



MEMORANDUM

Date: September 17, 2018

To: The Honorable Steve Christy, Member
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator 

Re: **Mount Lemmon Homeowners Association Concerns Regarding the Chuck Bowden
Mount Lemmon Community Center**

Please see the attached September 14, 2018 memorandum from Natural Resources, Parks and Recreation Director Chris Cawein related to the use of the Mount Lemmon Community Center.

Staff will continue to work with the Mount Lemmon Homeowners Association regarding their concerns at the Chuck Bowden Community Center. It is clear we need to closely monitor the use of the facility, limit the number of keys available for its use to prevent unauthorized use and secure damage deposits. I have asked our Parks staff to enlist the assistance of the Sheriff in notifying appropriate Parks personnel when the facility is in use to ensure the use has been authorized.

CHH/anc

Attachment

c: Carmine DeBonis, Jr., Deputy County Administrator for Public Works
Chris Cawein, Director, Natural Resources, Parks and Recreation



MEMORANDUM

Date: September 14, 2018

To: CH Huckelberry, County Administrator

From: Chris Cawein, Director

A handwritten signature in blue ink, appearing to read "Chris Cawein". The signature is written in a cursive style and is positioned to the right of the printed name "Chris Cawein, Director".

Subject: Your Memo re Mt. Lemmon Homeowners Association Concerns Regarding the Chuck Bowden Mt. Lemmon Community Center

NRPR has reviewed the information in the referenced memorandum and attachment that presents a number of reported concerns regarding the Chuck Bowden Mt. Lemmon Community Center (CBMLCC).

Your memo poses a single question, *"Do we have a damage deposit or cleaning fee requirement for individuals leasing the Community Center."* The short answer to your question is no, however entities who use the center are informed in the Use Agreement (attached) that they sign, that additional overstay, cleaning, and/or damage fees may apply if appropriate. No upfront deposit is required for users given the nature of the facility uses and users, some of whom pay no fee, and the Community service model that this center has adopted over time. More explanation follows in this memo.

The list of Mt Lemmon HOA questions/concerns that you attached is much more extensive. NRPR Recreation staff arranged to meet with the MLHOA at the Center to discuss the list of their concerns on August 31. Each of the concerns expressed by the MLHOA in their list of "Board Concerns" was discussed and addressed at our meeting. Although we are still waiting to receive the minutes of the meeting from MLHOA, a brief summary of the key discussion items of this meeting are included in the attached summary from Joe Barr, Recreation Superintendent. Several items on their list have already been addressed, including us contacting Facilities Management and their Contractor ISS, to improve the restroom services that they provide.

The Mt. Lemmon Community Center was designed and built after the 2003 Aspen Fire. Grand opening of the Center occurred in 2007. The operating model for the center from the opening has been unique for a County Community Center, quite unlike any of our other 11 centers. This is due to a number of factors starting with the fact that this site was initially conceived to be operated under a public-private partnership. Although this partnership apparently never materialized, the initial budget authority granted to NRPR to operate the center was limited due to the assumption of the public-private operating model. Additionally, re-development of Summerhaven after the Aspen fire has been relatively

slow and therefore the Community need for recurring facility use has been limited. The slow redevelopment of the Summerhaven community has also made it challenging to find staff for the facility.

It should be noted that various discussions have occurred over the years with other government agencies and business interests to enhance our staffing and use of the center, but the discussions have typically ended without agreement. This is reportedly mostly due to the challenges to staff such an isolated facility. Therefore, the operations of the facility by NRPR have been somewhat adaptive and responsive based on available financial resources, staffing and volunteer availability, as well as proscribed community need.

The present operations model for the CBMLCC is one of a soft, community partnership model. NRPR have worked closely with the Summerhaven community over the past decade to open the center as needed to host meetings and events and to close and clean the center after event completion. We have one part-time staff member who lives in the area and "operates" the center, which basically consists of opening and closing the facility for pre-scheduled events or activities. Additionally, a Contractor to Facilities Management (ISS), services the public restroom facility that is attached to the CBMLCC on a daily basis. Annual expenditures for the facility are approximately \$60,000 including the wages for the intermittent employee (\$17,000), restroom cleaning services (\$16,000), utilities (\$15,000), and other associated building maintenance and operations costs (\$12,000).

Scheduled and documented CBMLCC facility use has been gradually increasing over the past several years from 59 days in 2014, 62 days in 2015, 73 days in 2015, 76 days in 2017 and 95 days in 2018 (through September). Until 2018, the majority of those uses (approximately 2/3) were for unpaid community-based organization activities or uses. This year, the percent of use for revenue generating activities has increased, so far constituting just over half of the facility use. Facility use is governed by the Room Rental Permit and Rules attached to this memo. Those rented uses of the facility primarily include church services, weddings, and meetings. Usage patterns indicate that the majority of those rentals occur during the summer months.

Prior to 2014, the use of the facility was difficult to track as many community members had copies of keys for the facility and did not often pre-schedule use with NRPR. Once the facility was re-keyed several years ago, and key distribution was more tightly controlled, the usage became much easier to monitor. There are reportedly once again some unauthorized and unscheduled community uses of the CBMLCC occurring as the facility key once again is illicitly copied and distributed. NRPR intends to modify the standard key door locks of the Center before the end of this calendar year to a digital code keyless door lock, which can be regularly re-programmed in order to fully prevent any unscheduled and unauthorized use of the facility.

As usage of the CBMLCC facility has increased and has passed its 10th year of operation, by both community-based partners and paying customers, NRPR has noticed the increased wear of the facility. Our staff have noticed these wear issues, including interior furnishings, as well as exterior building surfacings and, based on the list of MLHOA Board Concerns about the facility submitted with your memo, they have also noticed some of these issues as well. While it is interesting to note the contention that most of the purported "concerns" are being attributed by the HOA to the "renters" and not the "locals," we are less able to assign blame for the damage based on results of post-event inspections completed by our part-time staff member who inspects the facility after scheduled uses.

Rather, as described above, predominant facility use over the past 4 years has been by non-paying community groups, some authorized and some not authorized. This fact, coupled with aging interior furnishings, suggests there are likely many users who are contributing to the normal facility wear and tear. Attribution of damage to a certain group or user type without concrete evidence is questionable at best.

The CBMLCC is managed in a unique manner when compared to the other 11 Community Centers operated by NRPR. It is staffed on a very limited basis and deployment of that staff is contingent upon scheduled facility use. Although the formal Public-Private partnership with the Community never materialized resulting in the Center being run on a limited budget, NRPR still has established what we believe to be a reasonable partnership with the Mt. Lemmon Community and we have been quite accommodating of their needs and desires to use the facility. As a part of this partnership, Community entities have been allowed to use the facility over the past decade without payment of room rental fees. Additionally we have always expressed our desire to partner with them to address their desires to improve the facility. Most recently, we completed a partnership to install acoustic panels at the CBMLCC at their request. Hosting private events at the CBMLCC facility is reasonable and appropriate for the Department to supplement limited budget authority to manage this site which in turn makes it more available for Community based needs at no cost.

NRPR will continue to meet with MLHOA as appropriate should they have concerns on the condition of or operation of the CBMLCC. I am confident that we will continue evolving this partnership with the Mt. Lemmon Community and MLHOA to improve the facility, including replacing some aging interior furnishings, all the while operating within our present budget constraints.

Attachments (2)

C: Carmine DeBonis, Deputy County Administrator
Joe Barr, Recreation Superintendent
Robert Padilla, Deputy Director



Chuck Bowden Mt. Lemmon Community Center Room Rental Permit & Rules

Community facilities and rooms managed by Pima County Natural Resources, Parks and Recreation (NRPR) are available for rent by the public under conditions described below.

1. The person renting the facility must be present at the function at all times and will be responsible for the room during its use and the condition of the room upon completion of the event.
2. This agreement is non-negotiable and any hand-written alterations to this agreement are void.
3. **Rent of the facility is by the hour. Payment in full must be made in advance of the rental date.**
4. Additional fees may apply in the case of overstay, cleaning charges, lost keys or damages to the facility. Renter will be invoiced within 5 business days of any additional charges, and renter agrees to pay any such invoice within 10 business days of the date of the invoice. **Initials X _____**
Overstay fee: \$50 per half hour
Cleaning Charge: \$50 per hour
Lost Keys: \$100 per key
Damages to facility: Actual cost for time and materials to repair Initials X _____
5. Renter is **NOT** to enter the building until the start time of the reservation. If renter does not vacate the premises by the designated time, additional overstay fees will be charged.
6. **Park amenities located outside of the facility being rented are not for the exclusive use of the renter. Please ask staff if you have any questions.** Maximum building occupancy is posted in each room. Parking is on a first come first served basis and there is no designated parking for your event.
7. Smoking inside of the building and within 20 feet of any entrance, open window, or ventilation system is prohibited. Lit candles or other open flames are prohibited (except for birthday candles). **Smoke/Fog machines are prohibited.**
8. Renter has the use of existing tables and chairs only. If additional tables and chairs are needed it is the responsibility of the renter to obtain them. You are responsible for all the furniture and contents in the room you are renting. Do not loan furniture to other parties and do not take furniture outdoors.
9. Grills are not allowed under any covered areas, including ramadas, patios or courtyards. Grills are not to be placed on any of the tables located inside or outside of the building. Grills placed in the dirt areas must be attended while the grill is warm even if it is no longer on or being used. Please dispose of ashes in a separate container and take it with you for proper disposal.
10. **No alcoholic beverages or glass beverage containers are allowed on the premises per this rental permit.**
11. No music is to be played outside of the building. Playing of music inside the building must be kept at a reasonable level.
12. **All exits from the building are to be kept clear at all times.** Do not block walkways or entrances.
13. Renter is responsible for making sure all lights are turned off and all doors are locked after use of the facility.
14. No water balloons or silly string are allowed to be used anywhere inside or outside the facility.
15. Children must be kept under control at all times and under adult supervision.
16. **Use of tablecloths is recommended** and are the responsibility of person using the facility. Cleaning supplies are provided at the facility. Floors are to be swept, mopped and/or vacuumed after use of the rented room. Counter tops, chairs, and tables are to be wiped clean and returned to their original position. Cleaning fees starting at \$50 per hour may be charged if the facility is not returned in clean condition. **Initials X _____**
17. **No use of glitter, confetti, flower petals, rice or birdseed is allowed.** These types of elements are difficult to clean and affect other parties renting the facility. Additional cleaning fees will be charged if these are found. If you find glitter, confetti, flower petals, rice or birdseed left behind by a previous party, **take photos and notify management at the beginning of your event** so that the previous party will be held responsible. **Initials X _____**
18. Only painter's tape, Command Strips or other paint-safe adhesives may be used to hang decorations. After your event, you must remove all tape/adhesives and decorations from walls and ceiling.
19. Mt Lemmon rental agreement only: **There is no trash service on the mountain.** Trash receptacles and liners are provided for use during the event. **The renter is responsible for removing all trash from the facility and disposing of it elsewhere.** Trash may not be disposed of at campgrounds, trailheads or picnic areas. **Initials X _____**
20. If there is accidental damage to walls, furniture or any part of the rented room or facility, please report the damage to the staff contact listed below on the next business day and they will inform you of the charge for repair or replacement.

21. Please use discretion when plugging in equipment (crockpots, coffee pots, stereos, projectors, etc...). If equipment used by renter overloads the circuit and trips the circuit breaker, the breaker panel is not accessible to renters, and maintenance staff will not be dispatched to immediately reset the breaker.
22. In case of a medical or personal emergency or if law enforcement assistance is needed call 911.
23. Reservations canceled by Renter less than 10 working days before the event date are non-refundable. Reservations canceled by Renter more than 10 working days before the event date will receive a refund equal to 80% of the fees paid. Initials X _____.
24. NRPR reserves the right to cancel for any reason by providing notice to Renter. If NRPR cancels the event for any reason, all fees and security deposits paid in advance to NRPR for the event will be refunded. User understands and accepts the risk of cancelation due to exigent circumstances, construction-related and weather-related issues, and User is solely responsible for any and all additional costs or loss of revenues related to cancelation of the event. NRPR may terminate this Room Rental Permit if at any time NRPR determines User or its invitees are in breach of any of the conditions set forth in this Permit or are causing damage to County facilities. NRPR shall be required only to give oral notice of such termination to a representative of Renter on the Premises. Initials X _____.
25. If a facility or property defect arises, such as a water line break, renter must call NRPR contact person at the number listed below immediately. If NRPR contact person is unavailable, contact Facilities Management at 724-3085. Pima County will then determine if event should take place or be allowed a different date. If an emergency arises, always call 911 first.

Customer Information (Customer must be an individual person or business, e.g. "Kenny's birthday party" is not a valid customer name):

Today's date: _____

Location: _____

Event date & times requested (including set-up and clean-up): _____

Customer Name: _____

Customer Address: _____

Customer Phone #: _____ Email _____

of guests expected: _____

Event type (i.e. birthday party, wedding, etc.): _____

This event is a private party or a public event

Type of activities (i.e. music, food, jumping castle, stage, canopies, etc.): _____

Customer signature: _____ **Date:** _____

Instructions to staff: This form is for one-time private parties only. No insurance is required for private party room rentals for less than 100 people. Forward any public events, events larger than 100 people, or recurring events to the Special Events Manager. Do not sign this form until payment is received. Upon receipt of payment, sign this form, provide a copy to customer, scan this form to the shared drive, and maintain original for your records.

NRPR staff name, signature, and date verifying receipt of payment:

NRPR contact name: _____ Signature: _____ Phone: _____

Fee: _____ per hour Total Fee: _____ Date payment received: _____

Keys issued? Yes No date: _____ key #'s: _____ NRPR staff signature: _____

Keys returned? Yes No date: _____ key #'s: _____ NRPR staff signature: _____

MEMORANDUM

Date: September 5, 2018

To: Chris Cawein, Director

From: Joe Barr, Superintendent *JCB*

Re: Chuck Bowden Mount Lemmon Community Center HOA meeting 8-31-2018

Staff attended a Mount Lemmon HOA Board of Directors (MLHOA) meeting on Friday, August 31, 2018, to discuss various issues and items of mutual concern regarding the operation of the Chuck Bowden Mount Lemmon Community Center (MLCC). Staff consisted of Joe Barr, Recreation Superintendent, and Kelly Cheeseman, Recreation Program Manager for Community Centers. In addition to the Board, several individuals from the general membership attended, as well as Ms. Beth Borozan, Chief of Staff for Pima County Board of Supervisors District 4.

Mt. Lemmon HOA Board members in attendance:

Linda Currin, President

Sally Crum

Peter Krauss

Jenni Zimmerman

Bill Piatkiewicz

Tom Thomas

John Mulay

Glen Schager

Many of the HOA members are well-acquainted with the history and operation of the MLCC and have spent significant time and effort making the MLCC successful. However, for the benefit of those who are more recently involved, staff provided a brief history of the project, i.e. the project concept was for a non-staffed facility to be operated by a hotelier that never materialized. Other operational concepts, such as a 501c3 non-profit operator, U. S. Forest Service, and a commercial store operator all were variously found to be unfeasible. Therefore, the operation has continuously relied on the community to provide volunteers for the visitor center, "eyes and ears" for the county staff (who office in NW Tucson), and community-based events, hosted by the HOA and other non-profit organizations. Because NRPR has no staff presence at the MLCC, NRPR relies on the community to provide community events that might otherwise be facilitated at a staffed facility. Events such as Firewise, HOA meetings, etc., that are free, open to the public, and are of general public interest are not charged a rental fee. Private events, such as birthday parties and other private gatherings, are charged the ordinary room rental rates, regardless of residency.

Ms. Currin, as President of the HOA, then guided discussion of the items on the agenda below. Staff expect follow-up meeting minutes from Ms. Currin that will supplement the information in this memo. The four most critical issues, as understood by staff, are as follows:

Rather, as described above, predominant facility use over the past 4 years has been by non-paying community groups, some authorized and some not authorized. This fact, coupled with aging interior furnishings, suggests there are likely many users who are contributing to the normal facility wear and tear. Attribution of damage to a certain group or user type without concrete evidence is questionable at best.

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Attachments (2)

C: Carmine DeBonis, Deputy County Administrator
Joe Barr, Recreation Superintendent
Robert Padilla, Deputy Director

1) General cleanliness of the restrooms and coordination of additional service on weekends/additional paper products and soap.

Staff have been tasked with coordinating with Facilities Management and the vendor (ISS) under FM's Outlying "E" contract, which currently provides 7 days per week service at a cost of \$15,837. Staff will get quotes for additional service, additional paper products and soap dispensers, and will explore other ideas for managing the weekend heavy-use periods. Additionally, staff explained that the ¼ time intermittent laborer (Barbara Tunison) can help with emergencies, but is not directly responsible for the restroom maintenance or overall site supervision. All site issues should be directed to NRPR's Program Manager, Kelly Cheeseman.

2) Communication

Ms. Sally Crum has been identified as the liaison for communication between NRPR and the HOA/community. She will communicate with Ms. Cheeseman on a regular basis regarding MLCC issues and vice versa.

3) Firm scheduling for community meetings.

Because NRPR has a general policy that paid events take priority over non-paid events, community meetings have occasionally been "bumped" due to a paid rental. Staff and HOA agreed that the third Saturday of each month will be set aside during the busy season (April through November) for community meetings.

4) Room rental requirements and responsibilities.

Staff shared the recently revised NRPR room rental paperwork, which clearly identifies additional charges for overstay, damages to the facility, cleaning, and lost keys. Staff will additionally develop a check-in and check-out list and will request assistance from the community via the liaison when help is needed to review the site after a rental. This is a pack-it-in pack-it-out facility and ALL USERS are expected to clean up after themselves and leave the facility in as-good or better condition than they found it.

Other issues on the agenda were discussed to varying degrees, and staff and community will work together and in parallel on the various sub-projects, such as repairs to tables and blinds, carpet cleaning, protection of the new acoustic panels, weed control, etc. Staff will follow-up on these issues and report back to the Director's Office later this fall.

**Mt. Lemmon HOA Board of Directors
MLCC Concerns Special Meeting with PC Parks & Rec
8-31-2018
10:00 AM at MLCC
Agenda**

Welcome and introduction -

**Sign in sheet
MLHOA Board Members
Guests**

Purpose – to identify concerns and needs for MLCC, both immediate and future, and to develop plans to resolve, implement and achieve positive outcomes.

- **Identify immediate needs**
 - a. **Cleanliness – bathrooms, meeting room carpet, trash, toilet paper – schedule?**
 - b. **Repair window coverings, broken tables**
 - c. **Scheduling – groups getting “bumped”**
 - d. **Rate schedule, calendar?**
 - e. **Weeds in front of MLCC?**
- **Long-term needs/vision**
 - a. **Need for purchase of chairs, tables, etc.? Other equipment? Furnishings?**
 - b. **Renter policy? Who checks in and out?**
 - c. **Rate schedule? Weddings, outside organization meetings, memorial services??**
 - d. **Storage closet – local organizations should be allowed to keep materials locked**
 - e. **Other**
- **Resolution of above concerns**
- **Communication – liaison? – weekly? Written, phone?**
- **Calendar**
- **Keys – opening and closing for events**
- **Other**
- **Summary**

Need for additional meeting(s)? If and/or when?

Report of meeting – minutes and feedback

Adjournment

**MLHOA Board Concerns
Mt. Lemmon Community Center
Summer 2018**

- **Physical conditions – cleanliness of meeting room and bathrooms – carpet, cement floor, bathrooms lack of trash pickup, no toilet paper etc.**
- **What is policy for renters? Who checks them in and out after use?? Should be after every occasion. Many times trash is left. Many times locals who come in find garbage remaining and carpet dirty and left with spills/garbage.**
- **What is schedule for cleaning/stocking of bathrooms? Every day? Should be since trash is overflowing and no toilet paper.**
- **Broken tables and chairs – who will pay for replacement of furniture? (many of these broken furniture pieces caused by renters rather than locals)**
- **There needs to be rack for tables.**
- **Several broken window coverings – why have they not been repaired or replaced? They are not broken by locals either!**
- **After the big FireWise evening meeting 7/14/18, the tables and chairs were all stored as required, and the entire carpet area was thoroughly vacuumed. It was obvious that hadn't been done for a very long time! The cement area was cleaned but hadn't been mopped the following morning, as promised??**
- **Four large bags of trash were removed, so nothing was left for anyone to complain about!**
- **Do renters have to pay for a damage deposit prior to event? What happens to the hourly charge by Parks and Rec? Who checks after all events to make sure facility is left clean and trash removed??**
- **What about scheduling a meeting with Joe Barr, Kelly Cheeseman and Beth Borozan/Steve Christy to discuss issues? Attend MLHOA Board meeting? An open forum (many residents who use facility would like input). At MLCC or down at Parks & Rec facility on River Road?**
- **How are other county community centers managed?**



MEMORANDUM

Date: August 3, 2018

To: Carmine DeBonis Jr.
Deputy County Administrator
for Public Works

From: C.H. Huckelberry
County Administrator

A handwritten signature in black ink, appearing to read "CHH", is written over the printed name "C.H. Huckelberry".

Chris Cawein, Director
Natural Resources, Parks and Recreation

Re: **Mount Lemmon Homeowners Association Concerns Regarding the Mount Lemmon Community Center**

Attached is information I received from Supervisor Steve Christy's Office. The Mount Lemmon Homeowners Association raised a number of questions with the day-to-day maintenance of the Mount Lemmon Community Center.

Please review the list and address the concerns. Do we have a damage deposit or cleaning fee requirement for individuals leasing the Community Center?

I would appreciate your follow up and report on this subject.

CHH/anc

Attachment

**MLHOA Board Concerns
Mt. Lemmon Community Center
Summer 2018**

- Physical condition – cleanliness of meeting room and bathrooms – carpet, cement floor, bathrooms, lack of trash pickup, no toilet paper etc.
- What is policy for renters? Who checks them in and out after use?? Should be after every occasion. Often trash is left. Locals who come in find garbage remaining and carpet dirty and left with spills/garbage.
- What is schedule for cleaning/stocking of bathrooms? Every day? Twice daily? Should be since trash is overflowing and no toilet paper.
- Broken tables and chairs – who will pay for replacement of furniture? (many of these broken furniture pieces caused by renters other than locals)
- Locals are told to stack all chairs after every event. Maybe some should be left unstacked. Or rule that chairs are only to be stacked 4-5 high. Stacking too high causes breakage.
- There needs to be movable rack for tables.
- Several broken window coverings – why have they not been repaired or replaced? They are not broken by locals either!
- After the big FireWise evening meeting 7/14/18, the tables and chairs were all stored as required, and the entire carpet area was thoroughly vacuumed. It was obvious that hadn't been done for a very long time! The cement area was cleaned but hadn't been mopped the following morning, as promised?? Four large bags of trash were removed, so nothing was left for anyone to complain about!
- Do renters have to pay a damage deposit prior to event? What happens to the charges by Parks and Rec? Who checks after all events to make sure facility is left clean and trash removed??
- Weed control in front of center? Looks terrible. Who is responsible?
- Some of mountain organizations are required to pay for each hour of use but have to go in to clean it first b/c of mess left by previous renter. Then set up, use and then clean up afterwards. Not fair?
- Perhaps outside organizations/renters such as wedding, memorial service, etc., should have to pay more since they often leave a mess.
- Who is supposed to open facility before use, check to make sure facility is clean, and then who checks after use and locks up? Especially for non-locals?
- Often carpet is left filthy with food stuffs, garbage not removed etc.
- Carpet REALLY needs to be cleaned/replaced?
- What is policy for charging to rent facility? Is there a schedule?
- Local organizations are not required to pay to use, correct? Sometimes they get “bumped” if paying people try to schedule. Ex. MLHOA Board and MLWC on 3rd Saturday meetings, especially MLWC which often schedules speakers at 2:30, and they have to move to MLFD.
- Locals should get preference b/c of all the effort, time and money contributed over the years to furnish the center, sound system, screen, carpet, window coverings, and of course the effort to improve the acoustics!
- Block the 3rd Saturday of each month at beginning of season for MLHOA, MLWC, etc., and let them know if another group wants to schedule before just “bumping” them. They could be given right of first refusal and could pay?

- **Several local organizations have equipment and supplies stored in closet in Visitor Center, often locked. They shouldn't be required to remove everything out of cabinets and storage area.**
- **All sound equipment, projector, wireless mic etc. were paid for with donations from local organizations and should be locked up and not allowed to be used by outside interests.**
- **Sometimes A/C is running at same time heat is on in storage area?**
- **Door from meeting room to visitor center is locked which could be a problem in case of emergency and 911 needs to be called? No cell service available?**
- **Protection of acoustic panels to keep people from positioning tables/chairs right up next to panels.**