

RESORT IMPROVEMENT DISTRICT No. 1  
GENERAL MANAGER'S REPORT  
JUNE 2024

**GENERAL MANAGER'S ACTIVITIES:**

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- GM performance evaluation.
- Strategic Plan work.
- Reviewed, edited, and updated District Policy 2010—Employee handbook for non-union staff.
- Completed paperwork and conducted site visits of the Lot W well grant-funded project on Willow Glen Road (see photo).
- Researched methods for collecting closed past due accounts, including through a Collection Agency.
- Researched ways to invest through a CalPERS trust account for making future annual UAL debt payments.
- Worked on annual staff evaluations and employee development plans.
- Researched and coordinated with Zoe on procuring a new District CPA.
- Attended the SCARF Labyrinth dedication and ceremony.
- Correspondence with SHN and the informal Sports Court committee on the grant-funded Sports Court project.
- Attended the annual airport inspection by the CA DOT, Division of Aeronautics.
- Correspondence and meetings on the potential relocation of the Children's Book Nook from the library into the First 5 room at the Clubhouse.



**ADMINISTRATION DEPARTMENT:**

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- Composed RFP for accounting services and emailed CSDA CPA recommendations.
- Discussed District needs with interested CPA from Fechter & Company.
- Attended CalPERS prefunding webinar for CEPPT account and coordinated with Customer Outreach for more information and presentation request.

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- Met with GM and Collection Bureau of America to discuss costs and process of collections.
- Conducted billing software research based on options and needs, with recommendations including Black Mountain Software, Ampstun, Tyler Technologies, and Caselle.
- Drafted administrative strategic plan.
- Submitted WAPA Small Customer Plan.
- Attended CSDA Website Is Your District Using "The Cloud" to Increase Efficiency? workshop.
- Met with First 5 to discuss community center lower area usage and set up.
- Attended annual airport inspection with GM.
- Completed Sports court progress report to California Department of Parks and Recreation.
- Prepared reports and board packets.
- Attended various meetings, including with the Board and supervisors.
- Updated the District website.
- Coordinated pre-employment testing for Administrative Superintendent.
- Completed payroll and billing.
- Continued digitalizing/scanning files for District share drive.
- Updated new annual utility rates to billing and posted to the web.

### WATER TREATMENT DEPARTMENT:

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- New membranes, electrolyte, and sand added to Siemens Depolox 5.
- Siemens Depolox 5 chlorine/pH analyzer calibrated.
- Meter calibrations.
- Annual TTHM/HAA5 sampling completed.
- SCADA meeting with iWestco.
- Well drillers here to drill well on Willow Glen, next to Lot W1 well.
- Hydrant repair at lower Redwood Road and Hickory Road.
- Electric company here to look at installing electrical cabinet at the new well site.
- 111 Albatross meter work after County mowing.

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- Hydrant on South end of airport is turned off after hearing leak through it. Repair later time.
- Consumer Confidence Report (CCR) completed.

**WASTEWATER TREATMENT DEPARTMENT:**

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- Chlorine contact chamber cleaned.
- Spray weeds with vinegar and salt solution.
- Cleaned disc press tank and pump inlet.
- Meter calibrations.
- Reinstall new headworks meter.
- Emergency eyewash/shower stations tested.

**POWER GENERATION & DISTRIBUTION DEPARTMENT:**

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- Planned outage on tie line to replace pole.
- 3 poles replaced.
- Service disconnect for customer panel change.
- Service call for half power.
- Disconnect service to Joe well to replace roof.
- Outage on tie line.

**PARKS AND RECREATION AND MISCELLANEOUS:**

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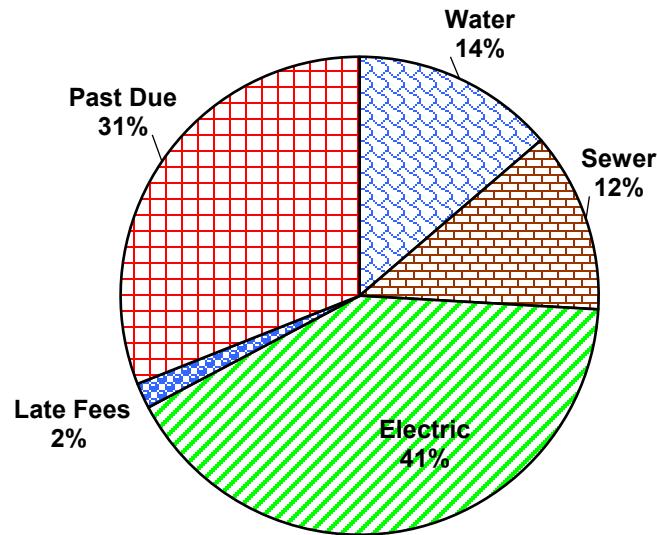
- F-250 dropped off at Harper Ford for repairs.
- Getting quotes for new mower reels for the green's mower.
- Meeting with Children's Playgroup.
- Airport scraping and weedeating.
- Gopher management.
- Pond water levels are holding for the Golf Course irrigation.
- Faulty sprinklers are being identified and replaced and existing areas adjusted to maintain green zones.
- Golf Cups are being moved regularly by Golf Association.

**END OF GENERAL DISCUSSION  
Provided by: RID Staff Members  
OPERATIONAL DATA FOLLOWS**

APPENDIX OF OPERATIONAL DATA FOR THE  
 MONTH OF JUNE 2024

**ADMINISTRATION**

**UTILITY  
 BILLING:**



Utility	Residential Utilities	Commercial Utilities	Total Billing	Last Year's Total
Water	\$31,057	\$2,822	\$33,880	\$30,265
Sewer	\$26,950	\$3,165	\$30,115	\$27,226
Electric	\$77,216	\$24,932	\$102,148	\$114,255
Adjustments	\$3,337	\$935	\$4,271	\$3,595
Past Due	\$64,857	\$11,741	\$76,598	\$65,092

<b>Total</b>	<b>\$203,417</b>	<b>\$43,595</b>	<b>\$247,012</b>	<b>\$240,432</b>
	82.4%	17.6%		

Utility	Residential Usage	Commercial Usage	RID Usage	Total Metered Usage	Last Year's Total
Water (cuft)	288,004	38,456	11,177	337,637	314,770
	85.3%	11.4%	3.3%		
Elec (KwH)	169,796	61,480	39,803	271,079	318,279
	62.6%	22.7%	14.7%		

**PARKS AND RECREATION**

**GOLF LINKS:**

Revenue Source	Previous Balance	Monthly Total	F/Y To Date	Budget
Greens Fees	\$10,374.00	\$1,135.00	\$11,509.00	\$12,000.00
<b>Total Revenue to Date</b>			\$11,509.00	

**GOLF LINKS GREENS FEE HONOR SYSTEM SUMMARY  
THANK YOU FOR SUPPORTING CONTINUED OPERATION**

**Shelter Cove Golf Links Honorable Golfers JUNE 2024**

Greens Fees	Amount	JUNE 2024 Amount
Kiosk Cash	\$310.00	\$310.00
Kiosk CC	\$825.00	\$825.00
Annual Greens fees Purchasers		
<b>TOTAL</b>		\$1,135.00

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**FIRE DEPARTMENT**

**RESPONSES:**

<u>Date:</u>	<u>Inc No.:</u>	<u>Description:</u>	<u>Amount:</u>	<u>F/Fs</u>
6/3/2024	5097	Traffic Hazzard	1	2 F/Fs
6/5/2024	5163	MVA with extrication	1	9 F/Fs
6/5/2024	5165	Walk-in medical (assault)	1	2 F/Fs
6/8/2024	5244	Medical Aid	1	5 F/Fs
6/10/2024	5334	Medical Aid	1	6 F/Fs
6/12/2024	5444	Medical Aid with air lift	1	13 F/Fs
6/15/2024	5521	Medical Aid with air lift	1	7 F/Fs
6/15/2024	5540	Non-injury lift assist	1	3 F/Fs
6/18/2024	5610	Wildland Fire- Zoo area	1	10 F/Fs
6/18/2024	5617	Non-injury lift assist	1	2 F/Fs
6/18/2024	5636	Non-injury lift assist	1	2 F/Fs
6/19/2024	5855	Medical Aid	1	5 F/Fs
6/19/2024	5883	Medical Aid	1	6 F/Fs
6/25/2024	5891	Non-injury lift assist	1	3 F/Fs
6/25/2024	5908	Non-injury lift assist	1	4 F/Fs
6/26/2024	5846	Search and Rescue	1	5 F/Fs
6/27/2024	5964	Smoke Check	1	2 F/Fs
6/30/2024	6095	Public Assist- dog over cliff	1	5 F/Fs

**TRAINING ACTIVITIES:**

<u>Drills:</u>	<u>Date:</u>	<u>Description:</u>	<u>F/F Turnout:</u>
Fire Drill:	6/5/2024	Fire dept. Cleaning-clean units	15 F/Fs
Medical Drill:	6/12/2024	Motorcycle down	21 F/Fs
Fire Drill:	6/19/2024	Pack test-timed at airport	26 F/Fs
Fire Drill:	6/26/2024	Use of Fire tools-cutting fire line	12 f/Fs
Medical:	6/29/2024	Ocean Rescue Training	11 F/Fs

**Stay safe!**

**ELECTRIC UTILITY**

**ELECTRICAL SERVICE CONNECTIONS:**

**Location:**

Services Requested: 0

Services Connected: 0

Previous Connections: 4

F/Y Connections to Date: 4

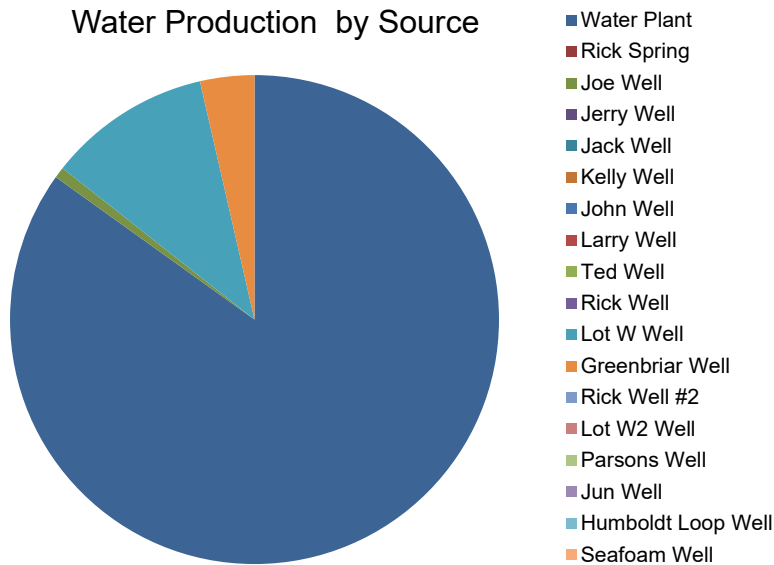
**POWER OUTAGES:**

Scheduled Outages:	2	<b><u>Location:</u></b> Machi Rd, Spring, Humboldt Loop, Beach
Unscheduled Outages:	<u>2</u>	Outage on Tie Line
Total # of Outages:	<b>4</b>	

<b>WATER UTILITY</b>
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<b>Total Gallons Finished Water Produced:</b>	<b>3,408,080 gallons</b>
Water Plant (Telegraph Creek):	2,822,000 gallons
Rick Spring (Toth Rd):	0 gallons
Joe Well (Cougar Rd):	47,947 gallons
Jerry Well (Willow Glen Rd):	0 gallons
Jack Well (Willow Glen Rd):	0 gallons
Kelly Well (Kelly Rd):	0 gallons
John Well (King's Peak Rd):	0 gallons
Larry Well (Wood Ct):	0 gallons
Ted Well (Shaller Ct):	0 gallons
Rick Well (Toth Rd):	0 gallons
Lot W Well (Willow Glen Rd):	265,465 gallons
Greenbriar Well (Toth Rd):	272,668 gallons
Rick Well #2 (Toth Rd):	0 gallons
Lot W2 Well (Willow Glen Rd):	0 gallons
Parsons Well:	0 gallons
Jun Well:	0 gallons
Humboldt Loop Well:	0 gallons
Seafoam Well:	0 gallons

**Water Production by Source**



- Water Treatment Plant Hours of Operation: 303.4 hours
- Monthly Rainfall Total: 0.30 inches
- Previous WY Rainfall Total: 105.03 inches
- Current WY Rainfall Total: 105.24 inches

**WATER SERVICE CONNECTIONS:**

**Location:**

- Services Requested: 0
- Services Connected: 0
- Previous connections: 3
- F/Y Connections to date: **3**

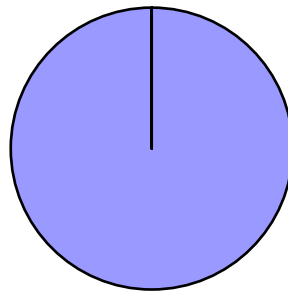


**WASTEWATER UTILITY**

**FLOWS INTO PLANT:**

High:	65,382 gals/day
Low:	32541 gals/day
Monthly Total:	1,509,616 gallons

**Wastewater Treatment Plant Effluent**



■ Ocean

■ Irrigation

**SEWER SERVICE CONNECTIONS:**

**Location:**

- Services Requested                    0
- Services Connected:                    0
- Previous Connections:                2
- F/Y Connections to Date:            **2**

**CAPITAL CONSTRUCTION PROJECTS**

Distribution/Construction work & Cal-Fire crews.

**INTRADEPARTMENTAL SAFETY MEETINGS**

Date:	Items Discussed
6/31/2024	Online Target Solutions

**ON CALL INCIDENT REPORT**

Date/Time	Location	Description of Incident
6/16/2024	Intersection of Lower Redwood Road and Hickory Road.	Broken fire hydrant lateral.
10:00 AM		

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Personnel Responding: Joe Mendes, Frank Wilson, Bud Lair
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Date/Time	Location	Description of Incident
6/19/2024	127 Hillside Road.	Broken water meter fitting at meter box.
8:00 AM		
Personnel Responding: Joe Mendes		

**END OF REPORT**