

General Manager's Report
Frank J. Autrey

Date: July meeting.

I assumed responsibility as the General Manager of the Ranch on May 17th of this year. The first week I started acclimating myself to the Ranch sometime in the office with Marbert but most of my time was spent the first week riding some roads with Charlie Oates showing me some of the current road issues and where we at the time would need to move the road crew. I chose to work with Charlie since he would be leaving for the summer the following week.

The next week I started my task of reviewing processes around the office and Lodge area, Dean was of great assistance to me giving me a small list of duties of both him and Val. I worked with Marbert and with Linda during this second week when possible.

The second week I was here we had right at 2 inches of rain at the Lodge area and I think over 2 inches of rain near the gravel end. I went out early the next morning to drive to White Mills crossing but never made it there the first big wash just past the ranch wells was washed out in 2 places I was heading back to the ranch when I met a property owner that was not going to be able to exit the ranch she stated she was a teacher and it was the last week of school. So back to the ranch and on the new Landscape tractor and down the road I went to start building the road. Brent Suggs came by told me he had just come back from White Mills Crossing it was in bad shape but he had all ready called the county for me. (THANKS BRENT) not only for the call but for the many times he has been there to assist during these rains.

But this would not be the only time I spent building the road in the same spot to date I have built that spot back 3 times and White Mills was hit hard 4 more times the last 2 times virtually demolished the road at that crossing. At the lodge we have had about 13 inches since my arrival from speaking to some on the ranch their areas have had more than 13 inches.

I have been very busy assisting new property owners with GPS coordinates to their property and when I was in the area even assisting them with finding their properties, working with them in the map room. I had been using Marbert's GPS when possible to check out roads and tracts. Jeff Daly sent in a GPS for our use and it has also come in very handy a great tool out here with tracts and roads. We have also been using the map system with the over lay on the office pc in order to assist with 4 corner coordinates just so people can actually see their property on Google the Earth that helps them view their property from the big picture see roads.

I have even spent my fair share of seat time on the new landscape tractor. And I have driven a lot of miles reviewing road issues and making decisions that I feel will continue to reduce the destruction the water causes, some have worked and some have not, I have found not too many things can stand 2 to 5 feet of water coming down a road. The biggest amount of time I have spent riding the roads has been after the office closes with staff short this is the best way to ensure the property owners road issues are reviewed and scheduled in timely and effective manner.

Since my arrival we have had approximately 59 written road reports and about 20 that just stopped in and gave us reports about roads needing some repair. We have taken care all but 20 out of the 79 reports out of the 20 - 6 are properties that have no road to the tracts, and for the most part, the remainder are in the Solitario and some up in Cedar Springs area. I am working out the plan to complete those issues ASAP. With the majority of the heavy rains hitting the same areas we have been building and rebuilding we have made some changes in the design or shape of some roads to assist with the reduction in future issues, but there are roads that we cannot do much with under current circumstances of the area. In areas where possible we have crowned the roads, cut gutters, cleaned out turn outs, abandoned some turn out it just not possible for the water to flow down the turn out any longer due to flat blading for so many years.

Mayo & Maria has performed very well working the roads, changing mind sets sometimes if very difficult but Mayo has acclimated well to the changes.

The new landscape tractor works very well it is easy to maneuver and it is really a little work horse it is a very versatile piece of equipment it can be easily hauled behind the dump truck and it can rework a pretty good sized area, it digs, pulls, loads, levels, pushes, it is just a all around good machine.

We even stuck the maintainer one time who would have figured it "in the Desert" stuck and of all things stuck in the mud.

We have had several property owners returning by air plane we worked the air strip twice the first time just because it had not been done in sometime and it was pretty rough in areas and once quickly after a big rain. The pool was up and operational when I arrived due to the rains we had a couple issues with it but it is in pretty good shape currently.

When I arrived the laundry was up and running the electric, propane are all separated so it is very easy to see how the laundry is working out and I am glad to say that it will continue to support itself and it is a great benefit to the property owners that live here and to those that come in for extended visits.

The following items are now up and operational the ice maker at the old restaurant is up and operational, ice for sale at the ranch office, the coin changer at the laundry, sale items up and on display at the ranch office and for sale, 23 rooms now available for rent we still have some minor work to do on the remaining 9 rooms, air strip up and operational.

As far as the financials we have worked very diligently to stay under the budgeted plan. As Marbert did so well communicating we are currently under plan and well on the way to meeting the needs for the fall busy season.

I wish I could take the credit for hiring Andrea Hinkle to the staff but she was already on board when I arrived but I can say she is an asset to the ranch, very pleasant hard working, loyal, very dedicated.

Andrea has developed a listing 1,000 current POATRI Liens; she has double checked the addresses wit Brewster County Tax Appraisal District's website:

- a.) If they have been paying their taxes and not paying their Assessment fees and the BCAD address is different from TRIPOD, she has updated the Owner TRIPOD account to reflect the same address as BCAD and sent out new statements to these Owners understanding they may not have received prior notices because of incorrect addresses in TRIPOD. I am not sure as to the total number that has responded but we received 6 in the mail this week and in the previous weeks we have received payment of \$1,500 and another one for over \$700 from her diligence with this process.
- b.) If they are paying taxes and not paying assessments and the addresses we have in TRIPOD match BCAD then no action has been taken at this time.

Andrea is currently reviewing delinquent accounts with balances greater than \$300 for only regular assessments (NOT SPECIAL ASSESSMENTS) and comparing the addresses for these Owners to BCAD with the same objective as above.

- a.) Again if they have a different address new statements are sent out.
- b.) If the addresses are the same no action has been taken at this time.

Andrea has prepared 2 reports for 2010 POATRI Liens;

- A. A list of THOSE NOT PAYING COUNTY TAXES.
 - 1.) She verified that TRIPOD addresses match that of BCAD.
 - 2.) The total due to POATRI on these is \$976,462.
 - 3.) These are accounts that are probably not worth sending out a 2nd notice because they owe County tax and assessment fees. We should consider following up with the County Commissioner to determine County priority in foreclosure/collection.

B. A list of THOSE PAYING COUNTY TAXES

- 1.) She verified address with BCAD and TRIPOD.
- 2.) The amount owed to POATRI is \$374,311.
- 3.) She considers these subject to further review for the 2nd mail out as they only owe POATRI, and not the County.

Andrea has also reviewed interim billing procedure and will be sending out a statement that states "DUE UPON RECEIPT".

On top of all this she has managed to also work the front desk selling water, sale merchandise, book rooms, check in and out the guests, assist owners with the map room when needed. She recently has learned to assist with GPS coordinates for owners assist in finding their tracts when I am not available.

Andrea is most definitely a valued asset to the organization.

I am not sure who made the decision to hire Andrea but HATS OFF TO YOU.

Just this last week we have hired Sara Allen as new office staff she will be working in book keeping, and since her arrival she has repaired the network system and cleaned up one of the computers to get it running a little faster. She is picking up very quickly to the Ranch office Marbert has been working with on the Quick Books program and she seems to be absorbing it very well. I believe Sara will be an asset to the Ranch, we have found everyone has to wear a lot of hats in order for everything to work smoothly.

Dean is very versatile he cleans rooms, checks people in if they show up in the middle of the night with no reservations, does repairs, just a pleasure to work with.

Val cleans & works the pool, pumps water and monitors system, weed eats and assists with the rooms when needed. Again we all have to wear a lot of hats to try and make things seamless at the Ranch.

I would also like to take this time to THANK all the volunteers that have helped so much since my arrival, Jane Brewster, Diana Wysoki, Dori Ramsay, Virginia Viles, Linda Spanks, these ladies have been a breath of fresh air volunteering in and around the office. I would also like to thank all the wonderful people that volunteered for July 4th parade & float, it would have been nice but the rain caused the float not to make to the parade.

I cannot forget Marbert He has spent time here at the Ranch before my arrival keeping things together and has been OF GREAT ASSISTANCE since I have arrived. However I am glad to say that Marbert has gotten to stay some and I know he is always there to volunteer but MARBERT SHOULD BE COMMENDED for his dedication to the Ranch prior to my arrival and even until now.

THANKS MARBERT!

I would like to say for all those who have not heard from me my philosophy everyone is WELCOME we are here to serve each of the property owners and on the subject of the past, if you come into visit I will give ear to your story about the past I believe everyone needs to be able to vent but from that point on we can talk about the weather, we can talk about children and grandchildren, we can talk about this beautiful country we have the pleasure getting to enjoy but we do not talk politics in the Ranch office we are Switzerland we are completely neutral. Again everyone is welcome we look forward to being of service to all of you for years to come.