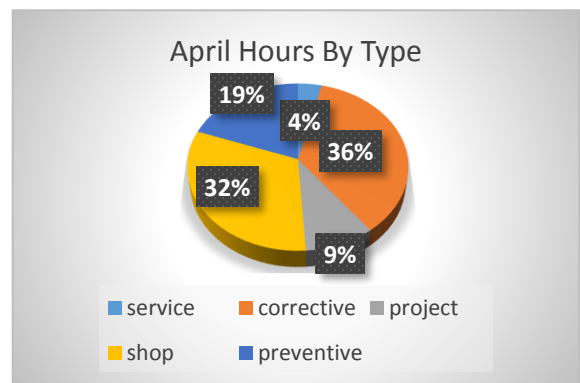
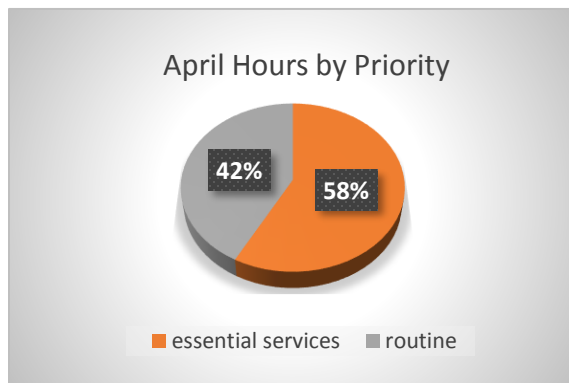




Ponderosa Community Club Association Manager Report - April 2018

Current List of Various Projects and Issues:

- Revise Quickbooks reports, financials, and investment portfolio
- Reorganize record storage
- New Web Page content review and revision
- Winter tree damage assessment & removal
- Sweeper and plow expense planning
- ~~PUD Fiber planning~~
- ~~Insurance Coverage review and renewal~~
- Spring Cleanup / Firewise event planning
- Review and address A/R dues aging report
- Development of reserve plan and asset replacement schedule
- Security and web cams
- Job descriptions and annual employee evaluations
- Booster Pump Shelter
- Trail System future planning and Easement mapping and review
- Develop code inspection program with county
- Monitor County vacation rental rule review and dovetail with The Ponderosa



Our focus this month has been continued damaged tree removal, park cleanup, road sweeping, pool opening preparations, and transitioning seasonal equipment. In the office we have been preparing for the annual meeting and the upcoming community wide Firewise cleanup activities as well as working on computer/backup/pool access program upgrades.

Office Hours: Tues. – Sat. 7:30am -12:30pm – closed Sunday & Monday
Office non-emergency message phone 763-0320, and pccmgr@nwi.net or pccoffice@nwi.net

The new web page development continues, (it's a lot of work!) and the committee plans on having a presentation ready for the Annual meeting. We are struggling with the pool gate access program being outdated and having some serious hardware failure – we hope to have that all solved by opening day! Now that we are well along with our Quickbooks revisions we are looking at an abbreviated audit prior to next years required audit, (By Laws section 13.2).

Comparing April workorder tracking to the first 1st quarter of 2018;

- 42% essential services in April compared to 52% in the 1st quarter
- 58% routine work compared to 48% in the 1st Q - trending down 10%
- 4% service work compared to 14% in the 1st Q – trending up 10%
- 32% shop time compared to 42.6% in the 1st Q – trending down 10%
- 36% corrective compared to 8% in the 1st Q – trending up 28%
- 19% preventative compared to 16% in the 1st Q – trending up 3%
- 9% project compared to 52.6% in the 1st Q – trending down 43%

Explanation of Work Tracking Categories

PRIORITY 1 - EMERGENCY: Service requests that are submitted to report conditions that affect the life, health or safety of members of the Community **or** conditions that present a potential safety or health issue that may become an emergency if not addressed within one work day.

PRIORITY 2 – ESSENTIAL SERVICES: Daily, weekly, monthly, or seasonally assigned tasks that support maintenance activities for Community assets such as the water system, pool, buildings & grounds, and roads & equipment. Includes Fixed tasks, (work that needs performed on a regular basis)

PRIORITY 3 – ROUTINE: Routine maintenance reflects the majority of requests for work and/or information services received from Community Members and Committees. This work is scheduled on a First-In/First-Out basis in coordination with pending scheduled work, including higher priority items and emergency work. Includes Events (work that is unrelated to asset maintenance or corrections)

PRIORITY 4 – DEFERRED: Service requests submitted for “special projects” can be prioritized as deferred, pending receipt of funding and/or Board Approval.

Service Work (customer requests)

Corrective (restoring a failed asset)

Project (ongoing multi day tasks)

Shop Time (cleaning, procurement, paperwork, travel time, meetings)

Preventive (proactive orders designed to prevent failure)