

Sunriver Owners Association Annual Meeting

August 17, 2024



PRESIDENT'S WELCOME

**Gerhard
Beenen**

TODAY'S AGENDA

- I. Introduction to SROA Board of Directors**
- II. Board Service Recognition**
- III. Announcement of 2024-2025 Board Officers**
- IV. Election Results**
- V. Treasurer's Report**
- VI. President's Report**
- VII. General Manager's Report**
- VIII. Owners Forum**

INTRODUCTION OF SROA BOARD OF DIRECTORS

YOUR SROA BOARD OF DIRECTORS



Gerhard Beenen



Bill Burke



Clark Pederson



Mark Murray



Linda Beard

BOARD SERVICE RECOGNITION

**Gerhard
Beenen**

OUTGOING SROA BOARD DIRECTORS



■ **Scott
Gillies**



■ **Keith
Mobley**



■ **Tony
DeAlicante**



■ **Julianna
Hayes**

2024-2025 BOARD OFFICERS

Gerhard
Beenen

2024-2025 BOARD OFFICERS

■ **President**

Gerhard Beenen

■ **Vice President**

Bill Burke

■ **Secretary**

Mark Murray

■ **Treasurer**

Clark Pedersen

ELECTION RESULTS

Gerhard
Beenen

2024 ELECTION RESULTS



Brad Banta



Roni Jacknow



Randy Schneider

TREASURER'S REPORT

Clark
Pederson



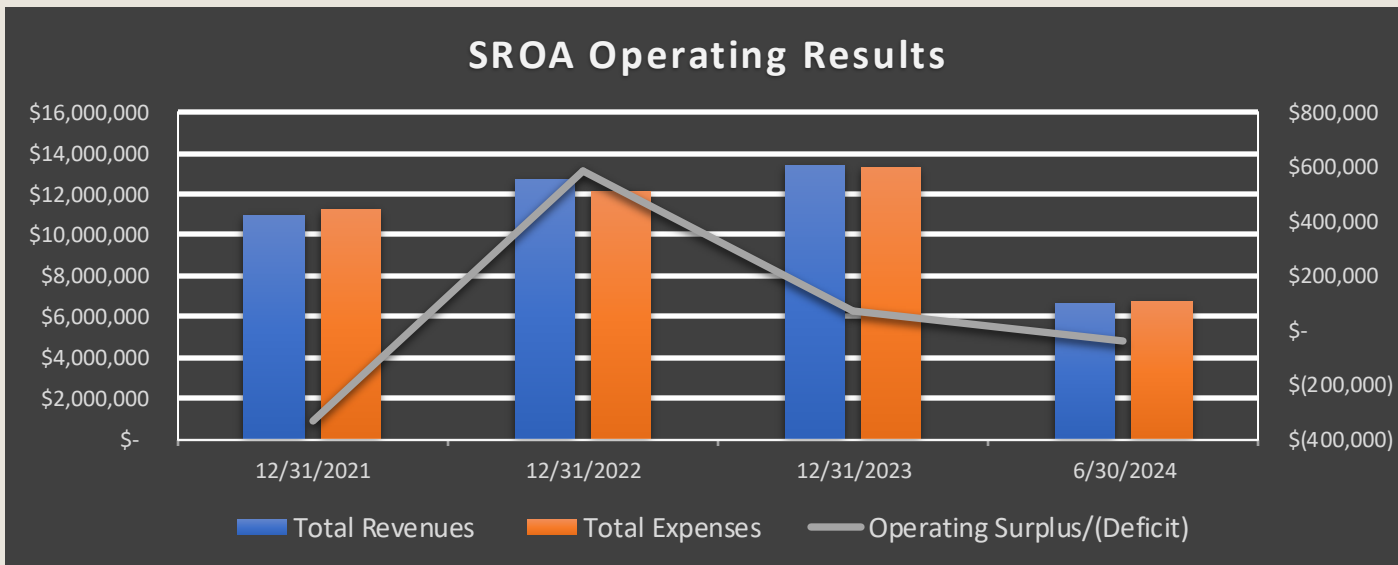
SUMMARY FINANCIALS

<u>Income Statement</u>	<u>12/31/2023</u>	<u>6/30/2024</u>
Total Revenues	\$13,408,538	\$6,702,658
Total Expenses	<u>\$13,337,603</u>	<u>\$6,740,470</u>
Operating Surplus/(Deficit)	<u>\$70,936</u>	<u>(\$37,812)</u>
<u>Balance Sheet</u>		
Total Assets	\$37,762,239	\$40,010,697
Total Liabilities	\$4,351,082	\$5,418,551
Retained Earnings & Surplus/(Deficit)	<u>\$33,411,159</u>	<u>\$34,592,146</u>
Change in Retained Earnings	<u>\$1,391,436</u>	<u>\$1,180,987</u>
<u>Cash Balances</u>		
Unrestricted Cash	\$2,632,499	\$3,973,438
Restricted Cash	<u>\$13,710,334</u>	<u>\$13,813,490</u>
Total Cash	<u>\$16,342,833</u>	<u>\$17,786,928</u>



INCOME STATEMENT

	12/31/2021	12/31/2022	12/31/2023	6/30/2024
Assessments	\$7,235,786	\$7,620,093	\$7,877,629	\$4,088,842
Program Revenue	\$3,446,859	\$4,719,941	\$4,998,298	\$2,306,787
Other Revenue	\$283,764	\$414,373	\$532,611	\$307,029
Total Revenues	\$10,966,409	\$12,754,407	\$13,408,538	\$6,702,658
Total Department Expenses	\$6,879,491	\$7,542,017	\$9,154,563	\$4,301,165
Total Non-Department Expenses	\$4,419,579	\$4,629,399	\$4,796,516	\$2,439,305
Total Expenses	\$11,299,070	\$12,171,416	\$13,337,603	\$6,740,470
Operating Budget Surplus/(Deficit)	<u>(\$332,660)</u>	<u>\$582,992</u>	<u>\$70,936</u>	<u>(\$37,812)</u>





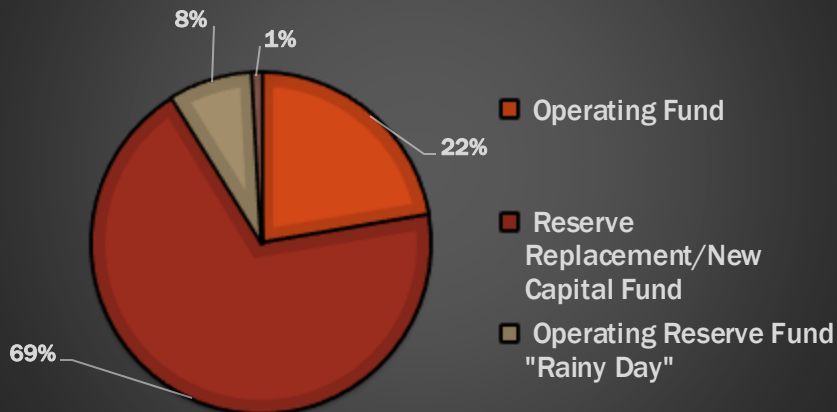
BALANCE SHEET

	<u>12/31/2021</u>	<u>12/31/2022</u>	<u>12/31/2023</u>	<u>6/30/2024</u>
Assets				
Total Cash and Investments	\$12,518,203	\$14,987,625	\$16,342,833	\$17,786,928
Total Receivables/Inventory/Other Assets	\$622,181	\$326,316	\$433,683	\$814,768
Fixed Assets, Prior to Depreciation	\$35,561,791	\$36,276,818	\$36,567,855	\$37,826,902
Accumulated Depreciation	(\$13,773,771)	(\$15,173,464)	(\$15,582,133)	(\$16,417,901)
Total Fixed Assets	<u>\$21,788,020</u>	<u>\$21,103,354</u>	<u>\$20,985,722</u>	<u>\$21,409,001</u>
Total Assets	<u>\$34,928,404</u>	<u>\$36,417,295</u>	<u>\$37,762,239</u>	<u>\$40,010,697</u>
Liabilities and Retained Earnings				
Total Accrued Liabilities and Deposits	\$876,147	\$772,435	\$946,587	\$902,847
Total Deferred Revenue	\$3,710,112	\$3,495,375	\$3,404,495	\$4,515,704
Retained Earnings - Beginning of Year	\$29,294,212	\$30,342,145	\$32,019,723	\$33,411,159
Change in Retained Earnings	\$1,047,933	\$1,807,341	\$1,391,436	\$1,180,987
Retained Earnings - End of Year	<u>\$30,342,145</u>	<u>\$32,149,486</u>	<u>\$33,411,159</u>	<u>\$34,592,146</u>
Total Liabilities and Retained Earnings	<u>\$34,928,404</u>	<u>\$36,417,295</u>	<u>\$37,762,239</u>	<u>\$40,010,697</u>

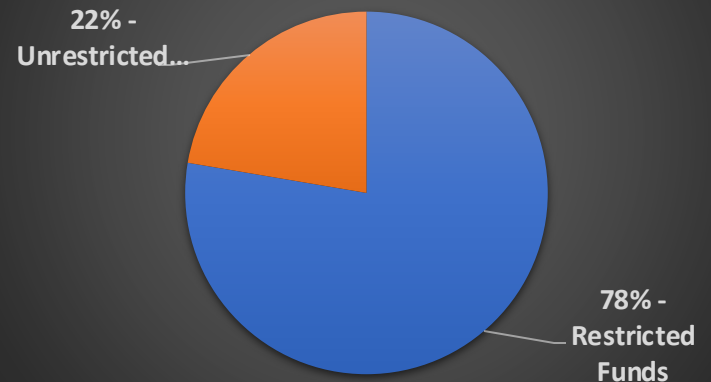
CASH BALANCES

	<u>12/31/2021</u>	<u>12/31/2022</u>	<u>12/31/2023</u>	<u>6/30/2024</u>
Operating Fund	\$2,773,019	\$4,071,759	\$2,632,499	\$3,973,438
Reserve Replacement/New Capital Fund	\$8,143,985	\$9,040,926	\$12,250,327	\$12,255,067
Operating Reserve Fund "Rainy Day"	\$1,306,000	\$1,314,150	\$1,376,495	\$1,411,252
SHARC Reserve Fund	<u>\$295,199</u>	<u>\$560,790</u>	<u>\$83,512</u>	<u>\$147,171</u>
Total Cash	<u>\$12,518,203</u>	<u>\$14,987,625</u>	<u>\$16,342,833</u>	<u>\$17,786,928</u>

Cash Balances - 06/30/24



Unrestricted and Restricted Funds 06/30/24



PRESIDENT'S REPORT

Gerhard
Beenen

GENERAL MANAGER'S REPORT

James
Lewis

THANK YOU

- **It Takes a Team !**
 - Board of Directors
 - Committee Members
 - Task Force Volunteers
 - All Owners
 - Staff

OVERCOMING CHALLENGES

- **SROA Is Not Immune But Has Been Successful !**
 - Fully Staffed – Competition for skilled employees
 - Inflation and Material Costs – Projects on Time and Budget
 - Supply Chain – SROA Has Planned Accordingly
 - We have overcome !

ACCOMPLISHMENTS

PHYSICAL

■ Completed

- Dog Park – at Cottonwood Park
- Resurfaced 4.5 miles of pathway, Abbot Drive main entrance and Skypark tarmac
- Asphalt overlay of 6 cul-de-sacs
- TDS well underway on fiber installation – homes connected
- Ladder fuel reduction on commons and at SHARC
- Noxious weed removal on commons
- Roundhouse demolition (new Public Works building)
- Removing barbed wire fencing in pastures

DOG PARK | PUBLIC WORKS CHANGES



New Dog Park at Cottonwood Park



Public Works
Old Roundhouse
Demolition

PROJECTS IN PROCESS/PLANNED PHYSICAL

■ In Process/Planned

- New Public Works building – October
- Tunnel (Circle 2 / Wildflower) – Open November
- TDS fiber installation
- 25 new pathway kiosks
- Winners Circle pocket park
- Rebuild of Oregon Loop and part of Beaver Drive
- Decommissioning recycling depot

PATHWAY KIOSK REPLACEMENT

25 new kiosks are being installed along Sunriver pathways.



Project made possible thanks to a grant from Visit Central Oregon



ACCOMPLISHMENTS OPERATIONAL

- **Implemented New Design Manual**
 - Streamlined review processes
- **Hired new IT Director – Gary Seifert**
 - Implementing IT Strategic Plan
- **Transitioning Fiber/Internet to Bulk Plan**
 - As homes connect to fiber
- **Park and Recreation Facility Planning**
 - Winners Circle Pocket Park

ACCOMPLISHMENTS

OPERATIONAL

- **SROA 2030 Strategic Plan (scheduled for consideration of acceptance in September)**
 - Mission Statement
 - Guiding Principles
 - Goals and Policies
 - Action Items
 - Community Direction
- **Completed Comprehensive Owners Survey**
 - Done every three years
 - Small changes over the past four surveys - consistency
- **Recreation Facility Availability**
 - Fully staffed
 - Expanded season and hours
 - Customer satisfaction

ACCOMPLISHMENTS

OPERATIONAL

■ **Decommissioning Recycling Depot**

- Closure date October 31st
- Education materials to owners about recycling options – SROA and Cascade Disposal
- Pursue repurposed County funding for recycling
- Minimize process for enclosure expansion

■ **Bylaw updates**

- Nominating Committee
- Elections Committee

■ **Reserve Study**

- Every three years
- Capital replacement fund

RECYCLING – IT'S A MESS!



ACCOMPLISHMENTS

FINANCIAL

- **Clean 2023 Financial Audit**
 - No recommended changes to practices
 - Finished with 2023 budget surplus
- **2024 Budget**
 - Adopted a balanced budget and on course to finish with a surplus
- **Wage and Compensation Analysis**
 - Market basis analysis
- **Support for Financial Programs**
 - MPP, RPP and overall fees
 - Fees lower than market rates

PROJECTS IN PROCESS/PLANNED OPERATIONAL

■ Communications

- Continue to search for the best ways to communicate with owners / two-way communication
- Scene, webpage, email, town halls
- Continue working with community stakeholders (Resort, Village, Property Managers)
- Continuing to seek email addresses and to communicate electronically – when possible – for efficiency
- Our ability to communicate with you is dependent on having the correct information from you.

2024/2025 PROJECTS

■ **Remodel of SROA Administration Building**

- Police Department relocation upon completion of new Public Safety Facility – approximately 1,700 square feet
- Comprehensive look at the entire building
- Maximize usable space with the fewest necessary changes
- Better usability and efficiency for both staff and owners

■ **Expanded elements at SHARC**

- Member Service office
- Owner Living Room and Patio
- Fitness
- Cafe

2024/2025 PROJECTS

■ **Develop Park Specific Conceptual Plans**

- Regional parks – Fort Rock, Cottonwood, Mary McCallum
- Comprehensive look at all interrelated park components
- Based on adopted Park & Recreation Facility Master Plan
- Meets owners / visitors needs

■ **Consider pathway extension between Circle 2 and Circle 3**

- Refine preferred alignment
- Work with adjoining property owners

2024/2025 PROJECTS

- **Update Noxious Weed Plan**
- **Evaluate and Revise SROA Rules & Regulations**
- **Two EV charging stations at SHARC
– via MidState Electric Coop**
- **Additional shade structures at SHARC**

SROA OPERATIONS

■ SROA Departmental Operations Analysis

- Ongoing
- Evaluate current departmental processes for efficiency
- Establish future needs
- Propose changes, including:
 - Necessary staffing
 - Materials
 - Operating procedures
 - Budgetary impacts

SROA DEPARTMENTS

RECREATION

- **Hiring / Staffing**
 - Fully staffed for 2024
 - Returning seasonal staff
- **SHARC/Member Pool**
 - Recreation swim full operation
 - Expanded season and daily hours
- **Visits/Use**
 - SHARC 2024: Average approximately 2,000 visits per day
 - Approaching 2019 – busiest year – 2,100 per day
 - Member Pool 2024: Average 275 per day on weekends – less during midweek
 - More than past busiest year (old North Pool) – 140



RECREATION



**Fort Rock
Pickleball
Complex**



■ Tennis & Pickleball

- By Reservation
 - 18 pickleball courts
 - 16 tennis courts
- Pickleball is the most popular court amenity and has consistently full courts
- Growing Pickleball & Tennis clubs
- Clinics fully return in 2024
- Additional pickleball pro added

RECREATION

■ Boat Launch

- Extremely busy during hot weather
- Continuing challenges on river access and takeout
- Rule regarding loading watercraft on Sunriver roads has been effective for three years now



RECREATION



■ Events

- Event space (Dillon, Pringle, Benham Halls) are consistently booked/rented weekends
- Space used by SROA committees and clubs during the week
- No ticketed concert – local and regional competition
- 2024 event revenues are near budget and increasing toward end of 2024

NATURAL RESOURCES

■ Natural Resources

- Tree City USA – 44 Years
- War on Weeds – 24 Years
- Ladder Fuel Reduction Plan implementation and enforcement
- Continuing public education via SROA website and Scene
- Compliance has been challenging for past four years
- Non-compliance and citations



COMMUNICATIONS

- **Sunriver Scene, Websites, Email**
 - THE primary means of communicating to owners as well as visitors
 - Scene printing challenges continue as news presses shut down
 - Email is the quickest means of conveying important SROA information.
 - Having emergency contact info also helps SROA OR Police/Fire reach you or a property manager about your home

Must OPT-IN/SIGN UP!

Find sign up form at:

sunriverowners.org/updatemyinformation



PUBLIC WORKS

- New Public Works Building complete October 2024
- Replacing Circle 2 tunnel fall 2024
- Replacing aging kiosk signs along pathways



PUBLIC WORKS

■ Infrastructure and Amenities

- Primary responsibility for overseeing maintenance and capital improvements for existing and new infrastructure and amenities
 - Facility Maintenance – Aquatics (SHARC and Member Pool)
 - Seal coat 4.5 miles of pathways
 - Seal coat Abbot Drive main entrance and Skypark tarmac
 - Rebuild of Oregon Loop and part of Beaver Drive
 - Plowing, ladder fuel pickup, etc.
 - Many small things that you don't realize (who do you think picks up the squashed squirrels?)

ACCOUNTING

■ Financial Management and Asset Protection

- Clean 2023 Audit
- Financial forecast – to prepare for 2025 budgeting
- 2024 Reserve Study completed
- Online access to owner accounts – up and running
- Updated SROA financial polices (collections)
 - Continued and on-going review for best practices and internal controls
- 2024 Wage Analysis (in conjunction with Human Resources)
- Track Home Sales
 - 90+/- property transactions since January 1, 2024

INFORMATION TECHNOLOGY

- **IT Department influences all of SROA**
- **IT Strategic Plan**
 - Implementing elements of the Plan
 - IT Department is the underlying component for everything we do
- **New IT Director hired spring 2024**
 - Implementing the IT Strategic Plan
 - IT prioritization for efficiency, security and owner needs
 - Updates to Board of Directors in September 2024

INFORMATION TECHNOLOGY

■ Security

- Implemented staff cyber security training
- Enhanced SROA network account/password security
- 24/7/365 system security monitoring – provider is Silver Sky
- Implemented internal multi-factor authentication for all computers

■ Infrastructure

- Increased bandwidth for private and public networks – 1gb
- Additional WiFi access at SHARC
- Additional circuit to ensure disaster recovery – redundancy
- SROA fiber between facilities – lower costs by \$1,000/mo.
- Cloud environment – remote access and redundancy
 - Database moved to Cloud

COMMUNITY DEVELOPMENT

■ Design Review

- Leveling off of applications submitted in 2024 – consistent with 2023 following significant increase since mid-2020 that continued through 2022
- Few new homes on the few remaining vacant residential lots
- Many, many applications for remodels, additions and general maintenance and updating – expected to continue
- Increased Compliance and Enforcement of Design and general rules
- Design Review Manual update adopted – effective June 2023
- Migrate to online forms and submittals for efficiency

HUMAN RESOURCES

ENGAGED EMPLOYEES

■ **Work Safely**

- Reduced workers compensation mod each year for the past six years
- Current mod of .60 - SAIF dividends of \$100k over the last 5 years
- SROA was selected by SAIF for a video they are producing that highlights employee engagement in the workplace

■ **Value Employment**

- Historic work environment that fosters trust and communication
- Employees will stay longer, lowering recruitment and training costs
- Current, 51 full time staff accounts for 349 years of experience with an average tenure of 7½ years
- Turnover resulting from economic volatility and an employee job market

■ **Create a Workforce with Heart**

- Respect and care in setting the tone of workplace and service
- Employees go out of their way to recognize and meet the needs of owners and visitors to Sunriver
- We try to please everyone!!

COMMITTEES

Committees are populated by owner volunteers



- Covenants Committee
 - Design Committee
- Elections Committee
- Finance Committee
- Nominating Committee
- Owner Enrichment Committee

SROA BOARD MEMBERS 1975-2024

1. Lorraine Brooks
2. Ed O'Connor
3. Keith Adams
4. Jack Cooper
5. Herm Miller
6. Rod Johnson
7. Mary McCallum
8. John Hall
9. Tom Hunt
10. Pen Henry
11. Bob Taylor
12. Foster Rucker
13. Ray Steed
14. Carol Beck
15. Bruce Bischof
16. Roy Hanson
17. Bud Kobey
18. Penelope Henry
19. Janet Hassler
20. Mary Lucas
21. Don Sorenson
22. Bob Cardinal
23. Joan Hibbs
24. Edith Bollengier
25. Harvey Oakes
26. Jim Woodley
27. Elmer Olson
28. Charlie Cusack
29. Jim Anderson
30. Jack Boon
31. Mary Ann Foster
32. Gary Githens
33. Beth Wright
34. Lou Masten
35. Jeanne Barnes
36. Jim Cowan
37. Bill Futrell
38. Carlola McRobbie
39. David Freedman
40. Ben Martin
41. Lou Masten
42. Chris Melrose
43. Emmy Lou Owen
44. Bill Berg
45. Tom Boyle
46. Ross Kilborn
47. Jessica Crowe
48. Ann Miller
49. Labrot Edwards
50. Rich Dow
51. Judy Fishburn
52. Daryl Robinson
53. Charlie Elsasser
54. Richard Dow
55. Bob Riedel
56. Stanley Heisler
57. Don Mitchell
58. Stan Heisler
59. Joe Audia
60. Dick Robert
61. Charles Turner
62. Bill Oetinger
63. Mary Lou Woolley
64. Stan Owen
65. Bob Godfrey
66. Dan Hale

SROA BOARD MEMBERS 1975-2024

- | | | |
|-----------------------|-----------------------|-----------------------|
| 67. Joe Bush | 88. Frank Allen | 109. Shirley Mildes |
| 68. Ed Willard | 89. Dave Hennessy | 110. Dave Setzer |
| 69. Jack Sageser | 90. Lee Simpson | 111. Kip Anderson |
| 70. Faye Acree | 91. Jack Davis | 112. Mike Brannan |
| 71. Robert Martin | 92. Dave Ghormley | 113. Erselle Eade |
| 72. Fred Fellows | 93. Gail Mitchell | 114. Rex Henton |
| 73. Richard Bemis | 94. Bill Hodge | 115. Stephen Hamilton |
| 74. James Montgomery | 95. Noel Lyons | 116. Pam Beezley |
| 75. Byron Hendricks | 96. Bud Schirmer | 117. John Salzer |
| 76. Ken Ludlow | 97. Kathie Thatcher | 118. Jim Wilson |
| 77. Gale Goyins | 98. Chuck Bailey | 119. Frank Brocker |
| 78. Susan Fraser | 99. Lee Smith | 120. Terry Glenn |
| 79. Joe Mitchell | 100. Tom Gunn | 121. Jim Meyers |
| 80. Otto Vandrak | 101. Jean Richardson | 122. Dennis Wood |
| 81. Dan Clinkenbeard | 102. Lori Noack | 123. Scott Hartung |
| 82. Mary Lou O'Connor | 103. Dan Ritter | 124. Mike Bershaw |
| 83. Mike Kelley | 104. Gene Whisnant | 125. Bob Bolin |
| 84. Ann Porter | 105. Randy Egertson | 126. Karen Pitner |
| 85. Barbara Wade | 106. Jim Kreiss | 127. Doris Brannan |
| 86. Bob Kahl | 107. Dave Thomas | 128. Bill Starks |
| 87. Ron Purdum | 108. Penny Bennington | 129. Wayne Thomas |

SROA BOARD MEMBERS 1975-2024

130. Ron Day
131. Herb Dix
132. Tom Ped
133. Dave Finney
134. Cheryl Fellers
135. Bob Wrightson
136. Al Webb
137. Doug Filker
138. Bob Nelson
139. Gary Knox
140. Pete Gustavson
141. Scott Hall
142. Chris Christensen

143. Richard Wharton
144. Patty Klascius
145. Roger Smith
146. Greg Froomer
147. Pat Hensley
148. David Jendro
149. Mark Murray
150. Mike Gocke
151. Jim Fister
152. Dwayne Foley
153. Jim Adams
154. Gary Bigham
155. Brad Skinner

156. Jackie Schmid
157. Mark Burford
158. Mandy Gray
159. Paul Coughlin
160. Scott Gillies
161. Clark Pederson
162. Gerhard Beenen
163. Tony De Alicante
164. Julianna Hayes
165. Keith Mobley
166. Bill Burke
167. Linda Beard



SROA CODE OF CIVILITY

- **Sunriver Rules and Regulations (Sect. 5.06)**
 - “It is a violation of Sunriver rules for any person to treat SROA staff or volunteers in a disrespectful or inconsiderate manner. No improper conduct, abuse and/or harassment, defined as a course of conduct which intimidates, alarms or puts SROA’s staff and volunteers in fear of their safety shall be tolerated. Improper conduct includes but is not limited to: obscenities, written, verbal or physical threats and/or gestures directed at SROA staff or volunteers. Sanctions imposed apply to the offending individual(s) only, and not, for example, any other members of a party that did not participate in the improper conduct or behavior.”

SUNRIVER PEACE PLEDGE

Sunriver **PEACE PLEDGE**

Today, I pledge to be...



WELCOMING



KIND



PATIENT



RESPECTFUL



ACCOUNTABLE

THANK YOU

- **It takes a team!**
- **We must all work together to keep Sunriver an outstanding community that continues to live up to our Mission Statement – we ask you to:**
 - Volunteer and participate
 - Ask questions and be part of solutions
 - Thank your Board of Directors, Committee Volunteers and Staff

OWNERS FORUM

Contact us
infosroa@srowners.org

Please keep
comments
to 3 minutes
to provide
others a
chance to
speak.

Have other
thoughts or
questions?
Email us!