

**General Manager's Report # 228
Gary R. Phillips, July 16, 2009:**

Ed Baitt and I attended a court pretrial 6-29-09. This case concerns a boating citation for non-display of required lot numbers and was advanced to Feb. 17, 2010.

The issue may be moot as the owner had already paid the citation and now has the lot numbers displayed on the boat.

Getting ready for this case, I visited David King's new offices. His firm custom designed their own new building. David & I came to a better understanding of what the RRA office could do to help streamline and hasten the collections process.

We are still talking to other firms to help spread the workload.

I met with the Ashtabula County Building Department to finalize specs required to put up a commercial building. We have engaged engineer/draftsman David Rapp who will fully design the building and produce construction blueprints for \$800 to \$1,000.

Mr. Rapp met with our garage building committee, RRA Maintenance Foreman Mark Drda and myself on July 13th.

For comparison, Mr. Isabella's Rock Creek Garage, next to Rock Creek Aluminum, is very much similar to our planned building. His is 80' x 40'; ours would be 112' x 40'. Exactly like ours, he has a 12' x 40' office "building" within the garage at the same right end of the building and also with a 40' storage loft on top.

Our staff went to Lake Tomahawk, brought back & tested their beach cleaning machine. Found a very old diamond ring. This cleaner does not steer, must be man-handled to turn. A first pass of Beach One picked up five buckets of stones, toys, acorns, trash & cigarette butts.

I talked with Tomahawk's Office, will find us missing extra filter screens (different sizes) and consider dropping some from their asking price of \$5,000. Unit had not been used much in recent years as we understand it.

Solar cover internal reel brace snapped one evening as I was helping gate guard Kathy Hartz close at East Pool. Parts and a spare are on order (Canada), and I am installing a crank handle on BOTH of each reel's ends for easier roll up and roll out.

Main heater at Pool #2 went offline this past weekend. Master breaker Ground Fault Indicator thought to be going bad. Would not reset until unplugged and cooled down. Warm, had been running 24/7 for about two months. We will order a spare.

We turned the heaters (don't have individual temperature numbers on the dials) up a bit since this has been a very cool summer. The pools now normally are running in the low 80's.

I traveled to High Tech pools (other side of Cleveland Hopkins Airport) last evening to pick up pool chemicals and skimmer parts, "O" rings for pool lights and a spare pulsar tabs (our specialized chlorinator) injection pump as one has started to make some loud noise.

I had written a four page audit "management notes" letter based on Mr. Hocevar's June report. This did not get it into the June paper early enough or it was too big for the remaining space. It is already over there for the August 1st paper.

Refined our questions with low bidder Ralston Roofing concerning clubhouse roofing. He will put ice guard all the way up valleys, use GAF or Owens-Corning shingles; will use large roofing nails; not brads or staples. I suggested a lighter color to lessen heat buildup on the new roof's surface.

Boat Ramp Security Gate is ready to go. Fobs are active and an additional gate guard was hired and stationed until the end of July. Three remote transmitters were delivered to Rock Point Marina as per our contract. Regular/infrared cameras are to be mounted Wednesday, 7-22-09. The overhead light will be getting an electric eye. Marina manager Bill Huber is retiring as of this Saturday, 7-18-09, and I thanked him for all his help getting this gate off the ground and with our security boat.

As you know, letters went out to every 2009 decal owner of record as of July 9th. This Friday, 7-17, I will leave the gate CLOSED at the end of the guard's shift (4 PM). Those without fobs will be locked out overnight. Signs have been ordered.

There is a bonus to the gate. Everyone **NOT** purchasing a boat decal (and now on the lake in rule violation) can not purchase a fob and is now "locked in". Should we lower the lake, they will be trapped unless they come and see US!

Current year payments (right now) are about twenty owners and twenty lots behind the same YTD 2008 figures. We have 1,168 owners and 1,948 lots in the clear for 2009. We are already guaranteed to exceed our recently readjusted budget.

Action Collectors started with 87 accounts owing \$71,886 in late June. Already below 55 accounts owe less than \$50,000.

The Concession Stand has already topped \$3,000, selling drinks once again helped greatly, possibly headed to \$7,000!

Thus far three homes are planned: 997 Evening Star Drive, 2449 Plum Creek Drive, and 35 Roaming Rock Boulevard. A pump went bad on the weed harvester, now used for two full months, the most in many, many years. To get a new and improved replacement would have taken three weeks. We settled for an original model found on the shelf in Wisconsin and shipped it in by overnight air.

New members may not be familiar with the weed harvester schedule. We use the green arrows to point out which properties need cut and where. Some fishermen don't want any weeds touched at all; some members want the lake to look like a swimming pool.

To "split the baby" as Solomon might have said, we have residents point to exactly where (full property, just by their docks, this side, that side, etc.) with the arrows which are given out free by the office.

Then each member must telephone in to schedule the harvester's visit. It is highly impractical and inefficient to run the harvester from Route 6 to Hayford road to do this one and then that one. Likewise, we must relocate our off loading conveyor or find spots where the trucks can pull right up to the water's edge to unload the weeds.

So we try to do ten or twelve lots in one area one day and then

switch over to another area and move all the equipment. The Board has a proposal from Aqua Doc for safe chemical treatment for weeds AND, if SUCCESSFUL, any lake drawdown this year would take us back to those four years when the harvester never left the RRA Garage!

Speaking of which, IF the Board plans to assist those with any drainage, dredging or repair issues this season; we had better announce those plans NOW so residents can prepare for a real drawdown this year. Our current "crop" of weeds has now been growing about four years.

Our new Mayor John Ball traveled to visit ODNR's P.E. and Project Manager Rodney J. Tornes at his Columbus office with Dick Hocevar, Ed Baitt and I on January 14, 2008. John heard first hand that the dam was in fine shape, they do want some things done, but the state had no objections to either the dam notching project OR the lowering of the lake by more than their "recommended" one foot per week which proves useless out here. Consensus was we have done it forty years with no slippage or leakage, so just be watchful of those issues.

Russell Standard has been out a number of times and has used the specialized street sweeper on the west side up to the Marina. We get to have it in between their other jobs or when it is raining. They are also looking at a limited free chip & seal in necessary areas only utilizing their Allegheny stone after the roads have been cleaned off.

Summer has been running very well. We have checked in over 9,000 at the clubhouse; 4,000 on the East Side. Pat Sowry & I will attest that this has been the quietest summer in memory concerning the pools. Only three people have called the office in 55 days, must be some kind of record!

We ask that anyone with a complaint PLEASE call, write, email the office. Don't save up your anger or outrage for a month to place it in the paper or report it at a meeting. Please give us a chance to address your concerns individually AND more timely.

There is a reason members sign in at the pools. Should a dispute of who said or did what to whom comes up, I will call others logged in at the pool at the same time to verify and investigate the details of any such incidents. These sheets are

kept several years. If a complaint comes in timely, I still have these sheets at my desk along with the employees' time cards and work schedules. Our rules are posted inside and outside each pool. Copies are yours for the asking.

EVERY gate guard does **NOT** do this wrong thing nor does every one of them **FAIL** to do some other right thing. Only one new gate guard was hired this season, the rest are experienced. I do not just hire (and I have hired over 240 RRA employees in sixteen years) anyone needing money. Everyone needs money or they would not be applying for a job here in the first place.

Since after the blowout years when we had 55 employees (five in concession stand, six ladies in the RRA Office, four different swimming pools plus Beach Two, lifeguards, 12 on boat patrol, 12 working maintenance, etc.) I have tried to hire only those who have had an existing worker/member personally vouch for and recommend them.

I evaluate their personality, warn them that people pay us big bucks directly (not just pay taxes) and expect outstanding services and facilities that they can use in peace and comfort, and take into consideration their training, education and work ethic. I caution them on the tasks and drawbacks ahead.

We take in applications all year round. This year we strangely had the lowest amount received in my experience here even with the poor state of the economy. We even had one person apply who we probably should have sued for vandalizing numerous RRA properties with his car last year (no money).

A sample of our gate & lake guards for your consideration:

Barb Buckley, RRA member, longest serving gate guard, goes back to the times of Velma Moses and Rob Needham, CPR certified, bus driver eight years.

Alex Burdorff, new hire, rec. by Ed Baitt, American Red Cross CPR/AED for the Professional Rescuer and First Aid – Responding to Emergencies, both thru University of Akron Sport Science Dept.

Janice Despenes, husband RSV PD Sgt. Tom Despenes, Red Cross CPR & First Aid, very familiar with police duties.

Kathy Hartz, former member, many years a gate guard, very conscientious, First Aid, CPR, CDL, school bus driver.

Danielle Jackson, RRA member, a number of years RRA gate & concession stand, 12 years in Ashtabula County education.

Jodi Koziol, lifetime RRA member, several prior years as RRA gate guard, Firefighter Class I, CPR, First Aid, trained in Hazmat operations, Nursing Degree, University of Akron

Ryan Morford, RRA member, recent new hire as Boat Ramp Guide and Gate Guard fill in, had CPR certified training.

Alex Phillips, former RRA member, Eagle Scout, BSA Lifeguard, Lifesaving & Swimming Merit Badges, three years summer scout camp counselor, now adult Assistant Scoutmaster. Fill in only worker '07 & '08. Red Cross CPR & First Aid trained.

Kyle Rasmussen, father RSV PD Chief Randy Rasmussen, went thru Ohio Police Academy, took Ohio safe boating course, has also done boat patrol (2008).

Lynn Stright, U.S. Coast Guard Auxiliary (22 years), Boat Coxswain, rescue diver, was with cold water drown team, recently helped teach boat safety class at Roaming Shores, EMT Community Care Ambulance, 23 years CEI health/safety admin.

Gil Kandrak, long term RRA member, very concerned with boating safety on the lake.

Chip Laugen, former Kingsville Township Fire Chief, EMT, CPR, First Aid, hazmat & emergency training, RSV Fire Safety Officer.

David Plants, retired Ast. Ashtabula Township Fire Chief (32 years), EMT, CPR, First Aid, hazmat & emergency training.

I hope my readers are satisfied that we try to bring you the very best protection as an added bonus to their RRA service.

Attached is my June month-ending cash summary report.

