

Member Name		Comment	Response	Notes
Amy Reagan	01/008,009,010	What items are being eliminated on the RCC Member Registration forms? Proposes that vehicle registration, recreational equipment, and relationship of sponsored guest, also be eliminated.	<b>George Stewart</b> - Date of Birth at this point. Asks for feedback on this issue and open to change. <b>Nicola McDonald</b> - See MOTION 2021-05-02	
Cary Wright	04/019	Thanks the BOT and RCC committee members and volunteers. Would like BOT meetings to continue ZOOM meetings as it is a great way to encourage member participation.	<b>Nicola McDonald</b> - Equipment has been ordered that will allow us to hold 'hybrid' meetings going forward so members may attend in person or remotely via ZOOM.	Also, would like to be on the Membership Committee.
Heather (not stated)	(not stated)	Glad that so many people are present. Ability to own home on AI due to Short Term Rental income. States that the BOT continues to send out letters to members regarding STRs and other issues like violations with misinformation. Would like to know if these issues are being addressed in the annual BOT and committee policy meetings? Who handles the violations and decides on the fines?	<b>George Stewart</b> - Thank you.	Also, Heather would like to apply for open position on AC Committee.
Tom McCarthy	09/001 -other	Appreciates the ZOOM meetings and continuing with the hybrid model in the future. Asks BOT to please clarify that when the hiring process occurred when the current GM was hired, there were four trustees involved and they were Gary McDonald, Jan Nelson, Gretchen Sziebert and John Saatela? Were there only three present for the vote (enough for a quorum) to hire Nicola McDonald, as one was absent? States that John Saatela resigned due to his not approving of the hiring process.	<b>George Stewart</b> - I am new to the BOT and would like to look into the matter in depth and do not feel it would be appropriate to respond without doing so.	
George & Kristin Berz	01/073,074,075	Asked at last BOT meeting about a blue house color that was approved for a house at (address not decipherable). Has been trying to get approval for the same blue color for a year. Is there an approved color palette at the ready? States that there have been six blue houses painted while he is still waiting for his blue color to be approved. Feels that he is being discriminated against. Who or what body approves and disproves a color? Is his blue color approved or not? Asks do you deny past actions? Will emergency meeting be open to public?	<b>George Stewart</b> - There will be an emergency BOT meeting A.S.A.P. to address your issue and other issues that are similar. <b>Pat Landye</b> - The emergency BOT meeting will a special meeting and it will be closed.	
Paul Duggar	18/012	Glad to hear that the RCC Website is going to be updated and feels that it is confusing for members to access important documents and information as they are not always located in the same place. Also would like to know why there aren't any BOT documents available from February/March of this year? Asks why the previous BOT meeting minutes were not approved at the start of current meeting?	<b>Pat Landye</b> - George is our interim President and just overlooked the approval of the last meeting minutes. We apologize.	
Jeff Nolta	11/090	Thanks the BOT members. Does not feel that the BOT has handled the RCC Member Registration program in a way that benefits the membership. States that the committee in charge of the new program is comprised of only six individuals who made decisions without input from the community and its members. Feels this was a massive and very invasive change that the membership was not aware of and what has happened is that members are pushing back very vehemently and he strongly urges the BOT to reconsider this undertaking especially how to include member participation both in the how the decision is made about what needs changed and then what the next step in implementing those changes would be.	<b>George Stewart</b> - Thank you - we are continuing to work on these issues.	
Scott, Nathan, Harrie Duncan	08/032	Inquired about the Compliance and Community Manager position. Inquired about the Junior Golf Tournament.	<b>George Stewart</b> -Thank you for your interest.	
Amy Reagan	01/008,009,010	States that she has personally connected with over 100 members regarding the RCC Membership Registration Program and members really feel that it is a very serious invasion of privacy issue.	<b>George Stewart</b> - We are continuing to work on these issues.	

Nina Bluit	22/137,138	Really believes it is important to have updated and current website information and resources for the membership. Recommends 'Roberts Rules of Order' to the BOT and comments that there should be organized and timely publishing of meeting agendas, minutes, etc.	<b>George Stewart</b> -Thank you for the recommendations.
Mary Beth Camp	01/013	Concurs with Paul and Jeff regarding data and information gathering. Fences are problematic - would take away from the open nature feeling. Who pays for these upgrades and then how do you enforce the rules? Will our member dues rise because of these measures?	<b>George Stewart</b> - Thank you - we will take your comments under advisement.
Ivan Yettings	18/026	States that the RCC bylaws state that fences cannot be over 6ft tall and asks will these new fences for the amenities follow these guidelines? States that in 2007, after the Administrative Dissolution and then reinstatement, then asks how and why at the stroke of a pen, did our 'community club' become an HOA without membership knowledge? Asks that the exact date be provided.	<b>George Stewart</b> - Anticipates the fence will be within guidelines. Re: HOA vs Community Club - research will be done. <b>Pat Landye</b> - Yes on guidelines, doesn't believe fence has been ordered yet.
Kristina Neshyba	08/011	Would like to add on to Jeff & Mary Beth regarding the RCC Member Registration - what data, studies or reports were used to come to the decision to begin a campaign so drastic as what has occurred? Requests that any unanswered questions from a member during a BOT meeting, automatically become 'old business' for the next meeting with an update on progress or answers so that member's concerns are not ongoing and unanswered.	<b>George Stewart</b> - Thank you for your comments. Cannot answer with any great detail at the moment. Will look into this and put your question regarding 'old business' on the next meeting's agenda.
Jennifer Gebhardt-Steadman	11/056	Would like add to Jeff, Mary Beth and Kristina's comments regarding the RCC Member Registration . Would also like to see more data and information on what the real issues are with regard to the amenities and then what the best solutions may be relevant to each issue. Especially the complex process that is proposed for allowing guests to enjoy the amenities either alongside members or by themselves. Would like to know how the BOT plans to monitor the amenities - with a person? How will they be trained, what happens if there are violations? What happens when there are altercations that warrant attorney's fees - who pays for this? Really likes Kristina's proposal for 'old business' idea regarding ongoing concerns of members. Would like to propose electronic surveys as a viable first step in including member's voices regarding these issues. Tangible data is imperative for implementing new policies and procedures.	<b>Nicola McDonald</b> - According to RCC Covenants anything sent out to the membership must be sent via U.S.P.S., so any type of survey via electronic means only is not an option. That's not saying that we couldn't use electronic methods, it's just that it cannot be the only method used.
Deirdre Thompson	09/021	Proposes that BOT meetings be available to members to access at any time on website. Also concurs with previous sentiments regarding the RCC Member Registration. States that there has been an extreme reaction to this in-part due to the unprecedented situation of COVID/shelter in-place, so many new residents, etc. Regarding STRs - owners/members need to properly educate their renters. Would hate fences and has concerns about how the parks will be monitored; if individuals, how will they be trained? What are the protocols, how are they decided upon? If there is a violation and/or any possible altercations during the process how is this to be handled and who would be responsible for the costs incurred?	<b>George Stewart</b> - Thank you - we are continuing to work on these issues.

Lara and Derik Behnert	19/009	Is very excited to hear that the RCC website is going to be updated. In talking to other members regarding the RCC Member Registration and request for information, she believes that the main concern of members is the security of the stored information. She recommends that our website include a secure 'portal' for RCC members only. Documents and resources could be available and this portal could also include a forum for members to connect whether they are physically on-island or off as well as other options such members registering their own guests.	George Stewart - Thank you for your prospective.	
Jennifer Carlson	03/026	Short Term Rentals - Is concerned about occupancy levels - is there a way the RCC can implement some control over this issue? Requests that in the STR descriptors that the Riviera is a Community Club with rules that must be adhered to. Recommends larger signage for the parks, marina, etc., that might be more of a deterrent to non-members.	<p><b>Pat Landye</b> - We do have a Guest Relations Committee that is meeting on a regular basis and there is intention to somehow manage STRs. Occupancy levels are a topic of importance.</p> <p><b>George Stewart</b> - There are Pierce County ordinances. If you are having concerns of any kind with a neighbor, regardless of their being renters, week-enders, etc., please go to our website and file a grievance. Let us know what is going on in your area - this is how the BOT and committees can address issues but only if they are aware.</p> <p><b>Nicola</b> - The PC Codes need to be adhered to. STRs are a new situation for the RCC and the Guest Relations Committee is working to deal with all of the issues surrounding this topic. Filing a grievance officially on our website is the best way to ensure that our Compliance Committee and the Compliance Manager can try to find solutions to these issues and in doing so they are also compiling data and information. If you are having compliance issues or have concerns about anything, Facebook is not an effective tool for getting a message to the BOT, GM or committees. Facebook is a great tool for connecting with people in the community but is not a proper channel to communicate with GM, BOT or committee members. New signage is in the works.</p>	
Kristi Nipert	10/053	Concern regarding fencing at parks - asks BOT put a hold on plans to install fencing at parks until more data is collected. I do not consider my family to be guests. How do I go about getting them on my member account? Would like to ask for answers to member's questions in the BOT Meetings be included in the minutes so questions are not repeated.	<b>Nicola McDonald</b> - The Membership Committee will be able to help you define and understand member vs guest. Our covenants clearly define who is considered owner/member vs. guest. We cannot guarantee that all questions will be answered by the next BOT meeting or if they will be included in minutes but we can sure try.	
Kelly George	11/014,015	Guest Passes - We should exhaust the simplest of solutions before taking drastic measures. Would like to see surveys for data collection in any manner, electronic or paper. Membership should have a voice before major changes are put into effect. Really appreciates the members attendance today and enjoyed hearing suggestions and ideas.	<b>Nicola McDonald</b> - Thank you!	

<p>Colleen Adler</p>	<p>23/096,097</p>	<p>Thanks the BOT members. Has participated in a previous ZOOM BOT meeting where the RCC Member Registration was discussed and the board seemed open to suggestions. Is there a fine for not turning in the RCC Member Registration? States that Facebook is a good resource for the BOT. Feels that members like to be heard and people feel heard on Facebook and urges the BOT to pay attention to what is going on there. Would like to see questions and comments resolved during the meetings.</p>	<p><b>Pat Landye</b> -No fine.  <b>George Stewart</b> - Does not use Facebook. Facebook is more one-on-one and the BOT should receive information as a collective not individually. There are questions that will not be answered immediately in the BOT Meetings.  <b>Nicola McDonald</b> - The BOT is reachable at rccboard@rivieraclub.org. As for the immediate answers to questions posed in the BOT meeting, alot of times it is beneficial for the BOT members to take these questions back to the committees to have background information and discuss topics in order to respond from an informed perspective.</p>	
<p>Hayley Young</p>	<p>08/004,005, 07/085</p>	<p>Appreciates a lot of what is being discussed so far and feels that the open dialogue is important to the community. The RCC Member Registration is an extreme overreach and has caused undue stress and anxiety for both full and part-time members, alike. Appreciates that the BOT was trying in good faith to benefit the members but instead states that these actions have caused massive upheaval and is glad that the BOT has aknowleged its blunder and is trying to rectify the situation. Also feels it is imperative that all members know A.S.A.P., that the RCC Member Registration program is on hold. Was there a process before this for monitoring membership/guest cards, and if so, why hasn't it been in place and being implemented?</p>	<p><b>Gretchen Szeibert</b> - Having to provide member i.d. - the things that the Membership Committee is trying to bring forward are not new - historically members have always had membership cards, stickers for vehicles and boats and were required to carry or display them. The difference with the proposed new i.d. is the photo. The BOT hears the member's concerns with this issue and appreciates feedback. This BOT and committees are taking, very seriously, the body of governing documents and trying to implement procedures that have always existed.  Temporary fencing - is something to be reconsidered. Feels that the uptick in member participation in BOT meetings is great and helpful to both BOT and committees.  <b>Pat Landye</b> - States that the BOT and collective committees are just trying to protect and preserve the safety and beauty of our island.</p>	
<p>Darrell Beck</p>	<p>08/046</p>	<p>Would like to remind the BOT and attendees that the RCC is not an HOA. Has been a long standing member in good standing and recalls in year's past when there were 'attendants' who would ask for member's cards and felt that was acceptable. With regard to fencing, photo i.d., etc., what do the covenants and bylaws state? Asks If a member in good standing does not provide the information on the RCC Member Registration for a photo i.d., will he/she prevented from using the ammenities? If one doesn't want to submit all the information and/or get the photo i.d. and will be denied the priveleged ammenities - that needs to be resolved. Loves ZOOM and learned how to raise his hand.</p>	<p><b>George Stewart</b> - Thank you</p>	

Susan Hatch	08/120,021	<p>Comments that BOT Meeting agenda being posted to website 10 minutes before meeting is unacceptable. Reminds that the BOT needs to keep in mind that they represent the membership at all times. Agrees with the need for information gathering and that surveys would be a good course of action. Asks what is the cost to provide members with the paper cards and stickers that has been the member i.d. method up until now? Feels that this is money down the drain and then now spending more on the new program in addition? Is totally against the new i.d.s, fences, etc. States she feels like she's in a prison. Who, what, why - where is the data that supports these measures? When are the ZOOM meetings going to be available on the cloud? When are the meeting minutes available to members? When and how did the RCC start referencing itself as an H.O.A? When the BOT says it cannot commit to a time frame for the BOT answering these types of questions, how are these and other member's questions or concerns being tracked - spreadsheet? States there should be an acceptable time frame that the BOT should respond. Where are two years of missing documents that are not posted on the website? When are in-person meetings going to resume?</p>	<p><b>George Stewart</b> - These issues will become old business on the next agenda. We will get answers to these questions when we can.</p>	
Amy Reagan	01/008,009,010	<p>I.d. cards, stickers for vehicles, etc. - states that some of Gretchen's statements in reply to Hayley Young, aren't true. Feels that the new program needs administration improvement. Members have never had to provide 'relationship' of guests and believes a big issue is with the photo - not all members can be present for a photo i.d.</p>	<p><b>Nicola McDonald</b> - Thank you.</p>	
Lisa Carman	07/007	<p>What is the liability to the members for our parks and amenities? Has witnessed many times and is frightened by what she has seen - wreckless behavior, drunk and disorderly people and has a great concern that there are major safety issues with the velocity of activity and the number of people coming out here to use our private ammenities. She appreciates that the BOT is trying to find solutions before something truly tragic happens.</p>	<p><b>George Stewart</b> - Thank you and these are the types of issues the Membership Committee is trying to find solutions for. Reiterates that reporting incidents/concerns to the BOT is exactly what they need to implement change and the control of the ammenities.</p>	
Nicole Hutchinson	18/049	<p>Also does not agree with new i.ds and fencing, etc. Appreciates Island Patrol but feels that they are not effective. Could we hire security that would offer more authority? Suggests signage on Steilacoom side of ferry - for visitors to the island to munderstand that the RCC is privately owned an not open to public.</p>	<p><b>George Stewart</b> - Thank you. There are funds in the budget for security and the like. Island Patrol is not a part of the RCC.</p>	