GENERAL MANAGER'S JUNE REPORT
Board of Directors Meeting
June 27, 2019

GENERAL MANAGER

- The 2020 Budgeting Process has commenced, and the Finance Committee has met with staff on 3 times. Their recommendation to the Board of Directors will be presented at tonight’s meeting. Department managers will individually present their justifications at the Special BOD Meeting on Wednesday, July 10th and Thursday, July 11th.
- The Fire Hydrant for the sprung structure in Area Z has been successfully installed.
- WRS performed road repairs in all gates this past week, milling and filling, and hot-patching potholes.
- Management staff, along with a Board member, paid a site visit to the Lynden Tribune. Toured the entire facility and viewed the entire operation of how The Views are produced, from receiving content submissions to printing.
- Management attended the Made for Managers CAI conference in Lynwood on June 6th. The new WUCIOA law was discussed.
- Met with Cascade Radio and they will be broadcasting live from The Bite of Sudden Valley in August. We will have 30 1-minute promotional soundbites and free advertising prior to the event.
- Did a walk-through of the entire community with Intermountain Slurry to review the upcoming roads microsealing project. Needs and requirements were assessed prior to project commencement.

ACC

ACC Requests Processed - 51

- Exterior Alterations - 34
- Trees/Vegetation - 4
- Variances - 3
- New Constructions - 3
- Permit Extensions - 7

Common Area

- Encroachment Permits Processed - 9
- Hazard Tree Requests - 7
  - Submitted county permit application for the removal of 6 hazard trees.
  - Bid package sent out to three contractors for the removal of 4 imminent hazard trees.
ACCOUNTING

- TownSq has 305 members registered, including 1 tenant. 33 payments were received through TownSq in May 2019.
  - Meeting with TownSq to discuss capability of app to integrate with other platforms for communications. There is currently no integration available.
- 2020 Budget – Operations and Capital
  - Prepared Final DRAFT Budget presentation package for Finance Committee.
  - All Managers presented draft 2020 department budgets to Finance Committee on June 11th and June 12th.
    - Presentations available on Sudden Valley’s YouTube Channel.
  - Joe Acla and Jennifer Spidle presented Capital Repair and Replacement Fund (CRRRF), Roads Fund, and Mailbox Fund budgets.
  - Final Budget presentation to Finance Committee on June 19th.
    - Presentation available on Sudden Valley’s YouTube Channel.
  - Prepared 2020 Budget materials for BOD based on Finance Committee’s recommendation to the Board of Directors.
- Total Project Cost estimations for capital projects to ensure staying within budget.

![Dues Collections 2018 - 2019](image)
HR & ADMINISTRATION

- A third-party payroll benchmarking company has been identified and contracts have been negotiated between legal and the vendor and have been approved. The WA State minimum wage will be significantly increased in 2020, and this resource will help ensure that payroll is equitable and demographically appropriate.

- SVCA’s ACC Coordinator has opted not to return from her Maternity Leave, and a replacement has been hired and is currently being brought up to speed.

- A copier vendor has been selected. SVCA will remain with Oasis, whose proposal shows a $5,000 savings over three years.

- Meeting with Comcast to review our multiple accounts to identify any possible savings by removing or adjusting any outdated accounts.
• Two new N&E members have volunteered to sit on the committee, and training will commence for the Committee on July 1st.
• The 4th of July Event is taking shape. There will be a free burgers, dogs & ice cream, a beer garden (not free), climbing wall, family games and face painting. The majority of Maintenance and Admin staff will be working. There will also be increased security and medical personnel onsite.
• 25 New Member packets (in June) were sent to new owners.
• Continued research into a viable and affordable 401K plan is being conducted with the assistance of our broker, HUB.
RECREATION DEPARTMENT

Parks

- Maple Leaf Park Renovation:
  - Posted announcement regarding closure.
  - Actively working on the following:
    - Removing old degraded non-compliant fall surface.
    - Installing landscaping fabric to help prevent vegetation from growing underneath new fall surface.
    - Installation of new compliant fall surface; washed pea gravel.
    - Removal of old degraded playground border.
    - Installation of new playground border per standard distances away from playground equipment.
  - We anticipate the project to be completed by the end of June.

- Routine maintenance activities:
  - Mowing parks;
  - Trash removal;
  - Vacuuming Main Pool and Quiet Pool;
  - Assisting with setup of private rentals at picnic shelters, etc.;
  - Helped with switch to new cardio equipment in Fitness Center:
    - Removed trash from shipping boxes and setup; and
Thoroughly cleaned floor after old equipment was removed, prior to new equipment being installed.

**Recreation**

- Cardio Equipment Replacement:
  - Removed cardio equipment on June 3rd.
  - Project was completed on June 7th.
  - Orientation of the treadmills and ellipticals were rotated 180°, and TVs remounted on opposite wall. This was conducted to promote the safety of our members. Previously, if someone fell off the equipment, which is common with treadmills, they would fall back into the wall. This danger has now been removed.
  - Posted announcement features photos of the equipment and how to apply for access card to utilize the new equipment.
- Working with IT to create a new “Recreation” webpage on the front page of the website. This will help members find recreation-related information easier and highlight the many amenities we offer in the community for prospective members and those who want to pay to use our facilities.
- Completed new Standard Operating Procedure that addresses what to do in the event of a power outage in the Community Center. This further builds procedures for the department and promotes safety of employees and members.
- Working with Maintenance to transition away from Cintas janitorial supply company. The switch to being self-managed will help save Sudden Valley money due to cost of janitorial supplies we were previously being charged, and time staff has had to invest in addressing mis-billing by Cintas. More details can be provided by the Accounting Manager.
- Prepared for and presented the Community Center, Pools, and Parks & Trails draft 2020 budgets to the Finance Committee. Attended two evening meetings, each over three hours long, detailing the proposed 2020 budgets for all three departments.
- Please see below for number of access cards and visits to the gym made so far this year, compared with last year.

![](Vists per Month to Fitness Center 2018 vs. 2019.png)
Aquatics

- Identified two issues with the Main Pool: (1) Tiles coming off, and (2) grates being misaligned and bubbling. The Recreation Manager worked with the Lifeguards to create a plan for how to address safety issues until we have the original pool contractor, Libra Pools, fix the issues. The contractor will be coming on June 24th to repair these issues at no cost to the Association; repairs are covered by a 1-year warranty.
- Worked with Geneva Elementary School PTA to coordinate rental of the Main Pool for the 5th Grade Celebration. The event was held on June 20th, 2019, and 75 children attended the event, along with their chaperones. The Association charged $5 per child, per the Fee Schedule, and received $375.00 for the event.
- Total number of pool visitors since opening May 25th, 2019:
  - Main Pool: 2,060
  - Quiet Pool: 441
- So far, the Association has received $1,929.00 in pool income, generated from public access to the facility and private pool parties. Our goal is to generate about $6,000 in pool sales for the season and are currently at 32.15% of our goal number. The season is 102 days long and the pool has been open for 27 days, approximately 26.5% of the way through the season.

GOLF DEPARTMENT

- Year-to-date revenue through June 21st is $469,223 which is 12% higher than $415,275 we earned over the same period in 2018.
- Several factors are contributing to our strong revenue. First and foremost, as is always the case, is better-than-average weather. Other factors are increased rates for both daily fee rates and annual memberships.
- Outing business has also increased significantly as we are projected to almost double the $56,000 we earned in 2018.
- Annual green fee revenue is 7% ahead of 2018 YTD revenue with $263,867 through June 21st.
• Rounds played and daily green fee revenue remain strong and are 16% and 21% respectively above the same period last year.
• The course is prepared and we are excited to host the Washington State Women’s Amateur Championship June 25-27. 83 women will compete in four different divisions over three days in this prestigious event that we are very proud to be able to host.
• The strong 2019 revenue through almost six months has given me confidence to increase revenue projections for 2020. While weather will always be an important factor, our increased membership and outing revenue will be somewhat of an insurance policy going forward as they are less dependent on weather than daily fee play.
• The next few weeks will be very busy in the golf department with Junior Golf Camp and the Ladies Invitational slated to take place.
TURF CARE

Rainfall 2019: 19.61"
Rainfall to Date May 2019: 0.44"
Rainfall April 2019: 1.36"

Updates/Issues:

- 15 of 24 Irrigation Controllers not communicating with central computer, capital request submitted
- Irrigation Lateral leak: #9 repaired
- Irrigation QC failed replaced at Putting Green
- Irrigation Putting Green Surround: valve replaced
- Upper Golf Course Pump Station Pressure Maintenance Pump Replaced
- SP-5: Oil Service Completed, new wipers installed
- OP-23: Serviced
- 2002 Club Car: Engine has failed, has had a rebuild before, engine is a reverse drive unit that is no longer sold.
- John Deere 9009: failed air ride seat repaired, serviced
- John Deere 2030 Spray Rig: Serviced
- Toro 3100 Sidewinder: Serviced, replaced failed rear tire
- Toro Heavy Duty Workman: $3500 in repairs needed to vehicle, not able to drive it, will seek replacement unit.
- Cat 906: Serviced
- Cat 226b: Serviced
• Vermeer Chipper: Serviced, new blades installed
• Maple Leaf Park Renovation 40% Completed
• Parks Mowers: Serviced
• HydroVac: Jack Replaced
• Failed head on #12 fairway replaced

MAINTENANCE

• Maintenance Backlog as of June 18th, 2019:
  o 506.5 hours of corrective/repair maintenance.
  o 2,130 hours of routine/preventative maintenance
  o 40 hour/week available maintenance staff

• 2019 Culvert Vegetation Control: Completed trimming tree limbs on the steep road sections of Harbor View Drive. See included pictures showing trees before and after tree trimming at the intersection of Rose Ridge Loop and Harbor View Drive. The CVC crew is now working on Sudden Valley Drive between the intersections of Harbor View Drive and Morning Glory Drive.
- Clubhouse firewater system damage: CAZ Environmental will be removing the riser room’s damaged floor tile along with the asbestos floor glue on July 2, 2019. Once CAZ Environmental confirms that the asbestos has been remediated, further evaluations will be made to determine the repair plans.
- Area Z Sand Structure: The contractor has removed the unusable soil from the structure site and is prepping the ground for pouring the concrete slab.
- Fire Hydrant: The fire hydrant has been installed and the contractor is in the process of laying the waterpipe back to water connection point.

SAFETY, SECURITY AND COMPLIANCE

Safety & Emergency Management

Emergency Preparedness Committee; meeting held on 6/11/19, the following were the topics discussed per the approved agenda:

Evacuation Procedures (update)
The committee was forwarded (2) documents on evacuations for comments. (1) document outlined a strategic process to achieve an evacuation program (over time) for Sudden Valley Community Association.

A natural working group was formed to update the SVCA Emergency Operations Plan Annex G for Evacuations. This update will also include that more long-term issues will be a long-range plan and will require to be incorporated into the LRPC plan for Public Safety.

The update for Annex G to be completed in time to meet the BOD mandate.

Discussion on 1610 AM Traffic Information System:
Signage for the 1610 AM Traffic Information System have been deployed at the entrances to the various Gates within Sudden Valley. There needs to be additional signs placed adjacent to the (2) county roads.

The 1610 AM Traffic Information System is currently dormant as per the Sudden Valley Radio Amateur Radio Club who has ownership over the system.

Operations Budget Assumptions – Partner Agency with Whatcom County Emergency Management and Increase in Emergency Committee Budget:

The proposal to become a partner agency with the Whatcom County Emergency Management Council was rescinded prior to presentation of the Operations budget to the Finance Committee. This will not be pursued since there is no support for the expenditure for Emergency Preparedness from Finance, members of the EPC and the preliminary guidance given by the SVCA Board of Directors.

The Emergency Preparedness Committee budget line item was reduced from a $7,000 request (equating to approximately $1.00 per citizen) to $4,500 (equating to approximately $0.64 per
capita) based on justification via a spending plan from the EPC for the 2020 budget cycle.

**SVCA/EPC Annual Table Top Exercise:**
The scope of this event has changed to a training and awareness exercise to provide some training to potential incident command general staff. Members of the EPC and designated volunteers will be asked to attend this training. Training to be held on August 30th time is to be determined.

**Security**

**Traffic Calming Project**
The test traffic calming sign provided at no cost to Sudden Valley has concluded. A sample of the reporting is provided below. The data will be analyzed however it is unlikely this type of traffic calming device will be purchased due to the cost.

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![Speed Effectiveness Report](Image)

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Speed Effectiveness Report

Generated by Norm Smith from Sudden Valley Community Association-WA on Jun 20, 2019 at 3:6:19 PM
Medium Risk Threshold: Speed Limit + 10
High Risk Threshold: Speed Limit + 20
Time of Day: 0:00 to 23:59
Dates: 6/6/2019 to 6/13/2019

Time View: By Hour (Avg Volumes)
Speed Bins: Size 5, Range 1 to 100
Site: Test Site 2 - Sudden Valley, NB

Changes in Speed by Risk Threshold

Volume by Hour

Volume
Vandalism
There was no activity to report.

Security metrics (year to date)
Compliance

Focused Compliance Tour metrics:

Focus Compliance - Year to Date (2019)
Appeals
There are no appeals pending.

Safety – July 4th Fireworks

The event safety plan and event plan for the community celebration have been completed. There is preliminary information on the SVCA website on the fireworks and safety rules. The community celebration is being coordinated by Administrative Services.