

BOARD OF DIRECTORS MEETING
Monday, May 21, 2012 @ 1:00 PM
Minutes

Attendees: Bill Hansen, President
Dusty Bowenkamp, Vice President
Mary McGrath, Secretary
Susan Lewis, Treasurer

Doug Rhodes
Paul Piper
Mike Trent

Connie Scott, Executive Director

Absent: Larry Woods
Merlyn Carlson

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| 1. Call to order, pledge to flag | Bill Hansen |
| 2. Establish a Quorum | Bill Hansen |
| 3. Welcome to PORA members, guests, and press | Bill Hansen |
| 4. Minutes of April 16, 2012, were approved | Bill Hansen |
| 5. Presidents Report: | Bill Hansen |

PORA Board of Directors 2011/2012 ACTIVITY ACCOMPLISHMENTS

Employee Relations:

1. Installed a merit pay policy for employees as an incentive and reward for a better performance.

Event Innovation:

2. Disposal of hazardous/electronic waste material-highly successful.
3. Vendor Fair.
4. Centennial Parade-USS Arizona-won first prize.
5. Tours to Luke Air Force Base.
6. PORA past presidents at volunteer luncheon.
7. Expand Christmas dinner by adding Posse, Prides, Foundation, and Community Fund.
8. Quarterly meeting President/Vice-President with counterparts at Rec Board.

Internal Communication Advance:

9. Supported "Outstanding Citizen Award" held by Surprise Chamber of Commerce.
10. Special email added for each board member.
11. Revised agenda format to comply with Roberts Rules of Order.

Membership Development Emphasis Adopted:

12. Documented by President as #1 objective.
13. Revised brochure for Rec Board package for new members.
14. Pushed for more pages in the Rec Center Newsletter.
15. Negotiated with Rec Board for membership list of new residents.
16. Legal opinion to support right to membership access.
17. Planning reorganization of "Welcome Wagon" as a venue for soliciting PORA members.
18. Gained support of Sundome merchants (22) for this venture.
19. Direct confrontation with Independent Newspaper to gain more coverage of PORA events.

Operational Innovations:

20. Created Realtors' office within Visitors Center.
 - Added source to visitors.
 - Added revenues for PORA at an average of \$351.00 monthly.
21. Refined CC&R approach.
22. Provided new home buyers with pre-inspections.
23. Cleaned up vacant and abandoned properties.
24. New personnel in Adult Ed, doubling participation.

Policy Changes:

- 25. Defined Committees’ roles in bylaws.
- 26. Restricted use of PORA emblem.
- 27. Reviewed a “Public Utterance ”policy to determine PORA’s involvement in critical public issues.
- 28. Challenged Rec Board to include PORA in Age Overlay issue.
- 29. Challenged Rec Board to permit PORA candidates material on tables at Rec Centers (still pending).
- 30. Adjusted Executive Directors salary.
- 31. Wrestling with loss of phone book revenues = 15%.
- 32. Defeated Traffic Bill for sixth consecutive year.
- 33. Convinced Redistricting Commission to return LD4 (SCW) and LD9 (55 as separated districts maximizing a six member representation).
- 34. Defeated HOA Election Bill, which would adversely affect us.
- 35. Expanded Annual Legislative Breakfast to include Corte Bella and Surprise.
- 36. Promoted the 303 sound wall, over the years, for the expansion area with a cost of \$850 million.
- 37. Promoted over \$30 million in County Street resurfacing in SCW.
- 38. Defeated water rate consolidation which would have adversely impacted SCW.
- 39. Developed a closer alignment with Sun City on political matters.

Pending Issues to Resolve:

- 1. Finalization of “Welcome Wagon” venture.
- 2. Finalization of new entrance sign now approaching conceptual design.
- 3. Possible lot sale to antique auto club with two problematic problems
 - Minimal response from Rec Board
 - Legal impediments to overcome.
- 4. In house return of accounting process deferred to superior issue concerns.
- 5. Finalization of a solar sign on PORA’s property.

Policy Reforms:

- 1. Accounting Policy September 2011.
- 2. PORA Privacy Policy (Members) September 2011.
- 3. Use of PORA Logo by vendors September 2011.
- 4. Amended Reimbursement Policy September 2011.
- 5. Publication of Maps Policy November 2011.
- 6. CC&R Policies (Parking, Pets, Fines, Golf Carts, and Compliance Reviews) December 2011.
- 7. Business & Professional Listing & Advertising January 2012.
- 8. Risk Assessment of PORA February 2012.
- 9. Merit Increase Policy March 2012.

6. Executive Director's Report

Connie Scott

PORA Membership last month July 1, 2011-	12,514
PORA Membership for May 1, 2012 -	<u>12,115</u>
PORA Membership in fiscal year - net loss	(399)
PORA Membership one year ago May 1, 2011 -	<u>12,249</u>
PORA Membership one year ago – net loss	(134)

Administration

- Attended the legislative meeting in Sun City with Bill Hansen.
- Attended the Welcome Wagon meeting with the ex-president of Welcome Wagon, Bill Hansen and Paul Piper.
- Attended the meeting with Realtors, Bill Hansen, Larry Woods, and Robbie Combes in regard to the rental room in the Visitors Center.
- Sun City Mechanical replaced two toilets (1 in the women’s room and 1 in the men’s room) in the Visitors Center due to leakage.
- We collected \$1,136.78 in revenue from the SCW maps distribution.
- Met with Tremco for a final written proposal on roof repairs.
- PORA offices and the Visitors Center will be closed for Memorial Day.

CC&Rs

- Coordinator's investigated 118 new incidents in April. There were 312 field visits. Since November of 2011, CC&Rs have cleaned up six properties.
- There are 78 open issues compared to 101 in March.

Membership

- Donations were down \$180 in April, compared to the previous month. 96 new members joined PORA in April; 31 less than last month.
- There were 1,745 calls and walk ins for April; 87 less than last month.
- Membership's problem with contacting members who have not renewed is that residents cannot be reached once they have left the community and do not provide us with an alternate telephone number (see attached report). I am working with Marketing to incorporate cell phone numbers on all renewals/new membership forms. Linda checked with the mail person in regard to the length of time to forward mail and she was told that mail could be delayed up to two weeks due to resident's instructions or holding of mail. There is also a problem that a forwarding address may have expired.

Consumer Services

- There were 1,021 calls and walk ins for April.
- 13 Compliments on vendors and one open complaint.
- All departments are short staffed due to volunteers leaving for the summer.

Visitors Center

- April reflected a drop in visitors, but there were still over 1,200, compared to the average of 1,628 per month that we have seen for the past three months. 25 tours were given and 222 SCW videos were handed out.
- 138 Homes sold in April.
- We received \$368 in donations for the month.
- Robbie spoke about the Visitors Center to the Philanthropic Educators Organization (Snowbird Chapter).
- Our largest source of information on SCW is our advertising in "Where to Retire" magazine.
- Robbie met with the new activities director at the Madison and they now provide cookies to the Visitors Center every Tuesday.

Marketing

- As of May 15th, Marketing sold over \$1,800 in TV ads for the front office, along with collecting \$9,175.00 in revenue from vendors.
- Marketing also sold \$1,475.00 worth of ads for Adult Learning's summer brochure and fall catalog.

PORA Adult Learning/Print Shop

- The Author's Fair was not well attended.
- We have eleven instructors teaching summer classes. Chair Yoga and Oil and Acrylic Painting had a healthy registration. This is a program that will take time to build.
- There are 52 classes lined up for fall. We have already sold enough ads to pay for the fall catalog.
- We are hoping Mike Trent will take the Luke Tours again this fall, but we are not planning any other field trips that include transportation.
- Marie is working with Graham Abbott at the Rec Centers on integrating their data with ours. Marie has set up an account that will let us do online registrations and students can mail in a check or pay when they come to class.

All Other Activity

7. **Financial Reports: (Report attached)**

Susan Lewis

STANDING COMMITTEE REPORTS

8. **Bingo**

Dusty Bowenkamp

Number of Players	1147	
Total in Checking Account as of 3/31/2012		\$18,298.01
Income:		16,139.00
Total Card Sales	16,010.00	
Total Supply Sales	129.00	
Expenses:		13,027.32
Total Prizes Awarded	10,504.00	
Inducements Paid Out	720.00	
Other Expenses		
Rec Center — April Rent	675.00	
Bingo Advertising — Bingo Bugle	75.00	
Bingo Supplies	82.00	
Bingo Tax — Q1	921.96	
Volunteer Expenses	49.36	
Total in Checking Account as of 4/30/12		\$21,409.69

9. **Governmental Affairs**

Bill Hansen

- The three achievements for PORA this year.
1. Defeated the traffic bill for the 6th year.
 2. Legislative Redistricting.
 3. Election Bill.

10. **Health & Environment**

Mary McGrath

RECYCLING:

The Holiday is next Monday and there will be no pick up of trash. Everything will be a day later.

HEALTH:

The CDC is asking all people to take proper care of all cuts. The flesh eating disease is most likely caused by improper care of cuts.

11. **PORA Adult Learning (No Report given)**

Mike Trent

12. **Luke Air Force Base** I will be attending the Luke West Valley council meeting Thursday May 24th.

Mike Trent

13. **Membership (Welcome Wagon)**

Paul Piper

At this point I am still compiling information on the "Welcome Wagon" project. We will need a monthly list of the new move-in names from the Rec Centers.

Bill Hansen instructed Paul Piper:

- a. Only a PORA volunteer or Board Member should make the initial first contact of a new resident.
- b. The Welcome Wagon is a national organization and we do not want to be affiliated with them. PORA wants to keep control.
- c. I want to meet with you to make some changes to your welcome letter. I want to add the PORA Life Saver brochure that emphasizes Consumer Services.
- d. The budget information for printing, paper and toner, any costs for this project is needed.
- e. Possible to have a "Coffee" at PORA for new residents from time to time.
- f. Retailer coupons and information to enclose in the packet should be approximately 6 to 10 merchants only.

14. N.W. Valley Liaison

Larry Woods

15. Public Relations

Doug Rhodes

I will check with the Rec Center office regarding adding more PORA “ad” information in different Rec Center venues.

16. Transportation & Water (Report Attached)

Merlyn Carlson

SPECIAL/AD HOC COMMITTEES

17. None

UNFINISHED BUSINESS

18. None

NEW BUSINESS

- 19. **Motion by Mary McGrath:** to ratify the election of new officers, nominated and elected at the Special Meeting May 14, 2012, Bill Hansen for President, Merlyn Carlson for Vice President, Mike Trent for Secretary, and Susan Lewis for Treasurer was seconded and passed unanimously. Bill Hansen
- 20. **Motion by Dusty Bowenkamp:** to ratify the continuation of the rental room in the Visitors Center in accordance with the current rental rates. Program to begin June 1, 2012, and to be reviewed again in September to discuss a rate adjustment was seconded and passed unanimously. Bill Hansen
- 21. **Motion by Dusty Rhodes:** to purchase ten new Dell computers for the approximate cost of \$553.00 each to replace current outdated computers being used by volunteers was seconded and passed unanimously. Connie Scott
- 22. **Motion by Dusty Bowenkamp:** to repair of PORA’s flat roof in the amount of the proposed \$14,000, submitted by Tremco Inc. was seconded and passed unanimously. Connie Scott
- 23. The Board agreed to the use of the of SCW Sunburst logo by the SCW Master Swimmers. Connie Scott
- 24. **Motion by Dusty Bowenkamp:** to the purchase and installation of three TV’s for Adult Ed, approximate cost of \$3,391.68 was seconded and passed unanimously. Connie Scott
- 25. Presentation to Bob Jones’ in appreciation for years of service on the Maricopa County Planning & Zoning Committee. Max Wilson
- 26. Next Meeting Monday, June 18, 2012.
- 27. Comments from Board of Directors.
- 28. Comments from PORA members, press or visitors.
- 29. Adjournment at 2:35pm.

By: _____
Mary McGrath, Secretary

Date: _____