver Concerned Citizens who originally sent the email, although the GM has been told indirectly that it was taken care of. We do not have a copy of the email sent to clarify the situation.

GM Lewis noted that it would be inappropriate for him to comment other than to make the Board and membership aware of the situation and assure owners that the correspondence did not come from SROA. Director Burke noted that Sunriver Concerned Citizens used SROA's mailing address as their return address and also referred to this as a "special election" which it is not. They further pressed for endorsing one particular candidate. Director Pederson added that it was either an awful lot of carelessness or an act of malicious intent.

Owners, and board members for that matter, can endorse and/or support whoever they want in a board member election. They cannot, however, use the SROA logo and mailing credentials to do so. GM Lewis has asked our legal counsel to look into the issue and advise SROA accordingly.

President Beenen added that there is no provision in the current Bylaws providing the ability to cancel the current election so we are limited in how we can respond. Clearly, it appears there has been an attempt by someone trying to put their thumb on the scale using SROA's information with respect to a specific candidate and it is possible that has influenced some voters. It was also noted that the specific candidate called out in the email is very familiar with election law having been a state representative and a candidate for governor of the state.

The Board held further discussion on the issue and how unfortunate it is that the Board finds itself in this unprecedented territory at SROA. Director Burke added he believes the person/persons behind this stunt owe the Sunriver owners and most especially all those owners who volunteer their time on behalf of SROA an apology, specifically the Nominating and Elections committees as well as the Board and SROA staff. Director Burke does not expect whoever is behind this to be honorable enough to do the right thing and step up and confess but this is what should happen in this situation.

Director De Alicante, when asked if he had anything to add, reported he had received the original email and had deleted and ignored it and he had nothing further to add.

Director Gillies, as one of the incumbent candidates in this year's election commented that he does not know if this email will influence people to vote one way or another. People do have the right to endorse who they choose and there is nothing wrong with that. It's when they attach logos and addresses that don't belong to them and then won't come forward to own it and address the situation that is beyond frustrating. If a person is willing to endorse someone, they should have their name attached to it. It would seem that these person/persons know they did something wrong, yet to date, they have not come forward and acknowledged such.

Hopefully enough people saw the email that was sent from SROA to all owners who are signed up to receive eblasts from SROA clarifying that the original email did not come from SROA. It's truly a shame that this type of behavior has come to Sunriver, however, it could end up having a negative effect on that candidate. More than one of the Board members shared that most people they have talked to about the situation are very angry that it happened and as a result they will not even consider voting for the candidate who was touted in the original email.

The Board held a discussion about revising the SROA Bylaws to prevent something of this nature from happening in the future. Director Burke added that if an owner has tampered with an election, he feels there needs to be a discussion about whether or not that owner would be considered a member in good standing if they are involved in such an activity. He feels that's an honest discussion that needs to happen and while the member in good standing has generally applied to an owner being current on their maintenance/SHARC fees, fines, etc., perhaps that needs to be expanded to include election tampering. He believes the Board owes it to the property owners to have some thought given to what has happened as if it is left unaddressed, it could happen again in some form.

## OTHER BUSINESS – SROA STRATEGIC PLAN TASKFORCE

Assistant GM Kessaris reported that in answer to the call for owner participation on the Strategic Plan Taskforce, he has received 28 applicants so far. The background of owners who applied for the taskforce is fantastic with a lot of talent and expertise available including a number of whom have strategic plan backgrounds. Mr. Kessaris noted how great it is to see how many owners are engaged that want to be part of the process moving forward. Mr. Kessaris also noted that about half of the applicants started out as non-resident owners who are now working toward retirement and becoming full-time owners here in Sunriver. We have a good mix of members who rent their homes, those who don't, and those who live here full-time. Initially, the plan was for 12-15 people on the taskforce, however, that will get bumped up a bit to accommodate board liaison and staff participants.

GM Lewis added that we also will want the perspectives of representatives from the Resort, The Village @ Sunriver, Fire & Police Chiefs, etc. While not homeowners, these folks also have a great stake in Sunriver, and their input will be valuable to the project. GM Lewis asked the Board members to let him know if they have interest in serving as a board liaison to the taskforce.

#### **ADJOURN**

There being no other business, President Beenen asked for a motion to adjourn to executive session to discuss a personnel matter.

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 Mobley, the motion passed unanimously.

The public meeting recessed @ 11:10 A.M.

The public meeting resumed @ 11:36 A.M.

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

<u>Director Mobley moved to adjourn the public meeting.</u> Seconded by Director Ishmael, motion passed unanimously.

The public meeting adjourned at 11:37 A.M.

Respectfully submitted,

Scott Gillies, SROA Secretary