

# Board of Trustees Talking Points **Summary** for BOT Meeting October 26th, 2024

GM: General Manager

OS: Office Staff

TH: Town Hall

Copied from Agenda:

## **4. REPORT OF COMMITTEES AND AMENITIES:**

1. ACC: Now reviewing possible changes for Membership

Closed eight permits including four site-developments. Approved one new permit.

Just under 100 projects underway. 38 site-development. Handful of projects behind schedule- BOT is aware of these. If you have a project stalled or finished, please call in to request an extension or final inspection.

2. Forestry No planned permits, but four Emergency permits were issued (damaged, dead, diseased, or dangerous.) Three trees committed for replanting – since last summer we have 150 trees committed to be re-planted.

3. Compliance: Now reviewing possible changes for Membership Steady but quiet. Thirty calls with reports, just over a dozen resolved. The majority this time of year is resolving stalled projects and general clean up – yards, property, vehicles, RVs – packing. Please continue to respect, maintain, and keep trails, roads, and parks clean as they are most of the time up summer. Road safety again, as we are getting bad weather. Once again, and we will say this every meeting as it pertains to all times of year; members are responsible for their guests, so please follow the rules and help preserve what we all have and love.

Community related; the board, Phil and I have been discussing potentially possible classes or seminar , education on identity theft and scam prevention. think that it's something we all know about but it's still out there and sometimes it feels like it's getting even worse so we're thinking of the best ways to share education and to help members just know what to look out for and hopefully stay safe scans and things like that The Lk Jo Water department under Russ Rodocker's leadership is working hard constantly and meeting every month on our Emergency Response plan. Really for major catastrophes - like say the big one, and practicing different scenarios every week or every month, they are practicing with the radio network and they are trying to think of everything. The reason I am telling everyone here is that they've been working so hard in preparing but need to make the connection or bridge to membership, so that's where I come in. I have been asked to make a bridge or the connection to membership. We are thinking about things like magnets, door hanger tags -just really the best ways to communicate with everyone to be prepared and educated but hopefully to simplify things if an emergency really does happen. There will be so many things to think about and things are going to be hectic. We hope that we can prepare people to just stay calm and follow some steps and guidelines and we can help prepare for an event like a natural disaster. Obviously, logistically, we hope to educate everyone ahead of time, like what we do for water Russ is prepared -he has the containers and the plan -we will have water stations for people. So, we want you to know ahead of time where those are and what to do. Another reason I am saying it now, is that if you guys have any interest in this or any desire to be involved, we definitely welcome it. I have had the idea of possibly having neighborhood ambassadors or section ambassadors, because if enough trees come down and we really are restricted to our streets or our neighborhoods, we may need to have meeting places throughout the Riv. If we have an ambassador or a leader of the neighborhood with a radio possibly, and a way to communicate with the hub here that would be ideal. So, that is something that I want on the radar. It is really important and that's something we can tie in with the CERT program with the fire department that they mentioned last month. It is all hands-on deck and there's no reason to reinvent the wheel – our Water Dept and the AIFD will be a part of everything. And AIFD specializes in this sort of thing, so let us let them specialize in that part and we'll work with them on that part. The priority is gonna be that once your friends and family are safe, water is going to be the next issue. The BOT approved the HAM RADIO Club extender one of their extenders on our water tower – they will be working with the AIFD to get communications up and running.

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4. Lakes Human and weed/plant activity slowing down, temperatures are good and clarity is excellent on Lk Josephine & Florence. The Rigerio muck reduction units are being moved to Pine Lake for fall and winter. They are cutting the muck and by putting them in Pine Lake, we should be able to measure and see results more clearly due to the size of the lake – reminder that we are still in the testing phase.
5. Restaurant
6. Golf Course: Molly Miller  
We have brand new Gift Cards that are rechargeable and ready for the holidays -these make great stocking stuffers and can be purchased at the golf shop.

I had a conversation last Thursday, for about an hour with the head Compliance Officer over at the Washington State Liquor Board as I had some questions about the golf drink cart, and some different things. Our liquor license is a Snack Bar License. How licenses are designed for each individual area is based on size and how much food that can be served. And, because we do not have the proper food creating area like the restaurant does, or the big enough cleaning area that the Health Department requires, we are designated as having a Snack Bar License. Something that's new for us, because I just found that out Thursday, and this is the part that changed that we weren't doing all summer and now we have to do is RCW 662-4350; Snack Bar License allows a license to serve beer by the opened bottle and open can on the premises for consumption. Only Snack Bar Licenses must have snack food, which we do, and available whenever the beer is sold and served. Snack Bars must have a designated seating area like our deck. So, we have to start opening drinks now. We realize that if you are buying a couple of beers and you want to go play nine holes, you're not gonna want to walk around with two open beers. So, we are looking at purchasing some tight silicone lids for that second one so that way it doesn't spill all over the place.

Normally, you would just throw the beers in your bag but we cannot do that anymore. We have a special bottle opener and we do have to touch the bottom of the can, of course, to be able to attach the can opener, which puts us about four inches away from the top of the can and it flips the lid up. It is just like what Marty, or whoever at the Lakeshore bar, has to do -they have to open up the container too, before they stick it on the bar, so it's nothing new, it's just new to us at the Pro Shop.

Each member of staff must have a MAST Permit to serve alcohol. Having a liquor license means we can purchase alcohol to be served in a specific area. For anyone to sell and serve the alcohol, they must have a MAST permit, which is given by the state of Washington to a person that is going to serve the alcohol. The person who sells and serves also decides how much alcohol is served / how many drinks are purchased for the safety of the community. I mean that's their biggest thing, they don't want us serving to people underage, they don't want anybody to go away or driving away from those facilities drunk and the whole idea is to make sure that you know you're protecting the community that surrounds that location. MAST holders at the Pro Shop are I, Sue, Richard, Ron, and Josie. If a MAST holder is penalized for any infraction, it can be up to \$500 and possible jail time. So, what happens is, the amenity itself is the golf course, the license is attached to the golf course, so when somebody breaks a rule let's say -I guess is the best time to start my stuff this, all came up back in May, by the way, it affects the server. When this came back up we went through the RCW's and we are rehashing it again. Here is a great example: Veteran's Golf Tournament this year -Sue, Richard and I worked it this year. Because of our liquor license, you cannot bring outside alcohol onto our Golf Course – it is all there, even the RCW – The BOT did a really great job on making sure that this information is out there – it's even in BOT minutes from past meetings. So, this year's Veteran's tournament is a great example of something that really put our whole entire membership amenity into full jeopardy. The tournament director brought alcohol. My point is that we have members that feel that jeopardizing an amenity that is out there for 2800 people is super sad. It is unbelievable to me, as a member myself, but I'll get into that in a minute. This tournament example is that the tournament director brought beer before I confiscated what was left, it was half gone - we also had a party that was

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going on at a private residence, which was perfectly fine -nothing wrong with that. Where it became a problem for the amenity, where it became a problem for the license, and where it became a problem for the employees that held the MAST is, that the party then was making drinks for the golfers that were playing in that tournament and that hard alcohol then came onto the amenity. I found out when I was driving the drink cart around and one of the players said, "hey Molly" this was a guy I knew from the from American Golf Course, "you got any more vodka in that cart?" I replied, "I never had vodka, what do you need vodka for?" "Well," he said, "they're making drinks over on hole #6." I said "give me your drink, " I explained the rule. So, I took four drinks that day from the guys that were at hole #7, told him why I had to take their drinks. They were already getting beer that was given by the tournament as the vets were already purchasing for the guys. Half of these poor guys had not eaten all day, I had to cut off two golfers earlier before the first nine, because they hadn't eaten -so upon my second roundabout I brought him lots of chips and some candy bars from our stock -just to get them something to eat so they felt better. But what that did, and I can tell you I'm gonna get emotional, I'm sorry, but it hurt Sue Fountain who has been employed longer than my 7 1/2 months, and it hurt Richard really bad, because how dare the members of this membership jeopardize their permit - how dare them! We are doing our job to follow state law -that is it, we don't care about the name calling, we don't care about any of that I. I personally don't anyway, but I will back up my employees until the bitter end when it comes to making sure that my membership - that I also have an equal part in OK -pertaining to Cindy's comment down here and last night -super fun on Facebook -but my piece of the pie right here that I own over here okay and that this group over here keeps breaking the rules it jeopardizes everybody's piece of pie. And when the Riviera says "no, stop breaking the rule" and this group is super mad because they are not getting their way and continue to break the rule. And now we have to go through some nasty lawsuit, which there hasn't been a lawsuit yet, just so you know. If I remove you from the golf course, would it be any different if Richard went up to one of you or any member and said "you know what, you're causing a problem, I want you to leave the golf course." He has that right and he has that authority because he has the same permit I do. Sue can do it, Josie can do it, Ron can do it, Angel can do it, Marty can do it -we are the servers and that is our job -to make sure that the community around us is safe.

**Chris:** Had a letter from a member -I am glad that the laws are being enforced but for five years, watching the unlicensed golf carts pull up at a local facility – buy 5 beers, drive off back to the golf course, safety was my biggest concern. I'm feeling irritated with entitlement.} I told the gentleman; the golfers aren't united on this. Y'all think you're united about drinking on the golf course, but you're not. I have golfers coming in and complaining and writing letters saying, "hey this person is intoxicated." Somebody asked how many fines have been issued. We have banned four people from facilities three of them are related to drinking. One specifically got drunk at the golf course and that person went down afterwards to the restaurant. Once they identified that he was intoxicated, they cut him off. Then the member decided to go ahead and destroy a part of the restaurant. There was a report of two members -guys -drinking they're reacting to each other at the golf course – it was picked up by someone's camera and it was reported and sent to the board. The board is not out picking on people. But we are paying attention to certain things. If it were a voting issue, we'd be dealing with the voting issue. When we have people who are actually drinking and abusing the system and that aren't really endangering but creating a hostile work environment for the employees that we're supposed to support. And that's something that the board has proven time and time again -we're backing the employees. I just got a notice from somebody sending a nasty gram to the employees again. You know they actually wrote it down this time and signed it, so now the board has to address it. The issue there is something about consuming a certain amount of alcohol that is good and fine and then there's the excessive amount of alcohol. We have people that are leaving their bottles as a sign of defiance on the golf cart,. We are not trying to target anything. Then this argument that came up that 'this is how it's been for 80 years.' There were a lot of things going on at this golf course or in this community for a long time that weren't being controlled. People stole, people being manipulated to donate to a deck that

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was never even part of the system. We're fixing things -we hired staff, we made sure we're training all the employees. The employees are going through additional training that was never provided. They're doing a sexual harassment training this month that was never provided. Employee safety is first, as Dan and Brian said they are in another class. They go through so many classes, certifications for their job. The idea of a good old boy club -oh, it's always been this way. Well, it has but then it's obviously ignored. When someone takes their car and drives it into a ditch like what happened two years ago and then it got ignored by everybody or the other one that ran their car into a tree that got ignored by everybody. How many times do you guys hear about the DUI that happened on the island but they don't because they're an old boy group -we all cover each other. Oh -boy we all cover each other, it's like the abuses like the suicides, everything gets kind of swept underneath there this is an issue that pertains to us we're not worried about what's outside the room but this drinking issue this harassment of employees this is an issue with an isolated group of people and we're just trying to address it and we're not trying to address it in a way that's been judicial there's been a request to suspend people no one's been suspended for any of the things going on right now they've been suspended or expelled for actions that have been you know super to the point where they're assaulting an employee at the restaurant or they put their hands on something or they destroy property that crosses the line with the board, every other time we're just trying to influence if you. Look at everything that's been going on -all the paperwork since May, we've been trying to influence by saying 'here are the rules, the laws', then challenging the staff go back and say 'have you sat down with the state?' They're gonna come out and talk to us because we're just trying to influence a change, it's nobody on this board wants it to be judicial over influence. We all believe that we could influence a positive change and what works for you? What works great? But the idea of shutting down the alcohol system, the state law says that it is a public course and we've all made it a public course. There are rules -you can't have containers outside your house. The certification for a private park, which we could request -it is denied, you can't even take a beer down to the park and drink it. If the sheriff comes out and they check the parks and you have open containers, that's against the state law. But we don't talk about that and we don't enforce that so we're just trying to influence people. The officers have already talked about doing - enforcing the driving while under the influence. If they pull you over in a golf cart leaving the store and you're drinking, or you have that beer open - that's an open container and if you consume that alcohol in the golf cart - (and I just got sent the whole RCW, one of the officers that is watching - officers that are watching our board meetings are paying attention) that is a DUI. We're not trying to I mean -the fact that I've had employees and members come up and talk to us over and over again. It's frustrating because we've addressed this all summer long and I can seriously say that the group that this deals with is such a small group -we want them to see that it's not like we're trying to target you, we're not targeting golfers, and we're not targeting clubs. We're targeting the situation and this situation really concerns me, the thing is we've been lucky so far. If somebody is drunk here, and there's a lot of drinking, I'm surprised it hasn't killed somebody. The number of vehicles that have gone in people's yards in the last two months alone - that have swerved or hit a sign. We're all wondering 'why did that stop sign all of sudden break or fall down,' you know why, because somebody ran over it. The county has replaced five signs in the Riviera. And the Tanner sign wasn't a liquor situation. How many of you walk at night? I walk my dog at night. This is a safety issue - this isn't about your being able to drink and be comfortable - it's a freaking safety issue.

5. **GM REPORT:**

6. **BOT REPORT:**

Scam mailings and emails. Identity theft. Ask a friend, neighbor, or call Chris Frye. If it seems too good to be true and you are in doubt, please reach out to someone. The IRS, Microsoft - banking institutions are not going to call you and ask to go into your computer or bank accounts.

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## 7. **MEMBERS COMMENTS:**

**Phyllis Zander (11/007):** It's attitudes right now, it's attitudes. We used to be a private club. I'm sorry but you keep saying it's a public golf course. Technically the golf course here is supposed to be used for the members and if they have a guest they can sign in a guest and the guest can play with them. That's how it was in the beginning, that's how it has always been since I've been here. All of a sudden we became public. I'm not saying it's the public that is creating the problem with drinking, but I think as members we had control. It was just members and their personal guests that had signed in and played with them, now we've got people we don't even know, we have never met them, we don't know who they are. I'm saying in a way, we've lost control over that we had when it was members and their guests. If one of the guests behaved badly, that member was accountable. We have no accountability anymore because anybody can do anything here. I don't know how we get back to that because we never really left it but all of a sudden it became something that it wasn't. So, I'm not talking about people in general -occasionally somebody drinks who shouldn't drink, it doesn't matter to me, that doesn't matter to me as much as that you have no way of fixing it because you've lost the security of the membership that you had before. If I had somebody with me and they made an ass of themselves, it came back on me and you could fine me for my behavior because my friend did not behave correctly. You have nothing now to go from now, because you're allowed to open it up to everybody. I'm sorry, thank you.

**Chris:** Before you start -yes, that was emotional. I usually have Deborah or Gabe here that will let me know when I've gone too far. Yes, tis is a topic that has been going on since the beginning of the year and we've had people get hurt: we've had people having to make decisions to kick people off of an amenity which is something no board wants to do, so I apologize for that.

**Ray Young (11/060):** I am the president of the men's club. We've had some conversations and there has been a lot of contention with everything going on. I would recommend in the future, this spring when we have the lot of snowbirds come back, that both the men's and women's meet with the board. A lot of our concerns don't come back to you, they stop at the GM. So, you don't know there are concerns. We had a meeting with him (GM) a week ago and has not gotten back to us. For me that's the third time they haven't got back. So, I can't believe what he tells you so we don't know if the information is getting to you guys. I think would be best for the community that if the men's and women's club get with the board and we could talk about these issues. I understand your position with the law but how it has taken place is -it's been so aggressive. I myself had Miss Molly put her arm on me and I told her not to touch me. I told the GM about that, of course it didn't go anywhere but she came out and jumped on me and another person in the parking lot. We weren't even doing anything yet and we were told you can't do this, you can't do that and said "what the hell." I said we have no information on paper -I said give us something in writing." I knows this for a fact, "I said I'll take you to the board and discuss it," she said nothing's in writing. It's just been aggressive and we need to do away with this aggression so we can get back to being civil as a whole community and a group. I personally would like to talk to you at some point, and point some of this out you guys. You've got good points; we've got good points. The majority of the Men's Club are good people. And they would like to get to the bottom of this so it does not escalate. You've lost a lot of revenue for this next year because a lot of the tournament people have gotten so upset that they cancelled the tournament. Before spring starts and we go forward with tournaments, hopefully we can get together and talk about it.

**Chris:** Just so you know -the board received your request and actually we just talked to one golfer earlier this week. When Gabe comes back, we're actually going to reach out to talk to you guys. I'm just saying that we did hear from Phil and we did an e-mail saying the board will come talk to you and that's what the plan is.

**Bonnie suggested removing alcohol from the Pro Shop – Chris responded that we still couldn't have alcohol on the course.** (no mic)



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**Kristen Kennedy (01/133):** I'm a member and I am also a golfer and I golf all the time; almost every day that I can. I completely support Molly and the staff and what hasn't been mentioned is the greenskeepers and that greens staff. I'm a member of the lady's group and this talk -you know first of all, we're talking about a small number of people that think it's really super important that they bring their own hard liquor onto the golf course for two or three hours when they golf. That they have alcohol in their lives for two or three hours to golf that they need to threaten lawsuits and get on social media and insult people is shocking to me. Any golf course in America has the same rules. The men's club and I'm friends with many people, have such a sense of entitlement. If everybody were allowed to bring liquor onto the course, if you're allowed to bring liquor onto the course and everybody's allowed to bring liquor on the course -it would be absolute, utter mayhem. And if you want to go through with going to the state board changing the rules, getting every single house on the golf course to do all the things, then do it. But it's insanity and I think everybody kind of needs to grow up around their alcohol use and quit being adolescent about getting tanked on the golf course. It's just not a good look and the more people drink -the more that group drives around and abuses the course -it it's just not good, it's not good for anybody involved.

**Dale Donndelinger (16/140):** I acknowledge that since May the discussion about alcohol and the ongoing effort by the board, it's a state law; we should follow it and we will try to do better. I handed the board something that people should know about. They want us to follow their state law so there's a state law and it's in Pierce County too, RCW 9.73.030. It's about recording by video and audio. It's two pages long but I'll summarize. Washington state law requires that all parties to a conversation or electronic communication require consent before recording. Violations as per Rev code 9.7303, are considered a gross misdemeanor and also can meet civil damages.

You have to have consent by the parties being recorded by audio. After golf, the men's club which is a club -sit on the deck and converses about golf and men's club topics. It is now being recorded with nobody's consent. I view that as harassment. Second, a week ago I was informed by the manager at the pro shop that her wishes and the board's wishes are to get me 86'd from the golf course. I consider that harassment. This summer I approached the board and volunteered to run for a position and on the board and ever since then I've been harassed and I have documentation and I have witnesses, that I've been singled out to the point that at one time I was threatened by a board member that if I continued to run for this position and get elected, it would be detrimental to me and they will gather information to have me removed from the board. He stated that it would be costly and an embarrassment for me. That is harassment. So, how does a board emphasize the RCW on drinking, it's a law and we should follow it and we will try to do better but will totally ignore another RCW and record the men's club with audio and do nothing.

**Chris:** I can answer that question: yes, so what you bring up is the audio recording outside the golf shop. We weren't aware of that, as a board. We were told that there was no audio recording but when we found out about the audio recording, we immediately investigated that. And actually, it is legal to record there, we just have to have signs up. Any information that was obtained before the signs were posted is inadmissible. And, again the situation that you're highlighting, we would not even have been aware of it if somebody wasn't trying to cover up the camera which alerted somebody's attention. So, we identified that, yes, audio recordings were improperly done at that time -no one was aware because we assumed signs were posted saying that audio and video because it is in a public area that that qualifies for it. She's got the RCW because we made her go through. We challenged Phil with the whole process once we were informed as the board that this was happening. Because people like Deb, have been in law enforcement. Molly went and purchased 4 signs and she made sure she had all the stuff she needed for recording. Anything previously obtained is getting wiped -none of that is permissible and it's not about the words being used, it's about the visual actions that were brought up like covering the camera consuming of alcohol and again no actions were taken on that video, instead opted to influence and highlight. We've identified the problem and the board took action as soon as we found out.

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**Don:** Any judge in the United States will clearly state to everybody in the courtroom that 'ignorance of the law is no excuse,' you were breaking the law you were not complied with it and nobody did anything but the board knew about it. People were complaining prior to the signs going up and nothing was done.

**Chris:** No, that's you're missing the point there.

**Don:** The signs that you're talking about just went up last week.

**Chris:** Exactly right. So, what we were told by you having complained about it and I actually said in the meeting we're not recording audio because we're not supposed to. It's on the record that I said that, because we believed we weren't recording audio. We don't look at footage unless it's brought to our attention. If it is your assumption that we didn't respond, that's improper. Now was it illegal? Yes, there's a lot of things going on in the Riviera that haven't put the code but we're trying to. We make sure everybody follows the rules. I want to identify that we have documentation that as soon as we identified that that audio is being recorded that we took steps to fix it. I will address the whole board making a threat to you because that's not my understanding of what happened. I will contact you for more details on this issue because that needs to be addressed immediately, thank you.

**Molly:** Okay, just to address a couple of things alright first stop with the cameras. I was in a stint of retirement for a few years and had some doggy daycares in Tacoma and the L & I are actually the ones who handle cameras. Cameras as long as they are in public and the employees are -you can't have them in dressing rooms, you can't have them in bathroom areas but it is open to the public we got the signs posted. In the situation with the video last week, which still baffles me and I can't figure it out -and I'm still trying to contact Arlo -how it happened. We don't have audio turned on with those cameras, we have the video on but when it was recorded and it was shared through a different media as a video, the audio was there. So, we're still trying to figure out how that happened. I don't know what you guys are saying when the camera's on, I noticed it when the camera was blocked. But you can have a camera, you can have a camera in public areas, it's not against the law and you don't have to inform the customer because it's an open space and they know that their privacy is not protected there. One more thing about the 86 thing, again I do, as I explained earlier, we do have the authority to say and in this case I said next time, and the reason why I did that was because of the fact that there were some beers purchased that day that were part of this situation but the last couple beers that were thrown out were not purchased because they were flat topped -they weren't the screw off. The conversation was that you know you've been warned three times. I'm gonna have to 86 if you do it again. You're gonna have to go through the process and through the board -have to write up a report and there's a process to go through for all members that don't follow rules and create violation to themselves. I'm not going after anything -I'm not getting a cart and driving around and looking for violations. All right, it's different when a beer comes just walking to me that wasn't sold here.

**Molly Miller (10/018): As a member...** I think where we as members -and I get this a lot at the various dinners /barbecues and things that I go to - I know that I work at the golf course -but you know that as membership out there, we are tired of every single board meeting revolving around golf something. These members out there that are in zoom, they didn't even get a chance to ask about a park issue or a dog issue or a this issue because we're talking about fivesomes or we're talking about \$50 on a budget, etc. I mean these meetings -I've been here for seven months and there hasn't been a BOT meeting yet that there hasn't been a meeting yet where I've sat down and gotten to listen to something other than me having to stand up there and defend myself. So we all need to be better about the fact that we need to be able to recognize that we have a big membership and we have to allow time for every member to be able to have a voice.

**Phyllis Zander (11/007):** I've lived here 35 years and we have never ever had things happening that are happening now. People are still people -people aren't any different than they were 35 years ago. I I'm just very upset with the whole concept of people feeling this way about each other. I'm not picking a side; I don't really care. I just don't like the whole attitude now. It's not like it was before. I mean let's get back to that -we might just as well forget it and just let it happen because it's happening everywhere in the world. We are a little island, that's why people came here, that's why people came -because it was different. Because it was secure, because it felt good, because

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people could talk to each other and gave a damn about each other. That's not what's happening today. That's what's happening here right now. I've been on the board, I've been on every committee and I've been at every meeting since I first came here and I'm telling you the modulus of people right now is not good. I don't care whose fault it is, it doesn't matter whose fault it is right now, it needs to get fixed and I will help fix it in any way I can. Don't put up with this, I don't deserve this -I deserve like all of you deserve, to feel good about being here. So, whatever I can do I will do and if I have to talk to people, I will talk them one-on-one. And if I'm gonna take you down, because I can take you down - you know that I will do it -one-on-one. Some of you here are not behaving well on both sides and on every side, so you need to not grow up (people have been growing up a long time, most of you are older than me or as old as me) but you need to refocus your attitude. Every single one of you in this room needs to refocus on what's important to you because what's important to you right now isn't working.

**Jan Bolton (08/087):** That's something that every member should know there were section and lot number it's funny how people today think that they don't also have to pay attention to what's important here in the Riviera that is one thing that everybody should know they're plotting section number first of all I take a I do take a little bit of offense that I have to step back at Chris's earlier comments because he talked about some of the issues of drunk driving in the Riviera and all the crashes and things that have occurred he also put that at the very end or during the time that he was berating golfers or their activity on the golf course they are not necessarily the same thing there are people that have DUI's out there that have nothing to do with golf and I'm not quite sure where that or why that tirade needed to be joined together I think they're two different things um I'd also like to know why suddenly a member can be quote 86th or push taken off the golf course when we have a fine and a different system in place in order to manage violations within the golf course so the idea that somebody can be taken away from being able to use an amenity because there is doesn't appear to be the process by which it's written down or how this is supposed to happen molly's telling us that three times you violated this thing where is the written notification of this is what the process is supposed to be I think that needs to be made clear if it's out there now Chris as you mentioned in the beginning I'm certainly gonna go home and go look that stuff up but I don't take kindly to being singled out I feel like I also have been singled out because I had the nerve to ask questions about a specific lot and the next thing you know I'm being brought up that I've been trespassing and it's created some issues for me

**Chris:** Are you aware of that mentioning this publicly, you now open this up for public discussion by the board and publicly talked about the issue and highlight what was going on with the member statements of witnesses.?

**Jan:** No, I don 't know that.

**Chris:** I'm letting you know now before you continue talking about it and action taken by the board you're saying this publicly you now allow us to talk publicly about what happened that event, but is not allowed to talk about this stuff unless you bring it up what you're doing, I will refrain from you from talking about that situation

**Jan:** That's fine, I'm still waiting for my response from the board as to the outcome of the hearing. I still feel singled out. There are a couple of other issues that I feel that I've been singled out for because I am asking questions. I'm asking questions of Jerry, our treasurer who has told us that the our capital water reserve has a lot of money and yet he's put in for a forecast at \$800 increase in seven years to the membership, which who knows if membership knows? That's because that sheet doesn't go out with the packets, so I'm just a little concerned about things. When I bring up questions then suddenly now I'm in the hot seat and I feel like it's the methodology maybe. because I ask questions down at the front desk about I just have one simple question it took 20 minutes and I never actually got an answer.

**Darrell Beck (08/046):** I'm going to start with comment that it's never been this messed up before, in 86 or 87 we came to our first board meeting down where the restaurant is now and we're kind of shocked that there were fisticuffs, I mean physically -guys got into it, hitting each other. Yes, it is so my point is these are going to prop up and they need to be worked out I don't like people making comments about something somebody else did without having the documentation and try as best not to bring up it here as much as you have to they want to say something about it that's fine always thought never knew the law that you couldn't bring your own beer on the golf



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course but if it's a law and we can lose our license which would affect the thing which would affect us because our dudes would have to go up or we wouldn't have them that concerns me I'm glad that maybe progress could be made and worked out and understanding in a kind way and that's what I'd like to see that's all so I've only been here since 97 so I'm a newbie but we've had cantankerous or I can't even think of the word conflict between the board and the and the membership the whole time when I was on the board on the board after I was on the board we have conflicts I would like to believe that everybody who's a board member to the best of their ability is trying to do what's best for the Riviera community club when I was on there; I'd love to tell you I did everything perfectly, that I didn't make any mistakes -I did, not on purpose but it happens so let's go back to the kind and gentle and get it done. Thank you for your time.

**Ray Young (11/060):** Molly brought the thing up - the conflict here some people showing up with golf. We've been here since 2001 and people show up 9to meetings) when they have a personal interest. So, some of the golfers show up and there's a personal interest and there's other issues; we had a big deal several years ago with water, that's just what people do. This is what I was mentioning earlier, if we could figure this out and one of the problems that started with following the pro shop was, it was verbal I have paperwork showing what she's saying she said there is none if the board would put out the paperwork through the GM down to Maui so she can hand it out to the memberships and we know what we're dealing with it doesn't vary each day you hear it really help everything out to take the gossip out of it put it back to the facts and then when you start dealing with that's the way the aggression

**Chris:** We're working hard and getting more than getting more of the documentation that even the talking points highlights some of the RCW's even in may given even this week they added more policies to the website because there's dozens of policies and there's this decision where some people are saying well I don't think that should be public that should be in there we're like hey Cortana who cannot direct employees we communicate with the GM the GM sets this down

**Ray:** You set the policies he goes down there but it's also your job to make sure the policies are being kept and not very from your policy right and there's really but at some point they have been so we need to know what your policies are that are handed down so we could look at the paper and say "Yeah, Molly, you're correct." This is what we need to do.

**Chris:** one of the add on that is what we're not doing we're trying to do is one of the things we're coming at some point about this for years we've been allowed to do certain things OK we haven't done enough work about putting RCW in county code which is also on the website so people can reference that correct because there's a lot of state laws and county laws like this whole thing with we had an information request and the staff it's like yeah just send them all the addresses like wait there's a new RCW that says you can't provide this information anymore which conflicts with our governing document find out what we do and so we're trying to make it to where the if anybody has to spend anytime on the website the amount of information that's been on the website update the last couple of years is phenomenal there's so much more information and we're adding in more we've added in the members section only used to have 3 or 4 tabs and we're adding more we're tying in the water department we're doing a lot of updates and it's about just providing information because like bills likes to read and like I've done the talking points and the board is really pushing is if we give you stuff to read for yourself then you're interpreting it based on your perception of what it's reading there's somebody coming up here and say well this is RCW that says you can't I have to open up because we're snapshot I found out I have to open these cans up like oh that's annoying I know can you send us the documentation because we just want to see it and so we have the state senators all this new documentation that we never really looked at before and I'm happy that people are actually taking the time to learn more but we also has the better job providing you with that same documentation so that would work on because we're only here and getting boards and employees and everybody cycle through and so Novembers but when the new members come up they'll want to go off or they want to go to the park another member is Phyllis is always gonna be around to tell us that you know what we're not doing right and say hey do you know that this RCW exists and This is why you can't do this and so we have to also set a standard form of information that can be

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passed on to other members so that four member boards from now we don't have the same issue so keep challenging us keep talking to us and like I said I talked to another member this week I'm gonna tell everybody now and my number is on the website if it's not it should be on the top it's 253-678- 8837 the board talks this I will tell you all give you notice if you direct message me or if you e-mail me or you call me I write notes and I share it with the board everything give it to me the board of actions the board although one of us may communicate with you individually we communicate to everything we hear to the board if it's hearsay and we don't label the name

**Ray:** The paper trails the thing that we can take to the board that way we know what you're doing we know that if the information is coming through the GM back to you or not.

**Debra Johnson(12/016):** Fairly new members, I just wanted to support Kristen's comment and I agree with her also. I'm a proponent of clean and sober, and I think there's a lot of folks who have had struggles in the past. My background is in mental health. I think that to support clean and sober, especially in public places, is super important. I think what folks do in their own homes with themselves is personal and private and I support that. I don't live on the island, we just visit but hope to live on the island maybe at some point. I'm very concerned about the health and safety of the folks who live there. I'm very sad to hear that there is drunk driving going on up there, and you know injuries, and behaviors that for one are not good examples for Riviera. I think that there's a lot of folks who live on the island; I don't know all of them but the ones I've met are outstanding citizens and exceptional individuals and they want to live there for the peace and the quiet, for the lack of drama. There are a lot of reasons why people choose to live there, and I do support the clean and sober mentality. I support the staff, I'm on a board for public school locally and I know how difficult being a board member is, a lot of work. I appreciate each of you who do volunteer your time for the Riviera. I've appreciated being a part of the community even though it's been distant, but I do want to thank you and the employees. It is not always easy and I think sometimes, I agree with one of the other members that said we need to be kind to one another, we need to bring back respect and that we are we're all a part of a team. I'm a big proponent of team -together everyone achieves more- so if we can all join together join arms to move forward, I think personally that's what Bob and I are looking for and I appreciate it very much thank you.

**Laura Mack (08/151):** I just wanted to echo Kristen and Debbie in support of Molly. I agree I think she's doing a fantastic job. It was my understanding that since Molly's taken over the golf course revenues actually increased so I do want to applaud her for that as well. Also want to thank the board members for taking their time and volunteering I serve on a different board on the island I understand how much time can be taken up doing something like this and I want to applaud each of you for listening to me there's the reactive and taking these steps to just make things better and one final point regarding the \$800 increase anticipated for water if I remember correctly that was passed last year in the budget and I'm wondering if next year when we're voting again if that's something we should think about revisiting when that comes up again and see if that's something that we should think about changing back to how it was so that's all I had to say thank you..

**Chris:** The \$800, yeah, that is a point that is gonna be brought up on the five-year budget. Thank you for your comment.

**Brian Thompson (13/023):** I have four lots, and I appreciate the time to be able to speak. I've been planning on retiring on the island and we look forward to it. My comment that I'd like to make is, that most of the golf courses I've been to around the world and are all over, there's usually a like a 4 x 8 sheet of plywood that it says 'this is the amenity; rules and responsibilities for the users, and it lists all of the rules and responsibilities and how the golfers or the patrons are supposed to respond to each other and deal with the thing. If we had something like that, it would alleviate a lot of the problems, just a thought, just an idea.

**Deb Parker (14/070):** Thank you, Phyllis, for speaking today and I'm not gonna hold that up the meeting because it's been going on for quite a while but I've listened even though I probably shouldn't have but and I'll explain that later on, I just feel that sometimes when comments are made and board members are accused of something that

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they never said or thought or have done is very hurtful to a board member who gives their all. So, I'll leave it right there, thank you.

**Kathy Gadbois (01/120):** So, the thing I brought up at another board meeting is that the county's not coming out and taking care of our roads and I was hoping the Riviera could kind of stay on top of that. My suggestion today is that by section, if we had somebody monitor their section and then report to the county when things needed to be done, that's a possibility as well. But I'm really disheartened to see how a lot of our roads are not being taken care of, we have grass starting to grow in some of the roads and it's obvious they're never swept and that really takes the value of our community down. Now, so I think that's something that should really be considered. Some people might say 'oh well, that might keep people away then from buying lots and building here,' and maybe some people like that on the smaller community, but I think it's important that we should manage our resources better and make sure the county is doing their work. Second of all, I see that there is potential grants for new parks. Is that a possibility? There is a piece of property on my street that is prime, for it's the only piece of property on the east side of the island where people (garbled) by all the time and they can see the ferry come and go. It's a small lot - it does not work - it's a very narrow lot. The wonderful thing about the lot is that it only has two substantial trees on the lot but it would be perfect for a neighborhood park so that people around Seaview can actually see the sound and potentially see the ferry come and go. I haven't personally looked into nature Conservancy grants but I think that it would be perfect. So, I don't know- general manager said he was gonna talk to board members about that. I don't know if that's been done or not he did OK at some point in time one of these meetings could you respond to that.

**Chris:** Goes to different area but that's not a member thing, it's the board that authorizes -we want to add more things, so they're in the exploratory stage of what they want to look at.

**Kathy:** Thank you for my consideration.

**Chris:** To highlight what you brought up about the roads on the back of our minutes here, we have a section called public traffic support and you may have missed this earlier but the county received...we have submitted probably 27 highlights on our island for it. When we did this, it's not just in the Riviera. We are also doing anything on the Anderson Island they just came out yesterday, for example on 108. We have these that I actually posted it on Facebook too and I'm gonna make it public. We're gonna report back that says we came out we cleaned up, we actually are now getting the ferry and the grass cut 3x a year, it used to be just once and then one of the things we've held up on is because of the Scotch broom issue. We're like 'hey can you be more cautious,' so we are working with the county on it, but the roads that you pointed out, they are getting reports but some of the roads that were complaining about, they're like we're not gonna fix this and so now we did a feasibility study speak completely replaced by the county so we are working on that.

**Kathy:** Did you happen to look at the that was done on 105th of the potholes that were done?

**Chris:** I will say I've watched several and I have actually sent several pothole pictures back to the county and what they've said is that potholes are fixed over 2 two to three phase system. The original was like a Country Club, if they don't settle, like there's a couple right there's one right on Country Club in front of this one person, it's great so it didn't need to be redone but if you look at like on lake Josephine, all those settled low, so now they need another cover, they told me that over two to three months they'll let them settle and then they'll add another layer. So, some of these rows will probably be hit multiple times.

**Kathy:** I don't know the terminology that's used but typically to do a really good job and I understand that as far as the mounting is concerned but they usually see the edges as well which weren't done which means that they're more easily going to break down I'm not really you have very good survivability with traffic .

**Chris:** We are working and they're showing up. I will say this too -we are going to have this, I am trying to get -we're going to have an educational thing, where we can educate members on how they can report things themselves. PC is already adding more features on their website. They are going to add a place where you can report STR

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issues. If you go to the county's website, they have a lot of reporting features. When I got involved in that, I just started reporting on the website but then I made the follow up phone call to the county and who I'm talking to - public works, utilities, parks or whatever. There are a lot of features where members themselves can just go ahead and do it. We do the report on there but what happens is when they close it, we could go back and add a picture saying I received that, you printed this but now it's faded. So, what I've been doing is and Phil's been really great, dan has been good too, because Dan does a tour of all the areas multiple times a year and he has a map that he highlights where he goes in and so we take pictures, and then we go back to that work order and say 'hey this was done on this thank you but now it's sunk in' and so we'll keep pushing and instead of ignoring it. We're pursuing those in there so we're working on that but thank you, and it's also trackable on the back of the minutes.

**Ann Prater (10/055):** This is a very brief comment but I also want to commend Molly ,because for as long as we've lived here, for 4 1/2 years, it seems every year there is complaints about the restaurant or golf course costing money and not being run as businesses. In my humble opinion, these are premiere amenities and I have no problem subsidizing them a bit because I want to want to live on the island. If we did not have a wonderful clubhouse and a wonderful golf course as well as the fantastic people that we adore but that aside..., Molly is running the golf course as a business and it's to the benefit of every single member. And I just want to take a moment to commend her and her team for the great work they do. We live on the golf course and we watch the extremely beautiful care that they provide on this course and we feel very fortunate. And the drinking issue, I have three sons and they love to fill up their golf cart with beer and go out and golf. When Molly started, she said you can't do that can, I she and I had a conversation and I kind of grumbled but it's the law and I get it . So, I am very appreciative of the fact that she educated me , and now we are following the law and bottom line is ,that if anyone were to fall and get injured or hurt another person, you can bet that it would be very expensive litigation and it would come back on all members not just come back on the on the staff, it would come back on all of us and in one way or another, thank you.

**Chris:** I've been here a long time like over 10-15 years the hardest part about being a volunteer on the board the - this is you get to see what you don't want to see, when you see the dark side of things that is public and we have to keep our mouth shut. We see reports, we see complaints and again unless it comes into a certain format, we can't react to certain things. And this board and luckily it's pretty much a repeat of last year's board with one addition, has had the same mentality of influencing over things and there's a lot of things that we come out with. And I know some people don't believe this, years ago you're talking about violence and fisticuffs, now we have people threatening with guns, now we have state laws that are coming into effect and worrying about people getting you know charges for breaking rules. We have so much more in the reports that we get complaints from neighbors and we have neighbors that just don't even get along, they just absolutely hate each other -threatening each other pulling shotguns out. I mean just it's not what it was and I don't know how to bring it back, but the board doesn't try to highlight things in a way where we -the shooting we had this summer - with the gunshots - we try to hide. We didn't hide it, we tried to cover it - make people aware. We are addressing it, there was a fine and the fine was paid but we made sure people were aware of it without getting ourselves in trouble. There are a lot of times we try to highlight things. The hardest part though, I want to focus on it's rough. It's rough for me on some of these things, because I get these reports and they're nasty and I have to see people and I'm like well I know what you did, and we can't tell you all about that so we're trying to influence changes and make sure everybody is there for everybody safe because safety of the employees is prominent and the amount of stuff that was going on just the restaurant alone, that no one was aware of, because it was happening and they were having to deal with and until the board stepped in and said 'yes we're gonna back you and we're gonna back the management to go ahead and tell people they can't drink too much or cut them off,' that wasn't there before and it wasn't there right. I'm not saying boards weren't doing something but again a lot of these things that happened like the audio and other things people just aren't aware of it. We literally don't camp at the office, we don't live here and until we get a report or something comes across-that's when we watch. Then we're watching that and we're like 'oh let's fix it' so we're always trying to fix something. I got to say interesting please mind that certain things but that's because we're seeing stuff that we can't share with you and we're hearing things and we tracked the police reports and we tracked the thefts and

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we're trying to improve security and police activity because people are getting robbed. We have some bad apples out here that are making things very difficult and they're targeting our members. There's only so much we can do, as much as we can about doing that, so please understand that we make a point and it comes in like we're taking the time to provide you information, there's a reason and if we're highlighting something like consumption, there's a reason. It's not because we just decided to spin the wheel and this month we're targeting this same thing about trespassing, same thing about watering lawns, we talked about recently so that that's just it.

**Sonja Hopkins – Trustee:** I think it's really true that it's important not to let our emotions override our intelligence and to be able to have conversations without a lot of the negativity that Phyllis eluded to that when you're upset, you don't have the critical thinking skills available to you. To come to this meeting already angry and upset, I think is detrimental to the conversations that need to happen here. I've been here for 20 years, I'm so grateful to be on the board again because it teaches me things that I never even considered before. It's encouraging to have as many people here as we have today, it would be even more encouraging if we had more people voting when it came time to have a board election. So, I appreciate your attendance here and I'm looking forward to getting to know you better and I appreciate this opportunity thank you.

**Joyce Young(11/060):** The only thing that I would like to say today is that I'm a golfer too. I belong to the lady's golfing group and I would just like to see the men's club, the women's club, the board, and Molly, if possible, and Phil, of course. I would like to see that there could be some time that maybe there could just be a get together, people could try to just have a friendly communication try to see where Molly's coming from, where we're coming from - to try to fix problems that have been going on for the last few months, because, I know that there is a lot of I can't really say it's hate and discontent, that would be the wrong phrase, but I know that there are a lot of not good feelings. Between some of the conversations and such that Molly has talked with the guys about and the guys have tried to talk with her. I would just like to see you know; I'd like to have everybody get along. What happens is when things like this come up. You know, I love Sue, she works at the golf shop. I love all the people that work on the greens, I think they do a wonderful job but truthfully, when there are things like this that come up, it kind of affects your friendship because some people don't take kindly to you having disagreement, about you know this or whatever. And I know they say it is OK to disagree when we don't all believe in the same thing. That is fine, but I do know that it can cause a lot of separation from friendships. Even sitting here today, I am looking at Sue, she and I golf together and I know she's very tight with Molly, and she's a friend. Which is good, I mean, I'm a friend with Sue. I'm not a friend with Molly cause I guess I should say, I haven't made an effort to see how she and I would interact. And so I walk into the golf shop, I don't really communicate with her, she doesn't address me at all, but I would just like to have a community that doesn't feel like they're being attacked. And I do have to say that that's the way I've been feeling lately. I don't like that feeling, so thank you everybody, thanks for the board -hopefully we'll be able to get past this because I've been involved, I was involved on a number of things out here and I just like to have better relations a little more good feelings, so thank you.

**Andy Knudson:** I just wanted to say that if you're going to have a meeting with golfers, you need to include the Golf & Greens Committee -that should be your primary source of information for all the things related to golf in Riviera.

**Chris:** We will make it a for a time in the spring -good idea.

### 8. **ADJOURNMENT:**



# Board of Trustees Talking Points **Summary** for BOT Meeting October 26th, 2024

## Hot Talking Points

1. **Member Concern:** Who sets Rules and who Sets Policy?
  - a. **Answer:** The board is elected by members and sets policy for how Amenities. Although Policies are generally passed by motion the membership does not vote on such policies. Board Members can recommend Rules that fall under Bylaws and Covenants but those must have a membership vote before becoming accepted.
  - b. **Answer 1:** ARTICLE VIII - POWERS & DUTIES OF THE BOARD OF TRUSTEES Section 1. Powers. The Board of Trustees shall have power to: 1. Adopt and publish rules and regulations governing the use of the Common Area and Amenities and the personal conduct of the Members, Associate Members and their guests thereon, and to establish penalties for the infraction thereof as set forth in Section 6.04 of the Covenants.
  - c. **Answer 2:** ARTICLE VI - RULES AND COMPLIANCE  
SECTION 6.01. Trustee's Authority to Adopt and Enforce Regulations Regarding Common Areas. The Riviera Trustees shall have the power and authority to adopt and enforce reasonable Rules for the management and administration of the business affairs of Riviera and for regulating the use and enjoyment of all Common Areas and Amenities within the Subdivision. The Trustees shall also have the power to establish Rules under which persons who are not members of Riviera can use the Common Areas and Amenities.  
  
SECTION 6.02. Trustee's Authority to Recommend for Adoption Rules Regarding Land Use, Architectural Requirements, and Development of Individually Owned Property. The Trustees shall have the power and authority to recommend to the members for adoption reasonable Rules regarding the development, construction, alteration, and use of all individually owned real property within the Subdivision, including, but not limited to, Rules regarding the exterior design, materials, color, and finish for all improvements.  
  
The minimum standards for these Rules shall be the Pierce County Uniform Building Code (UBC) except where amended by these Covenants. These Rules shall not be inconsistent with these Covenants. Any Rules recommended by the Trustees shall be subject to adoption by a vote of sixty (60) percent of the Lots present or represented by written proxy and entitled to vote at any annual or special meeting of the membership called for that purpose and at which a quorum is present. After the recording of these Covenants, no dwelling shall be constructed or placed on any residential Lot unless it shall comply with these Covenants and the minimum architectural requirements recommended by the Trustees and adopted by the membership as provided herein.

## New Talking Points

1. **Cindy Hardcastle Statement:** "Molly is not an employee of the state and is an employee of all of us, the Riv Owners and from what I understand from the documentation is that I am a partial owner of the golf course. If Molly wants to bust retired guys for drinking on the their own course, she should ask the State Liquor Board to come out here. That is her only recourse. Any other option to impose damages on Riv member would mean a nasty lawsuit."
  - a. Answer: Correct, Molly is not an employee of the state. There are three things to know about Molly in this situation. She is a Riviera employee; she is a Riviera member in good standing and finally she is the owner of the Class 12 mixologist permit which is a MAST permit. This is required by the state for the Riviera to have a liquor license. To maintain this permit Molly must enforce the RCW laws pertaining to the liquor license and Washington state liquor code.
    - i. If an issue happens on the course, we could be fined and lose our license. The employees of the Riviera that you employee could face jail time. The MAST servers are the front line to making sure the Riviera Community Club and its members do not find themselves subject to fines or lawsuits that could result in the mismanagement of alcohol.

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- ii. In addition, as per the feasible study mentioned below. These certified MAST servers at both the Golf Course and Riviera Lakeshore are responsible and committed to ensure the safety of our overall membership and guests by not overserving alcohol to anyone who participates at our Amenities.
  - iii. This is why there is a restriction on bringing your own drinks to the amenities based on the license they hold at that amenity.
  - iv. Although the member's question has been focused on Molly. To be clear, all employees of the Golf Course have a MAST permit and are committed to enforcing the said rules as well as the safety of our community.
- 2. Member Question:** I'm wondering at What point in time a member is notified when the Board is weighing and considering negative testimony from another person about themselves?
- a. Answer: They are notified when they receive a violation notice. However, this is only in the case of a violation of the governing documents. If a member violates an Amenities policy or a RCW they might be barred from the amenity by a staff member with such authority. When such actions have happened in the past. The General Manager provides a report to the sitting board and the board may consider offering the members a hearing. The board will hear the members' reasons, and the board will determine the extent of the restriction if one is needed. (please see previous statements on the board's stance on members creating a hostile work environment for employees)
- 3. Member Statement:** Maybe we should get rid of selling all alcohol at the Golf Course then that way we can bring our own to the golf course.
- a. Answer: State law defines open containers as anything outside your private residence that contains alcohol.
  - b. Answer: When a business gets a license, they have to do a community feasible study to ask the community if they have a beer, a bar that close so and so forth, you can't have one within 500 feet of a school. You can't have one 500 feet of a church and then they ask the community if it's OK and the reason why we have to follow those laws for the safety of the community.
  - c. If we allow people to bring their own alcohol, and we have no control about the amount they've drunk prior to coming or drinking while they're playing then the community is at risk by us allowing that because we don't know what could happen on the way home from our property.