



Board of Directors

Charles Nunes – President & Park Maintenance
Fernando Da Silva – Vice President
Lorena Lemus – Management & Secretary
Mark Schieber – Treasurer

John Watkins – Rules and Regulations
Brenda Critzer – Public Relations
Brien Carlson – Park Use (Absent)
Tom Barcellos – Collections
George Johns – Director

Members Present – 18

Meeting called to order at 9:08 am by Charles Nunes

Flag Salute by Dale Critzer (Locker 166)

President's Address

1. Please turn off all cell phones.
2. This meeting is restricted to Members only.
3. This is a volunteer Board. No one is paid for their time. Board Members are reimbursed for out-of-pocket expenses.
4. Discussion of issues can become heated and emotional, but everyone deserves to be treated with dignity and respect.
5. Regular and special meetings of the Board are open to all Members of the Association. Members who are not on the Board may not participate in any deliberations or discussions unless expressly so authorized by a quorum of the Board of Directors.
6. Members may participate in the meeting during the Member's Comments section of the agenda.
7. Questions, comments or suggestions will be referred to Board Member, as appropriate or taken into consideration by the Board for research, review and discussion, and placed on next month's agenda.
8. Holiday RV Park's meetings and procedures are governed by our bylaws, CC&Rs and rules adopted by the Board.
9. Charles announced that the Board vacancy was filled by George Johns (Locker 180), following an application and interview process that concluded July 12, 2019.

Mark Schieber made a motion to accept the minutes of the June 8, 2019 meeting, seconded by Tom Barcellos.

Correspondence – Brenda Critzer

We received some written comments in our comment card boxes located around the Park. These travelers were from San Diego, Tustin and from overseas (referred to the Park by our magazine advertisements). There was a complaint about the Wi-Fi service and another about the odor from the dog run, but this person noted that the smell has improved from previous stays.

There were also a variety of responses from our online guest surveys via SurveyMonkey. Once again, the majority of guests that took the survey are returning customers. Also, more than half of the respondents are going to recommend the Park to their friends and family, which is always encouraging to hear.

Comment from Julie Hill – If anyone uses Yelp or Google, please leave your feedback on the Park using these social media platforms; it is a great way to promote our business to potential guests that have several parks to choose from when planning their vacation.

Absolutely Julie! I would like to see more Facebook comments on our Holiday RV Park page too; I know many of my friends and family use Facebook to preview places to stay before making reservations. The guest survey comments are great for our use, but social media is the best way to get the word out to *everyone*.

Guest Survey Comments from June 2019:

Please refer to the attached comments at the end of this document for your reference.

Committee Reports

Financial Report – Mark Schieber

Park Accounts	Balance (6/30/19)	Monthly Comparison	June 2019	June 2018	Difference	% Change
Rabobank – Operating	\$91,821.08	Income	\$136,415.16	\$164,994.37	-\$28,579.21	-17.32%
Rabo. – Laundry	\$8,164.01	Expense	\$72,801.63	\$80,897.05	-\$8,095.42	-10%
Rabo. – Dues	\$58,246.21	Net Income	\$63,613.53	\$84,097.32	-\$20,483.79	-24.36%
Rabo. – Emergency Reserves	\$100,139.78					
Rabo. – CIM Reserves	\$113,479.76					
Morgan Stanley Dean Witter	\$141,321.12					

Our bottom line was down a bit last month when compared to June 2018. A large portion of that shortfall can be attributed to Membership dues that have not been paid yet; we still have the rest of the month until those are considered late. July will be a profitable month for the Park since we have been so busy already with off-the-street reservations.

Pool and spa expenses are up this year, due to all the leaks and breakdowns, so repairs are costing us more.

We briefly mentioned our interest in issuing a smaller, special assessment for funding construction improvements, a few months ago I believe. That topic will be revisited at next month’s meeting, so please attend if you would like more information regarding that.

Mark Schieber made a motion to pay the bills and payroll, seconded by John Watkins.

Management – Lorena Lemus

Thank you for joining us outside this morning, it’s a bit chilly! July 4th was very successful, we’ve had several nights without vacancy throughout the past few weeks. This means that our staff is busy this month, since all the persons leaving are followed by other people checking in right after them. Please be patient if it takes longer than usual to reach the office on the phone, or if you are waiting on maintenance to assist you with something.

Make sure you are being mindful of the speed limit in the Park while driving, I’ve noticed a lot of children playing outside now that summer is in full swing.

There was a staff meeting on July 9, 2019 that went very well. Charles and I attended and listened to the staff’s ideas and concerns about their work. We are very pleased to have a hardworking staff that is so dedicated to our Park.

As always, if you have any concerns or questions, please visit the office and speak with Julie.

Collections – Tom Barcellos

Well, it may be chilly today, but it was 102° in the valley so it’s not bad being here!

Collections continue to improve; we only have \$1,100 outstanding beyond 12/31/18. If the January 2019 dues and late fees are included, \$2,086 would be the total amount past due, so we are talking about a very small group of Members that

are delinquent. As Mark mentioned in his report, we still have about \$18,000 left from the July 2019 assessment; things are really getting under control.

Park Use – Brien Carlson (Absent) – Fernando Da Silva (Representing)

If you look to our occupancy report for June, you will see that total Park usage was down slightly, from 84.08% last year to 82.41% this year. After talking to the office about this, I was informed that more people chose to push reservations closer to the 4th of July instead of late June. Revenues from reservations were up \$10,000 over last year, so no need for worry.

Park Maintenance – Charles Nunes

I've been on vacation in the Park the past 3 weeks, and we have been very full as Lorena mentioned. The maintenance staff are working their tails off to get people checked-in and checked-out all day long, while trying to keep the general maintenance going. I have seen them get so busy that I know it can be a great burden when we approach them for assistance while they are guiding RVs and cleaning. So please, if you need something from maintenance, I would appreciate if you ask the office staff to radio them with your request. If the office is closed, try to make sure that the maintenance staff member is not in the middle of something before approaching them.

Recently, about half the stations on our cable TV service went out, and it took almost 2 days for that issue to get fixed by Spectrum. I really appreciate everyone's patience during this inconvenience.

Another inconvenience was caused due to multiple leaks at the spa which forced us to close it for several days. Again, I appreciate your understanding while the spa was closed.

Comment from Mark Schieber – I wanted to acknowledge one of our staff members and give a big shout-out to Kim Hutten. He's been with us a short time, but I have seen him go above and beyond and I really want to thank him. If you see Kim around the Park, give him a high-five!

Rules and Regulations – John Watkins

We are in the process of reviewing the rules and regulations for next year, but overall, they are pretty sound.

The Park will be implementing rules and regulations for our vendors as well, which is something that has needed attention for a while now. We want to guide them on how to service their customers (our Members and guests), while still adhering to our rules that are in place for everyone's benefit. Simple things, like being mindful of their speed when towing trailers through the Park, or being conscientious of noise when working on an RV if the neighbors are home.

Our staff is doing an exceptional job in enforcing the rules, which is leading to a better Park overall. That may just be my opinion, but I think some of you might feel the same way as well. Our staff is doing one heck of a job this summer. We are fully-staffed now, and I think people can see the difference.

Thanks to everyone in the Park for abiding by the rules, I will see you all for Snowbird day on August 1st. If you have any thoughts or questions about the rules, please feel welcome to speak with me.

Public Relations – Brenda Critzer

In case anyone hasn't heard, there were meetings Wednesday at Ramona Park and Thursday at the Embassy Suites in San Luis Obispo regarding possible closure of the Oceano Dunes area to off-roading activities. The preliminary vote was to not close the dunes, but there is another vote scheduled in a few weeks.

The Pismo Beach Chamber of Commerce strongly supports keeping the dunes open so that our local business and campgrounds are not impacted by financial losses. The parties that are in opposition to the dunes remaining open have their own outlook on how closing the beach would affect businesses and other things beyond that.

If you have a mind to support keeping the Oceano Dunes open, please write an email and send it to the Park's email. Julie will forward it to the proper agencies.

Manager's Report – Julie Hill

As a reminder, we cannot issue extra vehicle parking when there are less than 15 unreserved spaces on any given day. During the summer, it is very unlikely that we have that many unreserved spaces because we are so booked up. Even if we happened to have 15 vacancies, I really need to try and sell those lots at \$70 for an RV instead of only \$5 for parking. It is best to count on paid parking being unavailable through the rest of the summer.

On a related note, I am seeing more people this year taking liberties when it comes to parking their vehicles. We are seeing lot of trucks sticking out way too far into the street. The roadway is our fire lane, I need it clear at all times in case of emergency. Also, we know how difficult it is to park your RV here; if a truck is sticking out there is a really good chance it will get hit. We all need to do our best to keep our vehicles within the boundary lines as marked. Rules are rules for a reason, so please don't think we are picking on you if the staff or I ask you to move your vehicle.

The office staff has reported an increasing number of Members that are not checking-in at all during their stay. Often it is because their RV was towed-in ahead of their arrival and the person staying shows up that evening. We are also seeing Members park their RV without stopping to check-in and confirm their site number. This becomes a *huge* problem when someone goes to the wrong space, or a guest stays in the Park that is not on deed and should have paid for their stay.

One last reminder, Snowbird application day is August 1st and we will open at 7 am. Please make arrangements to have your application completed before August 1st and take place in line before we open to enjoy the highest priority. It is important to arrive just before 7 am, before John Watkins takes his place in line. It is *not* important to line up the night before or extremely early in the morning!

Reportable Actions – Lorena Lemus

The Board approved a motion on June 12, 2019 to replace the hot water for the clubhouse with a tankless water heater. The motion was made by Fernando Da Silva and seconded by Lorena Lemus.

The Board approved a motion on June 27, 2019 to repair the spa heater at a total cost of \$1,618.82. The motion was made by Brenda Critzer and seconded by Tom Barcellos.

The vacancy on the Board was filled on July 12, 2019 by George Johns, following an interview process with all 3 candidates.

Comment from George Johns – My name is George Johns; I'm currently staying the Park. I look forward to working with the Board and getting to know each of you as time goes on. Please feel welcome to speak with me if you have any questions or would like to say hi.

Old Business

1. Beach Social Club Events & Announcements – Glennita Miles (Beach Social Club)

The Beach Club is working hard this year, we had some new members join us to help with the last event. That was our tri-tip and chicken BBQ, which was a huge success. It was a great turnout, and everyone had a blast. Thanks for all your support.

Our next planned event is a hot dog cookout followed up with an ice cream social. We will also be serving breakfast burritos on August 1st, to everyone waiting in line on Snowbird application day.

The Beach Club purchased a brand-new Traeger grill that will be raffled off on August 31st, tickets are available in the office or with the Beach Club members. The tickets are \$5 each and only 300 will be sold, so be sure to get a few before they sell out!

2. Architect / Construction Improvement Committee (Civil and Electrical Engineer) – John Watkins (Absent) & Tom Barcellos

As you know, construction takes time and there are many steps along the way. Some core sampling of the construction areas completed yesterday, and we have the preliminary results from those tests. The water table is at 7 feet below the elevator area and only 5½ feet below the restrooms; that is not very deep. We must make careful consideration and be sure that the soil will withstand the weight of new buildings and the construction and demolition.

That is the only update from last month on the construction planning. Things are moving along at a snail's pace, but they are moving along.

3. Morgan Stanley – Fernando Da Silva

As we reported last month, the Park has an account with Morgan Stanley that has not been producing much the past few years. It was recommended by our representative that we should consider moving some funds to a top 500 CD account managed by Morgan Stanley. This would make the Park more money than leaving the account as is, so that is probably where the Board will be heading.

4. Website – ADA Compliance; MorePro Marketing – Julie Hill

This item is still on the list because it is not complete; a few months ago, I requested that the Board commit to making our Park website ADA-compliant for a variety of different reasons. This work is supposed to be finished by the end of August. In the meantime, I also requested that the Board retain the same company (MorePro Marketing) to host our website. Overall, we are very pleased with the new website and the lower monthly costs associated with that. Website ADA-compliance will remain on the agenda until it is completed!

5. Reserve Study – Julie Hill

We have a meeting with a reserve analyst on July 30, 2019 to tour the Park facilities and collect information to prepare a new reserve for the Park. Tom Barcellos and Fernando Da Silva will be attending this walkthrough to ensure things go smoothly and any questions are answered.

New Business

1. IT – Phone System – Julie Hill

Has anyone ever called the office and had someone ask you “Hey, can you repeat that?” If you have experienced that, it is because of our current phone system, which is unable to properly forward multiple calls at once. When someone calls while we are on the phone, our staff hears an annoyingly long “BEEP.” Of course, this means we are always asking people to repeat themselves when it gets busy on the phones; not great for business.

We are planning on moving to a modern, Voice Over IP-based phone system that will allow for more flexibility in making calls and without additional annoying sounds! I would appreciate the Board making a motion to move forward and pay for these new phones and to consolidate our telecommunications providers down to this single system. The install fee from Mountaineer IT is just over \$1,600, and our phone bill will drop down to \$145 per month.

Comment from John Watkins – I use phones just like these in all my businesses, and they are the way to go. When I switched systems, I saved money and received better service. I love being able to reset the system myself if there is a problem. My phones in Ridgecrest went down a few times due to the recent earthquakes, but all we had to do to fix it was unplug the power and plug it back in. It's a great system, very professional.

Comment from Mark Schieber – Not only will this system eventually pay for itself thanks to the lower monthly bill, it is also fully customizable and upgradeable. This should be the last phone system we need for quite some time.

John Watkins made a motion to upgrade the Park's phone system to a new, VOIP PBX system, seconded by Mark Schieber.

2. Vendor Rules and Regulations – Julie Hill & John Watkins

John covered this during his committee report, but I just wanted to add a simple explanation for drafting these rules. The companies that do business with our Members should follow rules when they are working in our Park, just like every guest must do. Very basic policies like providing current insurance information to the office will go a long way to protect the Park.

Comment from Brenda Critzer – The other day I experienced an Uber driver that sped through the Park, and nearly hit my grandson while he was playing. I told that driver to slow down, or not come back here anymore. Those types of service providers are vendors too, so be sure and report any speeding to the office, preferably with a license plate number.

Member's Comments

Joyce Aldrich (Locker 444) – Is there a definition of what a vendor is in our Park? Would the people that wash RVs be considered vendors? If the company that I purchased my RV from is coming to the Park to work on it, do I need to have them submit their credentials to the office?

Response from Fernando Da Silva – Yes, trailer washers are considered vendors. Vendor would be defined as a business that does business with Holiday RV Park or with our Members and guests. Try to think “business *inside* the Park.”

Response from Charles Nunes – If you are having work done on your RV while staying in the Park, then your service provider must contact the office to provide their information (license, insurance, etc.)

Elsie Metzler (Locker 828) – We should make sure that any vendors coming in are insured and bonded; and we need to remind them to obey our speed limit in the Park.

My question today is, why do our senior maintenance employees work so many different kinds of shifts? I'm referring to working here late at night specifically, it seems unfair.

Response from Julie Hill – Because I need experienced employees here in the evening during summer. It gets extremely busy with RVs checking-in late and their skills are essential in getting everyone safely parked. We all work together as a team, and I run this business as a team while treating all my staff equally. We are free to debate topics just like this one, in fact we did at our staff meeting earlier this week.

A great example of what I am talking about is on Fridays. Everyone from the valley comes over to Pismo after work and arrives in the evening. I schedule Luke to be here until 7:30 pm so that he can get all these RVs parked safely; that is his *specific* talent. All of our maintenance staff is wonderful, but each employee has unique skills that they excel at. It is my job to try and utilize everyone's abilities to their full potential, not exclude them from working when we need it the most just because of their seniority.

Nancy Borgman (Locker 857) – To add to what you said Julie, there was someone parking next to me yesterday evening that was driving all over the place and truly did not know what he was doing. I was able to find Luke and he got this man parked in seconds. If not for Luke, there was no way that guest could have parked without hitting something!

Response from Mark Schieber – Another concept to keep in mind about scheduling is that sometimes our staff must work a night shift or two in order to cover for a co-worker's vacation, or a dentist appointment, etc.

Board Member's Comments

None.

All Motions

Mark Schieber made a motion to accept the minutes of the June 8, 2019 meeting, seconded by Tom Barcellos.

Roll Call: Brenda Critzer, Fernando Da Silva, Lorena Lemus and Charles Nunes voted yes. George Johns and John Watkins abstained. Brien Carlson absent. Motion carried.

Mark Schieber made a motion to pay the bills and payroll, seconded by John Watkins.

Roll Call: Tom Barcellos, Brenda Critzer, Fernando Da Silva, George Johns, Lorena Lemus and Charles Nunes voted yes. Brien Carlson absent. Motion carried.

John Watkins made a motion to upgrade the Park's phone system to a new, VOIP PBX system, seconded by Mark Schieber.

Roll Call: Tom Barcellos, Brenda Critzer, Fernando Da Silva, George Johns, Lorena Lemus and Charles Nunes voted yes. Brien Carlson absent. Motion carried.

Meeting adjourned at 10:05 am

Respectfully Submitted,

George Johns
Board of Directors – Secretary

Cc

Aaron Cartwright
Senior Reservation Agent

Guest Survey Comments from June 2019:

- “Dog run smelled like urine really stinky. Staff was outstanding.”
- “Wonderful and helpful office and maintenance staff.”
- “Dog park needs real grass or at least some real grass somewhere on the property. The dog run smelled very bad with the fake grass and my dog didn’t want to use it”
- “Mike helped us back in and was excellent! Aaron and front desk staff helpful and professional!”
- “NO SMOKING IN THE PARK!!”
- “Luke was amazing. Probably won’t stay there again. Spaces too small. Can’t say enough about how great Luke is. Without him, parking there would be way too difficult. He is a pro. Great attitude. Very helpful.”
- “Thank you to Luke who is an expert in helping us get backed into our spot so quickly.”
- “Space was really tight. No room to maneuver and spend time outside because parking the tow car took up half of that space.”
- “We appreciated the service we received when we arrived, the one-on-one help with getting parked in our spot. Very nice!”
- “Nice to have a fire pit, and spaces need more room.”
- “It was very quiet and peaceful. All staff in and out of the office went above and beyond to be helpful!!! The spaces were a bit close together. A little bit of grass and foliage would be nice. It was our first time with our RV and we are so glad you were all there to help us. We will be back. Thank you.”
- “Very close to the beach, we really liked it.”
- “We enjoyed our stay. Loved proximity to beach and restaurants. Only thing was tough were some people up late and early being loud. It was well after 11 and around 6 am. But that’s no reflection of the Park. Would be nice if there was another dog run spot up front. Long walk when your dog has to go. Overall it was great. Family enjoyed it.”
- “Your sites are very narrow for modern, multi-slide RVs. I was unable to park my tow vehicle next to my trailer and still have room to get my handicapped son up the stairs.”
- “Staff are fantastic. Expensive for the basic facilities.”
- “Jennifer was very welcoming. The young man who registered us was helpful and very efficient. Michael was helpful in showing us how to connect to the cable. It was our 2nd time to have our new trailer out. We enjoyed the staff and other guests very much. The pool and jacuzzi was a wonderful experience and relaxing!!!”
- “Would not stay here again, sites are way too small.”
- “Park is in a good location. Staff very good. Spots are too tight!”
- “I think the check-in is very speedy. The staff is very helpful. Had a wonderful stay. Looking forward to coming in August.”
- “Stayed because Pismo Beach full, you need WIDER sites with GRASS.”
- “Cable didn't work, I notified the office and the problem was taken care of. Very good service, used late check-in had paperwork ready very helpful.”
- “It would be amazing if the spaces were a little wider. Overall, we love staying there!! Thanks – Gina Carter.”
- “Love the Park and the staff.”
- “Dog run is not a real 'run' because it is small and the artificial turf stinks.”
- “The spaces are extremely tight. If it wasn’t for your very excellent maintenance men guiding drivers there would be many accidents.”
- “We are Members and always enjoy it.”
- “We are regulars at this Park and always enjoy ourselves. The staff are extremely professional, helpful and knowledgeable and it is always a pleasure to talk to them.”
- “The bathroom in laundry room needs to be functional again as well as second bathroom at pool. The age limit of 14 should be reinstated at the hot tub.”
- “Bathroom and showers could be updated. Your pool was very nice and heated very well.”
- “Just wish there was a little more room to park a vehicle. That is the only issue we have had the past three stays.”
- “Your heated pool is a highlight. Will definitely stay again.”
- “Sites were very narrow, and it was too crowded. Once our car was parked next to our trailer, we could barely open the door. Will most likely look for another park to stay in if visiting Pismo again.”
- “Staff were great. Park was clean, but spaces were really too tight.”