DC Ranch Association Board of Directors Meeting

March 6, 2023



Ranch Association

Mission Statements

- Ranch Association: Emphasizing customer care and sustained property values. Protects fiscal and environmental assets. Provides professional financial, landscape, and maintenance staff. Manages security services.
- Community Council: Visioning and facilitating initiatives that enhance residents' quality of life and serve collective interests. Provides recreational, educational, cultural, and volunteer opportunities.
 Promotes the DC Ranch brand and manages communication programs.
- **Covenant Commission**: Establishes and maintains standards for architectural and landscape design while working with property owners, builders, and architects to preserve harmony with our desert environment.



Principles of Civil Dialogue

Respect and diversity of thought are valued at DC Ranch. Civil dialogue should be used when addressing the Board, another resident, or a DC Ranch staff member.





Meeting Agenda

- Call to order
- Roll Call / Establish Quorum
- President's Comments
 - Public Comment
 - Board Goals update
 - Mid-year Executive Director Review
- Consent Agenda
- Executive Director's Report
- Unfinished Business
 - Park and Manor pedestrian gate update
 - Traffic Study
 - DCR 24-Speeding Amendment
 - Standards for Home

- New Business
 - Community Patrol and Gate Access survey
 overview
- Committee Reports
 - Firewise Committee
 - Budget and Finance
 - Modification Committee
 - Policy Committee
 - Community Patrol and Access Committee
- Member Open Forum
- Announcements
- Adjournment



Roll Call

- Phil Geiger- President
- Greg Kiraly– Vice President
- Elaine Cottey Secretary
- John Shaw– Treasurer
- Marla Walberg– Director
- Geoff Wilner– Director
- Don Matheson Director





President's Comments

- Public Comment Statement
- Board Goals Update
- Mid-year Executive Director Review



Goal #1: Provide for necessary and functional audio and video access to Board meetings for both in-person and zoom attendees or relocate the meetings to another suitable location.

Comments: Communication problems with Zoom technology continue to occur with no solution in sight. This continues to be an area of frustration in that we have been unable to fund enhanced technology to have better zoom communications at The Homestead. Discussions with the Community Council which is responsible for the facility faces the same dilemma as neither the CC or RA have additional funding for improved technology at the Homestead. Moving the board meetings to the Ranch Association offices and using zoom from there has been moderately effective but clearly we would have preferred having residents on site with the Board. The use of Desert Camp Community Center when the renovations are completed may be the best answer to meet our goal in this area. Elaine said that she thinks this issue should be tabled for now.



Goal #2: To ensure that all board members are fully informed and to enable the executive director to focus on the Association's business, request that all board members funnel their requests for information and questions through the Board president who will be the primary point of contact with the Executive Director and transmit all information to all board members.

Comments: Any request for information from any board member is now provided to all board members and not just the person asking. We still have board members contacting the director directly rather than through the board president. It appears that this has improved with board members receiving information more broadly. Geoff would like to see communications more filtered and only include those involved. Don would like more direct access to the Executive Director. Elaine feels that too many items are sent directly to the Executive Director and more should be funneled through the board president.

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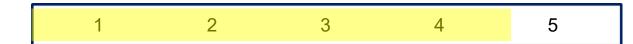
Goal #3: Reaffirm the role of the Board of Directors as primarily policy making, budget development, and oversight of the Executive Director's performance and initiatives. The Board should be referring concerns from the community to the Executive Director or her designee to address and inform the Board of the action taken. The Board formally evaluates the Executive director at least annually based on adopted goals and timelines.

Comments: The Board has focused on their specific duties but have also indicated to the ED areas that need to be addressed to improve services to the community. The Board has not attempted to manage these improvements but left that to the ED and staff as appropriate. Greg commented that Michele is addressing more items proactively. Elaine expressed concern that board members continuing to contact the ED directly creates too many distractions and the propensity to micromanage. There are definitely areas of operations that need reinforcing, and the ED is aware of those and working to improve the situations. The ED will again be evaluated mid year in March 2023.



Goal #4: Provide, to the greatest extent possible, without compromising the Board or its actions, transparency to the Board's actions, decision making process and rationale. Encourage open dialogue and debate on issues as needed to ensure the best decision possible.

Comments: Vigilance in discussing only specifically authorized issues in private has been observed and the board has had several discussions in public of controversial issues that required more intense dialogue to ultimately reach a fair and responsible decision. Discussions, debate, and voting occurring regularly in open board meetings This may be one of the board's greatest accomplishments. Elaine expressed concern that some board members still do not understand the lines between public and private.





President's Comments

Goal #5: Provide the necessary resources for the Executive Director and staff to properly complete her work to meet both the Board's and Executive Directors' annual goals.

Comments: The budget process was thorough and transparent. The board held two public budget meetings and vetted the entire Ranch Association budget through the resident-based finance and budget committee composed of financial experts in the private sector. This is not to say that we should not continue to find savings and efficiencies wherever possible, but the budget balanced the demands of the residents, some who were OK with fewer services but most wanting additional services.



Goal #6: Take action to consistently follow up on T&D, modifications committee approvals and denials, and Covenant Commission determinations to ensure full and timely compliance and proper documentation. This is likely to require additional personnel, training and restructuring of current roles.

Comments: This is probably the most problematic issue we are facing because existing violations have geometrically increased due to addressing only the top-down egregious violations, residents making renovations, revising their landscaping without approval from the modifications committee and the dependence on resolving these issues through the transfer and disclosure process. This has not worked, and violations have grown, and other residents are adopting some of the same unapproved changes since violations have not been addressed. The board has passed a resolution that precludes residents to apply for any modification until existing violations have been addressed but this provision has not been enforced thereby creating further violations that have gone unattended. The Board is going to have to take some drastic action to reallocate funds in the budget to properly staff the community standards staff, potentially ask NVMs and neighborhood committees to help identify and educate neighbors about the standards or reorganize staff to make addressing standards' violations the highest priorities otherwise, the quality of life in DC Ranch will deteriorate beyond a level that may make recovery virtually impossible. The executive director needs to be more aggressive in filling inspector roles to stay on top of the T&D items and other non-compliance. Minimally the board has identified the problem, now we need to find solutions. Don said that the entire process is broken and needs a total overhaul, and that inspection and response times are not good at this time.



Goal #7: Engage the community in the review, understanding, and recommendations for improved safety measures for the DC Ranch community through the safety committee and complete its review by February 2023.

Comments: The patrol and gate access committee has been formed and has now met twice. They are just getting started to address concerns with the first issue being speeding. A traffic study is out for bid which will help the committee and the board determine the proper speeds on roads where speeding is a problem, and the board has installed speed humps, bumps, and tables to calm traffic. Progress has been made but this will continue to be an issue that we must continue to address. Elaine noted that the committee's work has already generated thoughtful discussion.



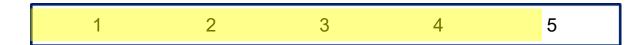
Goal #8: Complete the Firewise implementation throughout the community as identified, plan and continue the maintenance of the defensible space.

Comments: Firewise has been a huge success and this project continues to progress as planned. The next phases of Firewise will be considered for 2024 and 2025 in this next year. Current RA staff will commence maintenance on those properties that were treated in 2022. Elaine stated that Firewise may be the board's greatest accomplishment this year. Don said that he is not sure what the direct financial benefit of Firewise is to the community and suggests thinking about delaying the process.



Goal #9: Implement the new conflict of interest policy for the Board, all Ranch Association Committees and each of their members. Provide everyone with adequate training on this issue.

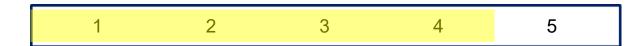
Comments: This is a goal that has been completed with all board members and committee members submitting their conflict of interest forms. Everyone has been properly trained on what constitutes a conflict so conflicts of interests are avoided or identified prior to a member of the board or committee takes any action that might be questionable.





Goal #10: Reassess the fines and fee structure of all community standards documents to ensure compliance and memorialize in Board Policy.

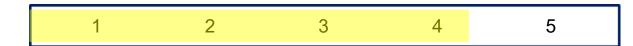
Comments: The policy committee, staff and the board and have committed substantial time and effort to updating standards and fines to contribute to the board's efforts to ensure that the quality of the community remain high in accordance with the expectations resident had when moving to DC Ranch. This is definitely a success of which the board can be proud. Next is to again be certain that enforcement takes place, so the standards are in fact met.





Goal #11: Continue progress on the tree replacement plan for Arcadia.

Comments: The board went through a mediation session with the plaintiff on the removal of the Sissoo trees in Arcadia that are causing serious structural and infrastructure damage to homes, roads, and landscape. The Association is in Phase 2 of the project to continue to move forward with residents who want to avoid damage to their homes and property.





Goal #12: Re-educate the Community on the defined roles of the Covenant Commission, the Community Council and the Ranch Association and the three-part governance structure of DC Ranch.

Comments: The board scheduled meetings with the Executive Director of the Community Council and the principal consultant to the Covenant Commission as well as the chair of both organizations to explain the role of their particular governing body. The Ranch Association Executive Director did the same during one of the regular board meetings. Each meeting had residents in person in the audience and on Zoom send were able to ask questions and/or express concerns. An abbreviated version of the three-tiered governance structure has also been provided to various RA committees. Don felt that this could have been handled better and that the CC felt like they were under attack.



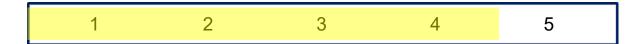
Goal #13: Convene a discussion with authorized representatives of sub-associations and the governance organizations of DC Ranch to assess possible future improvements to sub-association status.

Comments: Representatives of the Board and each of the sub associations met January 11th and discussed numerous topics but it was apparent that that the subassociations could benefit from additional collaboration which the RA can facilitate. It was agreed that another sub association meeting will be held in February as a working session to see where efficiencies and effectiveness can be enhanced through the collaboration of the groups. It was also agreed that the sub associations should begin to think about their and the CC and RA budgets this spring so they can be more aware of the details of the budgets and provide input. The sub associations were also reminded that their members can serve on any RA committee by making application. Follow up meetings chaired by a sub association leader are set for March 8th and 27th.



Goal #14: Conduct Board review of the Executive Director's Performance in November 2022 and again March 2023.

Comments: In November, the Board did a comprehensive annual review of the Executive Director with each board member having the opportunity to comment and rate the ED on numerous issues using an agreed upon evaluation tool. At the board's direction, the board president then met with the ED to review the board's assessment and to plan to address any areas needing further attention.





Consent Agenda

a. February 6, 2023-Board Meetingb. February 6, 2023-Executive Session



- Ranch Association staff will be out of the office Wednesday, March 8 for a team building event. Community Council staff will be covering the front desk.
- Applications for the Sustainability Committee are currently available on the website and currently we have seven applications. Both Executive Directors will be reviewing the applications and extended the deadline to increase the number of applicants, and perhaps those interested in volunteering but not elected to a Board role.
- All Team value awards were awarded at the end February based on five team values (fun, professionalism, innovation, passion and teamwork). Recipients of each of the awards were: Fun-Gina Richard (CC), Professionalism-Clem Sklodowski (RA/CC shared employee), Innovation-Lynette Whitener (CC), Passion-Larry Cowles (RA-Modifications), and Teamwork-Jose Cardenas (RA Irrigation Specialist)
- Board of Director applications deadline was March 3. At completion of this presentation, which is before the application deadline, we have six applicants for the two vacant positions.



- DCR2025 Strategic planning has kicked off, Community Council is marketing residents to register to provide feedback that will used to develop the next strategic plan. Board member and staff sessions have also been scheduled.
- Staff is currently working on the Annual Report, which is joint effort between Community Council, Ranch Association and the Covenant Commission. It will be a digital report and will be completed in March and presented in April at our annual meeting.
- Mack Development meeting still has not been rescheduled. We will notify residents and the NVMs as soon as we are notified as residents are encouraged to attend and provide the developer feedback on their project.
- Subassociation Board members are meeting to collaborate on contractors and ways to improve management of their Associations on March 8 from 2-4 pm at The Homestead. Ira Fierstein, board member from Columbia is facilitating this meeting.



- Home and Landscape Expo is scheduled for 4-7 pm at The Homestead on March 22. Educational seminars will be offered on Firewise, Artificial Turf installation, Paint modifications, Community Standard updates as well as several vendors representing landscaping, lighting, interior design, paint, artificial turf, and mosquito control.
- The third-party vendor, Anderson Security annual evaluation was completed on February 9th. We are developing updated post orders and addressing areas of improvement with the Account Manager.
- Sidewalk inspections are occurring throughout planning unit 1, shaving the sidewalk maybe a more cost-effective solution at this time to reduce slip/trip and fall concerns.
- We received new bids for the asphalt work at Park and Manor and will be working with the NVMs on the next steps.
- Weed eradication is ongoing, with the amount of moisture we have received it has been difficult to keep up. Market Street Villas, Camelot, Park and Manor, and the Community centers are completed.



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- Reserve study update is still in process and due to be completed by the end of March.
- Six of the eight fleet trucks were delivered by Enterprise. Enterprise will honor the original pricing agreed upon in November 2021 even though pricing has increased.
- Eleven of the 69 modems left to be installed in the irrigation controllers. All controllers will be 4G and more efficient with the installation.
- Wildflowers are beginning to germinate and emerge. There is a "Landscape stroll" scheduled for March 25 to learn about the local wildflowers, different landscape features along the path and trail system and the importance of desert flora in the community.
- We have had some IP address/router issues at three unmanned gates. We are working with Cloverleaf and AAA Smart Home to get these addressed.



Unfinished Business

• Park and Manor pedestrian gate



Unfinished Business

• Traffic Study



Unfinished Business-DCR 24-Speeding

DCR-24 Speeding

- All persons traveling on DC Ranch Private roads system must obey the speed limit. The DC Ranch speed limit is 15 MPH unless posted otherwise.
- Enforcement
- There will be a letter or an email notification of notice of excessive speeding violation for any noted speed over 10 MPH over the posted speed limit and will be issued a Notice of Fine for a minimum of \$300.
- Each of the foregoing are subject to a minimum fine of \$300 upon the first offense. Each subsequent offense will result in a minimum fine of \$300, escalated as determined by the Board in its sole discretion.



Unfinished Business-DCR 24 Speeding

If an owner (including family, guests, or invitees) incurs more than three \$300 speeding fines in a 12-month period, the owner will be subject to the following for all subsequent offenses within that period.

- 1) After three speeding violations, the transponder will be suspended for a minimum of 30 days. Starting with the fourth fine within a 12-month period for excessive speeding the fine will increase by \$300 for each subsequent offense.
- 2) Fine must be paid within 30-days or the resident transponder will be suspended, or if a contractor, gate access will be restricted until fine is paid.
- 3) There will be a reactivation fee of \$100 to have the transponder reactivated.

Pursuant to the CC&Rs at Article VII, Section 7.5., every owner and occupant shall comply with the Ranch Governing Documents. In the event any occupant, guest or invitee violates the Ranch Governing Documents and a fine is imposed, the fine shall first be assessed against the violator if possible. If the fine is not paid by the violator within the stated time-period, the owner shall be responsible for paying the fine. All fines are applied to the Owner account through the next month's assessment.



Unfinished Business

• Standards of Home

Overall cleanup and clarification of each of the standards. Additions include:

DCRH-24	Security Cameras
DCRH-25	Exterior TVs
DCRH-26	Dumpsters
DCRH-27	Temporary Storage/Moving Containers

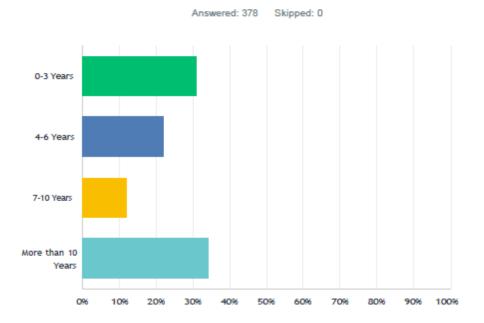


New Business

Community Patrol and Gate Access Survey Results Overview



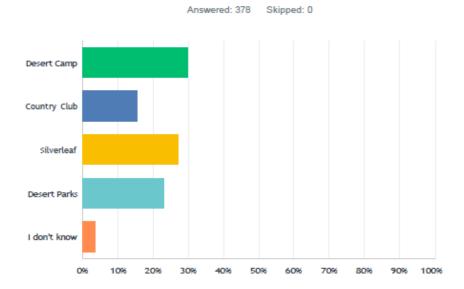
Q1 How long have you been a DC Ranch resident?



ANSWER CHOICES	RESPONSES	
0-3 Years	31.22%	118
4-6 Years	22.22%	84
7-10 Years	12.17%	46
More than 10 Years	34.39%	130
TOTAL		378



Q2 In which Village do you live?

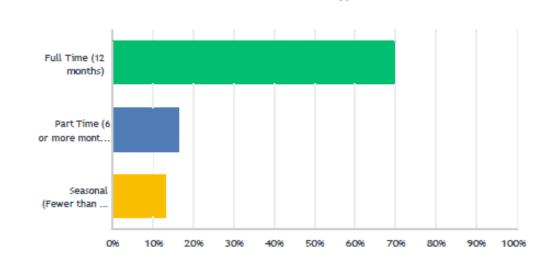


ANSWER CHOICES	RESPONSES	
Desert Camp	30.16%	114
Country Club	15.61%	59
Silverleaf	27.25%	103
Desert Parks	23.28%	88
l don't know	3.70%	14
TOTAL		378



Q3 Are you a full-time, part-time, or seasonal resident (how many months out of the year do you reside in DC Ranch)?

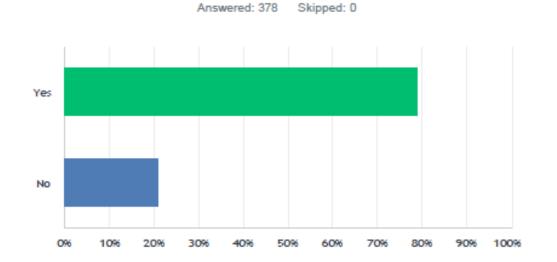
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Full Time (12 months)	70.37%	266
Part Time (6 or more months per year)	16.40%	62
Seasonal (Fewer than 6 months per year)	13.23%	50
TOTAL		378

Re Ranch Ranch Association

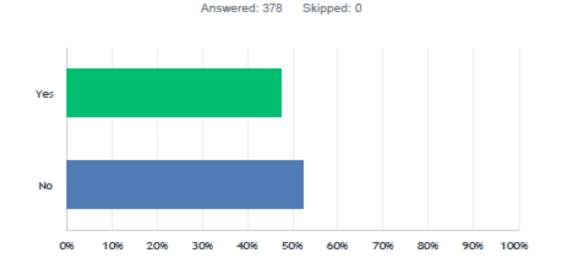
Q4 Are you familiar with the DC Ranch website and Community Patrol and Gate Access resource page?



ANSWER CHOICES	RESPONSES	
Yes	78.84%	298
No	21.16%	80
TOTAL		378



Q5 Are you familiar with and/or do you use GateAccess.net or the GateAccess.net App?

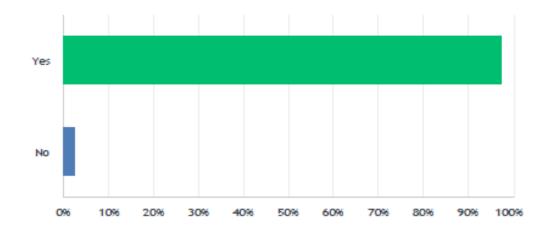


ANSWER CHOICES	RESPONSES	
Yes	47.62%	180
No	52.38%	198
TOTAL		378



Q6 Do you receive Ranch Association and Council email blasts/communications?

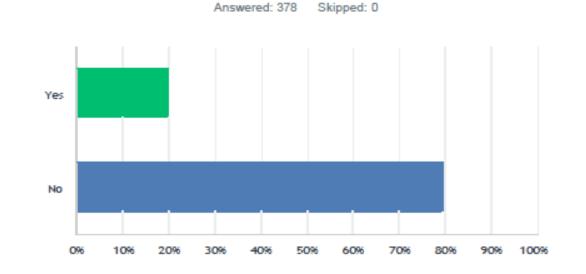
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	97.35%	368
No	2.65%	10
TOTAL		378



Q7 Do you attend Board of Directors meetings, Committee meetings, and/or neighborhood/NVM meetings?



 ANSWER CHOICES
 RESPONSES

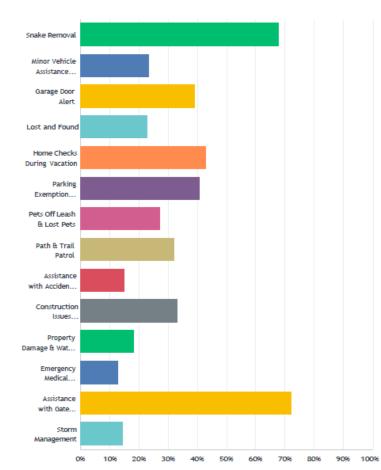
 Yes
 20.90%
 79

 No
 79.10%
 299

 TOTAL
 378



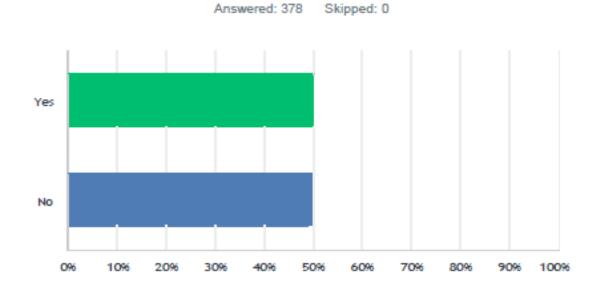
Q8 Are you aware of the services provided at the gatehouses and thru Community Patrol? Please check those that you are familiar with:



Answered: 378 Skipped: 0



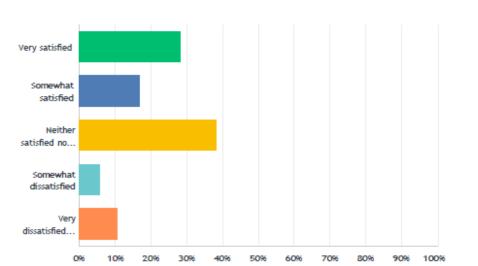
Q10 During 2022, did you utilize or interact with Community Patrol?



ANSWER CHOICES	RESPONSES	
Yes	51.08%	193
No	48.94%	185
TOTAL		378



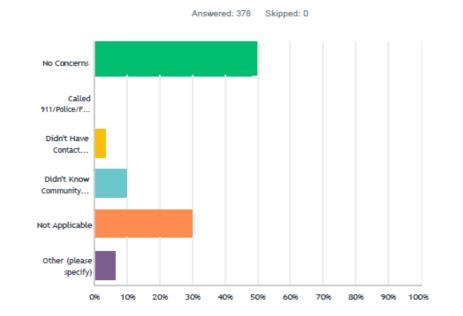
Q11 If Yes to Q10, how satisfied were you with Community Patrol services?



Answered: 378 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very satisfied	28.31%	107
Somewhat satisfied	16.93%	64
Neither satisfied nor dissatisfied / Not Applicable	38.36%	145
Somewhat dissatisfied	5.82%	22
Very dissatisfied (please specify)	10.58%	40
TOTAL		378



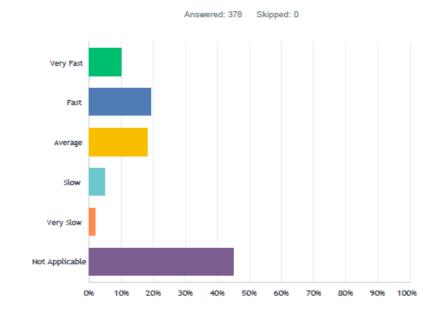


Q12 If No to Q10, why did you not utilize or interact Community Patrol?

ANSWER CHOICES	RESPONSES	
No Concerns	48.15%	182
Called 911/Police/Fire/Non-Emergency	1.06%	4
Didn't Have Contact Information	3.44%	13
Didn't Know Community Patrol Provided Service	10.32%	39
Not Applicable	30.69%	116
Other (please specify)	6.35%	24
TOTAL		378

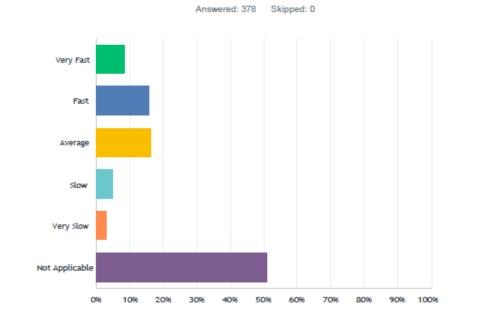


Q13 How would you rate the response time in which resident CALLS are answered by Community Patrol?



ANSWER CHOICES	RESPONSES	
Very Fast	10.05%	38
Fast	19.31%	73
Average	18.25%	69
Slow	5.03%	19
Very Slow	2.12%	8
Not Applicable	45.24%	171
TOTAL		378



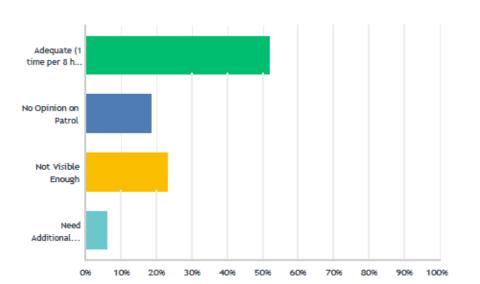


Q14 How would you rate Community Patrol RESPONSE TIMES?

ANSWER CHOICES	RESPONSES	
Very Fast	8.47%	32
Fast	15.87%	60
Average	16.40%	62
Slow	5.03%	19
Very Slow	3.17%	12
Not Applicable	51.06%	193
TOTAL		378



Q15 How would you rate the VISIBILITY of Community Patrol in your neighborhood?

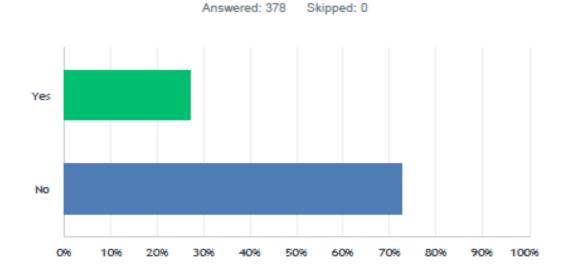


Answered: 378 Skipped: 0

ANSWER CHOICES	RESPONSES	
Adequate (1 time per 8 hour shift)	52.12%	197
No Opinion on Patrol	18.52%	70
Not Visible Enough	23.28%	88
Need Additional Patrol (please specify neighborhood)	6.08%	23
TOTAL		378



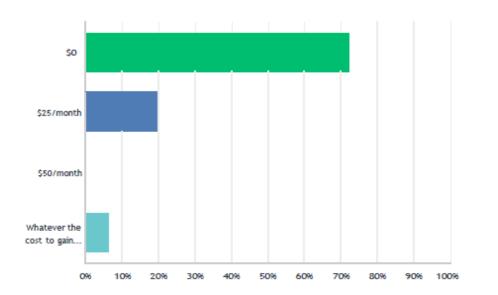
Q16 To provide greater coverage, visibility, and faster response time, are you willing to pay for additional services per month?



ANSWER CHOICES	RESPONSES	
Yes	27.25%	103
No	72.75%	275
TOTAL		378



Q17 If Yes to Q16, how much additional would you be willing to pay per month to provide greater coverage, visibility and faster response time?

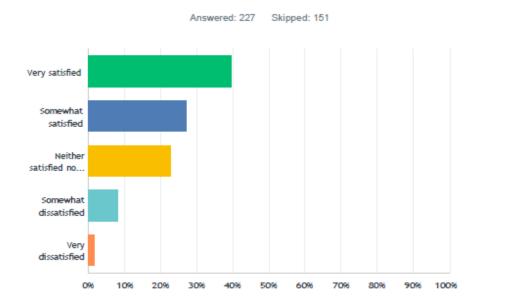


Answered: 378 Skipped: 0

ANSWER CHOICES	RESPONSES	
\$0	72.22%	273
\$25/month	19.58%	74
\$50/month	1.85%	7
Whatever the cost to gain greater coverage with faster response times.	6.35%	24
TOTAL		378



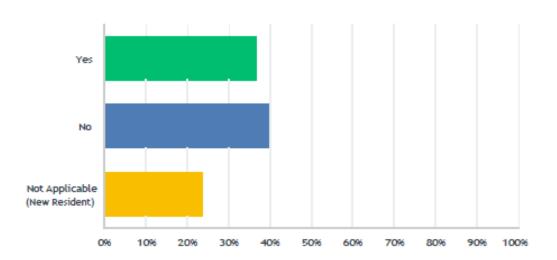
Q19 How satisfied are you with the gate access team for manned gates?



ANSWER CHOICES	RESPONSES	
Very satisfied	39.65%	90
Somewhat satisfied	27.31%	62
Neither satisfied nor dissatisfied	22.91%	52
Somewhat dissatisfied	8.37%	19
Very dissatisfied	1.76%	4
TOTAL		227



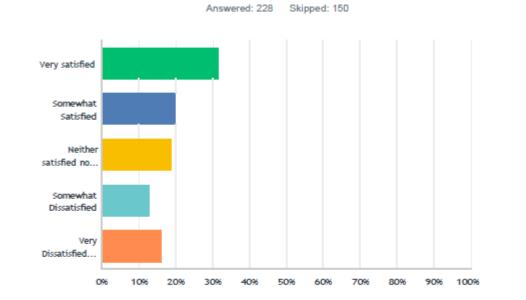
Q20 Do you think the quality of access control/community patrol services in DC Ranch has improved in the last two years?



Answered: 224 Skipped: 154

ANSWER CHOICES	RESPONSES	
Yes	36.61%	82
No	39.73%	89
Not Applicable (New Resident)	23.66%	53
TOTAL		224



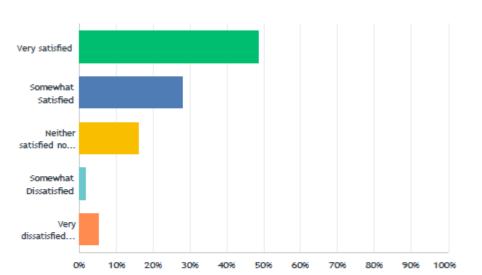


Q21 How would you rate traffic management at your gate?

ANSWER CHOICES	RESPONSES	
Very satisfied	31.58%	72
Somewhat Satisfied	20.61%	47
Neither satisfied nor dissatisfied	18.86%	43
Somewhat Dissatisfied	12.72%	29
Very Dissatisfied (please specify)	16.23%	37
TOTAL		228



Q22 How would you rate the level of professionalism of the staff (friendliness, uniform, appearance, conduct) at the gatehouse?

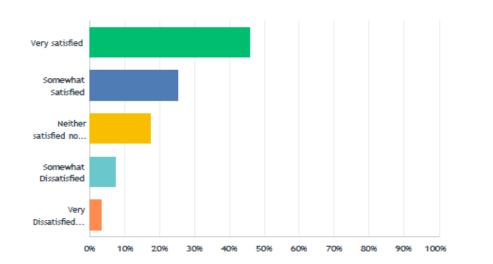


Answered: 228 Skipped: 150

ANSWER CHOICES	RESPONSES	
Very satisfied	48.68%	111
Somewhat Satisfied	28.07%	64
Neither satisfied nor dissatisfied	16.23%	37
Somewhat Dissatisfied	1.75%	4
Very dissatisfied (please specified)	5.26%	12
TOTAL		228



Q23 How would you rate the customer service skills of the staff at the gatehouse?

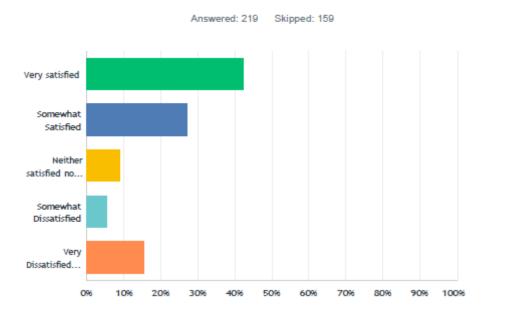


Answered: 228 Skipped: 150

ANSWER CHOICES	RESPONSES	
Very satisfied	46.05%	105
Somewhat Satisfied	25.44%	58
Neither satisfied nor dissatisfied	17.54%	40
Somewhat Dissatisfied	7.46%	17
Very Dissatisfied (please specify)	3.51%	8
TOTAL		228



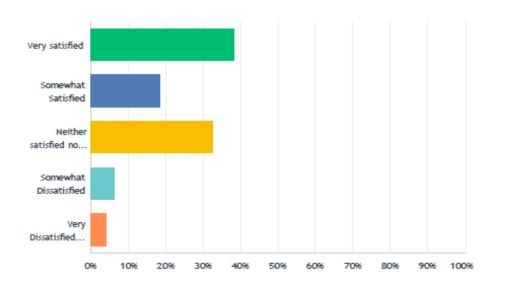
Q25 How would you rate your gate's operation?



ANSWER CHOICES	RESPONSES	
Very satisfied	42.47%	93
Somewhat Satisfied	27.40%	60
Neither satisfied nor dissatisfied	9.13%	20
Somewhat Dissatisfied	5.48%	12
Very Dissatisfied (please specify)	15.53%	3



Q26 How would you rate the customer service skills of the staff of Community Patrol?

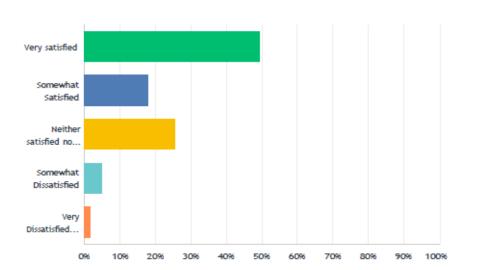


Answered: 221 Skipped: 157

ANSWER CHOICES	RESPONSES	
Very satisfied	38.46%	85
Somewhat Satisfied	18.55%	41
Neither satisfied nor dissatisfied	32.58%	72
Somewhat Dissatisfied	6.33%	14
Very Dissatisfied (please specify)	4.07%	9



Q27 How would you rate the level of professionalism of the staff (friendliness, uniform, appearance, conduct) of community patrol?

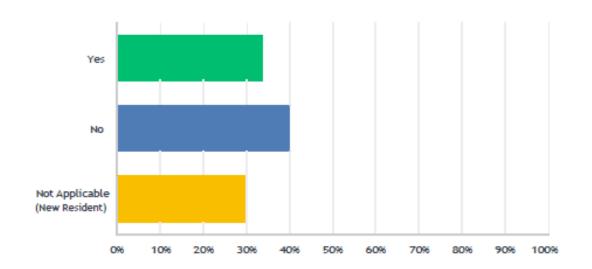


Answered: 222 Skipped: 158

ANSWER CHOICES	RESPONSES	
Very satisfied	49.55%	110
Somewhat Satisfied	18.02%	40
Neither satisfied nor dissatisfied	25.68%	57
Somewhat Dissatisfied	4.95%	11
Very Dissatisfied (please specify)	1.80%	4
TOTAL		222



Q28 Do you think the quality of access control/community patrol services in DC Ranch has improved in the last two years?

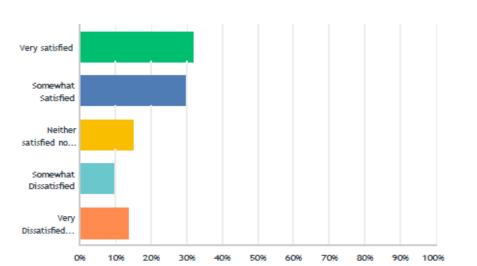


Answered: 219 Skipped: 159

ANSWER CHOICES	RESPONSES	
Yes	33.79%	74
No	40.64%	89
Not Applicable (New Resident)	25.57%	56
TOTAL		219



Q29 Are you satisfied with the current technology/gate access system at unmanned gates?



Answered: 221 Skipped: 157

ANSWER CHOICES	RESPONSES	
Very satisfied	31.67%	70
Somewhat Satisfied	29.86%	66
Neither satisfied nor dissatisfied	14.93%	33
Somewhat Dissatisfied	9.95%	22
Very Dissatisfied (please specify)	13.57%	30
TOTAL		221



Survey Comments

- Survey Recap
- Next Steps



Committee Reports-Firewise



Ranch Ranch

Board of Directors Meeting | March 6, 2023

Committee Reports

- Budget and Finance- next meeting for Q1 Financial review is May 1.
- Modification Committee Ranch Offices-March 14 and March 28.
- Policy Committee
- Community Patrol and Access Committee-next meeting March 21, 6 pm Homestead Community Center



Member Open Forum



We want to hear from residents (three-minute limit).

Please raise your hand to be called upon to speak.



Announcements

- March 13, 2023, Meet the Candidates, 6 pm, The Homestead or via zoom link
- March 22, 2023, Home and Landscape Expo, 4 pm-7 pm, The Homestead
- April 3, 2023, Annual Meeting, 6 pm



Adjournment

