

March 9, 2011

Trailer Estates Board of Trustees:

This letter is to inform you of an incident that happened yesterday in the art room. A computer class was being taught that was sponsored by the Let's Talk Club. The club had the room reserved from 3:30-6:00 PM. A reservation form was completed for the reservation prior to starting the class. The class has been running weekly at this time for the past several weeks.

Today, at 5:15, two people entered the room to say that they wanted to set up the room for Bible Study and asked if the group was finished. The instructor said they weren't quite finished, but to come on in. A person asked them what time Bible Study started, and they replied that it started at 6:15, but they wanted to set it up then. They proceeded to set up the tables, and eventually the computer class had only one table to work on. They felt pushed out and left shortly thereafter.

Based on the events leading up to and including the public hearing for the alleged violations of park rules by the Sunsetters Club, we would make the following observation:

The Club which held the reservation was pushed out of the room by persons who arrived one hour early for their event. Please note that the persons were not kept out of the room by the instructor, but given the conclusions of the Board of Trustees, the actions by the Bible Study person and a resident constituted a serious violation of park rules. They had no right to be in the room, regardless of what the instructor said.

From here forward, there are several assumptions/choices that can be made, some of which will contribute to healing the rift in the park and some which will widen it:

1. We could assume and report that: Two people intentionally disrupted an event sponsored by the Let's Talk club. They knew the room was reserved for that period and were deliberately disrupting the class. They knew that they did not have a reservation for this period of time. They knew the Sunsetters had that reservation. They knew what they were doing was wrong. They were disrupting the class because Sunsetters were in attendance at the class and the Sunsetters had not been adequately punished for their flagrant disrespect for park rules in daring to intrude on the Bocce Club. They came with a plan to disrupt as they started moving the tables while the class was in session. The Bible Study group is not a club, thus not a priority in scheduling. We are able to identify the intruders. One person is a member of the Men's bible Study group. The other one is not.

OR

2. We could assume and report that: One offender has bragged about being friends of John VanderMolen, and can do as they please. This must be retaliation for the computer class students entering the room while China Painting was cleaning up.

OR

3. We could assume that: These are elderly people who go early to everything.

Based on the assumptions above, the following actions could be taken:

1. Send the offenders a letter such as the one that was sent the Sunsetters on January 29th, 2011, stating that they intentionally seriously violated park rules and regulations and knew they were disrupting. The letter should also tell them to be at the Board Meeting, with a 48 hour notice over a week-end, to defend themselves.

OR

2. Notify someone in charge of the Bible Study that members are arriving an hour early and disrupting a class, and not bring this to the attention of the Board

OR

3. Recognize that no one person can control the behavior of all members of any group and keep the incident in perspective. Ask the board to deal with the situation in a general fashion by educating residents about reservations and the rights of persons reserving facilities, but understanding that residents will continue to get to functions early.

Whatever is chosen must be consistent. A perception of unfairness on the part of residents will create tension in the park.

Our purpose in taking the time to write this document is to extract any learning that can come from the choices made that led to the public hearing conducted by the Board.

This true event, was used to demonstrate the wide variety of assumptions that may be made about any incident, and that the choice made following any incident, no matter how large or small it may seem to be at the time, impacts future choices/decisions.

We had hoped to discuss the event personally with a Trustee, to decide which option was appropriate for this situation, but were denied the opportunity. Trustee Hutchinson agreed to speak to us about the incident and then canceled the appointment saying we were in litigation. Trustee Brauer said she couldn't see us before April 4th. TJ is the only TE person that so far has spoken to us. TJ has tried to assist us.

Our last option is to write to this Board about the situation and to make suggestions to avoid future escalation.

Learning as a result of the public hearing process:

1. The Tribune is not dependable as a source of information.
2. The Recreation board is not a dependable source of information
3. According to the documents filed in the Club book, clubs file their officers and schedules in a variety of ways. There is no standardized reporting. The Sunsetters Club had no confirmation of their schedule or any notification prior to January 31, 2011, that their scheduled meeting for the 4th Friday had been denied. No alternate location or accommodation was offered.
4. Ongoing events are not allowed on Channel 95. People are referred to the Tribune, which is unreliable.
5. The website is inaccurate (the Sunsetters are not even referenced on the website activity calendar).
6. No standardized rule, regulation, policy, procedure, or form exists for the reporting requirements of PP5.
7. There is no standardized procedure for handling a scheduling problem/conflict (no paper trail).
8. Paperwork is lacking in the public record for clubs and organizations, making it difficult for the scheduling Secretary.

Suggested Solutions:

1. Develop and adopt a standardized form for the April 1st report requirements for clubs and organizations, that works for club use on a yearly basis. The function form presently used for individual events, is inadequate for yearly use by clubs, and creates unnecessary paperwork and expense for the park. The form should be turned in, approved, and a copy of the approved form should be returned to the Club. This will prevent any misunderstanding about who has a reservation.
2. Develop a procedure for resolving a scheduling conflict.
3. Appoint a Trustee Committee to assist the Board to compile accurate data and post it in the Tribune, on Channel 95, on the Recreation Board, and on the website.

4. Consider software for scheduling of events. This would flag any overlapping scheduled events.
5. Set a deadline of April 1, 21012 for all clubs and organizations to submit creation documents pursuant to PP5. This will update the park records and make it easier for the Secretary to schedule events. It will also motivate groups to get the required documents to the Secretary, because their schedule will not be accepted until the documents are in.
6. Consider a fact-finding Committee appointed by the board and reporting to the board to gather accurate information from all parties. This could be informal information gathering or some formalized process to try and resolve disputes before involving the board. This would curtail rumors, and give immediacy to the conflict resolution.

We realize that we are asking this Board to do more work. We also recognize that the park has been operating as a government for a long time, without the required procedures, and this board is playing catch-up. This puts a lot of stress on the community. The silver lining to this cloud is that once the policies and procedures are in place, future boards will have the structure to function within the law and the tools to preserve the dignity of the community. We will be happy to volunteer to do whatever we can to lessen the load on the board.

Sincerely,

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