

BOD Town Hall Meeting
Thursday, June 08, 2017

Present: Wayne Pauli (President), Kathy Payne (Vice President), Bob McCormick (Treasurer), Tom Kinnison (Secretary), Elmer Pritchard (Member Secretary), Tim Schnabel (Resort Manager)

The meeting began with a welcome by Tim Schnabel, stating that the purpose of the meeting was to get suggestions from members.

The BOD Members introduced themselves.

Member Suggestions, Concerns and Questions Presented:

- Millie McCormick – sponsorship on kiddie train is not favored, rather see animals, pictures, etc. Mike Tripp asked if signage was already order, per what he heard around the resort. “No”
- Gene Graham – Workamper hours increasing for next year was questioned with the reply of this was to be evaluated as the summer progresses.
- Mike Tripp – Break down of employees asked for
 - 13 Full Time Year Round
 - 33 Part Time Seasonal
 - 4 Part Time Year Round
 - 6 Supervisors
 - 87 Workamper Seasonal
 - 6 Workamper Year Round
- Harold Hintze – Workampers at other resorts worked their minimum hours only, not like here where they are compensated for working above and beyond minimum hours.
- Harold Hitze – Gate Notification of guests arriving is excellent and the rule should continue to be enforced.
- Carol Graham – Need workshop to let people know where to walk and ride bikes; bike riders go faster than 10 mph.
- Lydia Chamberlain – Family Reunion 21 day policy should have “cumulative” be removed. “P” Members more days? And the distance family travels is a concern with the policy as it is now.
- Bonnie Holland – Squirting water at train questioned
- Char Bland – Separate big dog park into two sections – one side for 30+ lb. dog, one side for <30 lb. dogs.
- Shawn Donovan – Consistency at the Welcome Gate with guest access among staff.
- Mike Tripp – Kudos for Security at the gate
- Harold Hintze – Suggestion of mirror tags that are dated for all day guest pass and guest needs to know member name and site. Mike Hinson suggested the tag has arrival date and departure date for guests.

- Lydia Chamberlain – Asked if damage insurance is offered rather than deposit for cabin rentals to make member responsible to cover cost of damages during their stay.
- Marty Jacob – Beatification Committee is a good idea, and sees the resort looking good.
- Jill Greenfield – Suggested having car stickers raised on window to be more visible to Welcome Gate Staff.
- Greg Joy – Member is to be at the resort for guests to be able to get in.
- Char Bland – 10mph should be obeyed by golf cart drivers.
- Marty Jacob – E-mail sent out to onsite members is excellent. Also, BOD should reconsider letting golf carts on the grass at sites when there is an event/visitors.
- Mike Tripp – Security and staff golf carts have been seen parked and driving on grass.
- Nina Welu – Ability to get more site use with an “A” Membership; cabins during slow periods.
- Brent – Group Sites suggested; Concern for emergency exit with only one route out of the resort grounds, and suggested possible route along maintenance for service vehicles.
- Donna Hintze – Suggested new CD Player for water aerobics class.
- Alice LaPeer – Pets from those in the Meadows are being walked in non-pet area; suggested signage to be placed to prevent this.
- Mike Tripp – Suggestion made of switching pet and non –pet side to resolve said issue above.
- Marty Jacob – This is the only park he has been in that has a pet and non –pet side.
- Carolyn Graham – Keep enclosed trailers allowed on sites.
- Mike Hixon – Big dog part needs dog bag dispensers to stay filled.
- Murry Procter – Make Channel 23 website and mobile friendly.
- Shawn Donovan – Suggestions were made to Webcast BOD meetings, and make associate dues mandatory. (Followed by discussion by Frances Showen, Carolyn Graham, and Bonnie Holland.)
- Tim Schnabel tabled associate dues discussion explaining that this is a topic of discussion for the BOD to pursue.
- _____ - Survey Response form Exploratory Expansion Committee
 - Is there a good way to get a more effective response rate in the future?
 - 50% of the membership used the resort last year.
 - Wayne Pauli stated that a 20% response rate on a survey is good.
 - Tim Schnabel explained use of Constant Contact.
- Murry Procter – Limit of the number of guests allowed was asked - answer is 5.
- Mary Jacob – Online Reservations? Tim explained that a system is being looked at, we are looking at what Rushmore Shadows uses, and an employee is gather data and putting together a potential plan for a system for online reservations.
- Brnet – If we got o online reservations, suggested eliminating the 60 day requirement.
- Janet Seibel – Are Sales Stays still being used? “Yes”
- Janet Seibel – Questioned about “B” Memberships upgrading to “A” – only for medical reasoning, per the BOD. Tim S. stated that we need to stay consistent with the way the rules are now for cabin rentals, and “B” members are fee to rent at non-member rates during peak season.

Meeting closed at 7:15 with an invite by Tim for members to attend Friday’s workshop at 9:00 am.