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| | MINUTES OF THE COMMUNITY TOWN HALL | |
| | Held: | Wednesday, January 26, 2022, 6:00 PM via in person |
| Staff Members | <p>Denise Hogenes, General Manager Sue Santos, Director of Community Experience and Resident Support</p> <p>Also, in attendance were: Kelsey Wolfe; Lifestyle Director Heather Calme; Director of Builder Standards Evan Lyons; Director of Architectural Review and Community Standards Shannon Woerner; Member Services Coordinator</p> | |
| <p>Guest Presentation</p> <p>Brent Olson Sr. Project Manager Siemens Smart Infrastructure</p> | <p>Streetlight Update</p> <p>The streetlight vendor is a company out of Tel Aviv, Israel who is currently exiting out of the streetlight market. Due to this and the extreme difference in time zones, Siemens is challenged getting the service support that is needed for the community.</p> <ul style="list-style-type: none"> • Current plan is to add photocells on the streetlights that are not functioning – essentially, they will function off sunlight – that is the intermediate solution. • Siemens is in communication with the two new companies to take over our streetlights. Both companies are leaders in the industry, proven in multiple communities throughout the world. <ul style="list-style-type: none"> ○ Siemens should be better able to provide and deliver a good system soon. • Filing 3 – in the “construction phase,”, waiting on Xcel to connect power to lights in that filing. Siemens has reached out to Xcel for an update on timelines for those lights to be turned on. • Lighting Control Unit (LCU) – goes on top of the light – current supply chain issues – same smart chip that is in auto industry • Mass notification and safety system – light beacons for amber alerts, fire alerts, active shooter in the community etc. to provide notification to residents. | |



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| | <p>System is not currently functional, so please disregard any colors you might see.</p> <ul style="list-style-type: none"> • Goal - by year end is to have new infrastructure in place • Safety concern - if you are driving through the neighborhood and see a light post knocked down, please email info@sterlingranchcab.com. Resident Ring camera footage has helped to track down who is knocking streetlights down to submit claims to insurance. Siemens is additionally looking into technology for camera footage that can be caught by the streetlights themselves. |
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| <p>Construction Update</p> <p>Denise Hogenes CAB General Manager</p> | <p>Providence Gulch Drainage</p> <ul style="list-style-type: none"> • Major grading and earthwork is complete – there are a few access roads that the contractor will have to come back in to remove and one other one that will have to be constructed so there will be some more work but not the extent to what was experienced in the fall • Spillway construction – rick rack will be placed on spillway for the upper pond directly above that spillway • Drop Structures will be installed soon within the Gulch • Should not see the amount of dust and disruption that has been experienced to-date moving forward. <p>Waterton Road</p> <ul style="list-style-type: none"> • Bridge girders installed Dec 28 and 29 – spans Willow Creek • Bridge is located between Filing 3 and Filing 4 • Currently road construction is on a weather pause due to snow and cold temperatures • Still anticipated opening Waterton Road in Fall of 2022 <p>Filing 6A</p> <ul style="list-style-type: none"> • Richmond American is developing all lots – estimated completion May 2023, anticipate first lots available this December <p>Filing 3</p> |



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| | <ul style="list-style-type: none"> • Apartment complex of approximately 300 units located in Filing 3A • Permits have started to be pulled for Filing 3B by builders • Taylor Morrison models now open in Filing 3A with Meritage model coming soon |
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| <p>Annual Survey Results</p> <p>Denise Hogenes CAB General Manager</p> | <p>Full survey results will be available on the CAB website soon.</p> <p>Results:</p> <ul style="list-style-type: none"> • 509 residents participated in the survey November 2 through 23, 2021. • Overall Average Satisfaction with Century Link On customer service was 2.7 –Lumiere beginning work with Century Link to improve. Desire is to see rating closer to 3.5 or 4 –continue to be focus in 2022 • Steward App Frequency of Use – results “Never” or “Less than 3x a week” indicate that the Steward app is not being used frequently. Direct correlation between use and low level of satisfaction. Already started working with Lumiere on a go-forward plan for this technology and Siemens is bringing new concepts to the table. • Satisfaction Contacting the CAB via phone, email or in person was 3.5 and 75% of the community knows how to contact the CAB if they need service. • Goal is to use this year’s survey results as benchmarks and work to improve those results. • Communication Satisfaction by Publication for weekly updates, newsletters and CAB website rated “mostly satisfied” or “very satisfied.” |
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| <p>2022 Leadership Selection Timeline</p> <p>Denise Hogenes CAB General Manager</p> | <p>Good opportunity for residents to get involved in 2022 in community leadership.</p> <ul style="list-style-type: none"> • SR Metro District #2 – Two Openings <ul style="list-style-type: none"> ○ Filing 1 • SR Metro District #3 – Four Openings <ul style="list-style-type: none"> ○ Filing 4A, 4B, 4C, 5 |



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| | <ul style="list-style-type: none"> • Community Standards Committee – Three Openings • Resident Advisory Committee – Two Openings • Design Review Advisory Committee – Three to Seven Openings <p>Timeline</p> <ul style="list-style-type: none"> • Election Approval at Metro District Meetings - January 19 and 25 • Call for Candidates - Feb 1 • Candidate Information Sessions - Feb 7 and Feb 8 <ul style="list-style-type: none"> ○ One will be virtual, and one will be in person ○ Learn everything needed to know about the open positions • Nomination Forms Due - Feb 25 • Committee Interviews - March 1–31 • Meet the Candidates Mixer - March 21 and 23 • Committee Interviews with CAB - April 1-13 • Committee Members Selected - April 20 • Election Day - XXXX • New Committee Member Orientation - April 25-29 • 1st Committee Meetings - appoint officers - May 2-6 • Metro District Board Orientation - May 16-20 |
| <p>Community Experience and Resident Support Report</p> <p>Sue Santos Director of Community Experience and Resident Support</p> | <p>Cab Board Rule Approval Results from January CAB Board of Director Meeting</p> <ul style="list-style-type: none"> • Request for Feedback on Proposed Rule Changes from residents available January 5-14 <ul style="list-style-type: none"> ○ Statistics: 1,239 Homes closed; emailed request for feedback to 1,798 recipients <ul style="list-style-type: none"> ▪ 52 comments all from 18 households ▪ 1.5% of households commented ○ Was not a good survey response turnout ○ Board decided to move forward on Facility Rules due to previous public opportunities for response during the summer and proposed rule changes were vetted by the RAC who made a recommendation to the Board for approval: <ul style="list-style-type: none"> ▪ 25 free guest passes previously limited to use 6 passes at one time with previous rules changed now to still have 6 guest |



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| | <p>passes for use on any given day, but if pool is not at capacity level of 130, now have the opportunity to purchase additional guest passes at a cost of \$5.00 each pass</p> <ul style="list-style-type: none">▪ Age of children allowed at facility without adult supervision was previously 13 years old, has now been changed to 11 years old. Anyone 10 years old and under needs to be accompanied by an adult.▪ Updates are available at the Overlook check-in desk for all changes to the rules <ul style="list-style-type: none">○ Other proposed rules changes before the Board for approval were tabled until June in order to allow for more time to gather resident and Committee input <p>Report on Snow Removal During the January 25th Event</p> <ul style="list-style-type: none">• Contractor is Brightview• Removal is supposed to start around 4am and follow a priority list for removal• Miscommunication that priority was sidewalks so that is where shoveling started• Staff has now re-talked through priority levels with contractor• Differences between night storms and day storms and different protocols need to be followed to keep up with snow that is continuously falling• Breaks were taken at the same time, all together instead of taking shifts to continue to keep up with snowfall• Snow hauling will begin after the snow anticipated from weather reports on January 27 to remove piled up snow to a remote dumping spot on property.• There will be ice watch for north facing and motor courts until February 15th and closer attention to the spread of the ice slicer to not effect landscaping. |
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| | <ul style="list-style-type: none">• Rubber blades for plows are expected for shared driveway areas in combination with ice slicer and manual shoveling to clear the areas as best as possible• Please continue to send snow removal feedback and input to info@sterlingranchcab.com <p>Holiday Lights and Decorations Stock show is over! Lights and decorations should have been taken down on January 25th.</p> <ul style="list-style-type: none">• Inspection drives completed on January 26th and courtesy letters have been sent out for removal of all holiday lighting and decoration. <p>New Limited Use Restrictions policy starting as announced in the January Newsletter. Immediate fines will be assessed after courtesy period for any holiday decorations left up</p> <p>Upcoming Lifestyle in February - CAB website has the full events calendar</p> <ul style="list-style-type: none">○ Avalanche Mobile Rink○ Superbowl History Talk○ Winter Hiking○ Pet Supply Drive○ Spread the Love○ Storytime with Douglas County Libraries |
| Public Comments | |