

# CTAC Minutes for Meeting of September 6, 2022

The meeting convened at 3pm on Tuesday, September 6 in OMAC at 3pm. Lane Joel, Pat King, Pat Whittle, Steve Mehlman (Board Liaison) and I were in attendance. Monica Munoz (General Manager) and Amanda Morgan (Recreation Director) also joined us for the majority of the meeting.

**New Member** – Pat Whittle was introduced and welcomed as a new member of the CTAC.

**Staff Briefing and Discussion** – The Members joined into a comprehensive discussion with Monica and Amanda regarding the projects that the CTAC is working on. This was a very productive discussion with the following actions being defined:

- **DIGITAL SIGNAGE** – Monica Munoz will move ahead and contact One Workplace and Ken Wright with the goal of acquiring and installing digital signage. One Workplace will also be asked to make a proposal regarding the A/V improvements desired in the Oakmont Rooms. Other vendors will be contacted as necessary.
- **EBLAST/TEXTING** – I will continue to test the Constant Contact system; but, will soon meet with Monica Munoz to demonstrate how the system works. The goal is to change to this new system on October 10. At that time, the system operation will be demonstrated to all CTAC members. I will also meet with Monica and contact our Constant Contact representative in order to acquire their texting service. Following that, the texting service will be tested. Once the eBlast and Texting systems are approved, intensive promotion of both systems will take place (to be determined).
- **TECHNICAL COORDINATOR POSITION** – The CTAC feels that we need to have a Technical Coordinator on the staff to support the many technically oriented projects that the CTAC is promoting. Monica Munoz will research this issue with the idea of presenting options in this regard sometime in October. **See Attachment I**. There was a discussion about the possibility of Pat King and Pat Whittle visiting the Technical Coordinator at Four Seasons [Justin Bardos - justin.bardos@fsresidential.com]; but, no final decision was made.
- **MAILROOM INFORMATION RACKS** – Monica and Amanda see this issue as an administrative issue and will take steps to make improvements in the mailroom. In addition to the set up and organization of literature racks, they will also assure that proper policies and procedures are in place in this regard.

- **FYI Sessions** – We communicated to Monica and Amanda our desire to have regular informational sessions. Setting up these presentations primarily falls within the bailiwick of Amanda Morgan and she will consider how to move ahead on this concept.

In addition to these topics, we also briefly discussed some potential projects including the addition of a blog to the website, the Spectrum TV Channel and the Communication Services Group idea.

#### **Other Issues:**

- **ACQUISITION OF A/V EQUIPMENT** – No action was taken on this project pending future discussions with Ken Wright.
- **WEBSITE MODIFICATIONS** - No action was taken on this project pending future discussions with Ken Wright. Current plans involve making changes to the existing website while, at the same time, finding another vendor to develop and service a new website sometime in the future.
- ***Life in Solera* Articles** – The articles presented were approved by the Committee and will be sent to Courtney Taylor post haste.

**The meeting was adjourned at approximately 4:45 pm. There will not be another meeting in September. The next meeting will be held on October 10.**

**BACKGROUND:** As we continue to move forward in this century, more and more of our communication systems and various other projects and systems require new and/or advanced technological “tools” to get the job done effectively and efficiently. As CTAC evaluates and promotes new communication systems that will benefit our community, it is becoming more obvious that there is a need to have personnel who can maintain these systems, coordinate with technological vendors, and assist in the use of these technologies. Some of the potential job duties that the CTAC has identified include (but are not limited to):

- Maintaining all electronic equipment, systems, and related documents owned by the Solera HOA, assure that they are in good working order, and manage their use.
- Doing 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
- Maintaining, setting up and “tearing down” all technical equipment needed by staff, Board Members, Committee Members, and Club/Group officers as scheduled and authorized.
- Training staff and users on how to use and care for technical equipment and systems.
- Preparing or assisting in the preparation of audio-visual presentations including broadcasting events, recording events, preparing presentation materials, etc. (as assigned.)
- Updating and/or maintaining the Solera website and other HOA applications to assure currency, completeness, continuity, effectiveness and reliable content.
- Coordinating with IT vendors as assigned.

In fact, both Sun Lakes and Four Seasons have individuals on staff that provide these types of services and they work closely with their own Communication Group or Committee.

**PROPOSAL:** The Communications & Technology Advisory Committee believes that a Technical Coordinator is NEEDED now and more so in the future. In addition to other benefits, the CTAC believes that such a person would be a vital part in assuring that we have (and can maintain) a robust communication program. However, the CTAC does not have the necessary data to determine what the financial impact would be on the Association if such a person was acquired and therefore recommends that the following action be taken.