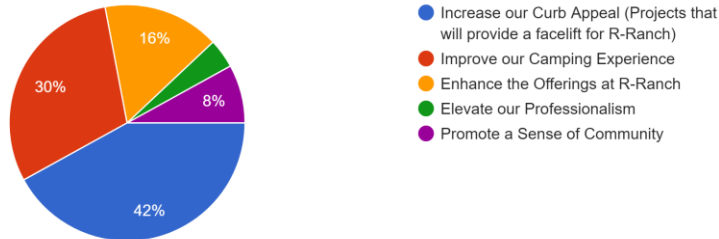


2024 Project Ideas Survey

Please choose which category is your highest priority for 2024.

50 responses



Increase our Curb Appeal: 42%

Improve our Camping Experience: 30%

Enhance the Offerings at R-Ranch: 16%

Promote a Sense of Community: 8%

Elevate our Professionalism: 4%

Summary for Increase Curb Appeal, Improve our Camping Experience, and Enhance our Offerings

Vegetation:

- ☐ Weed-eat and mow more frequently
- ☐ Keep grass in the campgrounds green (don't worry so much about the green grass at the entrance). Plant more grass. Have a regular watering schedule so that some areas don't get overwatered while others are under watered.
- ☐ Kill weeds. Star thistle and goat heads especially.
- ☐ Plant red and white petunias around main buildings
- ☐ Flowers or plants that repel mosquitos (like lavender) around pool, line shacks, and new cabins
- ☐ Trees. Plant more shade trees. Consider fruit trees.

Roads:

- ☐ Fix potholes/roads
- ☐ Purchase equipment to keep up with the road repairs

Fences and Gates:

- ☐ Fix fencing
- ☐ Paint fencing
- ☐ Repair fence along Klamath campground
- ☐ Better gates at the hunting property and gun range

Stables/HQ:

- ☐ White board fence on both sides of road to HQ
- ☐ Permanent obstacle course near stables
- ☐ Arena seating area, announcers booth need repairs and paint
- ☐ Coverings/shelters for Q-pens
- ☐ Different options for lessons

Lodges/Buildings:

- ☐ Klamath Lodge: new flooring, new paint, get rid of bats in the attic.
- ☐ Deep cleaning inside buildings: windows, windowsills, cobwebs, door tracks, dusting, vacuum with edger
- ☐ Repair and replace roofs
- ☐ Install actual heat/AC in River House, not window units.
- ☐ Paint, paint, and more paint
- ☐ Music playing at the lodge areas
- ☐ Cottonwood Lodge is cold and unwelcoming. Feels like an institution.
- ☐ Make a children's lodge again

Campgrounds:

- ☐ Level campsites. Gravel in campsites. Concrete or asphalt trailer pads.
- ☐ Make people keep their campsites looking not lived in
- ☐ Wi-Fi throughout campgrounds. Owners could pay to use.
- ☐ Mini-golf.

- ☐ Better playgrounds.
- ☐ Dog park, dog poo bag stations
- ☐ Fix up maintenance building at Klamath
- ☐ Get rid of abandoned trailers
- ☐ Enclose the trash dumpster areas. Huge eye-sore
- ☐ Picnic tables. Replace, discard broken ones. Get new ones.
- ☐ Old BBQ stands. Remove the broken ones.
- ☐ Clean up junk around outbuildings
- ☐ Mobile home in Lower Cottonwood. Eyesore. Remove, hide, coverup, facelift.
- ☐ Change tennis court into pickleball court
- ☐ Add trees to Klamath campground.
- ☐ Reconfigure campsites so that you don't camp door to door with your neighbor.
- ☐ Fix cattle guard and fence to keep wild horses out of Klamath
- ☐ New signs for campsite numbers (hard to read or missing now.)
- ☐ Enforce the rules
- ☐ Add boondock sites for those that don't want to use electricity
- ☐ Have hand tools that people can check out to clean up at their sites. Rakes, wheelbarrow.
- ☐ Regular inspection and clean-up of empty sites
- ☐ Diminish rodent problem at Cottonwood
- ☐ Keep brush removed along Klamath River for access
- ☐ Post at least 2 weeks before the opening of the lower campgrounds
- ☐ Get rid of 5-nights away rule
- ☐ Add benches around firepit in upper Cottonwood and maintain the area
- ☐ Covered outdoor cook stations on concrete

Line-Shacks/Hilltop

- ☐ Build covered area by each line shack for BBQ and picnic table
- ☐ Put actual windows in the line-shacks
- ☐ Build the new cabins quickly

Ponds

- ☐ Fishing docks
- ☐ Upkeep on weeds to allow access to the pond for fishing
- ☐ Shaded picnic area by ponds
- ☐ Boats that don't leak, with actual paddles

Misc.

- ☐ Snack bar at the pool
- ☐ Get rid of useless soda machines
- ☐ Solar panels in parking lot. Provide shade and energy.
- ☐ Better signage advertising along I-5
- ☐ Informational signage about wildlife, geology, history, etc.
- ☐ Stay on top of maintenance. Everything should look presentable.
- ☐ After-hour number to call for help. Post number everywhere.
- ☐ Security patrols
- ☐ Key card access to the bathrooms
- ☐ Machine that sells laundry soap and fabric softener in the laundry room
- ☐ Archery course
- ☐ Have equipment to check out to enjoy the campground amenities, such as a basketball, tennis equipment, discs for the disc golf, etc.
- ☐ Provide more information about how to use the amenities and where to get equipment
- ☐ Have an Owner-relations person go around handing out flyers about upcoming activities and asking if campers have any questions.
- ☐ More details about the events at R-Ranch
- ☐ Offer gun range reservations online
- ☐ Add bocce ball or cornhole
- ☐ Trailer storage areas are not appealing
- ☐ Clean up the upper gun range and update targets
- ☐ Have group fire nights
- ☐ Wine walks are amazing
- ☐ Heat the swimming pool
- ☐ Add a paint ball area
- ☐ Provide information about river rafting once the dams are down. Provide off road maps and info
- ☐ Provide children's activities like bingo, crafts, game nights, skill building such as fishing, shooting, group sports)
- ☐ Have more dances.
- ☐ Lower the yearly fees to attract more owners
- ☐ Allow pets in the rentals with a deposit
- ☐ Have open days when the local kids can come enjoy the ranch without paying high prices
- ☐ Bring back casino nights

- ☐ Partner with other R-Ranches to create trade opportunities for Owners
- ☐ ATV rentals.
- ☐ Trailer rentals
- ☐ Zipline
- ☐ Volunteer led workshops

Summary Promote sense of Community:

- ☐ Staff should enforce the rules, not other owners
- ☐ When an event is coming up have someone go to camps and talk about it or hand out flyers
- ☐ Keep getting owner input on surveys
- ☐ Mandatory new owner orientation and tour.
- ☐ Raffles for fundraising
- ☐ Create a culture of acceptance
- ☐ Pancake breakfasts. Mix and mingle activities.
- ☐ Potlucks. Movie nights. Game nights.
- ☐ Wine-Walk
- ☐ More clubs like ATV club, gun club, fishing club.
- ☐ Hikes and walking groups
- ☐ More emails for volunteer projects
- ☐ Provide owners with support for owner sponsored activities
- ☐ Stop changing the rules. It is making things tense.
- ☐ Habitat projects: guzzler for critters
- ☐ Allow more immediate family to come per share
- ☐ Orientations and campsite tours
- ☐ Send out activities and events schedule for the year
- ☐ Make the online calendar sync with google calendar, Microsoft calendar, icalendar, etc.
- ☐ Bands and BBQs at the pool
- ☐ More hot dog feeds
- ☐ Face painting
- ☐ Be more welcoming to short-term campers

- ☐ Gold panning lessons and events
- ☐ Email or text blast every time there is a function coming up
- ☐ Community garden
- ☐ Bounce house
- ☐ Cook-offs
- ☐ Paint and sip workshops
- ☐ Rodeo/roping demonstrations
- ☐ Fly-fishing lessons
- ☐ Offer great deals to give people a good reason to come and become an Owner that day

Summary for Elevate Professionalism:

- ☐ Reach out to more Owners for photo/video opportunities
- ☐ Surveys after people's rental stays
- ☐ Keep doing surveys for owner opinions
- ☐ Allow committee members to make decisions not only the Board
- ☐ Fix maintenance issues in a timely manner
- ☐ Ensure all staff are trained in policies and can meet owner's needs with accepting payments, etc.
- ☐ Communication is important
- ☐ Keep making videos and new print materials, and posting on social media.
- ☐ Keep all staff on the same page.
- ☐ Keep website current with news, announcements, etc.
- ☐ Publish all financials on the website so owners don't have to make assumptions
- ☐ Hire teenager to run the social media sites
- ☐ Stop complaining on Facebook and talk to each other with respect
- ☐ Anonymous peer reviews between staff to get honest feedback on work ethic of co-workers
- ☐ Have a consistent stream of messages across all forums to dispel rumors and respond to concerns. Videos would be even better.
- ☐ Staff wear uniform (common shirt, pants, hats, vest)
- ☐ Hire marketing firm to professionally appeal to more families in larger cities
- ☐ Having the campsites looked lived in is a turn-off for new buyers

- ☐ Refer to it as “R-Ranch” not as the ranch. It should sound like our ranch when you say it.
 - ☐ Transfer the old promo videos to digital format so that Pardners can show it to their friends.
 - ☐ Don’t cancel events or close activities. People come a long way to do Ranch activities and are disappointed when they are closed unexpectedly.
 - ☐ Stagger lunch breaks so that the office is open during lunch time.
 - ☐ Have reservations for campsites.
 - ☐ Have reservations for all camp activities that require staff involvement that way the staff don’t need to get ready for something that no one is coming to (horse rides)
 - ☐ Engage more owners to attend Board meetings and events. Flyers handed out, email notices more. Communication is lacking. Not everyone is on Facebook.
-

Full Responses from Survey

What ideas do you have to increase our curb appeal? (What can we do to provide a facelift for our 50+ year old Ranch?)

- Improve the roads, fencing, roof, weed eat/mow more regularly at Klamath campground, clean up the horseshoe fire pit area at Klamath, get rid of abandoned trailers, new flooring & paint in the Klamath lodge (it smells so bad)
- Green grass, in such a dry area green grass is so refreshing to see especially at cottonwood
- Simple: get All the sprinklers working in the campground, not so much the entrance. The campsites being green are way more inviting.
- Deep cleaning of inside of buildings. We have had guests with us in every building at the ranch except shooting range and each time they are appalled at how little cleaning there is done. Basic things like cobwebs shouldn’t be overlooked. When we stay in a rental/ or use a building I always strive to leave it cleaner than we arrived as I take pride in the ranch and leaving no trace. With the prices now charged to owners to rent something it should be clean. I bet there is an owner or owners that would jump in to do deep cleaning of buildings annually for something in return ie guest passes or weekend rental ect. It wouldn’t take much to have a cleaning schedule for each building implemented with checklists ie standardized process on what to clean when. Trashed/cluttered camps! Clean up the main maintenance shed area get rid of all the old stuff, auction it off, send to a scrapper ect you could make money to get rid of it or get rid of for free as there are owners that would take it.

- Snack bar at the pool, white board fences on both sides of road to headquarters, set up a permanent obstacle course near stables, haul off trash and junk at Klamath Campground
- Clean up/remove mobile home in lower Cottonwood Campground, get rid of/sell abandoned trailers at Klamath, fix up maintenance building at Klamath, fill in pot holes at both Campground. Get rid of brown soda machines
- Kill weeds. More grass and improve roads and campsites. Some campsites need leveling in upper Cottonwood. Define campsites so folks stay off grass.
- Clean up any of the old trailers that people have abandoned. Work on keeping people from living on the ranch. Or atleast make it look like they don't live there.
- Get rid of star thistle at campgrounds ..WiFi or starlink at campgrounds..we are willing to pay to use it .. more kid friendly .fun stuff ...maybe mini golf or better playgrounds .. maybe a dog park ..and removing all the crappy trailers that are abandoned and stay on top of people abusing and living on the ranch .. cottonwood we stayed at thanksgiving .. Same trailers .. junky looking and still in same spots and how about dog poop bag stations .. I pick ours up but it'd be nice to have bags and trash containers
- The current painting looks great and gives things a fresh look. Keep doing more.
- Repair and replace roofs and siding on the buildings. Paint paint and more paint. Landscaping!! Each line Shack could use a shelter outside for a covered area to BBQ with new picnic tables. Roads need repaired. A big improvement would be to enclose the trash bins terrible eyesore.
- Improve the roads. Keep buildings and structures painted and in repair.
- Put the dams back, (kidding, not kidding). Fill the pot holes on R-Ranch roads and parking lots. Keep our grounds green and buildings maintained.
- Fix the roads on Klamath. Fix the deck at the Klamath office and the electric and water posts in the Klamath campground. Also, remove the weeds at Klamath that are taking over the campground and the camper storage area. However, don't spend money we don't have! Our budget already spends more than we take in which seems worrisome to us.
- Replace or at least discard unusable picnic tables. No table is better than a unusable table. Same with the old bbq grills. Clean up the junk around outbuildings. Maybe even plant some flowers around them.
- Change the tennis court into a pickleball court.
- Improve the Klamath campground. Sites about five up to the firing are usually a mess. Weeds no shade trees. It would make a much more enjoyable camping experience for most if we Could reconfigure the klamath campsites so that face to face camping, also known as awning and bumping, was eliminated.
- We're good
- Cement or asphalt trailer pads.
- The trailer in back of gate (cottonwood) needs be removed. Big eyesore !
- Fix the pot holes and grade & gravel where needed on the dirt roads.
- Maintain roads and landscaping
- Curb the star thistle problem. It doesn't make the campgrounds look inviting.
- Need to put some paint on fences, buildings and especially areas like the headquarters and klamath.

- Bunk House lodge, rooms, line shack windows, convert back of head quarters over head to cook shack.
- Start right when you come thru the gate, the cattle guard needs to be repaired so the horses cant just walk thru, fix the fences to keep wild horses out. The horse poop draws flies its dirty it stinks. Get a watering schedule that keep the grass green, some areas are over watered but most are under watered, spray for weeds. Don't allow all the clutter that stacks up around long term trailers. Purchase some small equipment and keep up on the asphalt repairs, A small concrete saw and Vibram-plate you could complete 90% of the pot holes
- Restoration of Riparian Vegetation along the creek by the pool. Irrigation. The lack of proper irrigation coupled with drought has done substantial damage to the grass and the trees at the Cottonwood and around HQ. The arena seating area, announcers booth and seating was in poor condition it could use love.
- New playgrounds for the kids
- Fix the potholes. Do more attractive ground cover if more grass is not an option.
- 🌳 Maintain existing trees.
- Repair potholes going into Klamath Lodge
- When we have water, keep the grass green.
- Marketing to larger cities; hunters; families; improve internet on campsites.
- Paint Fencing, railings at Klamath Lodge, pot holes filled.
- Fresh Red & White paint plus Red & White Petunias around main buildings.
- Paint the buildings and paint the fencing better gates at the hunting property and gun range
- I have tons of ideas
- Get all of the buildings and structures painted that haven't been in the last two years, especially the barn. Curb appeal is the first thing a person sees when entering the ranch. This also applies to the sites, cement enclosures for units need replacing, rodent control not only for the aesthetics but also to protect vehicles from their damaging them.
- The roads to the campsites need to be maintained so that a person can safely bring in their trailer without losing it in a pothole.
- More flowers
- We should be repairing and updating what we have. Example, install actual heat and air in River House, do not depend on window AC and wood stoves. Address and Includes all buildings as needed. Roads, lots of potholes they all need attention! Parking lots? Paint, roofs, all buildings need attention! Replace rotten wood as necessary.
- Fixing fences around the whole ranch. Green cut grass & trimmed trees. New trees. Keep things nicely painted. Enclosures for garbage containers at both campgrounds. Barn needs new roof & covering for q-pens. Flowers or plants(lavender/mosquito repellent)around the pool and line shacks and new cabins.
- Paint all around. Move the Klamath trailer storage to some place less visible. Make a rule that trailers that haven't been used in 2+ years must be removed. Get those new cabins completed and furnished quickly, please.

- Flowers, irrigation, clear out dead trees and bushes Cottonwood bathroom needs to look nicer on the outside, rip out dead bush by womens bathroom paint the building. More visible well placed bulletin boards, Gravel, rip out the berry bushes along cottonwood main road.
- Lean into the name Siskiyou. Ex: when folks on I-5 drive by they would see RR Siskiyou (in Hornbook, CA) Solar panels in the parking area: provide energy and shade Signage identifying: wildlife, geology (volcanic legacy of the Cascades), it would be educational for kids and adults alike 🧐

What ideas do you have to improve our camping experiences at R-Ranch? (Please let us know if your suggestions are for Cottonwood campground, Klamath campground, or both.)

- Music playing in the lodge areas, camp manager to reminder pet owners to keep their pets in their own camp
- Fishing docks on the ponds with some upkeep on the weeds around them so we can actually have access. Also better cottonwood creek access would be nice
- Same as above.
- Green grass! Not seeing the same trashed camps with clutter scattered about all summer, has turned off 2 sets of guests we brought to buying in! The camps have tall grass and junk EVERYWHERE. It is disheartening to see campsites like this and very embarrassing when we have guests.
- Keep political crap away from the camping areas! Clean up area after leaving campgrounds.
- puncturevine control in the campgrounds so people and tires aren't being stuck constantly, plant more trees for shade in Cottonwood campground, new campground stakes with site numbers.
- Inforce the rules. Keep noise down after 10pm and before 8 am
- It's not probable but internet would be nice. Maybe you guys could build a dog park or dog run at both campgrounds.
- Get rid of star thistle .. and I know we are always in a drought what about planting grass..and get rid of junky abandoned trailers and WiFi such as Starlink and charge for it by day or however you feel.. and patrol campgrounds and clean up some of the sights where it looks like people are living and not just camping .. one more ::: maybe more boondock sights with just water.. or more electric sights at cottonwood
- Stay on top of maintenance,everything should work and look presentable.
- Again landscaping. New number boards so people can see what spot they are in. I personally have needed to clean up my campsite before moving in because someone left a mess or mother nature left a mess. Leaves sticks and weeds. Is it frustrating? Yes! However, as an owner I don't mind helping out keeping costs down. Might be easier if we had hand rolls that could be checked out. Rakes and wheel barrels.
- Do something to diminish the rodent population in Cottonwood.

- Cut the brush back from every other site along the Klamath River, to provide more river accessible campsites. Plant fast growing shade trees at electric sites at the Klamath campground. (We do not have suggestions for Cottonwood because we don't camp there). Build the cabins promised with the insurance money. Keep both camp grounds green and spray/kill the noxious weeds like goat heads.
- Post well in advance (at least two weeks) when lower campgrounds will be opened and try to be consistent as possible. Cottonwood campground needs better site markers. As new owners driving through Cottonwood it was really difficult to tell which areas had sites or how many.
- Anything to increase internet and cell phone usage.
- Drop the 5 day rule. The 5 day rule creates a situation. Were many of our campsites are used 1 or 2 days a week And are not occupied the other five days of the week. This creates a irritating situation for the family that comes to the ranch for 1,2 or 3 weeks. Out of the year and cannot use a site desired site As it sets unoccupied and unavailable all but 1 or 2 days of the week.
- We're good
- Greener grass at both campgrounds.
- Spray the goat heads and star thistles.
- Both campgrounds: watering grass to keep it green which would, in turn, keep the thistle and goat heads out of the campsites. Security during hours when offices are closed to provide owner and guest assistance as needed around the ranch. Many people, including myself have been in need of help after hours and no one answers the phones numbers listed as after hour assistance... people get locked out of the campground because gates won't open, suspicious people are around the ranch, etc.
- See comment about the star thistle. The problem is worse at the cottonwood campground, but still at the Klamath campground.
- I believe they are pretty darn good already. Just update everything so it's working.
- Bunk house West add 6 campsites
- I love to camp and think R Ranch has an opportunity to turn the Klamath camp ground into the envy of R Ranch's. Just look at the Blue Heron there is no reason the Klamath cant look like that camp ground.
- Cottonwood needs gravel pads or something to help with the goatheads. Need number or signs for 'off-grid' spaces. Unclear where campsites are located.
- Get rid of long term tenants that clog up camp grounds because they live there n other owner's dime. Half the time the trailers are empty and they are holding down a spot on the Klamath and they are not present.
- Better irrigation and lawn maintenance
- Plant and take care of trees in the "desert area" at Klamath. Fix the maintenance shack and keep the area around it tidy.
- New trees, shade and beauty in the future. Consider some fruit bearing trees.
- More get togethers,,dinner, kareoke,dance, etc.
- Better marked spots. Grass!
- Garbage/dumpster system often is inadequate!

- Improve internet; get rid of old trailers with lots of debris or trash.
- Klamath has way too many long term occupants, it looks like a trailer park rather than a camping venue. Something has to be done to change the 210 rule and the 5 day rule
- The people here are wonderful. Cottonwood . Why not let people stay and get a monthly income for each space? clear the goat heads?
- Designate long-term sites farther away from main amenities, so short term campers have a better experience being closer to the action.
- Cut back the bushes along the river for easier access at Klamath replace the stairs at the Klamath clubhouse to the river, key card access to the bathrooms. A machine that sells laundry soap and fabric softener in the laundry room
- To see a course for The archers to actually get more of a feel of what it's like to go hunting with a bow or more experienced archers . Down at the Cottonwood campground it would be cool to maybe incorporate some kind of equipment for the activities stated in the website because its confusing when people think you can check/rent them out and turns out they can't. Most owners have animals (dogs mainly) so why not try to make a little obstacle course spot at Klamath or even Cottonwood to exercise the animals.
- Cottonwood ~ see above for some suggestions
- Better play area for the kids at the Klamath campground
- Install Level Concrete slabs in some would be nice. Spray for weeds, better more professional markings of sites. Address bat issue at Klamath Lodge.
- Nothing needs to change just implement the rules that are already set. Owners don't like to see children with shorts and no helmets driving around the campgrounds, fires when there shouldn't be and camps that look like you "live" here.
- More trees for the campsites to make more desirable sites--applies to both. No campsites fronting on the Klamath River should be for more than 30 days. Security or a campground host should check sites twice a day--who has checked in, where are sites available, are there excess vehicles, overstays in day-limited sites, etc.
- Both campgrounds Have a owner relations person that goes from site to site asking if campers need anything or have any questions and hand out fliers for upcoming events etc. Someone available when needed. The cottonwood pool lodge is cold and unwelcoming. It's like an institution it needs to be more welcoming and match the rest of the Ranch where you feel like your at home, not in prison.
- DK as I do not camp but shade trees perhaps (use Eco-bags or mulching for watering trees) or other solution to maximize likelihood that trees survive first few years. Choose drought tolerant hopefully fast growing deciduous varieties.

How could we enhance the offerings at R-Ranch? (We offer several options at R-Ranch including the gun range, the lodges, the rental homes, the line shacks, the horse rides, the swimming pool, the off-road trails, the disc golf course, the tennis and basketball courts, the swing-sets, the fishing ponds, and more. How can we make them better or add to those options?)

- Give more info on each & how/when to use them. Owners know they're there, but not how to utilize them. Flyers, email, brochures at lodge pool house & headquarters. More info on the events that are offered too.
- Again fishing docks and/or upkeep of the weeds around them would be huge, maybe a shaded picnic area by some of the ponds
- Some Fishing ponds have no access, that has to be worked on each year. There needs to be a kid room again. Fix and add irrigation.
- Obstacle course and different lesson classes at stables
- Would like an option to sign up for riding lessons, trap rounds etc online to ensure a spot when visiting, as well as pay.
- I say, just clean up the areas that you have posted on here the disc off the tennis courts she can't really use those anymore .
- Clean up around the ponds so there is easier access. Improve fire pit at upper Cottonwood and add benches around the fire pit like up at Klamath.
- Maybe you could get rid of the cattails at the bass pond by the pool so it's more accessible. The shooting range needs to be fenced off the keep people from riding across it on off road vehicles .
- boats that don't leak or sink and actual paddles.. maybe a place to fish ponds from the bank or a dock .. maybe bocce ball .. or corn hole set up?
- Enhancing the Ranch should consider RV storage and its appearance.
- While all of these are great attractions many are in need of repairs and updating. I've seen the tennis court used one time in 5 years. Maybe turn one into pickleball. Maybe some volunteer projects at the range to clean up the upper range and update the target areas. Swing sets are needing repairs. Organized events at all of the areas would be great. Well promoted and interest guaged to determine if there is enough people interested. The organized pistol shoot had fair attendance. Build on what we have and add things to attract attendance. Group activities such as fire nights would be great. The wine walks have been amazing.
- Heat the swimming pool. How can we say tennis courts and basketball courts with a straight face?
- Continue group events like river floats, movie nights, camp fires, overnight rides, dinners, etc.
- Pickleball. Fishing derby - once the Klamath sorts itself out.

- Hi .. just wanted just add for something family fun.. what about a paint ball area? I'm sure if you charged a fee people would still use it
- Keep opening these up to are children and grandchildren. It is just me now.
- We're good...
- Information on river rafting now that the dams are down. Off road maps and info.
- Make Pickleball court
- Keep the grass mowed and watered. Plant more trees so most of the camping spots have shade.
- Both Campgrounds: offer owner incentives (discount on assessments- which may be seen as a financial "loss" but would likely be less than hiring someone to facilitate activities or maybe some complimentary R-Ranch swag for each event organized and executed??) to volunteer time to organize and facilitate children's activities such as: Bingo nights Crafts Coin Tosses Game nights Skill building activities (ie fishing, shooting a bow, shooting at the range, swimming, tennis, basketball etc. Planned events will also facilitate friendships and connections between children and their families- especially in the summer months)
- Improve the tennis courts - they seem pretty run down.
- I don't believe the courts are usable. At least they were not in Oct 2023. Make them usable to play tennis and better yet, repaint lines for pickleball. I don't believe it is about adding a lot more. Improve what we have so they are safe and functional.
- Vounteer improvements
- I just go back to keeping the grass green and keep weeds down.
- Resurfacing of the tennis court by the pool would be wonderful! Its in such terrible condition that you cannot really play on it. The court could very much be multi-purpose for Bball, Tennis and Pickleball. The horse rides should have intermediate opportunities for those that can ride better than nose to tail. The trail rides are boring otherwise.
- The pool needs a snack shack
- Maybe make basketball court convertible to pickle ball court so more people can use it. Pickle ball is a big attraction these days.
- Repair tennis court and make it pickle ball courts
- I like it as it is.
- Please don't add any more options. Finishing pools is very important.
- Maintain what we have, improve the amenity if possible
- Dances. There are zero dances in the county anymore; open them up to outsiders. Also, I noticed in your financials that there was a huge influx of new owners in just one month. Find out why that happened and repeat! The fees are the main issues. They are way too high. Drop the fees and you will get/keep more owners. Better to have 2100 people pay \$500 a year than 100 people pay \$1200 a year. The activities are a big draw like tubing but the people i bring all tell me the yearly fees are too high. A table by the cottonwood swings for picnics, easy. Have free fishing days for the kids (LOL) . Your biggest problem is advertising, marketing. Nobody KNOWS what is going on. At least that is my experience. I love the ladies in the office, they always bend over backwards to help. Gun range, pistol shoots. Thank you guys, you are doing a great job
- Build more cabins!

- I really need the lodge to be rebuilt. I have not been able to use the ranch since the fire.
- Allow pets at the rentals with a cleaning deposit and or damage charge.
- A lot of local families can't afford shares (like myself when I was younger) and it would be awesome to have certain days to open parts of the ranch to the locals (kids mainly, to swim or do some sort of horse club so everybody can have a chance to experience them and not be milked dry by the price.) I would volunteer my time to do it again. Maybe sometime have a "drive in movie night " in the pool parking lot.
- The tennis court has been neglected for too long. The electrical box at the courts is scary and the lights don't work, so that needs to be fixed. The portable basketball stands will not withstand the winds we get, so make the basketball hoops fixed into the ground or fence. I know resurfacing would be too expensive for as little use that they get. At least filling in the cracks and repaint one side for pickleball courts would be a nice face lift.
- Improved kid area
- fix and repair. Focus on what families and kids like to do? Covered Outside cook stations on concrete. Kids centers. Store with simple misc. Items.
- Basketball & Tennis courts need updating. Bring back Casino night.
- While we "Offer" tennis, the courts are typically a mess. They should be blown/swept at least one a week, probably more often in the high season. And is there always a net on the tennis courts? Put markings on the tennis courts for Paddle Board play. Buy a mobile Paddle Board net that Owners can check out for \$10 per day. Increase security throughout the Ranch. Security should be visible in all of our locations every day at different times. Partner with other R-Ranches to create trade opportunities for owners. For instance, RR Sequoias has 80 furnished cabins for their owners, but their camping sites are much less nice than ours. If our owners knew that part of their annual assessment included a 2-week cabin stay in the Sequoias, and their owners knew they could park a camper for up to 30 days in the Siskiyou, both might increase their ownership sales.
- Atv rentals, trailer rentals, turn the tennis courts into pickleball, cornhole area, zip line, Volunteer led classes, and workshops line dancing, painting, yoga, cooking etc..
- More cabins so folks who do not camp have a place to stay. Maybe quality RVs to rent?

What are your suggestions for ways that we can elevate our professionalism? (Topics could include communications, print materials, videos, website, meetings, elections, customer service, etc.)

- Seems communication is with select same owners, reach out to more owners when taking photos, videos etc.
- I think curb appeal and camp cleanliness would be all you would need to sell more shares, I have brought several families and them seeing the camp sites that look like a trashy trailer park definitely has them concerned
- Enforce the existing rules
- I think you guys do a good job. Electronic surveys after people's rentals/stays. Survey on website ect. I think having more surveys also to get owner feedback through the year on topics is crucial, can't get all opinions but can test the waters that way.
- Reduce negativity. Allow committee members to make decisions, not board members
- Customer service at the office can be hit or miss. Ensure all employees are aware of policies and are capable of meeting owners needs with payments etc. Fix maintenance issues in a timely manner once reported (leaky hose bibs etc).
- Communication is very important.
- No comment
- All the employees we have spoken to have been friendly and helpful.
- We have had nothing but good experiences with everyone
- New and current TV, Facebook and Instagram ads are great! Keep it up and maybe offer free weekends for potential new members.
- Things are improving as far as the videos website and print materials. We need to continue to evolve and grow to improve the ranch image. Presentation of services, events and things happening can go a long way to improving the R-Ranch reputation.
- Keep all staff on the same page through better communication. For example: Office needs to know what the stables think and expect and vice versa.
- Keep the R-Ranch Owner's web site current with news, announcements, etc. We prefer to log on to our web site for current information, than to rely on social media for R-Ranch news.
- The actual book keeping of money in and out is really fuzzy and it allows members to make some negative and wild assumptions about Ranch finances. Why not publish it all in the open? Quarterly financial reports - all of it, the numbers. To protect individual employees - total the amount paid for all employees.
- Hire teenager to run the socials---
- Printed materials and updated website
- Stop complaining on Facebook and talk to each other with RESPECT!
- Anonymous peer reviews between staff on a 6month-1year basis to get honest feedback on the work ethic of employees who are around each other day in and day out. I know that there are a couple of employees who have not arrived their own weight and do not fulfill their responsibilities yet stay employed as staff without any feedback or guidance on their performance. Also, if not already in practice, employees should have annual reviews for continued accountability and motivation to do their job well.
- No answer. Robin is so great!
- Communications needs to improve. Owners see so many things on facebook and hard to believe what is the truth. Have a consistent stream of messages across all forums. Video's would be even better. Put a better face on the ranch by people seeing (not hearing).

- Common shirts and pants/dress/hats
- no comment
- None
- I think it's already been elevated. Thanks.
- Doing good job. Need to reach out to snowbirders
- No sure about this one.
- Marketing firm to help the look at R-Ranch to appeal to families in larger cities.
- There seems to be a lot of controversy surrounding our governing body, with a prejudice towards the people that use the ranch for a long term living facility rather than a recreational facility, Again the areas look like a trailer park with so many sites with all the accoutrements of permanent housing. This is a turn off to new buyers looking for recreational facilities.
- Communication is a big issue. Try mailchimp? surveys like this that are Anonymous . I passed our printed material that i printed out myself to me friends. The free weekend stays were the best received. I am not so sure why there are so many complaints, but perhaps some kind of arbitration would be helpful? Also, I get very frustrated when my pass key does not work. Almost left a meeting because i could not get into the building. There must be an easy fix?
- Transfer the old R-Ranch sales promotion video tape to a digital format that can be shown on a laptop or tablet. Make it available to any Pardner interested in promoting resales. Promote the proper use of the term "R-Ranch": Jeff Dennis intended it to sound like "Our Ranch" when we said it. Example: "Let's go to R-Ranch this weekend!" NOT: "Let's go to the R-Ranch this weekend."
- In my opinion I think everyone that works for the ranch is always friendly and professional I think you all do a great job
- Most staff members I've met are really welcoming and make you feel comfortable then you have other's that go out of the way to single you out.
- Better communication between the office and the wranglers about guests that have reserved a horseback ride.
- Many people come from a distance and only have a short time at the ranch, so when events are cancelled there is a sense of loss.
- Stagger lunch's so that availability for owners at anytime is convenient.
- More professionalism needed in ensuring Owner compliance with rules, as well as Owner respect for the Ranch & staff time: *Being an Owner doesn't mean having a "free-for-all" while on property. For instance, if someone wants to ride a Ranch horse, they should reserve a slot and then be charged if they're a no-show. It costs time and money to have wranglers bring in and saddle up a dozen horses. We should set up a reservation system on-line. We could then collect a "deposit" for each rider, ie \$25, and keep it if they don't show up on time, and refund it otherwise. *Touting that owners can come up to the Ranch to camp any day without need for reservations is an antiquated concept. Few people these days expect to go somewhere without a reservation, or suddenly take off with no prior plan. All campers should be required to reserve their visit ahead of time.

Again, they place a deposit, ie \$50 and have it refunded when they arrive and leave on time. They reserve a specific site, or can take an open site if one is available upon arrival. *Professionalism from Staff comes from consistently enforcing the rules. All staff I have dealt with are polite, and typically respond very quickly to requests. But they could step-up their ability to lead by example. That may mean, they don't bring all of their local friends to the pool, or for parties in the campgrounds. *Professionalism in communications: Less 1-sided pieces of paper mailed out. However our website is substantially more professional looking in about the past year including many attractive videos! Change the name of the Line Shacks. Few people like staying in a "shack." what about "Rustic Cabins"? *Professionalism from the Board: It is extremely disrespectful that one Board member consistently misses, comes in unprepared or late to, or leaves early from meetings. He should no longer be permitted to be on the Board.

- Engage more owners to attend board meetings and events. Flyers handed out, emails, mailed notices more often. Communication is lacking. Most owners have no idea what's going on, Not everyone has Facebook. And Facebook is a bust. It's ruining the Ranch.
- Timely communication. I am not on FB too much but from what I hear some of the social media chatter is damaging to the ranch. somehow neutralize the misinformation coming from non-official RR sites. BTW: responsibility extends to all owner/members

**How can we promote a sense of community among ouR-Ranch family of Owners?
(Ideas for events, social gatherings, workshops, group games, parties, children's activities, orientations, etc.)**

- Have managers enforce the rules- seems like they rely more on owners to enforce each other. When an event is coming, have someone go to camps & talk about the event or hand out a flyer
- I think getting owner input on projects and events is huge...similar to this survey or the posts on Facebook
- Mandatory new owner orientation and tour. Raffles for fundraising.
- Create a culture of acceptance
- Be friendly! There are so many opportunities to be warm and friendly but it doesn't always happen. Volleyball tournament, basketball 3 on 3 games, disc golf tee-off. The gymkhanas have been a sore spot for my son, he was soured by the attitudes of staff, lack of assistance with his string horse (and having fallen because he got hung up in the stirrup getting off without help)... he used to love them but doesn't want to do it anymore- even spectators are

dwindling. Mixers are fun, but scheduling events on the weekends is going to allow for more interaction between owners, especially the ones that don't live super close. Pancake breakfasts at the Cottonwood lodge could be a great opportunity to raise money while encouraging talking.

- We used to have potluck on Friday night up at Cottonwood and that was fun. Playing games or fun. Movie night is fun too.
- Potlucks, wine walk, stuff like that
- Maybe make more groups like atv , gun club , or fishing club. I don't have kids but it seems like if you focus on more activities for kids you might get more families to join.
- What about hikes and walking groups ? For us we just like to relax and camp ... we haven't really don't any activities
- Give more emails for Volunteer needs for upcoming projects
- Some of the best attended events have been organized by owners. We have owners with great ideas, but sometimes we fail to provide them with the support they need to get started. Volunteers can make a huge impact on promoting a sense of community.
- Stop changing the rules! Too much energy and attention has gone into changing what was not broken. It feels like the last several years' focus has been on rewriting the R-Ranch rules. Most of us have been happy with the way things have been. The R-Ranch is an amazing place, with plenty of room for everyone. We realize updates to documents need to happen, but, the constant rule changes and discussions about changing rules has promoted a negative atmosphere and unnecessary drama. Community is built by folks enjoying common interests together. Instead of the laid back atmosphere we all enjoyed for decades at the R-Ranch, it has become uptight and a bit tense.
- If R-Ranch needs long distance members in order to function financially, the rules, structure and activities will need to be more user friendly to those who travel. As outsiders, sorry - long distance members we are still ill at ease at fitting in; maybe the Ranch should try to budget around local support only. We are still in a 'wait and see' mode, it still feels very much like a local club. Too many reason to list here, several changes would need to be made to attract several hundred long distance owners. You will need to decide who your target market is before you decide on a marketing strategy. The above question is unanswerable until the Ranch can determine this.
- Open it up to more of immediate family
- Habitat projects...Let's put in a guzzler for critters...Everyone wins
- Orientations and campsite tours.
- Remember we all love the R-Ranch as much as we do and take part in any activities you are able to attend. Just have fun with all owners & family!
- Same as above
- Send out a list of activities at the beginning of the year to allow families to plan for events throughout the year.
- Provide the owners feedback that the ranch is listening. You'll get a much better community engagement. Also, enable the ability for owners to get events/activities on their calendars. You could have the calendar on the main website that integrates with Google Calendar, Microsoft Outlook, iCalendar, etc.

- Branch over to Hornbrook
- I think the Ranch does a good job with trying to bring people together.
- More bands and group BBQs at the pool!
- The fact that we are owners and love the ranch is enough community for me. Because people come for various amounts of time like only two weeks a year to 210 days a year, it's hard for many to take advantage of many events. During the high season the events that we've had for years seem to be good for many who are at the ranch then. Personally I like to just chill and enjoy the river and birds. Hmm maybe a birdwatching day or two. Also maybe face painting for the kids.
- By having get togethers
- More hot dog feeds
- You already have a sense of community.
- Listen to the owners that are part timers, rather than ignoring their complaints, I personally am close to turning my share back because nothing ever seems to change at the ranch, every time I visit, I find the same situations, the best sites are occupied by the long term people or those that take advantage of the 5 day rule. Shares are available on the after market for practically nothing, what does this say about the value of the ranch? I don't feel that the ranch is sustainable without some basic changes to our governance and appearance.
- Dances, your people who provide bar b ques are amazing but the music sucks (sorry guys) Jimmy Lemo was amazing. Not so much the 80's bands. When no one is dancing it means they don't like the music. All of the above are great ideas. I think too that the owners can pitch in here by just talking to their neighbors? I know I am shy and have circumstances that make it very difficult for me to reach out; but I will try harder
- Events that will attract those Partners who must travel long distances to get to R-Ranch. Also, gold panning lessons and events.
- Email or text blast on each time there is a function coming up I know you put out a schedule in the beginning of the year but most don't remember to look at it
- Try a community garden
- I'm very pleased with how much you do offer and work to make a sense of community. The only improvement I can think of is to try not to cancel an event. I think of an Easter egg hunt that was cancelled, I saw a family who came from a distance away and the disappointment was heart breaking.
- Cook offs, sip and paint workshops, bounce house for kids.
- Cook offs, sip and paint workshops, bounce house for kids.
- Pot lucks, card games, casino night. All owners should vote on any changes that involve our Ranch.
- Not sure why we should expect a "sense of community" among Owners, but here are some ideas: *Put out an event calendar. If there is one for this year, I can't find it on the website. *More BBQ's, Crab Feasts, Dances, holiday parties--and charge for them, with advance notice and reservations needed. No owner should expect to be fed or entertained for free. Guests get charged 2X the Owner charge. By doing this, owners can plan gatherings around events. (Gun Range team already does a good job with this!) *During the high season what about

Bingo every Friday night @ \$5 a card for 5 games? Or family game night @ \$5/ person for a 2-hour session on a different night? Keep a regular schedule of these more simple yet fun events so people know to expect them and kids beg their parents to go. Minimum attendance needed--to at least cover staff time and winner prizes otherwise it's cancelled.

*Chili Cookoff competition: Owners who prepare enough chili to feed 50 get 2 tasting tickets; all others pay \$10 for an afternoon of tastings. *I'd pay for a series of fly-fishing lessons.

*Rodeo/roping demonstrations? *What about posting an invite to owners in the next newsletter and on our website to sponsor/put on an event when they're at the Ranch? They need to coordinate with HQ and then add it to the calendar. I heard that the Wine Walk was a great success!

- Not sure but maybe a partnership with a reputable local organization? I would need to think more...

What other feedback for R-Ranch projects would you like to provide to the Board and General Manager?

- I loved the process for getting a roof replaced on a Klamath building this past year by volunteers. The volunteers put out a request and owners responded in a positive way and they achieved the goal. Website needs to better show off the Klamath rentals. When trying to rent, I went online I had no way to see the complete inside of the rental, taking pictures and posting them costs little. Also Klamath rental needs to have the kitchen door that separates the two rentals closed off better if they are going to be rented out separately. You can just sit and eat dinner and watch guests in other side Lol. Some trim should do the trick. The foundation on Klamath rental needs to be fixed, one end needs to be lifted. Also the large cracks need to be patched. These are all items that need immediate attention if you want to have this rental long term rented at the high price it is.
- Not at this time
- I think I've said plenty, more out of the frustration of an owner that uses the ranch infrequently, but never seems to see changes for the better. How many owners can the ranch afford to lose? Our assessments are ever increasing for the benefit of a few, I feel the ranch will cease to exist without some drastic and perhaps painful changes.
- None
- Officially clarify to all Partners how the money would be divided up among the Partners if we were to agree to sell R-Ranch outright. (My understanding is that the proceeds (less expenses) would be allocated evenly among the 2,500 deeds. The proceeds for POA owned deeds would go to the POA. The POA would then be dissolved, and its net assets would be divided evenly among the other deed-holders who were current on their assessments at the time of the sale.) Let's put a stop to the speculation that arises from time to time about the

relationship of the POA and the Deeded Partners who are members of that association by virtue of the fact that they collectively own the land and all the improvements to the land.

- None.. like I said in general we are happy !
- Enhance the horse experiences
- The cost for dues is high for many who stay less than 2 weeks. Our efforts for sales should be geared to those who travel south to Arizona and Mexico. Maybe have some of our snowbirders attend shows in these areas.
- A great way to improve owner/staff relations, as well as prospective owners, is to encourage employees (and possibly require as job description) to intentionally connect with them. Not only would this benefit the community as a whole, but it would also create rapport! Rapport between staff and campers would alleviate some of the need to enforce rules etc as they would not feel that staff only addresses them if they're somehow out of line.
- No comment at this time
- Must settle the owners down and drive a better community. Once this happens, I believe you will see stronger community, less bitching, and more references to drive future sales. That would be my highest priority.
- Thank you all for your dedication to the R-Ranch. We acknowledge the time it takes to participate on a Board such as ours, especially living outside Siskiyou County. We sincerely appreciate you.
- Biggest concern is the financial. Stability of the ranch! There is none and or will be if we continue to spend and not address issues at hand INSURANCE COST, LOSS OF OWNERS, FOCUS AND DIRECTION BALANCE AND AGREEMENT BETWEEN OWNERS AND SAME BETWEEN OWNERS AND BOARD. COME TO THE TABLE AND LISTEN, GOES FOR EVERYONE! QUIT. BEING RIGHT FIGHTERS AND DO WHAT IS RIGHT FOR THE RANCH!
- Both one and two above
- Determine your target audience - the Ranch will continue to struggle until it decides how many shares it needs and who will want to buy those shares. Why isn't there more local interest? Does R-Ranch support the local community? How can R-Ranch bring more of the locals in? What reputation does R-Ranch have?
- Spend the \$ on head quarter section and Bunk house.
- All the complaining will only destroy us so stay positive on your comments and be truthful. Be respectful to all owners and board members. We will not always agree but we can work out any problems together if we will be calm. Remember we all LOVE the R-Ranch.
- You can not sell something at the price your asking when it looks so uncared for, not even rundown just like no one gives a crap. Fix it the best you can then push shares. It's embarrassing the way it looks and I feel sorry for whoever has to tour prospective owners.
- Would love to see the continued patrolling of the campgrounds and cleanup of campsites that are dirty/ messy.
- Roads need to be fixed

- Meet ups? Just open the Klamath Lodge for members to get together pot luck? I am willing to help with the open membership drives with meeting people, greeter, cook and clean up? This is the number two way to get people out but for membership offer incentives. Pay your fees before Dec 31 and get a \$500 discount. Join on this day and pay only \$1000 to join and all 2024 fees paid. Don't be afraid to offer GREAT deals, give people a reason to come on that day and sign up.
- Thank you for your efforts , I know there is a lot of negative talk on the social media sites but real effort on the items I listed above will silence the critics and these repairs wont cost much.
- Make the people clean their camps up, there is nothing worse than seeing tall grass and items laying around several camp sites, it looks so trashy and is embarrassing to bring outsiders around.
- Please get some cows to graze our land. Brings in a little bit of \$ and creates quail habitat.
- Cleaning up the junk could go a long way to attracting new owners.
- A general store for basic supplies we run into members at the chevron all the time buying basic supplies buy at dollar general and triple the price cheaper than gas driving to yreka
- Spend less on the horses or find a way to make more money there. That is way too much of a loss each year.
- Hire people that will actually do there and care about the ranch and what it represents
- Based on the number of owners current on their assessments you do not have even enough money to survive another 6 months let alone available funds to improve anything, Period!

From Facebook:

- Build the bunkhouse lodge and cookshack. Improve the road with gravel. Add windows to the line shacks and replace the missing one. Order and set up new bunkhouse shacks.
- Repair the roads. Fill in the ruts. Pave where we can. Less weeds, more grass. Trees that don't die in one year. Allow us to water trees with gray water.
- Clean up the weeds in Cottonwood. Clean up the campsites.
- Get rid of the cattle lease that destroys our roads and habitat on the 3,000.