

CTAC MINUTES 4-17-2023

The meeting was convened at 10am. Lane Joel, Steve Mehlman, Pat Whittle, Dennis Rice, Tony Luchessi, Crystal Trujillo, David Paredes, and Ken Wright (Keystone) were in attendance. Marcia Casem (Board President) also attended the first 15 minutes of the meeting.

Reports

1. Marcia Casem distributed copies of the revised CTAC Charter for review (see Attachment I). The changes were reviewed, explained by Marcia and accepted by the Committee. This revised charter will be on the agenda for the April 2023 Board Meeting for review and acceptance. While Marcia was still in attendance, Lane requested that the audio/visual system be used more frequently; especially when photos, diagrams, etc. would help all at the meeting to better understand the subject matter. Marcia agreed.
2. Lane announced that though Kristen Da Silva has been appointed as the One Workplace representative for the Digital Signage project, a starting date has not been given and Kristen has not made contact with anyone at Solera in this regard. Ken Wright sent an email to Eric Evans (One Workplace):
"Can Kristen Da Silva please provide an update to when Solera will receive the equipment and when the installation will be scheduled? Has she sent the introduction email and had the project kickoff call?"

Old Business

1. Recording/Broadcast Capabilities –
 - As indicated above, we have not yet received a new proposal to address the installation of a new recording/broadcasting system.
 - Tony Luchessi did raise the idea of somehow recording comments made by members during the Open Session Board Meeting Open Forum. While doing an actual recording to be viewed outside of the meeting was rejected due to Board and Legal Counsel decisions, there was a suggestion made to include information in the Board Meeting minutes on the topics raised and, if appropriate, answers given. This would not include the names of the members. Crystal will review this idea with Monica (GM) and report at our next meeting.
2. M2M Reporting at Board Meetings – I reviewed the proposed Board recommendation asking that:
 - agenda items be better described,
 - that M2M be promoted as a way of allowing members to provide input on upcoming agenda items and general items, and
 - that M2M information be summarized at the Open Session Board Meetings and M2M comments that were related to agenda items be brought up (when appropriate) when that agenda item is being discussed.

Crystal Trujillo suggested that this should be the responsibility of the General Manager. The CTAC members agreed. Dennis will make changes to the recommendation for discussion at our next meeting.

3. New Business

The minutes from the last meeting were approved.

Website Project

1. Dennis reviewed the current website use Survey Stats - There was no appreciable change in ratios. Reinstating the Business Reference Feature is a very frequent request from members.
2. Review HOA Sites Website Progress – David previewed the significant progress he has made on the new site.
3. Develop Recommendation for Design Content of Homepage Format – A comparison was made between David’s effort and the proposed homepage developed by Dennis.
4. Next Steps – Per our schedule, there was a discussion the registration and login process. It was made clear that when the new site is activated that potential users of the site will need to register anew in order to access all site features. There was also some limited discussion about which features could be accessed by registered users and non-registered users (visitors). Decisions will be made on this topic as we look at all of the available features. There were also some changes requested by the CTAC for the home page:
 - a. Eliminate the dropdown menu for “Clubs/Groups” and instead make it a link to a spreadsheet type of page that would include links to “More Information” on the club/group. (See attachment II)
 - b. Eliminate or expand on “About Us” so that it stands out and makes it clear that it is primarily a link to a video, photos, or general information about our community that will be of interest to guests and/or potential buyers. David will check with HOA Sites to see what the capabilities are and make a proposal at a future meeting. He will also check to see if an upgrade is necessary to make any significant change in this regard.
 - c. Ken Wright suggested that the homepage needed to be more symmetrical and more colorful. Everyone agreed and David will work on making improvements in this area.

At our next meeting, we will review current survey results, review progress made by David re: the homepage, finalize our recommendations on the CLUBS/GROUPS feature, review/revise the CTAC WEB DEVELOPMENT SCHEDULE (Attachment III), and discuss another feature (as determined by the Members) if time allows.

The meeting was adjourned at 12:00 Noon

Communication and Technology Advisory Committee Charter

FIRST: The purpose and scope of the Solera Communication and Technology Advisory Committee is to optimize communication to and from its members to provide important, helpful, and enriching information to all.

- A. The committee is responsible for researching, developing, and improving effective communication media for the community. Such media may include but not limited to television broadcasting, monthly newsletters, email notices, website media, meeting/event broadcasting, social media, 'paper' media, surveys, etc.
- B. The committee will strive to ensure that adequate audio/visual devices, applications, and presentation materials are being used optimally and that there are adequate resources trained to accomplish these tasks.
- C. Committee members will submit any idea related to communication topics to the Committee Chairperson, or Co-Chairperson, prior to the official meeting and if applicable, request it be added to the next or future meeting's agenda. It is not appropriate to discuss ideas or make decisions except during an official CTAC meeting. If the idea is of an urgent or emergency nature, a member should immediately contact the Chairperson or Co-Chairperson, and request action.
- D. Any changes to a current project, which has been approved by the Board, shall only be presented to the Chairperson, or Co-Chairperson, prior to or at the committee meeting. The Chairperson shall present changes approved by the committee to technical support or others as appropriate.
- E. The Committee reports to the Board of Directors. Recommendations or directives to any other entity or entities will only be made if authorized by the Board.

SECOND: The Committee shall consist of five (5) to seven (7) members in good standing and may be increased or decreased by the Board of Directors as deemed necessary.

- A. The Board of Directors will appoint the Chairperson of the committee annually.
- B. The Chairperson will select the remaining Committee members from Solera homeowners in good standing who have completed a Volunteer Interest Form.
- C. Any member of the Committee may be removed from their position at any time, Without cause, as deemed necessary by the Chairperson and/or Board of Directors.
- D. Residents from the same dwelling, for example husband and wife or significant Other, may not serve concurrent terms on the same Committee.
- E. All Committee members are required to sign the "Solera Code of Ethics for Committee Members" upon appointment to the Committee and yearly in August.

THIRD: The duties and responsibilities of the Chairperson of the Committee shall be:

- A. To schedule, prepare an agenda, notify Committee members, and preside over

Committee meetings.

- B. To submit Committee recommendations along with a written monthly report on the Committee's activities to the General Manager one week prior to the Board's Regular Meeting. Recommendations made by the Committee shall have no force and effect unless adopted by the Board of Directors.
- C. Committee vacancies will be filled by the Chairperson. If the Chair position is vacant, it will be filled by the Board of Directors.
- D. To take direction from the Board to address special issues.

FOURTH: The Committee shall meet regularly, as determined by the Committee. The necessity for additional meetings, other than the regular meetings, shall be determined by the Chairperson or by a majority of the Committee Members.

FIFTH: It is the intent of the Board of Directors that this Committee shall be an advisory committee to the Solera Oak Valley Board of Directors. The board of Directors developed the following procedure to provide a consistent and equitable method for the selection of members to the Board Committees:

- A. Management staff will prepare a list of names for the Chairperson using the Volunteer Interest Forms submitted by residents in good standing during the previous two (2) years and will contact each applicant to ascertain if he/she is still interested in serving on the Committee.
- B. The Committee will offer an interview opportunity for each applicant. The Chairperson will notify all applicants who are interviewed about the selection results in a timely manner.

SIXTH: Residents may attend any advisory committee meeting to "Observe Only." Guest protocol is enforced by the committee Chairperson.

SEVENTH: The Board will review this Charter annually in conjunction with appointment of the Chairperson

When “clicking on” the “Clubs & Groups” link on the homepage, the authorized user will be taken to a page similar to the following (example only):

The information provided in this chart is provided by the clubs/groups mentioned. Additional information may be accessed by clicking on the “More Information” link.

Club/Group Name	Club/Group Lead	Meeting Times	Mission Statement
Crafters More Information	Bill Blass	M&W at 1pm	A gathering to develop new and existing skills in the area of crafting
Radio Club More Information	Don Jones	1 st & 3 rd Fri at 8am	This club has been developed for ham radio operators to develop their skills.
Bowling Club	Donna Wilson	Fridays at 9am	This club was developed for bowlers and will introduce bowlers to various bowling facilities in the Riverside and San Bernardino County areas.
Golf Club More Information	John Jenkins	Tuesdays at 7am	The Golf Club is for golfers of all capabilities. Most events will be held at the Oak Valley Club and occasionally at other clubs in the area.
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Additional information may be available for a club or group. If so, there will be some markings (e.g.: “More Information”) that will alert the user to a link to that information. When clicking on the link, the user will be taken to a PDF file or website with additional information. Examples below:

PDF EXAMPLE	WEBSITE EXAMPLE
	

Information for this feature will be provided solely by the Clubs & Groups. They will provide the information that will be on the “spreadsheet” page as well as a PDF file or website if they desire. If they provide a PDF file, it will be provided electronically, be all encompassing (one PDF file only!) and not have any other links contained. A form will be developed that clubs/groups must complete when initially developing their presence on the feature and when updating that information.

Preliminary CTAC Web Development

Object	Questions/Actions	Complete
Design Homepage	What categories will we have in the left column? What subcategories/features will be linked to by these categories? What boxes will we have and how titled? What items will be included in each box? What graphics will be used? ADA link placement? How much descriptive text will be included? What general information will be at the bottom of the page?	
Registration and Login	Will users have to register? Will users be able to save login info so they don't have to login every time?	
Develop Clubs/Groups	Should we have a "general" page with links to details? What information will be included on "linked to" pages? Will we use existing information? How will we promote this feature? How/when will information be updated? Who will be able to access this feature?	
Facility Information	What will be included? Who will provide the data if not already in system? Who will make updates to this data? How often will these data be evaluated? Who will be able to access this feature?	
Develop Documents Information	What will be included? Who will provide the data if not already in system? Who will make updates to this data? How often will these data be evaluated? Who will be able to access this feature?	
Contacts	What will be included? Who will provide the data if not already in system? Who will make updates to this data? How often will these data be evaluated? Who will be able to access this feature?	
Develop an FAQ Feature	Which HOA Sites feature will be able to be used for this purpose? What will be the source of contents? Who will update this feature? Who will be able to access this feature?	
Develop N2N	Will the BLOG feature be able to replicate N2N? How do we want to improve N2N? Do we want to post after a period of time without "vetting"? When will N2N items be deleted? Who will manage N2N on weekends and/or off-times? Who will be able to access this feature?	

Develop M2M	Which HOA Sites feature will be able to be used for this purpose? Can this feature be replaced by setting up and posting a mgmt. email address? Will appropriate people receive notification when posts made? Will data be archived?	
Develop eBlast and SMS		
Develop Classified Ads		
Develop Gate Pass Request		
Develop Photo Gallery		
Develop an FAQ Feature		
Develop the Calendar	What will be included on the Calendar? Who will update the Calendar?	
Develop Solera Living		
Alpha Testing		
Beta Testing		
Community Training		
Minor Adjustments and Testing		
Implementation		
Maintenance		