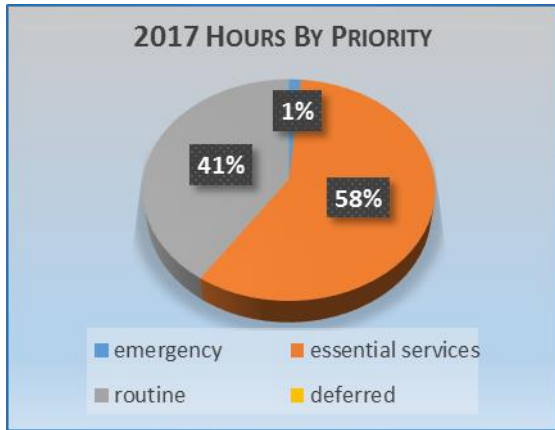
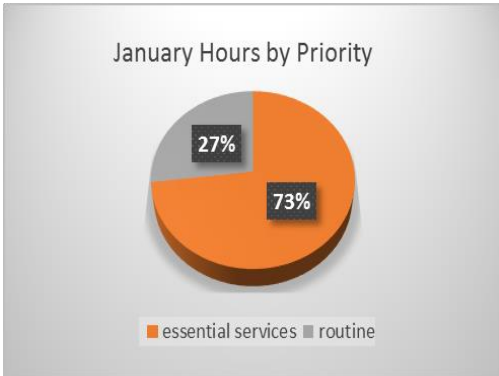
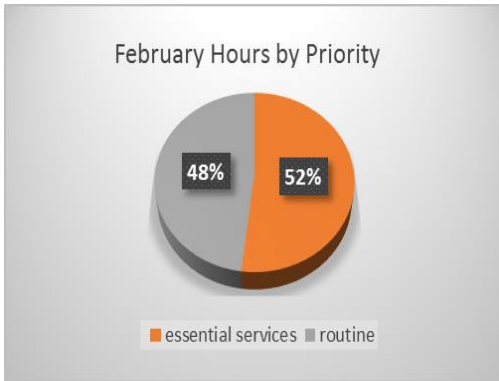


Ponderosa Community Club Association

January/February Manager Report

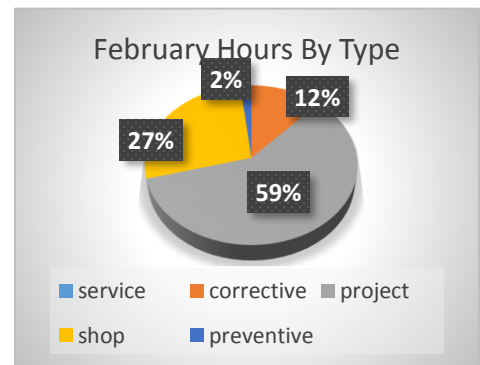
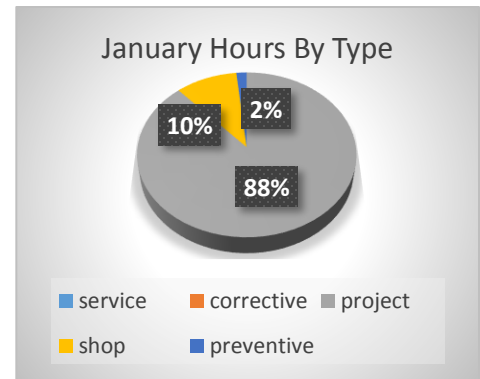
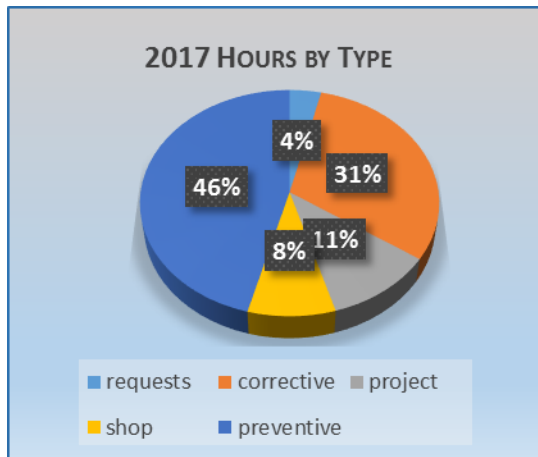


Comparing our M&O work by priority in the first 2 months of 2018 to the 2017 graphic it is no surprise the essential services that comprise our snow removal efforts are the biggest percentage of time, followed by the routine work of maintaining that equipment!



We will use this graphic workload mapping to develop metrics for KPIs - a type of performance measurement that acts as a compass toward strategic goals.

Comparing our M&O work by type in the first 2 months of 2018 to the 2017 graphic we can see again that snow removal work relatively precludes all other types. As we progress with gathering this data we can use it to target other specific types of protocols and processes that may enhance our seasonal work loading.



Our Current List of Various Projects and Issues:

- Produced Digital 1st Quarter Needler Issue
- Revise Quickbooks reports, financials, and investment portfolio
- Reorganize record storage
- New Web Page content review and revision
- Winter tree damage assessment
- 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

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)

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