

# Leadership Big Canoe

## January 12, 2024

### Session

# AGENDA

Time	Topic	Presenter (s)
9:00-9:10a.m.	Opening Remarks/Welcome	Mickey Greene
9:10-9:40a.m.	Water Committee	John Lamberski
9:40-10:10a.m.	Finance Committee	Bill Thurber
10:10-10:20a.m.	Break	
10:20-10:50a.m.	Elections Committee	Liz Littleton & Jim Braley
10:50-11:20a.m.	Volunteer Big Canoe	Sue Merrick
11:20a.m.	Wrap-up/Evaluations/Team Meetings	Mickey Greene / Bob Tropfenbaum

Leadership Big Canoe

January 12, 2024



**Big Canoe  
Water Committee Update  
January 12, 2024**

# Water / Sewer System Update

- Water Committee Members:
  - Tom Boynton
  - Ron Durst
  - Joe Fogel
  - John Kuykendall
  - John Lamberski - Chairman
  - Tom McGuire – Vice Chairman
  
- POA Board Liaison: Elton Gogolin



# Water / Sewer System Update

- Background with Utilities Inc. of Georgia (UIG)
- Capital Spending & Improvements
- Performance by UIG
- Water / Sewer Rates
- Water Committee Functions
- How to Connect with UIG
- Document Archive on POA Website



# Background with Utilities Inc. of GA (UIG)

- Pre-2018, under Big Canoe Utilities (BCU), Water and Sewer Systems in Disrepair
  - Frequent Outages and Pressure Losses
  - No Control by POA Over Capital Spending or Rates
  - No Provision by POA to Inspect Water/Sewer System
- In 2017-18, Public Utilities and POA Management of Systems Were Considered
  - Etowah Water & Sewer Authority and Pickens County
  - POA Managed Systems (Large Capital Investment Required)
- UIG was Vetted by POA Board
  - Site Visits to The Landings on Skidaway Island GA | The Orchards in Cleveland GA
  - Phone Interviews with Connestee Falls in Brevard NC and Elk River in Banner Elk
  - UIG's Parent Co., CORIX, manages 1000s Systems in the US & Canada; 60 In GA, AL, TN
- April 2018 - UIG Acquired BC Water/Sewer from BCU
- At sale, Service Level Operating Agreement (SLOA) Signed by POA and UIG to Ensure UIG's Performance
  - Key Performance Indicators Required
  - Guaranteed Capital Investment of \$9MM over 5 Years
  - Some Criteria for Rate Calculations
- At sale, Trust Deed transferred from BCU to UIG



# Capital Spending & Improvements

- UIG Invested (post acquisition) more than the agreed \$9MM over first 5 years
- Primary Goals – System Reliability + Stop Excessive Water Loss
- Spending on Capital Projects plus O&M has been Reasonable
- System Wide Improvements



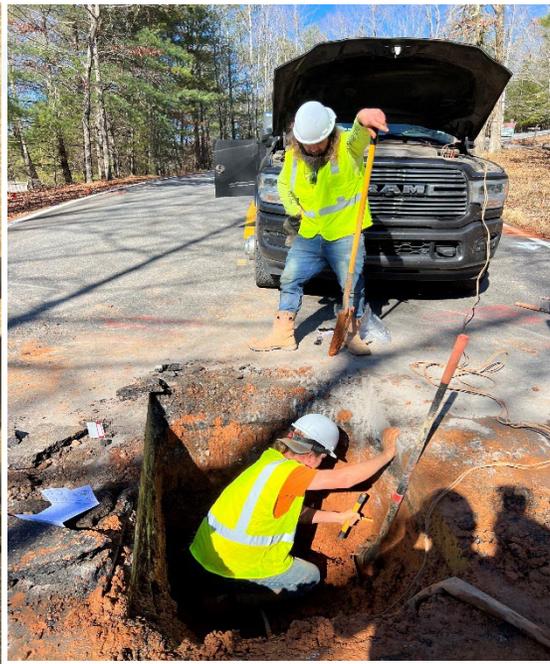
# Capital Spending & Improvements 2023

## ■ Notable Improvements

- Replaced 34 service lines and meter assemblies to 68 homes totaling 1020 linear feet of service line
- Replaced 3000 linear feet of 8" pump and distribution main, 15 valves, and 7 hydrant installations
- Inspected 24 miles of water main through 3<sup>rd</sup> party which identified 17 system leaks



New Plant Control Valves



Service line replacement

Urgency:	Moderate	Surface Material:	Soil	Leak Type:	Service	Pipe Size:	0.75	Pipe Material:	HDPE
Leak Detection Method:	Sounding Visible Observation	Visible Water:	No	DB level:	80	Person Submitted To:	Mr. Brandon Stone		
MPT	Gallons Per Minute:		5		Vicinity Map				
Estimated	Gallons Per Day:		7,200		-84.29089342299994 34.474564231000045 Leak				
GPM	Gallons Per Month:		219,000						
	Gallons Per Year:		2,628,000						
Leak Description & Comments:									
Elevated noise detected on meter. Probing area produced strong ground noise near meter touch pad. Water being excreted from bank in ditch line. 180082342									
					<small>Esri, HERE, Garmin, INCREMENT P, Inter... Powered by Esri</small>				

Example Leak Card



# Capital Spending & Improvements 2023

## ■ Notable Improvements

- Dredged and cleaned tertiary lagoon (20 plus years of sludge buildup)
- Sealed and recoated concrete water storage and wastewater equalization tanks
- Completed update to the final Water Pumping Station to utilize uniform controls and pumping equipment



### Top Left to Bottom Right:

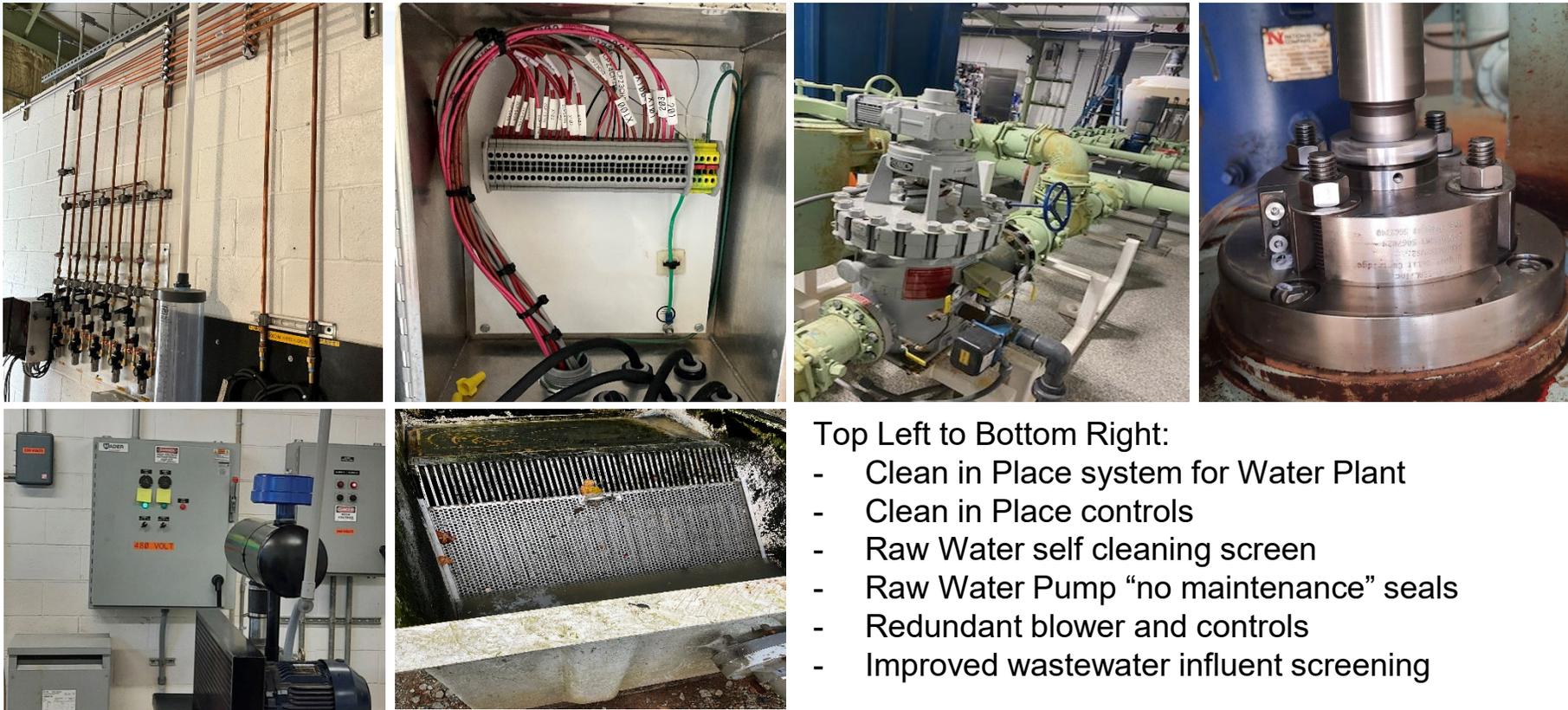
- Tertiary Lagoon (Before)
- Tertiary Lagoon (After)
- Water Storage Tank (Before)
- Water Storage Tank (After)
- New Pump and Controls



# Capital Spending & Improvements 2023

## ■ Notable Improvements

- Continued improvements to safety and efficiency at Water and Wastewater Treatment plants
- Since 2018 have reduced water loss by a total 40% which has greatly stabilized overall system operations



Top Left to Bottom Right:

- Clean in Place system for Water Plant
- Clean in Place controls
- Raw Water self cleaning screen
- Raw Water Pump “no maintenance” seals
- Redundant blower and controls
- Improved wastewater influent screening



# Water / Sewer Rates

- Primary Drivers of Rates
  - Capital Spending
  - Operations & Maintenance
  - Profit Margin for UIG
  
- Capital Spending
  - 2018 \$1.9MM
  - 2019 \$2.7MM
  - 2020 \$1.8MM
  - 2021 \$2.1MM
  - 2022 \$1.56MM
  
  - 2023 \$1.92 (est. UIG 10/23)
  
- Rate Calculations
  - 2018-2019 – no rate increase
  - 2020 - Rate Increase of 28.2%
  - 2021 - Rate Increase of 7.9%
  - 2022 - Rate Increase of 8.4%
  
  - 2023 – Rate Increase of 11.63%



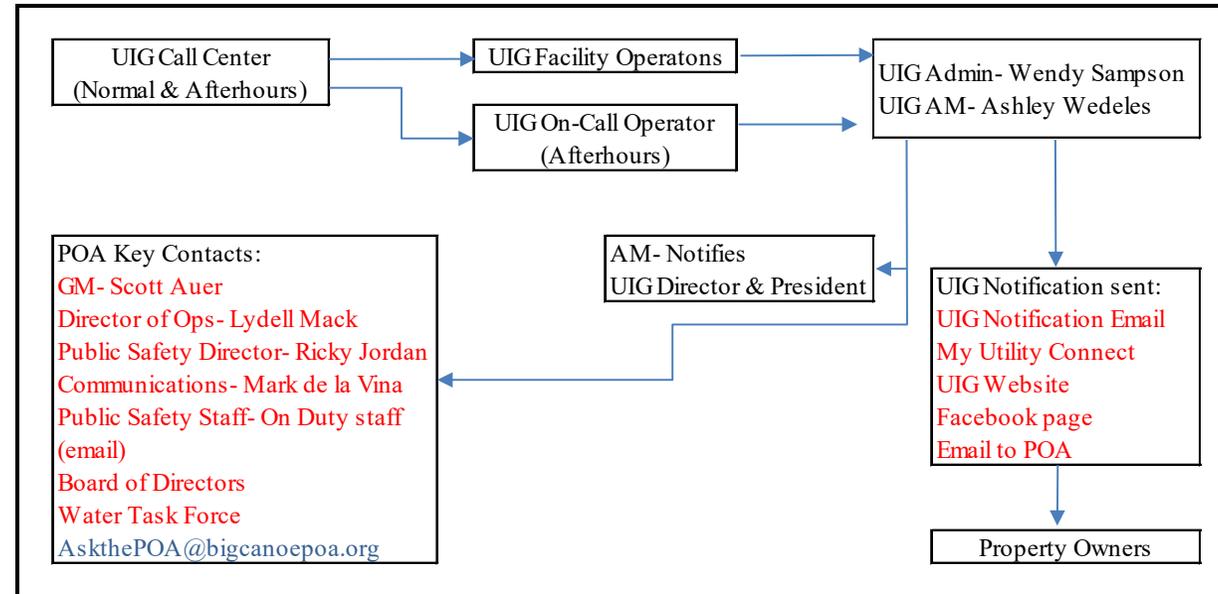
# Water Committee Functions

- Recommendations to POA/GM and UIG about UIG performance of the SLOA regarding:
  - Customer Service
  - Field Activity Reporting
  - Key Performance Indicators
  - Financial Review and Analysis



# Water Committee Functions

## ■ Communication POA/UG/Community



# Water Committee Functions

## ■ Customer Service

### - Customer Service Improvement Plan

- UIG performed significant update to its website
- My Utility Connect (Now My Utility Account) updated with additional features
- 99% of Customer calls & emails were responded to in less than 2 business days
- Bigcanoe@uiwater.com (primary email) received by all UIG administrative team
  - Customer calls & emails are tracked & monitored internally until complete
  - Internal UIG meetings held weekly to review customer contacts
- Complex problems (more than a quick answer) **logged onto FA report and Leak Sheet**
- Routine meetings held between UIG and Big Canoe POA staff
  - Allows for better project coordination
  - Discuss and address any recurring or ongoing customer issues



# Water Committee Functions

- Field Activity Reporting (monthly)
  - FA Report for Water Committee tracks customer issues in 23 categories

Summary					
FA Type	Request Type	On Time No/Yes		YTD Total	
		No	Yes		
HIBILL	High Bill Investigation		0	49	
M-SIO	Discolored Water		0	10	
	General Investigation		11	85	
	Lift Station Problems		0	1	
	High or Low Pressure in the Water		3	27	
	No Water		2	37	
	Repair Road		2	5	
	Water Main Break		3	25	
	Water Miscellaneous Complaint		5	19	
	Taste or Odor in the Water		0	1	
	Lawn Repair for Water Breaks		2	5	
	Water Quality		0	8	
	Water Service Line Break		12	67	
	Clogged Sewer		0	1	
	<b>Grand Total</b>		<b>0</b>	<b>40</b>	<b>340</b>

SO Type	Request Type	Address	Entry Date	Instructions	Due Date	Resolution	MR Route	Resolution Date
HBILL		840 FALCON HEIGHTS	11/24/2021 10:56 AM	Please re-read and check for leaks, customer called disputing usage of 2180 gallons. Last reg. read 47269, premise is been vacant for 6 months.as per customer water around meter . Contact Harry . 214.577.4600. Thanks Yolevdis	11/29/2021 8:00 PM	Read 49964. 1No leak present on meter. Beacon shows usage four days a week. Appears to be a scheduled usage as the amount and days are consistent. Possible irrigation system usage. Left voicemail explaining findings at number listed.	G5R	11/29/2021 12:22 PM
M-SIO	Lawn Repair for Water Breaks	196 TREETOPPER CIR	11/24/2021 8:34 AM	Customer stated the leak has been fixed however there is still gravel that needs to be put back. Please fix lawn and put gravel back. Pamela(770)337-6986. Thank you JB	11/29/2021 8:00 PM	Moved what gravel I could. Flattened dirt piled up and spread pine straw.	G8R	11/29/2021 1:56 PM
M-SIO	General Investigation	3921 WILDERNESS PKWY	11/29/2021 8:50 AM	Call from customer stating no water after main repair completed.	11/27/2021 9:44 AM	Pulled meter and flushed. No debris seen exiting meter. Replaced meter and turned service back on. Full flow going thru meter. Contacted Customer to verify, stated still very little flow. Asked customer to check another source and got full volume and pressure. Suggested clogged aerator on faucet.	G1R	11/29/2021 9:02 AM
M-SIO	Water Service Line Break	252 COLUMBINE DR	11/24/2021 8:08 AM	Teresa Devore called stated meter box is full of wet mud, they are thinking there's a leak going on. Husband was going to turn meter off as they are leaving town today and that's how he discovered it. Please reach out to Teresa & Dudley at 256-759-0474 as soon as you can. Thanks, Courtney	11/24/2021 6:00 PM	No leak at meter. Dirt filled in from bottom of box due to freeze/thaw. Spoke with customer	G6R	11/24/2021 1:51 PM



# Water Committee Functions

- Key Performance Indicators – 14 Stats Reported Quarterly by UIG (contractual responsibility)

Big Canoe KPI Report				Utilities, Inc. of Georgia		
Mission	Objectives	Measure	2022 Actual	2023 YTD	Target/Budget	
Budget	O&M Budget Performance	Operations (\$MM)	\$2.09	\$1.95	\$2.44	
		Maintenance (\$MM)	\$0.10	\$0.15	\$0.20	
	CapEx Budget Performance	CapEx Budget Performance Total Dollars (\$MM)	\$1.56	\$1.48	\$1.64	
Customer Service	Customer Inquiries	% All Customer inquiries acknowledged within 2 Business Days (Incl Calls/Emails)	99%	99%	90%	
		Total Customer Inquiries (UIG Action required)	397	226	Report (For Discussion only)	
		Billing Errors as a % of Total Customer Billings YTD	0.50%	0.26%	<1%	
	Field Activities Completed: On Time	% SIO Field Activities responded to within 48 hours	99%	99%	90%	
System Performance	Weighted Water Loss Index $((\%NRW * 1.75) + (NL * .0154)) / 2$ Basis = September 2020	% Non-Revenue Water (NRW) YTD	0.347	36%	0.554	< 1.0
		Leaks at Year End (previous year)		3		
		New Leaks Detected YTD		41		
		Leaks Repaired YTD		13		
		Net Leaks (NL)		31		
		Miles of Infrastructure Inspected for Leaks YTD (24 Miles Annually)		28		
	Overall System Reliability	# Extended Outages (>24 hours <48 hours)	1	0	0	
		# Extended Outages (>2 Days)	0	0	0	
		Unplanned Outages	7	5	Report (For Discussion only)	
	Provide Safe Drinking Water	% of Water System Days in Compliance	100%	100%	100%	
	Wastewater Maintain & Improve Compliance	% of Wastewater System Days in Compliance	99.4%	99.9%	95%	
		Manage Sanitary Sewer Overflows	0	1	3	

\*All Values through 10/31/23

\*Note: O&M now includes Corporate and State cost center allocations



# Water Committee Functions

- Key Performance Indicators – Financial Review and Analysis

Quarterly Review of Capital and O&M Spending.

– We Also Conduct a Year End Review of Audited Financials and Rate Changes

Utilities Inc. of Georgia - Big Canoe  
Total Capital Expenditures  
YTD October 2023

Total Capital							
Project #	Description	Actuals YTD October 2023	Budget YTD October 2023	YTD Variance (Over)/Under	Forecast FY 2023	Budget FY 2023	FY Variance 2023 (Over)/Under
2020159	GA - Big Canoe Service Line Replacement	582,524	416,667	(165,858)	657,524	500,000	(157,524)
2021144	GA - Big Canoe - Water Pump station Rehab	68	-	(68)	68	-	(68)
2021130	GA - Big Canoe WWTF Rehab	43,704	-	(43,704)	43,704	-	(43,704)
2022097	GA - Big Canoe - 2400-2800 Tank rehab	77,436	-	(77,436)	77,436	160,000	82,564
2023228	GA - Big Canoe - WTP Vessel/Membrane Replacement	8,381	125,000	116,619	353,381	350,000	(3,381)
	GA - Big Canoe - 2000A-2000B Tank rehab	-	-	-	-	-	-
	Non-Project Capital Spend	766,373	424,152	(342,221)	791,373	625,272	(166,101)
<b>Total Capital</b>		<b>1,478,487</b>	<b>965,819</b>	<b>(512,668)</b>	<b>1,923,487</b>	<b>1,635,272</b>	<b>(288,215)</b>

General Capital Spending Detail

NARUC Acct #	Description	Actuals YTD October 2023
303	Land and Land Rights	-
304	Structures and Improvements	46,401
305	Collecting and Impounding Reservoirs	5,000
306	Lake, River and Other Intakes	-
307	Wells and Springs	-

Utilities Inc. of Georgia - Big Canoe  
Operations & Maintenance  
Expenditures

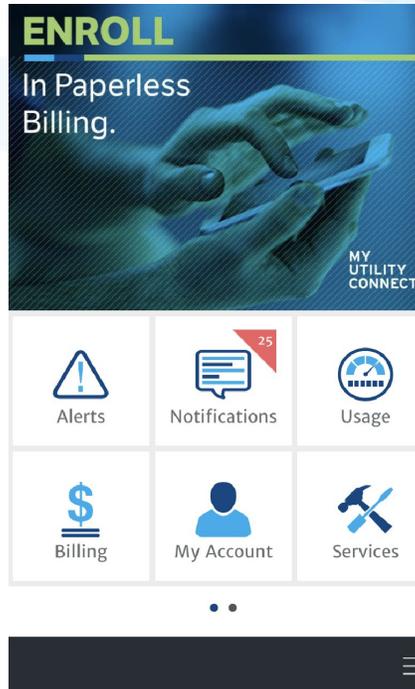
Description	YTD Actuals October 2023	YTD Budget October 2023	Budget vs Actual October 2023	Forecast FY	Budget FY	Budget vs Forecast FY
Total Operating Expenses (Ex Plant Mai	\$ 1,434,963	\$ 1,525,653	\$ 90,690	\$ 1,769,356	\$ 1,830,493	\$ 61,137
Taxes Other Than Income Taxes	\$ 111,812	\$ 115,265	\$ 3,453	\$ 134,624	\$ 138,077	\$ 3,453
Depreciation And Amortization	\$ 399,959	\$ 395,600	\$ (4,359)	\$ 479,074	\$ 474,715	\$ (4,359)
<b>Subtotal</b>	<b>\$ 1,946,734</b>	<b>\$ 2,036,518</b>	<b>\$ 89,784</b>	<b>\$ 2,383,054</b>	<b>\$ 2,443,285</b>	<b>\$ 60,231</b>
Maintenance Expenses	\$ 148,862	\$ 166,535	\$ 17,673	\$ 200,393	\$ 200,393	\$ -
<b>Total Operating Expenses</b>	<b>\$ 2,095,596</b>	<b>\$ 2,203,054</b>	<b>\$ 107,457</b>	<b>\$ 2,583,447</b>	<b>\$ 2,643,678</b>	<b>\$ 60,231</b>

\*Data through October 2023



# How to Connect with UIG

- What We Should Encourage Property Owners To Do:
- Download and Use **My Utility Account** and **EyeOnWater** Apps



- Contact UIG
  - 706-268-3400; 885-448-6326
  - [bigcanoe@uiwater.com](mailto:bigcanoe@uiwater.com)



# How to Connect with UIG

- What We Should Encourage Property Owners **Not** To Do
  - Post their concerns on Facebook
  - Contact Big Canoe General Manager
  - Call BC Public Safety with Questions about Water (non-emergency)
  - Post a Water Complaint on Ask The POA
  - Contact the Water Committee



# Document Archive on POA Website

- Log Into [www.bigcanoepoa.org](http://www.bigcanoepoa.org)

The screenshot shows the Big Canoe POA website interface. At the top left is the logo for Big Canoe POA. The navigation menu includes: MY BIG CANOE, GOLF, DINING, AMENITIES, SPECIAL EVENTS, POA, 57°F, and LOGOUT. A red arrow points to the POA menu item. Below the navigation is a large banner with the text "Welcome back, Phillip W L" and three buttons: MY PROFILE, MY STATEMENTS, and ASK THE POA. Below the banner is a section for CLUBHOUSE HOURS, with "Monday Closed" listed. A dropdown menu is open from the POA link, listing: POA BOARD ELECTION, BOARD OF DIRECTORS, COMMITTEES, COMMUNITY OVERVIEW, CONTACT US, EMERGENCY PREPAREDNESS, FINANCIALS, GOVERNING DOCUMENTS, MEETINGS, REPORTS & STUDIES, and DOCUMENT ARCHIVE. A red arrow points to the MEETINGS option, and another red arrow points to the DOCUMENT ARCHIVE option.



# Document Archive on POA Website

**Meetings**

- POA BOARD ELECTION
- BOARD OF DIRECTORS
- COMMITTEES
- COMMUNITY OVERVIEW
- CONTACT US
- EMERGENCY PREPAREDNESS
- FINANCIALS
- GOVERNING DOCUMENTS
- MEETINGS**
- REPORTS & STUDIES
- DOCUMENT ARCHIVE

**SCHEDULE** ▾

**MINUTES** ▾

**VIDEOS** ▾

**BOARD DOCUMENTS** ▴

**BIG CANOE POA BOARD OF DIRECTORS DOCUMENTS**

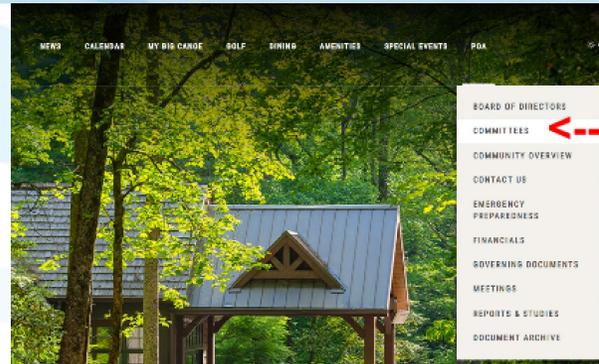
<b>2021</b> Water Committee Report May 14, 2020	<b>UTILITIES INC DOCUMENTS</b> Utilities Water and Sewer Service Presentation Utilities Inc. Operating Agreement Water Utility Trust Deed Amendments to the Water Utility Trust Deed 1984 Utilities Inc. Town Hall Phillip Legg	<b>MEETING NOTES</b>
<b>2020</b> Fire Engine Replacement September Amenities Financials	<b>ASK THE BOARD EMAIL FAQ</b>	<b>MEETING NOTES</b> Work Session Notes December 5



1



# Document Archive on POA Website



Long Range Planning	Board of Directors
Programs and Events	General Manager
Racquet Club Advisory	General Manager
Sports Court Advisory	General Manager
Trails	General Manager
Water <---	General Manager

## WATER

CHARTER

MEMBERS

MINUTES <--- DOCUMENT ARCHIVE

Purpose:



# QUESTIONS?





*Finance/ Audit Committee  
Leadership Big Canoe*

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## Committee Members

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- Bill Thurber – Chair
  - Gene Morgia – Vice Chair
  - Jerry Wercholuk – Voting Member
  - Christi Cohen – Voting Member
  - Roger Hackler – Voting Member
  - Fred Beyer – Voting Member
  - Bob Baird – Voting Member
  
  - Sandy Pullara – POA BOD Treasurer and Committee Liaison
  - Scott Auer – POA General Manager
  - Jayne Hagan – POA Director of Finance
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## Risk Management Sub-Committee Members

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- Bill Thurber – Chair
  - Gene Morgia – Vice Chair
  - Jeff Weigl – Subject Matter Expert
  - Roselle Wilkinson – Subject Matter Expert
  - Rob Bryan – Subject Matter Expert
  
  - Scott Auer – POA General Manager
  - Jayne Hagan – POA Director of Finance
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## Committee Charter

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The Finance/Audit Committee of the POA is appointed by the BOD of the POA. Its primary functions are to assist the BOD and GM in fulfilling their responsibilities by providing review and recommendations on:

- Financial policies including investment and debt structure policies
  - Financing strategies
  - Long range financial plans
  - Financial results from operations and the comparison of actual to budget
  - Actual capital expenditures vs. capital budget
  - Annual operating and capital budgets
  - The Committee may perform special tasks as requested by the Board, General Manager or Director of Finance
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## Risk Subcommittee Charter

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The primary function of this subcommittee is to assist the BOD and Management in ascertaining that the overall risk management of the POA is appropriate. Specific responsibilities would include:

- Assisting Management in identifying and evaluating exposures to loss, recommending specific risk management techniques for loss prevention, and reviewing various insurance coverages.
  - Meeting with Management and the POA's insurance broker, on an as needed basis.
  - Recommending to the BOD and Management the appointment of and/or the termination of the Association's insurance broker.
  - Recommending to Management and the BOD an independent risk management consulting firm to review and make recommendations regarding the POA's risk management programs, practices, and procedures, on an as needed basis.
  - Providing advice on possible non-compliance with certain local, state, and federal regulations, as they pertain to risk management policies and procedures, upon request of the BOD or Management.
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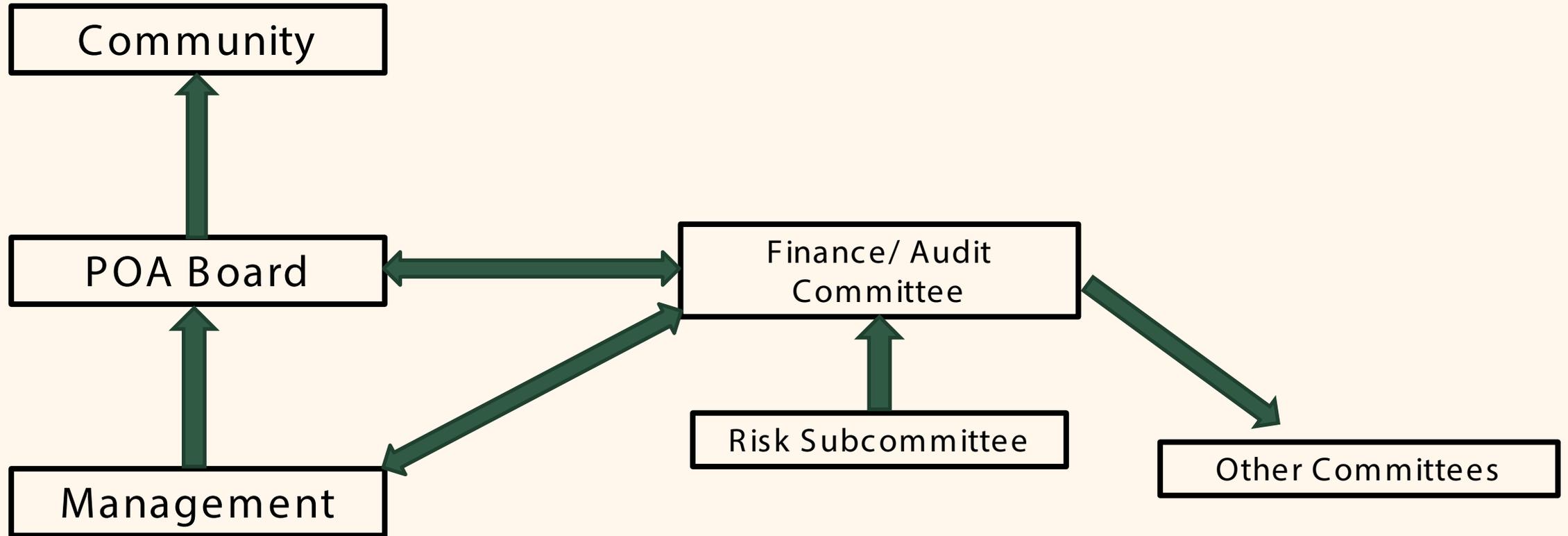
## Other Duties

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- Serve as liaison to other standing committees as requested by the BOD when there is a financial impact to the community, e.g.
    - Long Range Planning Committee
    - Master Plan Committee
  - Conduct research/ studies as requested by the BOD and/ or Management, e.g.
    - Obtaining long-term capital
    - Creek 9 project
    - Capital Contribution Fee
    - Public Safety (fire truck research)
  - Form special purpose subcommittee(s) for specific projects, e.g.
    - Served as subject matter experts to management to assist with obtaining access to long-term capital for Renew Big Canoe.
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# How Does it Work?

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# Monthly Review Meetings

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- Month and YTD financial performance vs. budget
    - Operations (amenities, administration, etc.)
    - Capital projects (timing of spend, etc.)
  - Identify and discuss significant variances and trends
    - What's going well and what's not (financial impact as well as impact on property owners)
    - Will trends continue?
    - Impacts on ability to meet annual budget and annual cash flow
    - Propose and discuss potential management actions
  - Review and discuss upcoming new projects and/or initiatives
    - Potential impacts to ability to meet budget and cash flow projections
  - Review long-term (10 year) cash model
  - Review capital projects and make recommendations to the BOD
-



# Annual Budget Process

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- POA Board provides guidelines to management
    - Priorities for operations for the year, property owner satisfaction, etc.
    - Input and priorities for capital plans
  - GM and director of finance set budget calendar and expectations
    - Early start to involve all department heads (multiple iterations needed)
    - Align department goals with overall guidance
    - Determine capital replacement needs
  - On-going “touch points” with Finance/Audit Committee throughout the process
    - Multiple review meetings and extensive analysis to assess ability to perform to budgeted levels
    - Impact of budget on long-term cash flows
  - Committee recommendation to BOD in November
  - BOD approval and communication to community
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# Budget Review

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## Revenue

- Operating Assessments
- Amenities
  - Clubhouse and F&B performance
  - Property owner and guest fees for others (monthly membership, daily fees, etc.)
  - Cart rentals, pontoon boat rentals
- Others...
  - Transfer fees
  - Road impact fees
  - Vista pruning

## Expenses

- Personnel costs (payroll/benefits)
- Operating Expenses
  - Cost of sales (F&B and other goods)
  - Utilities (heat/light/power/water)
  - Maintenance/repairs
  - Supplies
  - Outside services (e.g. trash hauling)
- Legal fees
- Property taxes
- Insurance
- Interest on borrowings

In addition to the detailed review of the operating budget, budgeted capital replacement needs are also reviewed in detail, for the current budget year as well as looking as far as 10 years out.

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# BIG CANOE BASICS

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- Big Canoe is a 501(c)(4) organization.
    - What does that mean? ***An organization that must not be organized for profit and must be operated exclusively to promote social welfare.***
    - We are mission motivated... NOT profit motivated.
    - The mission is to serve the property owners and social welfare.
  - Our amenities generate what is referred to as "unrelated business income".
    - What does that mean? ***Income from a trade or business, regularly carried on, that is not substantially related to the charitable, educational, or other purpose that is the basis of the organization's exemption.***
    - If our amenities generate profit, they would be subject to taxation... so in this case a loss is not necessarily a bad thing.
  - Major emphasis placed on cash generation.
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# FINANCIAL HIGHLIGHTS

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- Very strong financial performance.
    - Average income before depreciation (i.e., cash flow) of nearly \$4.3 million annually for last six (6) years.
    - \$4.3 million year-to-date November 2023.
  - Strong balance sheets.
    - Nearly \$54 million of total assets at 11/30/23.
    - Approximately 96% is represented by cash and investments (\$8.0 million or ~15%) and property and equipment (\$43.7 million or ~81%).
    - Property owner equity of more than \$48 million.
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# FINANCIAL HIGHLIGHTS

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- Clean Audits.
  - Audited annually by reputable independent accounting firm.
  - What does "independent" mean? *AICPA Definition: Independence of mind is the state of mind that permits a member to perform an attest service without being affected by influences that compromise professional judgment, thereby allowing an individual to act with integrity and exercise objectivity and professional skepticism.*





# FINANCIAL HIGHLIGHTS

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- What do they audit? *Since 96% of our assets are cash and property and equipment, major emphasis is placed on these areas in addition to standard audit procedures.*

For example:

- Third-party verification of all cash accounts and review of all bank reconciliations.
  - Review of all additions to property and equipment in accordance with policy.
  - Independent recalculation of depreciation of property and equipment.
-



PROPERTY OWNER CONTRIBUTION

CAPITAL ASSESSMENTS

OPERATING ASSESSMENTS

\$1.8MM

PRINCIPAL PAYMENTS

\$1.1MM

OPERATIONS

- PAYROLL
- AMENITIES
- BASIC MAINTENANCE
- LANDSCAPING
- INTEREST EXPENSE

\$4.2MM  
AVAILABLE CASH

\$6.9MM  
AVAILABLE CASH  
PER YEAR

\$5.8MM

CAPITAL

- DAMS
- ROADS
- BRIDGES
- HEAVY EQUIPMENT
- FACILITY MAINTENANCE

\$0.9MM

CAPITAL CONTRIBUTION FEE  
(CURRENTLY \$3500)



HOME SALES

BIG CANOE CASH FLOW



Big Canoe  
POA



*Questions?*

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# **LEADERSHIP BIG CANOE PRESENTATION**

**JANUARY 12<sup>th</sup> ,2024**

**BIG CANOE ELECTION & VOTING PROCESS**

**Jim Braley and Liz Littleton**

## ROLE OF THE ELECTION COMMITTEE

- **Election Committee Responsibilities**

Established by our By-Laws to “be responsible for conducting the annual election of Elected Directors”. Committee Members are selected and approved by the Board for three year terms.

Some of the key Election Committee’s responsibilities outlined in the POA by-laws and policies & procedures include:

- Recommending the method and means of disseminating information to property owners about the election process and the candidates
- Actively encourage and recruit candidates to run for Board openings
- Determining each candidate has met each qualifying standards set forth in our By-Laws
- Responsible for coordinating with the POA to have Election ballots counted and announced

## 2024 ELECTION COMMITTEE MEMBERS

**Our Mission Statement : “Build a pipeline of qualified candidates, coordinate with POA staff to support fair elections, and build awareness of election process to support an informed voter turnout.”**

Fred Schultz, Chairman

Cynthia Cornelssen

Liz Littleton

Jim Braley

Bob Chestney

Karen Steinberg

Mark Green: Board Liaison

Members appointed by the POA Board and report directly to the board. Terms are for 3 years

## **EACH YEAR THE ELECTION COMMITTEE STARTS THE ELECTION CYCLE WITH RECRUITMENT OF BOARD CANDIDATES**

- Contact the graduates of Leadership Big Canoe and members of Big Canoe Committees as potential Board candidates because of their innate interest in Big Canoe governance and operations
- Solicit potential Board candidate recommendations from current and past Board Members, and the General Manager
- Personally contact individuals the committee thinks might be potential candidates
- Leverage our partnership with POA Marketing and Communications, and Finance staffs: advertise information about the upcoming Board Election to our community via email blasts, Inside the Gates, Smoke Signals, posters and signs, and monthly POA statements
- Host a candidate information meeting in June and invite any property owners to attend to learn about the election process, candidate eligibility, and next steps.
- Anyone who meets the qualifications can run for the POA Board
  - Own property in Big Canoe for 24 consecutive months, be at least 21 years of age and be current in all aspects of their POA billing account

## 2024 CANDIDATE RECRUITING RESULTS

- Four candidates came forward and met the requirements to run for the Board for the two **2024** open Board positions:
  - Jim Conneely
  - Craig Price
  - Sandy Pullara
  - Mike Volk

Big Canoe's By-Laws state "If the number of qualified candidates averages more than two (2) per vacancy, a Primary Election will be held. The purpose of a Primary Election is to identify two (2) candidates for each vacancy to compete in the General Election

A primary election was required for 2023.

The committee has suggested that the requirements for a Primary Election be revised so that up to 6 candidates could run before a primary is required

## BOARD ELECTION VOTING PROCESS

- Ballot packages are drafted by the POA and reviewed with the Board, the Election Committee and legal counsel for approval
- Once approved, the POA assembles the ballot packages and send them via US Mail to all **eligible** property owners, and their ballots are submitted directly to Mauldin & Jenkins for certification of eligibility, counting the votes, and submitting the election results to Big Canoe.
- 2024 Ballot packages for the general election were streamlined and redesigned in 2023 based on recommendations from a 2023 LBC project team making the packaging more attractive, readable and understandable
- Returning Ballots to Maudlin & Jenkins is easier than ever by broadening the ways Property Owners can return their ballots : postage paid envelope, fax, email.

## **VOTING TRENDS AND TENDENCIES FOR BIG CANOE BOARD ELECTIONS**

- Historically, the percentage of all eligible property owners who vote in Board Election is around 50% and has not varied much.
- Property owners with dwellings tend to be twice as likely to vote than lot owners
- The number of votes required to meet a quorum is typically well above the 35% requirement.
- A large percentage of the property owners who vote do so at the end of the voting period.
- For the 2024 Election, there were a total of 1430 votes cast down a bit from the 2023 election
- % Quorum reached was 44.4% down from 50% the previous year
- Voters often vote for who they know rather than who is best qualified

## **ELECTRONIC VOTING MAY BE A SOLUTION TO INCREASING PROPERTY OWNER VOTING**

Would require a By-Law Amendment approved by over 2/3 of property owners

There are a number of very good electronic voting software programs available, some specifically designed for POA's and HOA's

Voting by mail is expensive, labor intensive and time consuming

Electronic Voting would help to resolve issues dealing with the USPS and property owner mailing addresses

Some property owners possibly may not be technically savvy and might not be comfortable with electronic voting

There have been a number of discussions regarding electronic voting by the Board, the POA and the Election Committee, and I'm sure those discussions will continue in the future.

## **OTHER LBC IDEAS?**

**QUESTIONS AND COMMENTS?**



VOLUNTEER  
BIG CANOE

---

*Time Well Spent*



VOLUNTEER  
BIG CANOE  

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*Time Well Spent*

*“ Help one another. There’s no time like the present and no present like time.”*

*James Durst*

# PRESENTATION GOALS



- What is VOLUNTEER BIG CANOE?
- Why VOLUNTEER BIG CANOE?
- How VOLUNTEER BIG CANOE came about?
- Explore VOLUNTEER BIG CANOE website
- Where are we now? How you can help

# WHAT IS VOLUNTEER BIG CANOE?



- ❖ Volunteer Big Canoe is a website where Big Canoe residents can find information on volunteer opportunities.
- ❖ The website includes information about organizations within Big Canoe as well as in Dawson and Pickens counties.
- ❖ The website **ONLY** provides information. Residents do **NOT** register on the website.

# WHY VOLUNTEER BIG CANOE?



## **Volunteers make Big Canoe the special community we call home:**

- POA Board & Committees
- Maintenance of 25+ Miles of Trails
- Volunteer Fire Department
- Wellness Collaborative
- Big Canoe Animal Rescue
- Easter Egg Hunt; 4<sup>th</sup> of July; Octoberfest, and other events
- Smoke Signals
- Chapel committees and functions
- Much more.....

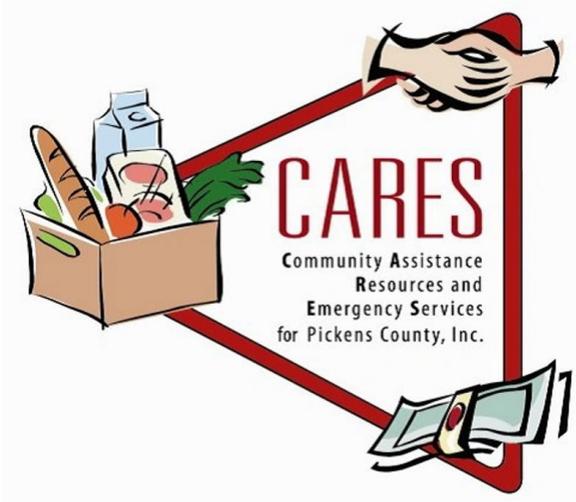
# There are also needs outside the gates:



ANGELS ON HORSEBACK



## GEORGIA MOUNTAINS HOSPICE





# Health Benefits of VOLUNTEERING



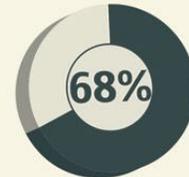
Volunteering reduces the body's stress and also releases endorphins (the brain's natural painkillers)\*

95% of individuals feel good after volunteering\*

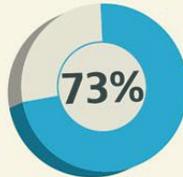
Regular volunteers were 10 times more likely to be in good health than people who didn't volunteer\*



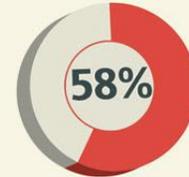
said volunteering makes them feel happier\*\*



said volunteering makes them feel healthier\*\*



said volunteering makes them feel less stress\*\*



said volunteering helps them sleep better\*\*

\*Based on Dr. Allan Luks' research

\*\*Based on Dr. Stephen Post's research in a survey about helping (an average of 100 hours/year)





**So, the need and the benefits are real!  
But how does someone learn about the  
different opportunities?**

# HOW VOLUNTEER BIG CANOE CAME ABOUT



- Long history of volunteering
- Moved to BC from Texas July 2018
- Searched for opportunities in BC and in community
- Discovered I had to search many different sources to find what was available.
- Joined LBC. Discussed project idea to create central “clearinghouse” for volunteer opportunities with Diane LaCharite.
- Clearinghouse project accepted



# Identify NEED



Many organizations need volunteers.

Many residents want to volunteer.

How do they find one another?



# Define the **MISSION**



Volunteer Big Canoe helps Big Canoe residents find volunteer opportunities.



# Do the RESEARCH

Interviewed leaders from  
Volunteer Organizations in Big  
Canoe:

- Big Canoe Wellness Collaborative
- Big Canoe Animal Rescue
- Big Canoe Trails Committee
- Big Canoe POA – Programs & Events Committee



# More RESEARCH

Evaluated websites that connect people looking to volunteer with volunteer organizations.



# PROPOSED SOLUTION

- Two Phases:
  - PHASE I:
    1. Create a website to improve the ability for Big Canoe residents to find volunteer opportunities with one or more organizations.
    2. Include a variety of organizations from within Big Canoe as well as Dawson and Pickens counties
  - PHASE II:
    1. Create a “hardcopy directory” that includes the information on the website and distribute copies within Big Canoe (for residents who don’t use websites or computers).



# WHERE ARE WE NOW?



- LBC Board voted to sponsor website
- Big Canoe resident, Liz Scherer, designed website and marketing materials
- Website launched in February 2021
- POA recognized the value of Volunteer Big Canoe website and has included a link on the POA website.
- POA has helped promote the website through Smoke Signals, Facebook, posters and other marketing materials.
- Website on hold. Need to work with the POA communications team to bring the materials and website into BC logo compliance.



# EXPLORE THE WEBSITE

[WWW.VOLBC.ORG](http://WWW.VOLBC.ORG)

# HOW YOU CAN HELP!



- We need to create a team to move the website into the future. You don't have to be a webmaster to help. Here are some of the ways you can help:
  - Develop creative ways to get the word out about the website and keep it fresh in peoples' minds.
  - Contact organizations to make sure their information is up to date.
  - Research other organizations to add to the site.
  - Work with the communications department to bring the site into compliance.
  - Determine the best place for the website to be hosted and manage the website.

# Questions?

