

CTAC Minutes for Meeting of August 1, 2022

Action Items in RED

The meeting was convened at 10am on August 1, 2022 in the Arts & Crafts Room. Pat King, Lane Joel (remotely via speakerphone), Steve Mehlman (Board Liaison) and I (Dennis Rice) were in attendance. We were joined by Ken Wright soon after the meeting was convened.

ANNOUNCEMENTS

I reviewed the meeting that Dave Gilford and I had with Christine Rodgers and Ken Wright. (Attachment I)

PREVIOUS MINUTES

Minutes were approved 3-0 (Motion by Lane, Second by Pat)

OLD BUSINESS

- I reviewed the latest cost figures that I had received by Constant Contact (costs for both a mass email system and texting system) and suggested that we enter into a contract and/or purchase this service with the understanding that the cost is relatively negligible (\$183-\$394yr) and that we can test the system for a month or two while using the current system during that timeframe. Once we are satisfied that Constant Contact can meet or exceed our needs, a final decision can be made to make or not make the transition. A motion was made by Lane and a second by Pat to approve this idea. **I will prepare a Board recommendation and ask that it be on the agenda for the August 17 meeting.**
- The Committee discussed the idea of having digital signage placed at key locations in the clubhouse. A motion was made by Pat King and seconded by Lane Joel to make a recommendation to the Board to have this work done with the understanding that no more than \$7,000 will be spent on the project. **I will prepare a Board recommendation and ask that it be on the agenda for the August 17 meeting.**
- There was a discussion on the idea of asking KPPM provide a TECHNICAL COORDINATOR to the staff to assist with many of the current and future technically oriented tasks with which Solera is involved. (See attachment II to see some potential tasks). I had sent an email to Christine Rodgers and asked for her advice on this issue. **She indicated that she is working on the issue and will get back to me soon.** Also, Dave Gilford recently visited Four Seasons and determined that they have a Technical Coordinator on staff; Justin Bardos. I made an effort to contact Justin via email but got no response. **Both Steve Mehlman and Pat King indicated that they have contacts with Four Seasons and may be able to arrange a meeting with Justin to review his job duties and also to “check out” their digital signage.**
- There was a discussion on how we can make desired changes to the Solera website. While we will not throw out the idea of using an alternative provider, I related some of the issues involved if we were to do this including their lack of capability, the effort involved and the time that it would take to produce the website that we want. I suggested that we revisit the idea of breaking up our previous requirements into “pieces” and implementing them on a prioritized incremental basis. **I will work with Ken Wright in an effort to establish these subsets and prioritize them.** Once completed, the project will be brought to the Committee for approval.

NEW BUSINESS

- “Surf the Web” - *Life in Solera* Article for September - I suggested that this article be written on the KPPM Portal and asked Ken Wright if he could write the article. **He indicated that there may already be material that can be used, would do some research, and get back to me.** The deadline for the article is August 8.
- CTAC Article – *Life in Solera* Article for September – **I will write this article.**
- I suggested that the Committee might be able to assist with the upcoming town hall meeting. Pat King indicated that such assistance would not be necessary.

- There was a discussion around equipment necessary for holding Board Meetings, other meetings, or other events when the Oakmont Rooms are not available for use or another area is chosen. Specifically, we need a microphone/speaker system that can accommodate up to 8 speakers at once. In addition, we need a camcorder or similar equipment that can be used for recording certain meetings or events. **Ken Wright indicated that he would look into what we currently have and make the Committee aware of what equipment we currently have for these purposes and also make a recommendation as to what other equipment we may want to purchase in this regard.**
- We briefly discussed the importance of having Standard Operating Procedures (SOPs) that would address use and maintenance of our electronic gear and systems. This will be discussed at our next meeting with the possibility of contracting with Ken Wright to develop these SOPs.
- I briefly mentioned my idea of having regular monthly “FYI Meetings” to provide training on various topics that would be beneficial to the community. Topics could include our Rules/Regulations, Local Government projects/issues, Committee Updates, Club Activities, Emergency Preparedness Tips, etc. etc. This will be a topic of future meetings.
- I also briefly mentioned by concern about the disarray of the various “racks” in the mailroom and the information contained in those “racks”. This will also be a topic for future meetings.

ADJOURNMENT

The meeting adjourned at approximately 11:50. The next meeting will be held on Monday, August 15 at 10am.

Minutes from Special Meeting with KPPM

On July 18, Dave Gilford (CTAC Board Liaison) and I (Dennis Rice) met with Christine Rodgers (Solera General Manager) and Ken Wright (KPPM VP of Information Technology) to get clarification and discuss issues related to topics raised in previous CTAC Meetings. The following topics were discussed:

Progress in Addressing Current eBlast issues and Possible Alternatives to the Current System

Ken will provide a description of how that eBlast system functions; who's involved and the general flow. We discussed the possibility of using an alternative system; one that would include a texting capability. He indicated that Constant Contact may be a system that could meet our needs and that it was a good idea to have the same service provider for both sending mass emails as well as text messages. He will do some research on this and we will discuss further at our next meeting currently scheduled for August 1, 2022.

Digital Signage and Great Room TV Utilization

Ken is aware of other sites that have digital signage and thinks that such signage is a good idea for Solera and recommends including such signage in our clubhouse with multiple screens. Rather than streaming or casting information, he believes that directly connecting screens to a central piece of equipment and the use of Bright Sign/Bright Author technology may be optimal (See <https://www.brightsign.biz/application/files/6215/3815/7328/BA-datasheet-09272018.pdf>.) The Great Room TV could also be programmed using this technology. One Workplace has done much work in this area and Ken will broach the subject with them. Since we will be going out for "engineering estimates" from multiple sources regarding the addition of audio/visual equipment in the Oakmont Rooms, we may want to include this as a requirement as well.

I expressed my concern about having the TV in the Great Room not being utilized and not having access to all of the Spectrum channels that are included with the contract. Christine will make an efforts to remedy that situation. We also discussed the issue of WHO can operate the TV. While there was no definitive answer to that question, there was a general agreement that anyone can operate the TV as long as there is not HOA programmed content being broadcasted.

KPPM TECHNICAL ASSISTANT

While KPPM does not have personnel on staff with such a job description, they can recruit and/or make personnel available with these skills if asked by a client to do so. Of course, current KPPM staff could also be promoted if they are capable of meeting the requirements specified by the client. (NOTE: This action would most likely require contractual and budgetary adjustments.)

Private TV Channel

This capability was discussed but, due to the complexities involved in setting up such a system and the potential for limited usage, there was an agreement that emphasis should be placed on an effective email distribution system, a texting system, and digital signage at this time.

Standard Operating Procedures

There was a discussion on developing SOPs for electronic equipment and systems owned and/or operated by the HOA. Ken indicated that he could do some of that work on a contractual basis. If/when SOPs are created, a program needs to be developed to assure those using or setting up this equipment or these systems are properly trained. We will discuss this issue further in our August 1 meeting.

In General

Both Christine and Ken expressed their interest in supporting decisions made by the Committee and the Board of Directors even if those decisions meant utilizing IT applications or services other than those offered by KPPM.

Minutes for August 1, 2022 CTAC Meeting

Technology Coordinator – Potential Duties

- Maintain all electronic equipment, systems, and related documents owned by the Solera HOA, assure that they are in good working order, and manage their use.
- Do research and make recommendations to the administrative staff and/or the HOA regarding equipment and/or applications that may add value or promote a more efficient operation
- Maintain, setup and “tear down” all technical equipment needed by staff, Board Members, Committee Members, and Club/Group officers as scheduled and authorized.
- Train users on how to use and care for technical equipment and systems.
- Prepare or assist in the preparation of audio-visual presentations including broadcasting events, recording events, preparing presentation materials, etc. (as assigned.)
- Update and/or maintain the Solera website and other HOA applications to assure currency, completeness, continuity, effectiveness and reliable content.
- Coordinate with IT vendors as assigned.
- Provide monitoring services when not involved in any of the above activities.