

**SUNRIVER OWNERS ASSOCIATION
BOARD OF DIRECTORS EMERGENCY MEETING
SROA BOARD ROOM
March 13, 2020
9:00 A.M.**

DIRECTORS PRESENT: Bob Nelson, Keith Mobley, Jackie Schimd, Gary Bigham, Brad Skinner and Gerhard Beenen, Jim Fister & Mark Burford via telephone

DIRECTOR ABSENT: Mandy Gray

STAFF: James Lewis, Hugh Palcic, Keith Kessariss, Susan Berger, Joe Healy, Leslie Knight & Mark Smith

The meeting was called to order at 9:00 a.m.

OWNERS IN ATTENDANCE: 3 via phone

OWNERS FORUM: Randy Schneider, 6 Dixie Mtn Lane noted he supports whatever efforts the Board chooses to move forward with in limiting the number of people coming into the community in the coming days and weeks. Further Mr. Schneider encouraged everyone to support our local businesses by purchasing gift cards now that can be used at a future date.

John Salzer, 7 Mt. Adams Lane, commented how quickly things have changed in a week as the seriousness of the COVID-19 virus has spread. Mr. Salzer suggested since all upcoming activities in Benham Hall at SHARC have had to be cancelled perhaps that location might serve well as hospital location for St. Charles should the situation become one where additional beds are needed. Mr. Salzer provided the Board with an outline of a proposal he created and encouraged the Board to consider this gesture.

Doug Hoschek, 7 Tournament Lane commented on his ongoing efforts to reduce the wildfire danger in Sunriver and strongly urged the Board to close SHARC and Sunriver to outsiders immediately due to the large number of senior citizens in the community. It was noted to Mr. Hoschek that the SHARC facility is already closed.

COVID-19 UPDATE: GM Lewis provided the Board with extensive data addressing current, state and national events, actions and recommendations as well as information on what other communities similar to Sunriver around the country are doing in response to this growing pandemic. Additionally, the Board was provided with current SHARC statistics, occupancy statistics, legal and budgetary concerns as it affects the recent closure of SHARC and what it means going forward as well as other SROA offices and facilities going forward.

Regarding the SHARC facility, the Board was provided with a spreadsheet showing historic attendance/usage data and a five-year breakdown from mid-March through mid-April 2015 through 2019. The data is broken down into 4 categories by type of pass (Member Preference Pass (MPP), Recreation Plus Pass (RPP), paid customers and other users.

- The data shows that the heaviest usage during this period is the last week to 10 days (highlighted as 9 days, Saturday through following Sunday) of March – which coincides with the majority of school spring breaks in Oregon and Washington.

- The largest percentage of patrons during the busiest period utilize the RPP. On any given day, the RPP users can account for 40% to 50% of the patrons.
- Although the use drops off after the spring break period, the use is still significantly strong compared to the period prior to spring break. The most significant post spring break drop off is with RPP users (approximate 50% drop off). The MPP users remain consistent during this post spring break period.
- The 9-day period of spring break accounts for approximately 35% to 40% of the overall visits during the mid-March to mid-April period.
- An unknown for this year is the effect that the Bend-La Pine School District closure will have on the ability to staff SHARC. Because many of the staff are students within the district, it is anticipated that there may be some employee shortage due to the closure.

Also noted was that we see visitors from many states during spring break but primarily from Oregon then Washington and California, two states that have already been hit hard by this virus.

Budget:

- The Operation Reserve Fund available to support SROA's Recreation Department during closure is \$1.3 million dollars (which equates to an approximate 6-month contingency for the overall department).
- The use of the Operation Reserve Fund requires a reduction in daily operating expenditures of 10%. This is being accomplished through the development and subsequent submission of a revised budget to the SROA Board.
- An insurance claim/payment to cover lost revenue is not available during SHARC closure. The policy has an exclusion for viral outbreaks of this type. In order for a revenue claim to be considered, the policy would require a physical loss to the structure/amenities that result in loss of revenue due to necessary closure.

Sunriver Occupancy Statistics:

- Overall, upon inquiry on March 12th, the property management companies did not indicate any noticeable slow-down in reservations during the spring break period which runs from March 20th through March 29th.
- There was no indication that any of the companies were seeing cancellations in reservations due to the COVID-19 crises. In fact, some noted that they were receiving last minute inquiries from individuals in larger metropolitan areas looking to get away from the heavily populated areas.
- Data sheets provided listed the property management companies and their current percentage of booked reservations compared to the number of units they manage (for the spring break period of March 20th – 29th).
- Most management companies currently fall within the 75% to 95% range of booked reservations (with a few slightly more or less). This shows a strong presence of out of town visitors entering the region during this period.
- While, historically speaking, the SROA owner population remains low for this time of year, Sunriver does experience an overall spike in population numbers due mainly to the spring break cycles of Oregon, Washington, and California schools.

The Board held discussion relative to keeping SROA employees whole during this event while understanding there is an unknown end-date to this situation. Director Skinner noted he expects this to last a minimum of three months and it is very important to him that we keep our full-time employees intact and whole.

Hugh Palcic in answer to a question from Director Beenen reported that Managing Director Tom O'Shea has reported the Resort plans to continue operations as normal for the foreseeable future.

Director Fister believes there three categories of people be considered: Sunriver owners, SROA employees and Sunriver guests. First and foremost, we must ensure their safety and well-being. Director Skinner believes we need to be looking beyond March 31st as this is an emergency situation and, in his opinion, the worst is yet to come. As such, he encouraged frequent communication with the ownership going forward.

GM Lewis noted other things the Board needs to consider include the upcoming Board meetings, committee meetings, Design Committee plan submissions, etc. What can we do to provide essential services to owners while still ensuring the safety of our employees? Mr. Lewis provided the following points in his hand-out:

Other SROA Facilities/Operations:

- Due to potential exposure between the public and SROA staff, all non-essential visitation to SROA facilities puts owners, public and staff at risk.
- Maintaining essential services to owners and visitors alike is an utmost priority for SROA.
- Limiting non-essential services and requirements for staff attendance at the workplace minimizes risk to all involved.
- Limit exposure to standing committee meetings and SROA events as necessary by cancelling or postponing meetings/events until further notice.

These are all points that need to be considered and action coordinated as necessary. Given the fluidity of the current nation-wide situation now, things may/will change very quickly, and we need to be as prepared as possible by maintaining a safe environment for both owners and employees.

Sunriver Police Chief Cory Darling was in attendance and noted that currently things have been relatively quiet for his department and staff. They are utilizing that time to ensure proper safety protocols are in place in all police vehicles for first responders. This includes making sure officers have the personal protective gear necessary to safely do their job. Safety measures are in place at the Sunriver Police Department offices and protocols are in place for transporting individuals as well as what officers should do in case of exposure. The Department has been working with the Deschutes County Health and Sheriff's Departments regarding what the acceptable protocols are and are mirroring those in their department to ensure the staff is protected. All non-essential meetings, classes, etc. have been canceled and the Citizens Patrol group has been put on hiatus for the time being.

Chief Darling noted that he spent two days involved with the Deschutes County Emergency Operations Center and reported their current public health goal at the county level is to address the needs that develop and to provide accurate messaging to the community. Additionally, they will be actively monitoring all active cases of COVID-19 within the county and will support logistical needs for hospitals, health clinics, first responders and clinical services as it relates to information and supplies. Currently the county is in pretty good shape as far as their stockpile of supplies but depending on how long this lasts, that supply

may dwindle quickly. They are also working on acquiring more testing capability, which is currently very limited.

Chief Darling reported the protocol plans for the SR Police Department have been shared with management of both the Village @ Sunriver and Sunriver Resort and in turn their plans have been shared with the SR Police Department. Chief Darling will be meeting with Resort representatives tomorrow to go over those plans in more detail, discuss any points of concern and make sure there is no confusion in the efforts to limit the spread of this virus in Sunriver.

Sunriver Fire Chief Tim Moor, who was also in attendance spoke to the unique challenge we currently find ourselves in. Chief Moor reported his department must work off three protocols: regional, state and federal. Internally, as of last week the department modified how they respond to calls. Responders are wearing protective gear to all calls and one of the two ambulances has been set up strictly for the transport of COVID-19 patients.

The front door to the Fire Station is locked and non-emergency business is being conducted via telephone or email only. Non-essential requests such as Knox Box installations, non-emergency blood pressure checks, requests for ash cans and changing out of smoke alarms will all be ceased until further notice. Signage has been posted on the doors to instruct would be walk-in people what they should do to seek medical help. Additionally, all non-essential meetings have been cancelled.

Chief Moor also reported that two SR reserve firefighter were exposed to the virus at a class at COCC. They have been quarantined on a self-monitoring basis for a good number of days now and that will continue until they have received an all-clear to return to work utilizing the Deschutes County Health Department protocol.

Chief Moor expressed his appreciation for the collaboration happening between agencies throughout Central Oregon. His department is working closely with the Central Oregon Fire Chiefs Association on transport protocols and collaborating on different contingency plans if one police or fire department in the region were to lose a significant amount of their staff to this virus. On the state level, the Oregon State Fire Marshall has really stepped up to assist in coordination of efforts and necessities including a daily briefing that has proved very helpful. The unknown is the hard part but the Sunriver fire dept is on the cutting edge will be doing everything they can to provide the best care possible to their patients.

The Board had a few questions for the chief's and thanked them for being in attendance today.

GM Lewis expanded on several of his points providing further explanation where necessary. He commented on the need to decide on upcoming meetings and whether future meetings will be held in this room as normal, held remotely or can some be postponed to a future date.

President Mobley reported in looking at the draft agendas for this months board work session and meeting, the agendas are fairly simple and he believes this would be a good time for the Board to try utilizing the technology we have available and hold virtual board meetings this month either by phone or by Zoom. Director Fister commented he has used Zoom on numerous occasions and found it to be very easy to use.

The Board then held a lengthy and thorough discussion regarding all the information and material received today. Staff answered several questions and there was unanimous agreement that the need for constant and frequent communication is imperative going forward. The SROA website; www.sunriverowners.org, will be updated as frequently as necessary to keep the information as current as possible.

Director Bigham moved to issue an order of the Board of Directors of the Sunriver Owners Association to extend the temporary closure of SHARC through April 12, 2020 and to limit the use of other SROA facilities and provision of services to only those that are essential to the public health, safety and welfare and to the mission of SROA. During this same time period regular SROA committee and task force meetings and other SROA events shall be cancelled until further notice or postponed to a date/time certain beyond the timeframe established herein. For the purposes of the board order the determination of such essential or non-essential services and necessary staffing shall be at the direction and in the sole determination of the general manager. Determination as to meetings of the Board of Directors shall be at the discretion of the SROA President in consultation with the general manager. Further extension of the temporary closure will also be evaluated. Seconded by Director Nelson; motion passed unanimously.

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

Director Nelson moved to adjourn the public meeting. Seconded by Director Schmid; motion passed unanimously.

The meeting adjourned at 10:40 A.M.

Respectfully submitted,

Gary Bigham, SROA Secretary