

**Board of Directors**  
**Regular Session Board Meeting Agenda**  
**Tuesday, June 2, 2026 - 6:00 P.M.**  
**22200 Canyon Club Drive, Canyon Lake, CA 92587**  
**This meeting may also be joined virtually at [vm.clpoa.net](https://vm.clpoa.net)**  
**Dial into the Zoom meeting by phone: 1-669-900-6833**  
**Meeting ID: 837 3700 4446**

1. **Welcome and Call to Order**
  - Pledge of Allegiance
  - Verification of Quorum
2. **Approval of Minutes**
  - May 5, 2026
3. **Public Official Comments**
4. **Presentations**
  - Member of the Month – Kathy Barbay
  - Community Patrol Update
5. **Announcements**
  - Election Results
  - Board Vacancy and Process
6. **Member Comments on Non-Personnel Issues** (30 minutes total and limited to 3 minutes per person)  
As a member of this association, you are welcome to address the Board of Directors at Regular Open Session Board Meetings. Please submit a written request to the clerk of the board. Please include your Name and Tract and Lot with your written member comment. All comments shall be limited to three (3) minutes and must be relevant to matters within the CLPOA jurisdiction. The comment section will be limited to 30 minutes total. The Board of Directors reserve the right to limit this section of the meeting to a time they believe is appropriate. Please note: Pursuant to Civil Code §4930, the Board of Directors is prohibited from discussing or taking action on items not on the agenda. Therefore, if a response is given, it will be limited to the following: the matter will be taken under advisement, the matter will be referred to appropriate personnel or a very limited factual response will be provided.
7. **Consent Agenda** (Items A - B)
  - A. **APPROVAL: Ratify Monthly Financial Statement Review** (Susan Dawood)  
Proposed Resolution: That the Board of Directors review and approve the monthly Financial Statements, and all additional required information per Code Sec. 5500.
  - B. **Report of Executive Session Actions** (Andrea Moreno)  
Proposed Resolution: That the Board of Directors review and approve the Executive Session Actions, as written.

## 8. Board Action Items

### **8.1 28-Day Reading: Revised Rule GR.2.12 No Loitering** (Tiffany Cribbs)

Proposed Resolution: It is recommended that the Board of Directors approve the 28-day reading of the proposed revisions to rule GR.2.12 regarding loitering and tailgating activities in common areas, as attached.

### **8.2 28-Day Reading: Rule Revision GR.2.13 No Smoking** (Tiffany Cribbs)

Proposed Resolution: It is recommended that the Board of Directors approve the 28-day reading of the proposed revisions to rule GR.2.13 regarding smoking and alcohol restrictions in posted common areas, as attached.

### **8.3 APPROVAL: New Rule CF.2.9 Cooking Devices on Court Surfaces** (Tiffany Cribbs)

Proposed Resolution: It is recommended that the Board of Directors approve the 28-day reading of new rule CF.2.9 to prohibit the use of cooking devices on court surfaces, as attached.

### **8.4 APPROVAL: Rule Revision GR.5.1o Failure to Stop for a Stop Sign** (Tiffany Cribbs)

Proposed Resolution: It is recommended that the Board of Directors approve to revise rule GR.5.1o to implement a tiered fine structure within a 36-month period, as attached.

### **8.5 APPROVAL: Committee Appointment – Recreation Committee** (Tiffany Cribbs)

Proposed Resolution: It is recommended that the Board of Directors approve the appointment of Carolyn Van Vleet to the Recreation Committee, contingent upon execution of a confidentiality agreement, effective immediately.

### **8.6 APPROVAL: Committee Appointment – Security Advisory Committee** (Ken Toler)

Proposed Resolution: It is recommended that the Board of Directors approve the appointment of Stanley Young as a member of the Security Advisory Committee, effective immediately.

## 9. Association Reports

- Board Liaison Committee Reports
- General Manager Report (Eric Kazakoff)
- Staff Reports, as written

## 10. Board Comments

## 11. Architectural Appeals

A. Sean Issacson – 30857 Golden Gate Drive

Appealing ACC Denial for Parallel Parking Pad running Parallel to the Front Yard

Proposed Resolution: It is recommended that the Board of Directors uphold the ACC Committee decision and deny the members request for a Parking Pad running Parallel front yard in violation of PC.5.10, blocking the front view of the home.

## 12. Next Meeting Date

- Tuesday July 7, 2026, at 1:00pm – Executive Session
- Tuesday July 7, 2026, at 6:00 p.m. – Regular Session

### 13. Adjournment

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Please be courteous and respectful to other members, Board of Directors and representatives from Management at all times. We ask that you do not raise hands or interrupt the Board or anyone else who may be speaking. No alcohol shall be permitted and/or consumed at Board meetings and/or Membership meetings. **A member not adhering to these protocols and/or who becomes unruly may be asked to leave the meeting. Failure to comply will result in a special hearing with the Board where disciplinary action may be taken.**

The Canyon Lake Property Owners Association Board of Directors (Board) met in Regular Session on Tuesday, May 5, 2026. President Van Vleet called the meeting to order at 6:00 p.m. Directors present were, Jeff Bill, Lainie Cooney and Greg Doherty. Four Board members were present, Director Medved absent. Quorum was met. Also, present were Legal Counsel, Attorney Sean Kane; General Manager Eric Kazakoff; Director of Community Services Tiffany Cribbs; Community Patrol Manager Ken Toler; Members Services Manager Mary Castaneda; ACC Chairperson David Humphrey, and Clerk of the Board Andrea Moreno.

1. **Welcome and Call to Order**

Pledge of Allegiance was led by member Julie Doherty  
Verification of Quorum by Clerk of the Board Andrea Moreno

2. **Approval of Minutes**

April 7, 2026

MOTION/RESOLUTION: Director Bill moved that the Board of Directors approve the Regular Session Board Meeting Minutes, as attached. Director Cooney seconded. Four votes in favor, Director Medved absent.  
MOTION CARRIED

3. **Public Official Comments**

None.

4. **Presentations**

Director Cooney recognized the Member of the Month – Diana (Shigeko) Gallagher  
President Van Vleet recognized Greg Doherty as a Board Director for 2024-2026  
Eric Kazakoff recognized President Van Vleet as President of the Board for 2024-2026  
Allied Universal Security Services Chief Zachary Wells provided a Community Patrol Update.

5. **Announcements**

President Van Vleet reported on the Lake and the CLPOA Election.

6. **Member Comments on Non-Personnel Issues**

The Board heard member comments.

7. **Consent Agenda** (Items A - C)

MOTION/RESOLUTION: Upon motion properly made by Director Doherty, seconded by Director Cooney and four votes in favor, items A, B and C were approved. Director Medved absent. MOTION CARRIED

A. **APPROVAL:** Ratify Monthly Financial Statement Review

MOTION/RESOLUTION: That the Board of Directors review and approve the monthly Financial Statements, and all additional required information per Code Sec. 5500.

B. **Report of Executive Session Actions**

MOTION/RESOLUTION: That the Board of Directors review and approve the Executive Session Actions, as written.

C. **Authorization of Liens**

MOTION/RESOLUTION: That the Board of Directors authorize the Controller or the appropriate personnel to record the liens against the attached Assessor Parcel Numbers in accordance with Civil

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Code §5673 in order to secure the debt owed to the Association.

**8. Board Action Items**

8.1 28-Day Reading: New Rule CF.2.9 Cooking Devices on Court Surfaces

MOTION/RESOLUTION: Director Cooney moved that the Board of Directors approve the 28-day reading of the new rule CF.2.9 to prohibit the use of cooking devices on court surfaces. Director Bill seconded. Four votes in favor, Director Medved absent. MOTION CARRIED

8.2 28-Day Reading: Rule Revision GR.5.1o Failure to Stop for a Stop Sign

MOTION/RESOLUTION: Director Doherty moved that the Board of Directors approve the 28-day reading to revise rule GR.5.1o to implement a tiered structure within a 36-month period. Director Bill seconded. Four votes in favor, Director Medved absent. MOTION CARRIED

8.3 APPROVAL: 2026 Rule Variances for Fiesta Day Event

MOTION/RESOLUTION: Director Bill moved that the Board of Directors approve the requested variances for Fiesta Day on Saturday May 26, 2026, Country Fest on Sunday May 24, 2026. Director Doherty seconded. Four votes in favor, Director Medved absent. MOTION CARRIED

**9. Association Reports**

Board Liaison Committee Reports.

General Manager Eric Kazakoff provided an association report.

Staff Reports as written.

**10. Board Comments**

Directors provided comments.

**11. Architectural Appeals**

A. Von Stewart, LLC - 30820 Early Round Drive

Appealing ACC Denial of HVAC Unit located in the five (5') foot side setback

MOTION/RESOLUTION: President Van Vleet moved that the Board of Directors uphold the ACC Committee decision and deny the members request for the HVAC Unit located in the five (5') foot side setback. Director Doherty seconded. Two votes in favor, Director Cooney and Director Bill opposed. MOTION FAILED

**12. Next Meeting Date**

Wednesday, May 13, 2026, at 9:00 a.m. – Annual Meeting of the Members/Regular Session

Monday, May 18-20, 2026, at 8:00 a.m. – Executive Session

Tuesday June 2, 2026, at 1:00 p.m. – Executive Session

Tuesday June 2, 2026, at 6:00 p.m. – Regular Session

**13. Adjournment**

MOTION/RESOLUTION: Director Bill moved to adjourn the meeting. Director Doherty seconded. Meeting adjourned at 7:41 p.m.

Minutes approved: \_\_\_\_\_ Approved on: \_\_\_\_\_

**CERTIFICATE AND REPORT OF INSPECTOR OF ELECTION**  
**Annual Election of Directors**

May 29, 2026

Dear Homeowner:

The undersigned, duly appointed to act as Inspector of Election of the 2026 annual meeting of members of Canyon Lake Property Owners Association, do hereby certify:

The reconvened Annual Meeting of the Membership and Election of Directors was held at 9:00am on May 29, 2026 at the Lodge Holiday Bay Room located at 22200 Canyon Club Drive, Canyon Lake, CA 92587.

We inspected and verified all documents received, including envelopes, homeowner information, signatures, proxies, and ballots. We found that there was a total of 218 paper ballots received and 1,060 ballots received via electronic secret ballot, totaling 1,278 ballots. This achieved the reduced quorum requirement of 25% of membership (1,200 ballots). The record date for this election was April 13, 2026.

The votes taken at the annual meeting concerned proposals to vote on:

**Ballot Measure 1: Changing Definition of Membership Quorum to Number of Votes Received – CLPOA Bylaws, Article V, Section 5, and Article V, Section 7**

Vote Type	Paper Votes	Electronic Votes	Total Votes
Approve	140	917	1,057
Deny	70	99	169
Abstain	8	44	52

**Ballot Measure 2: Require a Majority of Membership’s Total Voting Power for Sale of Common Area – CLPOA Bylaws, Article VI, Section 1(h)**

Vote Type	Paper Votes	Electronic Votes	Total Votes
Approve	169	708	877
Deny	44	282	326
Abstain	5	70	75

**IRS Revenue Ruling 70-604**

Vote Type	Paper Votes	Electronic Votes	Total Votes
Approve	176	915	1,091
Deny	28	66	94
Abstain	14	79	93

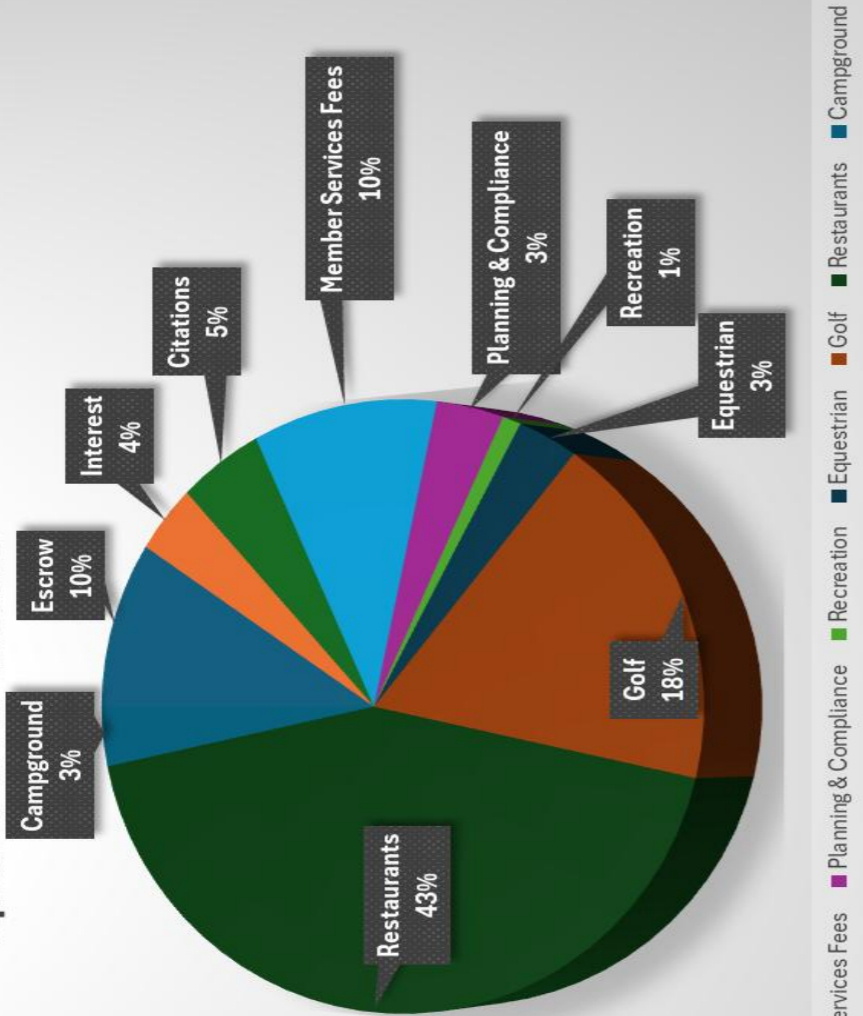
We are required to hold all election materials for 365 days from the meeting date, May 29, 2026. Any questions can be directed to [info@thirdpartyvoting.com](mailto:info@thirdpartyvoting.com) or 760-385-8090. Thank you for selecting Third Party Voting for your election service needs.



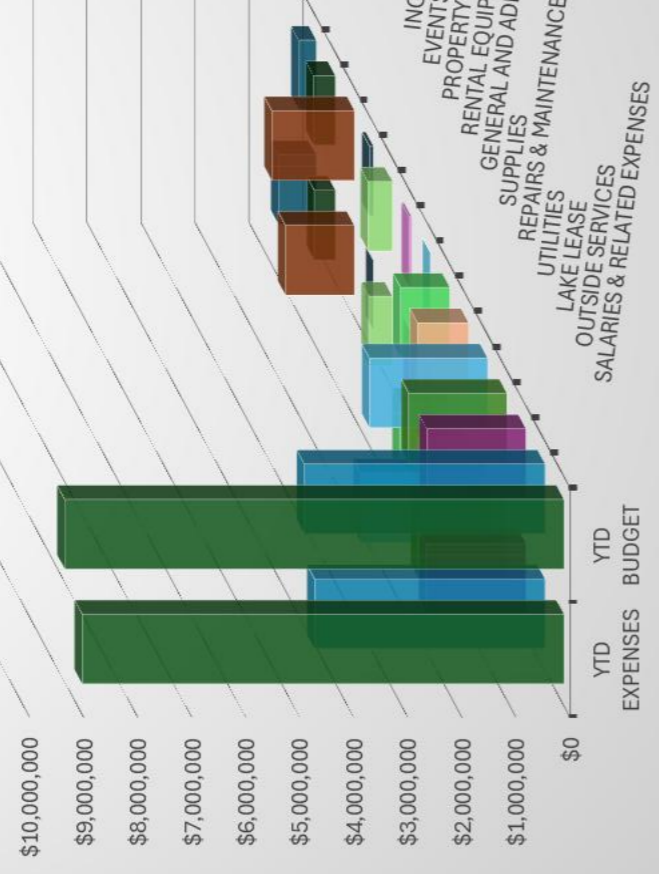
Noah Jackson · Inspector of Elections

Actual to Budget	F/(U)
Escrow	\$82,192
Interest	\$277,713
Citations	\$270,810
Member Services Fees	(\$44,963)
Planning & Compliance	(\$320,234)
Recreation	\$2,717
Equestrian	(\$31,016)
Golf	\$102,610
Restaurants	(\$350,185)
Campground	(\$203,894)
Total	(\$214,251)

### Non-Assessment Income April 2026 YTD Income

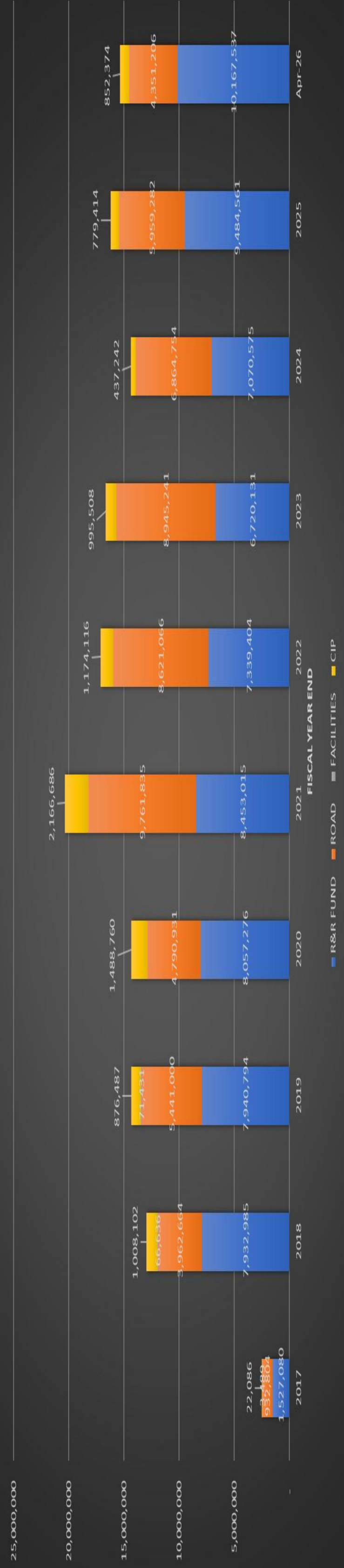


### APRIL 2026 YTD Expenses

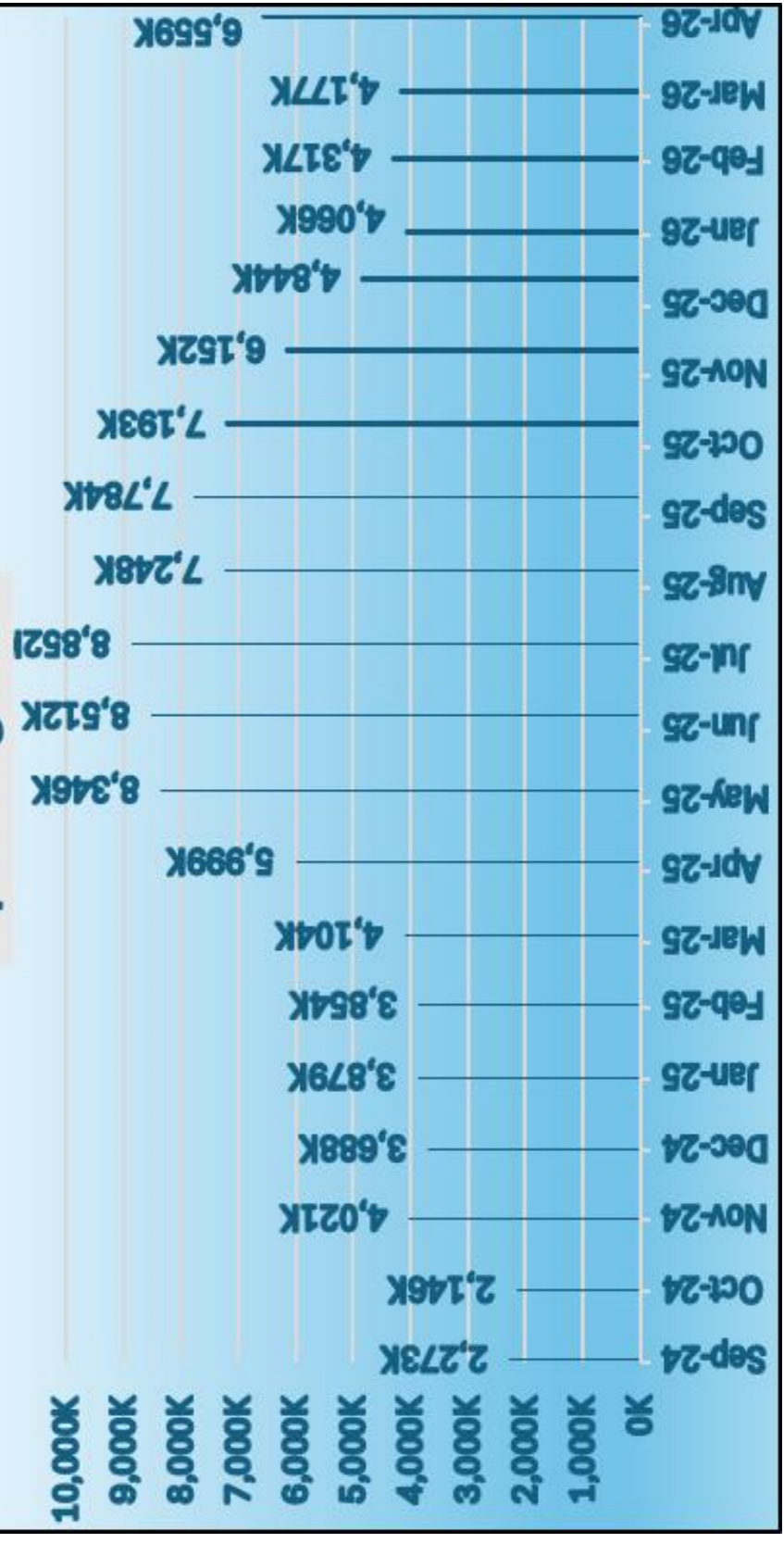


Actual to Budget	F/(U)
SALARIES & RELATED EXPENSES	\$319,923
OUTSIDE SERVICES	\$187,113
LAKE LEASE	(\$6,914)
UTILITIES	\$171,218
REPAIRS & MAINTENANCE	(\$157,670)
SUPPLIES	\$4,789
GENERAL & ADMINISTRATIVE	(\$11,023)
RENTAL EQUIPMENT	(\$904)
PROPERTY TAX	\$26,082
EVENTS	\$19,405
INCOME TAX	\$74,230
INSURANCE	\$253,575
LEGAL FEES	\$14,735
UNCOLLECTIBLE ASSESSMENTS	(\$376,108)
Total	\$518,449

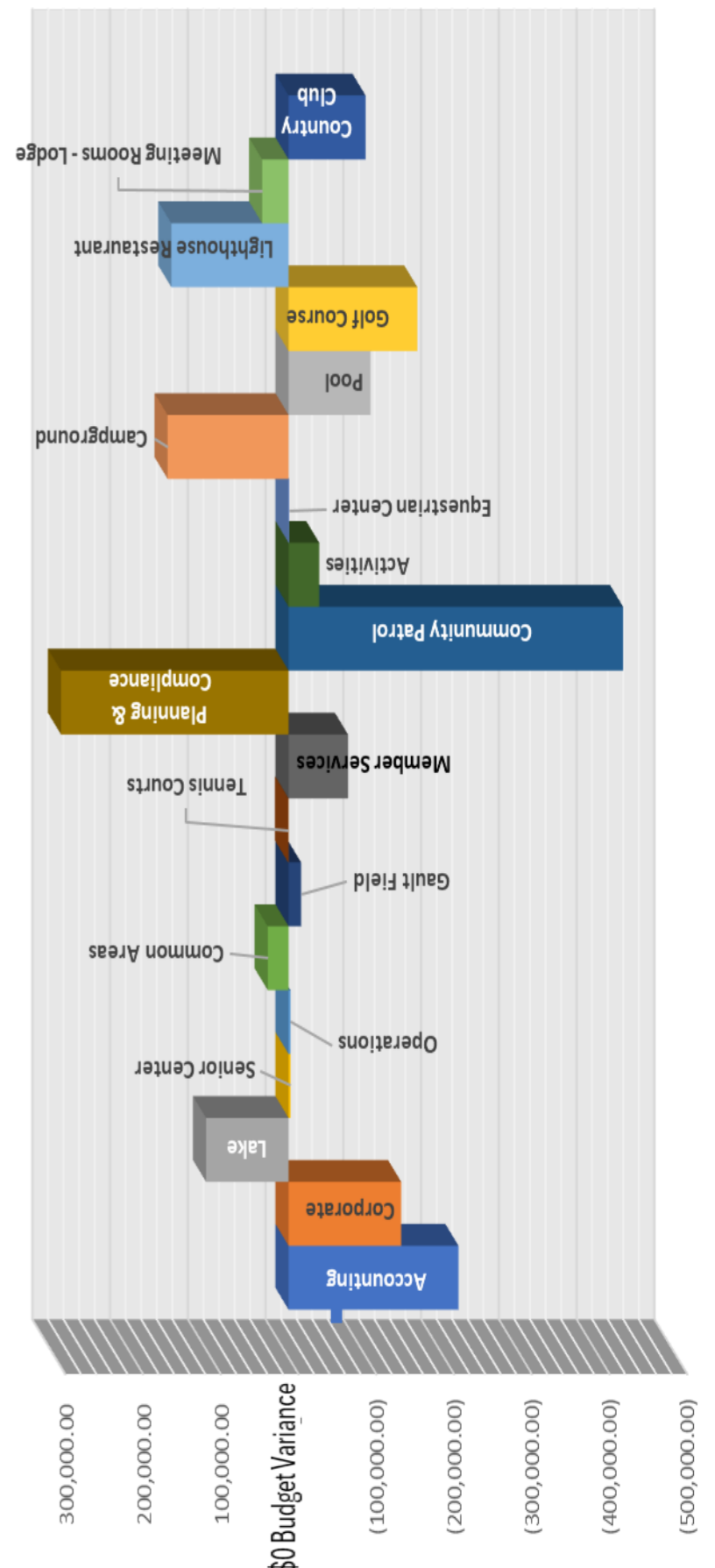
### Fund Balances Summary



### Operating Cash



### April 2026 Actual to Budget (\$534,658)



# CANYON LAKE

PROPERTY OWNERS ASSOCIATION

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**Date: June 2, 2026**

**From: Andrea Moreno**

**APPROVAL: CLPOA Report of Executive Session**

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On behalf of the CLPOA Board of Directors, please see the Report of Executive Session for the Board Meeting held on Tuesday, June 2, 2026. The meeting was called to order at approximately 1:00 p.m. Items discussed during this session included:

Legal Matters - The Board of Directors and management received an update from legal counsel regarding Association matters. In addition, the Board held discussion on two (2) legal item(s).

3rd Party Contract/Agreement - The Board of Directors and management held discussion on eight (8) third party contract/agreements pending with the Association during this meeting.

Personnel Matters - The Board of Directors and management held discussion on pending personnel matters during this meeting.

The meeting concluded at or before 5:30 p.m.

*Andrea Moreno*  
Clerk of the Board

**Date: June 2, 2026**

**To: Board of Directors**

**From: Tiffany Cribbs, Director of Community Services**

**RE: 28 Day Reading – Revised Rule GR.2.12 No Loitering**

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### **Background**

The proposed revisions to GR.2.12 are intended to address ongoing concerns regarding loitering and tailgating activities occurring in common areas. The Canyon Lake POA has received complaints related to groups congregating in and around vehicles and golf carts for extended periods, including social drinking and related activities.

The revisions clarify the existing rule by incorporating “tailgating” language to more specifically address these activities while also allowing enforcement in areas where posted signs prohibit such conduct. The proposed changes are intended to improve community safety, reduce disturbances, support enforcement efforts by staff and Community Patrol, and help protect the Canyon Lake POA’s ABC licenses.

### **Fiscal Impact**

There is no fiscal impact associated with this proposed rule revision, as no changes to the existing fine amount are being proposed.

### **Recommendation**

It is recommended that the Board of Directors approve the 28-Day Reading of the proposed revisions to Rule GR.2.12 regarding loitering and tailgating activities in common areas, as outlined below.



Director of Community Services

**CURRENT RULE:**

**GR.2.12 – No Loitering:** Any person who loiters about any CLPOA property, including but not limited to buildings, bars, beaches, docks, parks, parking lots, restaurants, restrooms, streets, walkways and golf course or who re-enters any of the above, after being asked to leave by staff, is in violation of this rule. As used in this rule “loiter” means to delay, to linger or to idle about any of the above places without legitimate business for being present.

**Fine:** \$100

**PROPOSED RED-LINED REVISIONS:**

**GR.2.12 – No Loitering/~~Tailgating:~~** ~~Loitering or tailgating on Any person who loiters about any~~ CLPOA property, including but not limited to buildings, bars, beaches, docks, parks, parking lots, restaurants, restrooms, streets, walkways and golf course or who re-enters any of the above, after being asked to leave by staff, ~~is not permitted. is in violation of this rule.~~ As used in this rule “loiter” means to delay, to linger or to idle about any of the above places without legitimate business for being present. **“Tailgating” means congregating, gathering, or remaining in or around vehicles, golf carts, or parking areas for social drinking or related activities.**

**Fine:** \$100

**PROPOSED REVISED RULE:**

**GR.2.12 – No Loitering/~~Tailgating:~~** Loitering or tailgating on CLPOA property, including but not limited to buildings, bars, beaches, docks, parks, parking lots, restaurants, restrooms, streets, walkways and golf course or who re-enters any of the above, after being asked to leave by staff, is not permitted. As used in this rule “loiter” means to delay, to linger or to idle about any of the above places without legitimate business for being present. **“Tailgating” means congregating, gathering, or remaining in or around vehicles, golf carts, or parking areas for social drinking or related activities.**

**Fine:** \$100

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**Date: June 2, 2026**

**To: Board of Directors**

**From: Tiffany Cribbs, Director of Community Services**

**RE: 28 Day Reading – Rule Revision GR.2.13 No Smoking**

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**Background**

The proposed revisions to GR.2.13 are intended to provide clearer authority for the Canyon Lake POA to prohibit both smoking and alcohol consumption in specifically posted common areas in response to ongoing community concerns and operational enforcement needs. The revisions support community safety, reduce disturbances in recreational and gathering areas, and provide the Canyon Lake POA with clearer enforcement authority through posted signage.

The proposed changes also provide the Canyon Lake POA with additional flexibility to address smoking and alcohol-related concerns in targeted common areas as needed.

**Fiscal Impact**

There is no fiscal impact associated with this proposed rule revision, as no changes to the existing fine amount are being proposed.

**Recommendation**

It is recommended that the Board of Directors approve the 28-Day Reading of the proposed revisions to Rule GR.2.13 regarding smoking and alcohol restrictions in posted common areas, as outlined below.



Director of Community Services

**CURRENT RULE:**

**GR.2.13 No Smoking:** No smoking is allowed inside any CLPOA building, within twenty (20) feet of CLPOA building, or within twenty-five (25) feet of parks or recreational areas, unless in designated smoking areas.

**Fine:** \$100, plus cost of repairs

**PROPOSED RED-LINED REVISIONS:**

**GR.2.13 No Smoking/Alcohol in Posted Areas:** No smoking is allowed inside any CLPOA building, within twenty (20) feet of CLPOA building, or within twenty-five (25) feet of parks or recreational areas, **or in any area where posted signs prohibit such activity.** ~~unless in designated smoking areas.~~ **Consumption or possession of alcoholic beverages is prohibited in any common area where posted signs prohibit such activity.**

**Fine:** \$100, plus cost of repairs

**PROPOSED REVISED RULE:**

**GR.2.13 No Smoking/Alcohol in Posted Areas:** No smoking is allowed inside any CLPOA building, within twenty (20) feet of CLPOA building, or within twenty-five (25) feet of parks or recreational areas, **or in any area where posted signs prohibit such activity.** Consumption or possession of alcoholic beverages is prohibited in any common area where posted signs prohibit such activity.

**Fine:** \$100

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**Date: June 2, 2026**

**To: Board of Directors**

**From: Tiffany Cribbs, Director of Community Services**

**RE: Rule Approval: New Rule CF.2.9 Cooking Devices/Court Surfaces**

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### **Background**

At the May 2026 Board Meeting, the Board approved at 28 Day Reading to add a new rule to the Courts & Fields section of the rules prohibiting the use of cooking devices on court surfaces. During the open session meeting, questions were raised regarding the impacts cooking activities may have on court surfaces, and the Board requested photographic examples for additional context. The photos below document examples of grease residue and staining left on court surfaces following cooking activities. To remove, staff must pressure wash and scrub the affected court areas. Staff additionally consulted with the contractor who installs and resurfaces the courts, who advised that grease and cooking residue can impact the textured surface designed to help reduce slips and falls, potentially creating long-term maintenance, safety, and liability concerns.



While recent incidents primarily involved basketball courts, the proposed rule is intended to apply consistently across all court surfaces to help preserve the condition, appearance, safety, and usability of Canyon Lake POA recreational facilities. Preventing these activities also helps reduce avoidable maintenance and repair costs associated with misuse of the courts.

The proposed rule includes a \$100.00 fine per violation, in addition to the cost of any necessary repairs resulting from damage caused using cooking devices on court surfaces.

### **Fiscal Impact**

The proposed rule includes a \$100.00 fine for violations. Any revenue generated from this fine would be incidental, as the primary purpose of the rule is to prevent damage to court surfaces and reduce maintenance costs associated with misuse of these facilities.

**Recommendation**

It is recommended that the Board of Directors approve the addition of new the new Courts & Fields Section 2.9 rule to prohibit the use of cooking devices on court surfaces, as outlined below.

*Tiffany Cribbs*

Director of Community Services

**PROPOSED NEW RULE:**

**CF.2.9 – Cooking Devices / Court Surfaces**

The use of cooking devices, barbeques, or grills is prohibited on all court surfaces. Propane grills are permitted only in designated areas and must comply with all applicable safety requirements. Charcoal fires are allowed only in designated barbeques.

**Fine:** \$100, plus cost of repairs

**Date: June 2, 2026**

**To: Board of Directors**

**From: Tiffany Cribbs, Director of Community Services**

**RE: Rule Approval: Revision GR.5.1o Failure to Stop for a Stop Sign**

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### **Background**

At the May 2026 Board Meeting, the Board approved the 28 Day Reading to revise General Rule GR.5.1o. The proposed update revises the current flat fine structure for failure to stop at a posted stop sign and replaces it with a tiered fine schedule within a 36-month period.

The intent of the revision is to better align this violation with Canyon Lake POA's existing progressive enforcement approach used for other traffic-related safety violations, including speeding. The revised structure provides a more balanced escalation for repeat offenses while maintaining accountability for violations that impact community safety.

The revised fine structure would be as follows:

- 1st Offense: \$150.00
- 2nd Offense: \$250.00
- 3rd Offense: \$350.00

### **Fiscal Impact**

Minimal direct fiscal impact. The revised structure may result in lower fines for first-time violations while increasing fines for repeat offenses. Overall revenue impact is expected to be neutral, with the primary objective being consistency and improved compliance.

### **Recommendation**

It is recommended that the Board of Directors approve the revision to Rule GR.5.1o to implement the tiered fine structure within a 36-month period, as presented during the 28-day reading.



Director of Community Services

**CURRENT RULE:**

**GR.5.10 – Failure to Stop for a Stop Sign**

Failure to stop for a posted stop sign.

Fine: \$250.00

**PROPOSED RED-LINED REVISIONS:**

**GR.5.10 – Failure to Stop for a Stop Sign**

Failure to stop for a posted stop sign.

Fine:

- 1st Offense: \$150.00
- 2nd Offense: \$250.00
- 3rd Offense: \$350.00

**PROPOSED REVISED RULE:**

**GR.5.10 – Failure to Stop for a Stop Sign**

Failure to stop for a posted stop sign.

Fine:

- 1st Offense: \$150.00
- 2nd Offense: \$250.00
- 3rd Offense: \$350.00

**Date: June 2, 2026**

**To: Board of Directors**

**From: Tiffany Cribbs, Director of Community Services**

**RE: Committee Appointment – Recreation Committee**

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**Background**

There are currently two positions open on the Recreation Committee. Carolyn Van Vleet applied for the committee, and the committee conducted an interview with her and subsequently selected her to fill one of the open seats.

Carolyn has demonstrated strong support for recreational activities within the community and brings experience in planning and executing activities and events. She also brings a broad community perspective as an active member of Canyon Lake since 2016.

**Fiscal Impact**

None

**Recommendation**

It is recommended that the Board of Directors approve the appointment of Carolyn Van Vleet to the Recreation Committee, contingent upon execution of a confidentiality agreement, effective immediately.



Director of Community Services

**PROPOSED NEW RULE:**

**CF.2.9 – Cooking Devices / Court Surfaces**

The use of cooking devices, barbeques, or grills is prohibited on all court surfaces. Propane grills are permitted only in designated areas and must comply with all applicable safety requirements. Charcoal fires are allowed only in designated barbeques.

**Fine:** \$100, plus cost of repairs

**DATE: June 2, 2026**

**TO: Board of Directors**

**FROM: Community Patrol Manager, Ken Toler**

**RE: Approval – Security Advisory Committee Member Appointment Stanley Young**

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**Background**

The Security Advisory Committee is composed of five (5) members and two (2) alternates. Currently there are 2 member positions and 2 alternate member positions open.

Currently there are 4 members and 2 alternate members.

The Security Advisory Committee has voted in favor of the current Alternate Member Stanley Young becoming a member of the committee.

**Recommendation**

It is recommended that the Board of Directors approve Stanley Young as a member of the Security Advisory Committee.

Ken Toler

Community Patrol Manager

# COMMUNITY SERVICES REPORT

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## May 2026

### DIRECTOR'S MESSAGE

Tiffany Cribbs, Director of Community Services

The Community Services departments continued supporting a high level of community activity throughout May while maintaining strong day-to-day service operations. Departments remained focused on improving member experience, expanding digital accessibility, supporting major community events, and strengthening coordination across teams during the start of the busy summer season.

#### **Communications**

The Communications team continued supporting community engagement through a high volume of promotional campaigns, digital outreach, and event marketing efforts. Focus remained on promoting Fiesta Day, CountryFest, summer recreation programming, community notices, and revenue-generating amenities. Website traffic, social media engagement, and digital communication participation continued to increase as the team expanded outreach efforts across multiple platforms.

#### **Member Services**

Member Services continued serving as the primary point of contact for members while maintaining strong customer service metrics across in-person, phone, and online support channels. The department managed ongoing membership activity, registrations, decals, and access services while continuing efforts to expand online tools and electronic communication enrollment. The team also maintained a strong focus on operational efficiency, member accessibility, and continuous service improvements through member feedback and digital enhancements.

#### **Recreation**

Recreation continued coordinating a high volume of facility use, recreation programming, club support, and community events throughout May. Planning and coordination efforts continued for upcoming seasonal events and programs, including Taco Tuesdays, Movie Nights at the Pool, Kids Summer Camp, swim lessons, and the 4th of July Fireworks Show. The department also continued collaborating with Patrol, Operations, Communications, and community clubs to support event logistics, facility scheduling, and expanded recreation opportunities for members.

# COMMUNICATION REPORT

## Goals & Campaigns – May 2026

### Goals & Objectives

The primary goals of the Communications team this fiscal year are:

- **Foster Community Engagement:** Promote community engagement through social media and digital platforms to connect with the Canyon Lake POA.
- **Build Greater Transparency:** Provide regular updates on projects, publicize key decisions, and make relevant resources easily accessible.
- **Promote Community Recreation & Events:** Highlight local events, club functions, and recreational opportunities to encourage community participation and support.
- **Improve Information Dissemination:** Utilize various communication channels to ensure accurate and timely information reaches community members.
- **Promote Revenue-Generating Amenities:** Support marketing efforts for golf course, restaurants, Happy Camp, propane sales, online store, and gift cards. Emphasize weddings and banquets at the Lodge.
- **Enhance Online Digital Services:** Improve the website's knowledge base, feature event pages, and provide online facility schedules.

### Looking Forward

In consideration of our primary goals for this year, below are new campaigns we will be focusing on in the upcoming months:

- **Recreation & Event Promotions**
  - Taco Tuesdays
  - 4th of July
- **Member Services Notices**
  - Canyon Lake Virtual Tours (360)
  - Notify Us & Ask Us
  - Community Maintenance
  - Online Services
- **Community Notices**
  - Lake Warning Flags
  - Lake Emergency Markers
  - Canyon Lake Camera Program
  - Access & Traffic
  - Electric Bicycle Registration & Riding Best Practices
  - Not an E-Bike
  - Community Patrol Enforcement
- **Club Promotions**
  - Yacht Club Pirates & Wenches Cruise
  - Mermaids of Canyon Lake Safety Awareness Class
  - Mermaids of Canyon Lake Treasure Cove Adventure
- **Restaurant Dining and Event Promotions**
  - Lodge*
    - Father's Day Specials
    - Happy Hour Specials
    - Weekly Live Music
    - Monthly Social Media Contest
  - Country Club*
    - Father's Day Specials
    - Weekly Live Music
    - Live Band Karaoke with Lifetime Rocker
    - Line Dancing at Country Club
    - Comedy Night with Frank & Friends
    - Cocktails & Karaoke
    - Happy Hour Mondays
    - Taco Tuesdays
    - Sunday Brunch
    - Monthly Social Media Contest
- **Golf Promotions**
  - Golf Annual Membership Campaign
  - Golf Daily Play Promotion (Canyon Lake residents only)

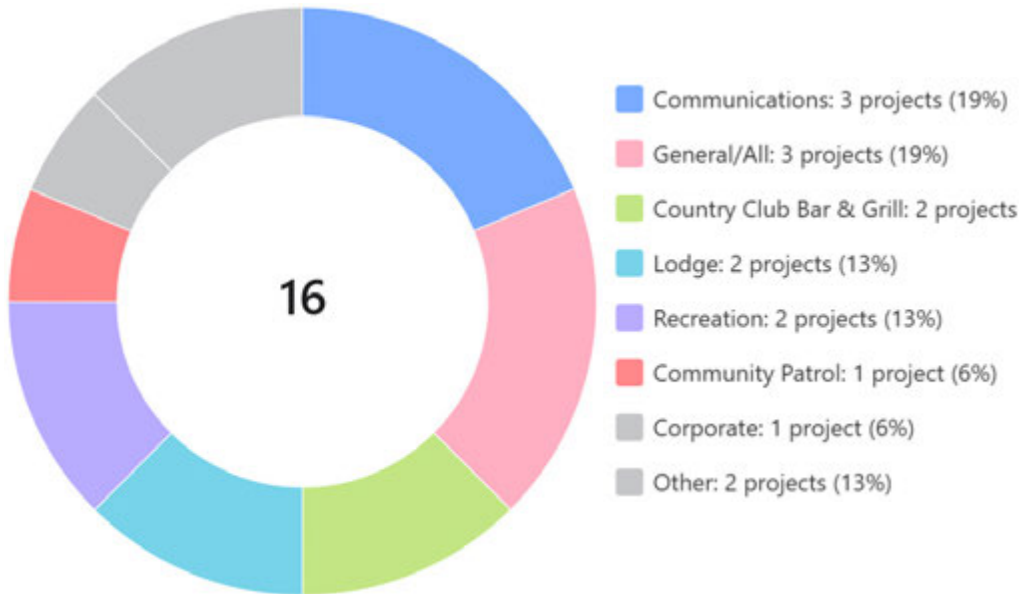
# COMMUNICATION REPORT

KPI Dashboard – May 2026

## ACTIVE CAMPAIGNS

May 2026

Below are the number of campaigns Communications managed during the month of May, broken down by the departments collaborated with for these campaigns.



## HIGHLIGHTS

**626**

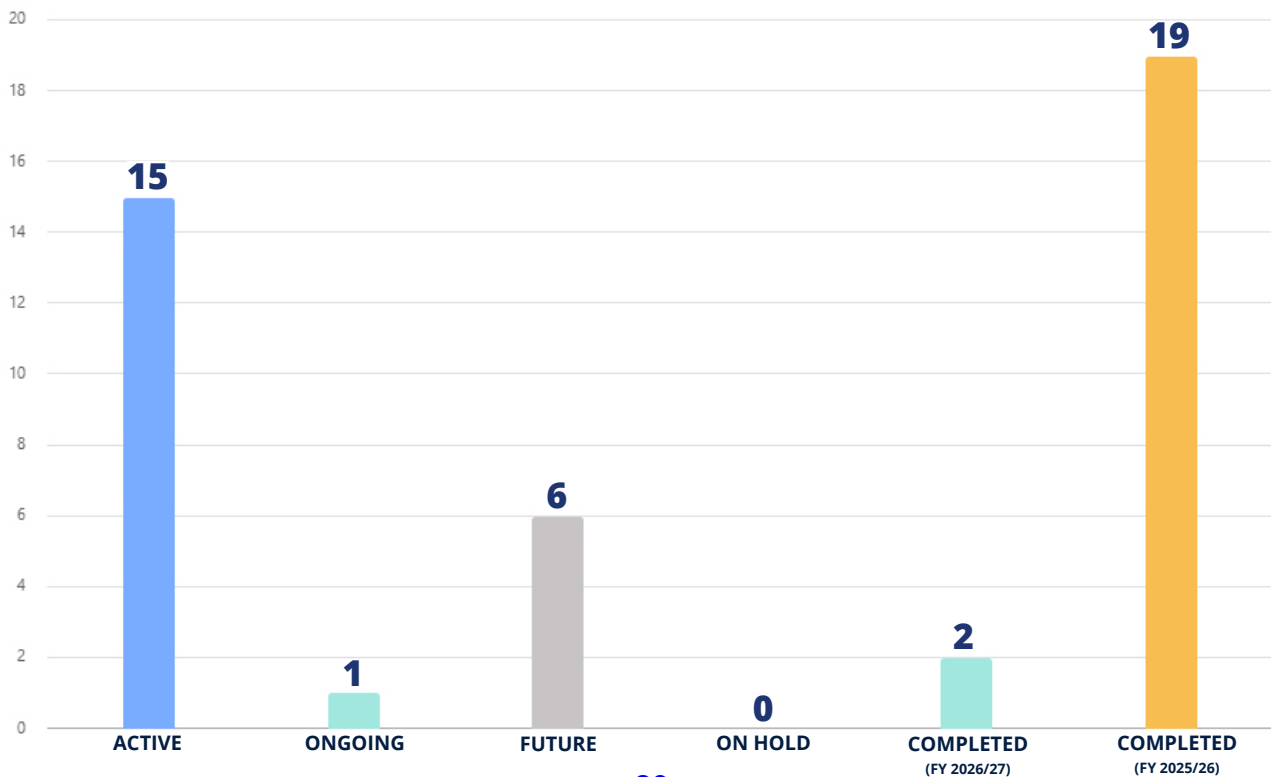
tasks completed  
in May 2026

**2**

club events promoted  
in fiscal year 2026/27

## CAMPAIGN STATUS

Below is the status of the campaigns Communications manages. These numbers are tracked for the current fiscal year 2026/27 (May 1, 2026 through April 30, 2027).



# FEATURE CAMPAIGNS – CANYON LAKE POA

May 2026

## Community Promotions

CANYON LAKE CELEBRATES  
250 YEARS OF AMERICA!

# Fiesta Day

MAY 23, 2026

Fiesta Fun at 2 Locations!  
Saturday, May 23, 2026  
Canyon Lake Lodge | Holiday Harbor  
[WWW.CLPOA.COM/FIESTA](http://WWW.CLPOA.COM/FIESTA)

• FREE ADMISSION  
• LIVE COUNTRY MUSIC  
• FOOD VENDORS

CANYON LAKE'S  
COUNTRY MUSIC  
FESTIVAL IS BACK!

# CANYON LAKE COUNTRYFEST

MUSIC FESTIVAL

BRYAN WHITE DEANA CARTER DAVID COOK COLLIN RAYE

SUNDAY MAY 24, 2026  
4 P.M. - 9 P.M. | HOLIDAY HARBOR  
[WWW.CLPOA.COM/COUNTRYFEST](http://WWW.CLPOA.COM/COUNTRYFEST)

CANYON LAKE POA BOARD ELECTION

## IT'S TIME TO VOTE!

### VOTING OPTIONS

- Electronically (before 9 a.m. on May 13)
- By Mail (by May 6)
- Ballot Box at Blue Bird Hall (by 5 p.m. on May 12)
- Election Day at Lodge from 8 a.m. to 9 a.m. on May 13

**VOTE**

CANYON LAKE @canyonlakepoa

## MEMORIAL WEEKEND GATE MANAGEMENT

Gate	Saturday, May 23 (6 a.m. - 5 p.m.) Sunday, May 24 (12 p.m. - 10 p.m.)
MAIN GATE	The Main Gate will be used exclusively for guest entry. All three lanes will be dedicated to processing registered guests into the community.
EAST GATE	The East Gate will be designated for resident access only. Any guests who attempt to use the East Gate will be turned around and redirected to the Main Gate.
NORTH GATE	The North Gate will remain normal allowing standard access for both residents and guests.

CANYON LAKE @canyonlakepoa

CANYON LAKE COMMUNITY THEATRE

# Be Our Guest

SONGS FROM  
THE MAGIC KINGDOM

MAY 28TH  
AND  
MAY 29TH  
AT 7PM  
AT HOLIDAY HARBOR

TICKET PRICES

\$10 KIDS 12 AND UNDER	\$15 ADULTS	\$25 PREMIER PACKAGE INCLUDES SEATING, SNACKS, AND A BEV!
------------------------------	----------------	--

TICKETS AVAILABLE AT [WWW.CLCTHEATRE.COM](http://WWW.CLCTHEATRE.COM)

CANYON LAKE GUILD

# SKYNYRD

## RELOADED

BAND

LIVE AT THE  
CANYON LAKE LODGE

SATURDAY, MAY 30, 2026  
DOORS OPEN AT 6:30 PM

VIP RESERVED SEATING \$60  
GENERAL ADMISSION \$45  
[WWW.CANYONLAKEGUILD.COM](http://WWW.CANYONLAKEGUILD.COM)

## Restaurant Promotions

CANYON LAKE  
COUNTRY CLUB BAR & GRILL

# Mother's Day

## BRUNCH BUFFET

SUNDAY, MAY 10  
9 A.M. - 2 P.M.

FEATURING  
Breakfast & Lunch Items  
Seafood  
Meat Carving Stations  
Desserts  
And More!

ADULTS: \$65 | SENIORS: \$55 | 40+  
KIDS: \$10 | 25

Call 951.246.1773 for reservations or book online at  
[www.canyonlakecountryclub.com/reservations](http://www.canyonlakecountryclub.com/reservations)

CANYON LAKE @canyonlakecountryclub

CANYON LAKE COUNTRY CLUB BAR & GRILL

HAPPY  
Memorial Day

MONDAY, MAY 25 | 9 A.M. - 12 P.M.

\$16 Breakfast Buffet  
Pancakes • Scrambled Eggs • Bacon and Sausage  
Biscuits and Gravy • Fresh Fruit

\$6 Breakfast Shots

Call 951.246.1773 for reservations or book online at  
[www.canyonlakecountryclub.com/reservations](http://www.canyonlakecountryclub.com/reservations)

CANYON LAKE @canyonlakecountryclub

CANYON LAKE LODGE

# Mother's Day

## BRUNCH BUFFET

SUNDAY, MAY 10  
9 a.m. to 4 p.m. | Last seating at 3:30 p.m.  
Holiday Bay Room and the Sunset Terrace

ADULTS: \$65 | KIDS (4 - 12): \$25  
SENIORS (65+): \$40

Call 951.246.1773 for reservations or book online at  
[www.canyonlakecountryclub.com/reservations](http://www.canyonlakecountryclub.com/reservations)

RESERVATIONS AT [WWW.THECANYONLAKELODGE.COM](http://WWW.THECANYONLAKELODGE.COM)

CANYON LAKE LODGE

# Mother's Day

## COCKTAILS

Hot Mama Garden Glow Bloom & Bubbles

Available on Mother's Day  
Sunday, May 10, from 9 a.m. to 4 p.m.

# COMMUNICATION REPORT

## Website Highlights – May 2026

### Website Analytics Highlights

Total users ▾

8.2K

↑ 42.4%

Views ▾

27K

↑ 39.4%

Event count ▾

63K

↑ 40.0%

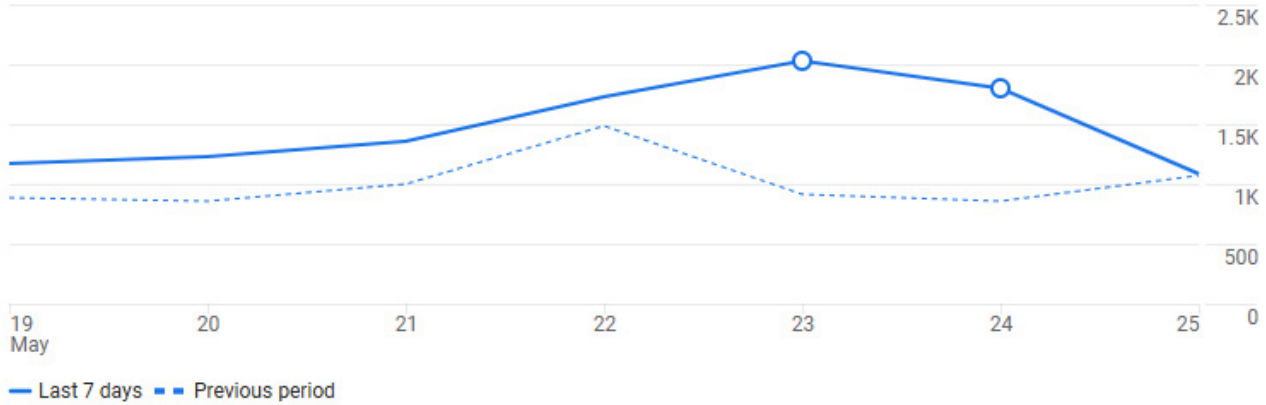
New users ▾

5.9K

↑ 50.4%

🔔 Off

🟢 ▾



### Top 15 Visited Website Pages

<input type="checkbox"/>	Page title and screen class +	↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events ▾
<input type="checkbox"/>	Total	83,313 100% of total	20,503 100% of total	4.06 Avg 0%	1m 35s Avg 0%	193,869 100% of total
<input type="checkbox"/>	1 Canyon Lake POA   Community, Recreation & Events in Canyon Lake, CA - Canyon Lake POA	7,452 (8.94%)	3,332 (16.25%)	2.24	31s	19,243 (9.93%)
<input type="checkbox"/>	2 Login - Canyon Lake POA	7,338 (8.81%)	2,821 (13.76%)	2.60	52s	16,505 (8.51%)
<input type="checkbox"/>	3 CountryFest - Canyon Lake POA	4,132 (4.96%)	2,087 (10.18%)	1.98	34s	10,126 (5.22%)
<input type="checkbox"/>	4 Home - Canyon Lake POA	3,607 (4.33%)	2,277 (11.11%)	1.58	25s	11,150 (5.75%)
<input type="checkbox"/>	5 Fiesta Day - Canyon Lake POA	3,268 (3.92%)	2,016 (9.83%)	1.62	42s	8,765 (4.52%)
<input type="checkbox"/>	6 Fiesta Schedule - Canyon Lake POA	2,790 (3.35%)	1,460 (7.12%)	1.91	1m 00s	5,529 (2.85%)
<input type="checkbox"/>	7 Events Reservation - Canyon Lake POA	2,481 (2.98%)	1,302 (6.35%)	1.91	29s	5,482 (2.83%)
<input type="checkbox"/>	8 Pickleball - Canyon Lake POA	2,354 (2.83%)	295 (1.44%)	7.98	1m 16s	4,746 (2.45%)
<input type="checkbox"/>	9 My Info - Canyon Lake POA	2,250 (2.7%)	1,113 (5.43%)	2.02	52s	4,430 (2.29%)
<input type="checkbox"/>	10 Happy Camp - Canyon Lake POA	2,088 (2.51%)	1,221 (5.96%)	1.71	51s	5,963 (3.08%)
<input type="checkbox"/>	11 Events - Canyon Lake POA	1,756 (2.11%)	1,022 (4.98%)	1.72	41s	3,615 (1.86%)
<input type="checkbox"/>	12 Make Payment - Canyon Lake POA	1,752 (2.1%)	845 (4.12%)	2.07	2m 26s	3,394 (1.75%)
<input type="checkbox"/>	13 Fiesta Parade - Canyon Lake POA	1,567 (1.88%)	868 (4.23%)	1.81	39s	3,266 (1.68%)
<input type="checkbox"/>	14 Canyon Lake Lodge - The Canyon Lake Lodge	1,538 (1.85%)	916 (4.47%)	1.68	22s	4,433 (2.29%)
<input type="checkbox"/>	15 Search - Canyon Lake POA	1,459 (1.75%)	692 (3.38%)	2.11	57s	2,879 (1.49%)

# COMMUNICATION REPORT

Social Media Highlights – May 2026

## PERFORMANCE SUMMARY

**27,486**

Followers  
Total

**646**

Published  
Posts

**541,797**

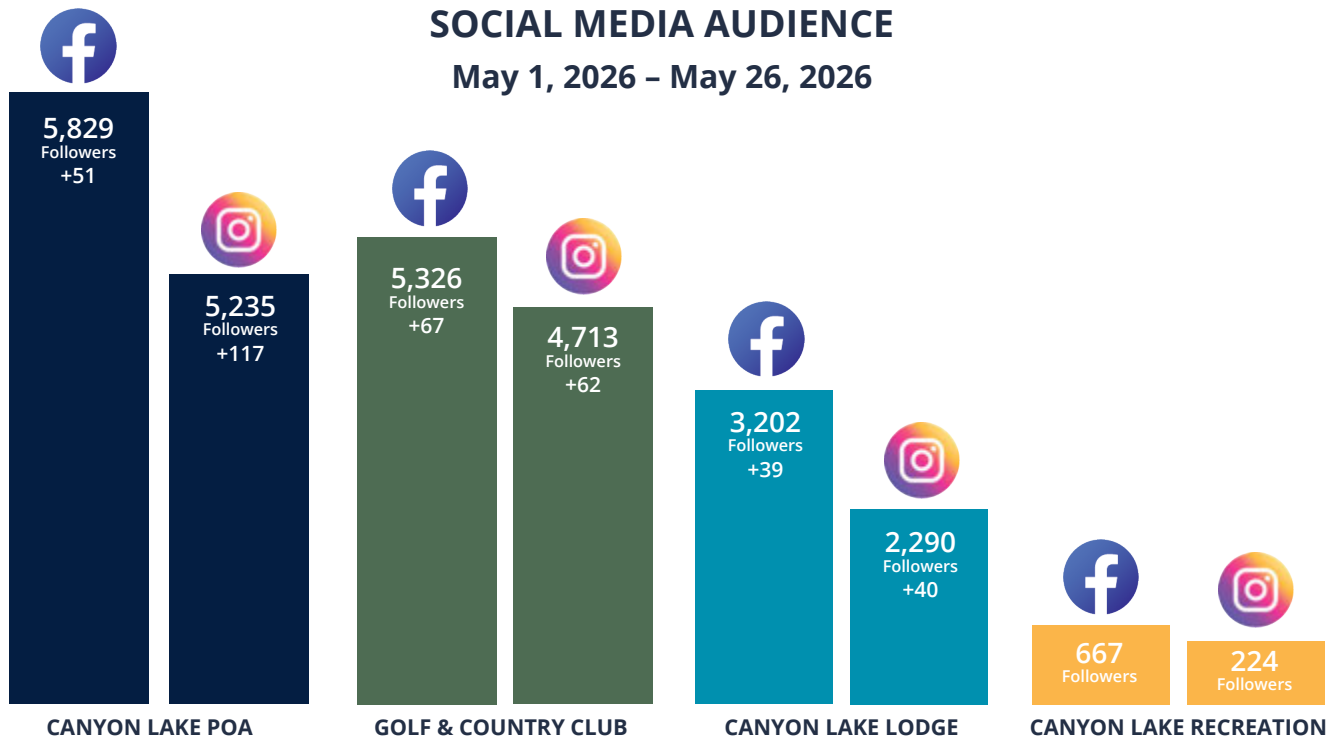
Page  
Impressions

**450,208**

Post  
Impressions

## SOCIAL MEDIA AUDIENCE

May 1, 2026 – May 26, 2026



## PROFILE SUMMARY

Profile	Followers	Growth	Posts	Engagement	Reach	Impressions
Canyon Lake POA   Facebook	5,829	51	148	5,285	90,806	105,039
Canyon Lake POA   Instagram	5,235	117	201	2,302	103,172	179,050
Golf & Country Club   Facebook	5,326	67	32	2,028	13,146	34,131
Golf & Country Club   Instagram	4,713	62	43	214	11,835	17,581
Canyon Lake Lodge   Facebook	3,202	39	39	2,687	36,236	52,653
Canyon Lake Lodge   Instagram	2,290	40	70	391	18,558	27,781
Canyon Lake Recreation   Facebook	667	1	56	66	1,870	2,004
Canyon Lake Recreation   Instagram	224	2	57	23	1,534	2,390

# COMMUNICATION REPORT

## Email Highlights – May 2026

### EMAIL DASHBOARD – MAY 2026

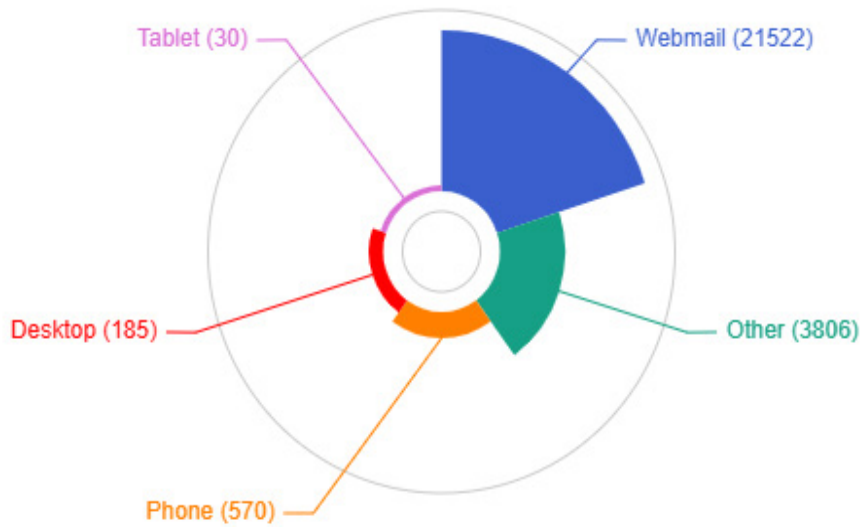
58479  
DELIVERED



9848  
UNIQUE OPENS



### TOP DEVICE OPENS MAY 2026



Webmail (21522) Other (3806) Phone (570) Desktop (185) Tablet (30)

### DELIVERY BY EMAIL CLIENT MAY 2026

Gmail (27317)  
Yahoo (17688)  
Microsoft Outlook (5560)  
Microsoft 365 (2242)  
Apple iCloud (1956)  
Remaining (3726)



# MEMBER SERVICES REPORT

## Goals & Campaigns – May 2026

### Goals & Objectives

The primary goals of the Member Services team this fiscal year are:

- **Enhance Customer Service**  
Provide friendly, efficient, knowledgeable, and professional support across in-person, phone, and online member interactions.
- **Expand Digital Services**  
Increase online services, digital forms, self-service tools, and online payment accessibility for members.
- **Improve Member Communication**  
Increase email participation and improve tracking of member communication preferences within the membership database..
- **Improve Operational Efficiency**  
Enhance workflow, office organization, records management, and processing efficiency for memberships, registrations, and decals.
- **Strengthen Staff Development**  
Maintain ongoing staff training, operational consistency, and quality service standards throughout the department.
- **Foster Continuous Improvement**  
Use member feedback and service surveys to identify opportunities for continuous improvement.

### Looking Forward

In consideration of Member Services primary goals for this year, below are some of the initiatives the Member Services team will be focusing on in the upcoming months:

- **Department Projects**
  - FY 26/27 Boat Registrations
  - Policy Development
  - Ongoing Staff Website Review
  - Electronic Communication Enrollment
- **Digital Enhancements:**
  - Department Digitalization
    - Increased online support
    - Implementing new digital tools in the office for more efficient support
- **Customer Support Performance**
  - Continued collection of member feedback through SurveyMonkey to assess service levels and identify areas for improvement
- **Daily Membership Management**
  - Issue Decals, RFIDs, & POA Cards
    - Boat Decals
    - E-bike Decals
    - Golf Cart Decals
    - Motorcycle Decals
    - Pump Track Decals
    - Vehicle Decals
  - Establishing New Memberships
  - Manage Boat Dock Slip Rentals
  - Provide Guest Access Support
  - Process Assessment Payments
  - General Association Inquiries
  - Monthly Membership Renewal Letters

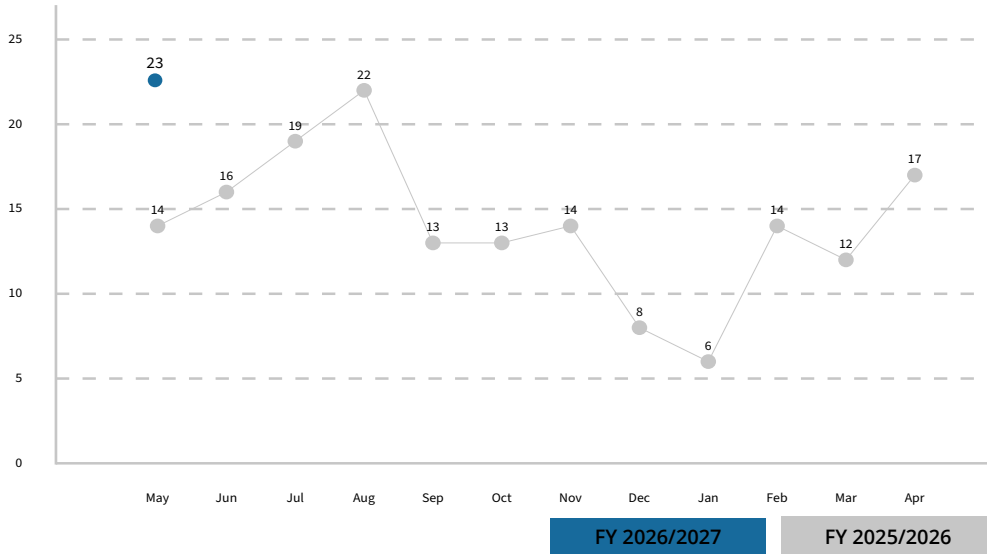
# MEMBER SERVICES REPORT

KPI Dashboard – May 2026

## NEW HOMEOWNERS

May 2026

Below is the number of new homeowners Member Services processes each month. These numbers are tracked for the current fiscal year 2026/27 (May 1, 2026 through April 30, 2027).



## MEMBERSHIP HIGHLIGHTS

**16,111**

Memberships in  
May 2026

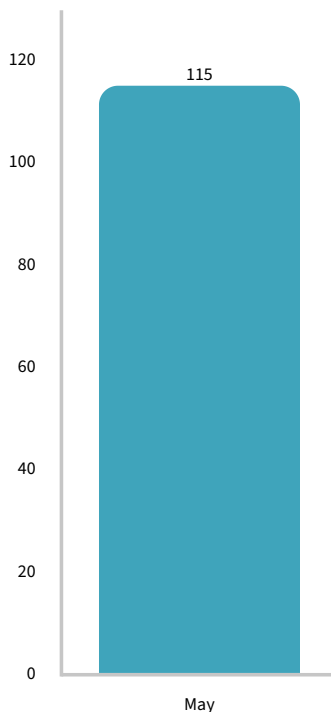
**1,719**

Tenants in  
May 2026

## NEW MEMBERSHIPS

May 2026

Below is the number of new memberships Member Services processes each month. These numbers are tracked for the current fiscal year 2026/27 (May 1, 2026 through April 30, 2027).



# MEMBER SERVICES REPORT

KPI Dashboard – May 2026

## MEMBER SERVICES ACTIVITY

**281** (+2 Apr)

Member  
Office Visits

**817** (+514 Apr)

Decals  
Processed

**30%** (+20% Apr)

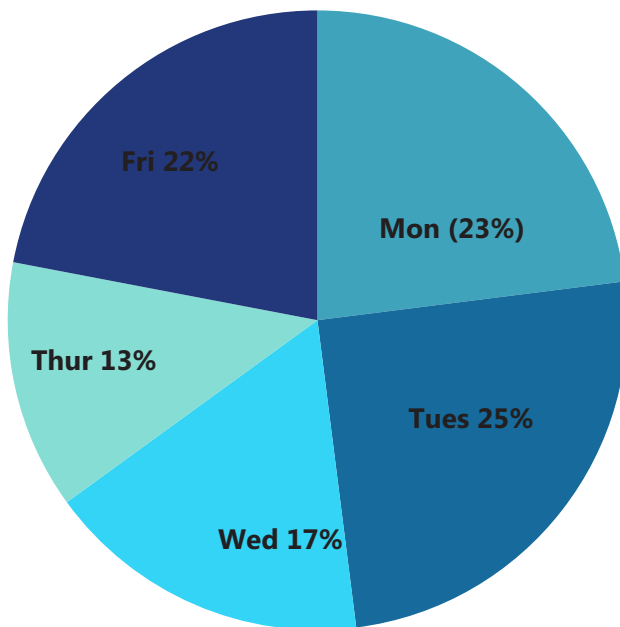
In Person  
Support

**70%** (-20% Apr)

Phone/Online  
Support

## MEMBER VISITS BY DAY TO MEMBER SERVICES

May 2026



## MEMBER SUPPORT

**946** (-1,917 Apr)

Members assisted in May  
(in person, online/email, phone)

**1,532** (-18 Apr)

Homeowners signed up for  
email communication

## MEMBER EXPERIENCE FEEDBACK

May 2026

Feedback from surveys sent to members after each visit to the Member Services office.

Overall Satisfaction



Overall Helpfulness



Issue Resolved



Wait Time

98%

Issue Resolution Time

98%

30

Recommendation Rating

91%

# MEMBER SERVICES REPORT

KPI Dashboard – May 2026

## DECAL OVERVIEW - MAY 2026

**163** (+11 Apr)

Vehicle Decals Issued

**28** (+6 Apr)

Golf Cart Decals Issued

**21** (-15 Apr)

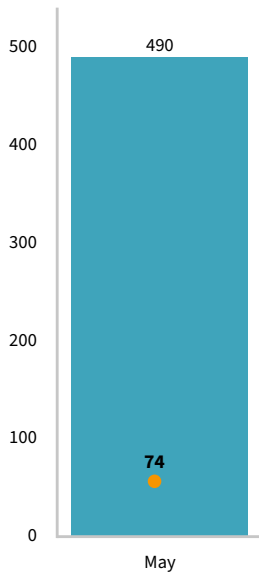
E-Bike Decals Issued

**605** (+512 Apr)

Boat Decals Issued

## RFIDS & POA CARDS ISSUED

May 2026



RFIDs Issued

POA Cards Issued

## GO ACCESS HIGHLIGHTS

**89%**

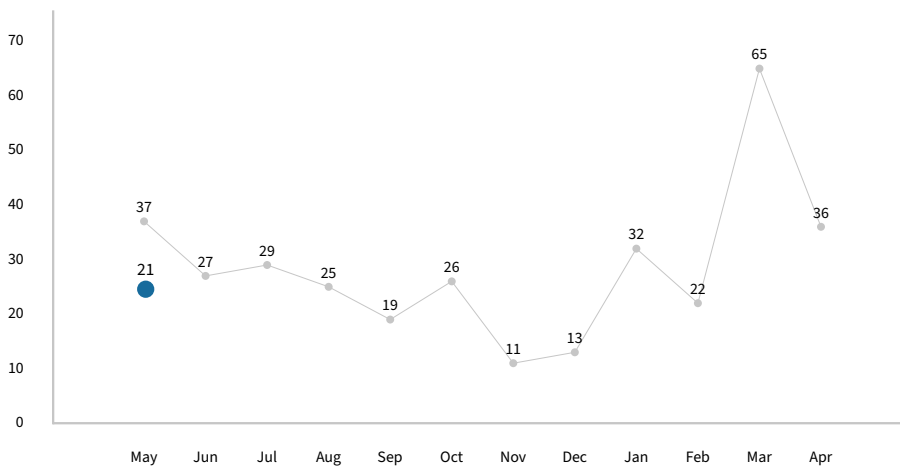
Members migrated to GoAccess.

**4,290**

Members migrated to GoAccess.

## E-BIKE DECAL TRACKER

Below are the number of e-bike decals Member Services processes each month. These numbers are tracked for the current fiscal year 2026/27 (May 1, 2026 through April 30, 2027).



FY 2026/2027

FY 2025/2026

## TOTAL E-BIKES REGISTERED

**1,290**

as of May 2026

# RECREATION REPORT

## Goals & Campaigns – May 2026

### Goals & Objectives

The primary goals of the Recreation team this fiscal year are:

- **Expand Recreation Programming**  
Increase recreation opportunities, classes, seasonal programs, and activities for all age groups throughout the community.
- **Improve Facility Utilization**  
Enhance facility scheduling, reservation coordination, accessibility, and recreation space utilization for members and events.
- **Strengthen Event Coordination**  
Improve collaboration with clubs, sponsors, vendors, and departments supporting community events and recreation programming.
- **Improve Digital Accessibility**  
Expand online registration, payment accessibility, and digital recreation resources for easier member participation..
- **Increase Community Engagement**  
Encourage participation in community events, recreation programs, concerts, and seasonal activities throughout the year.
- **Evaluate Recreation Opportunities**  
Review participation trends, surveys, and community feedback to identify future recreation programming opportunities.

### Looking Forward

In consideration of Recreation’s primary goals for this year, below are new initiatives the Recreation team will be focusing on in the upcoming months:

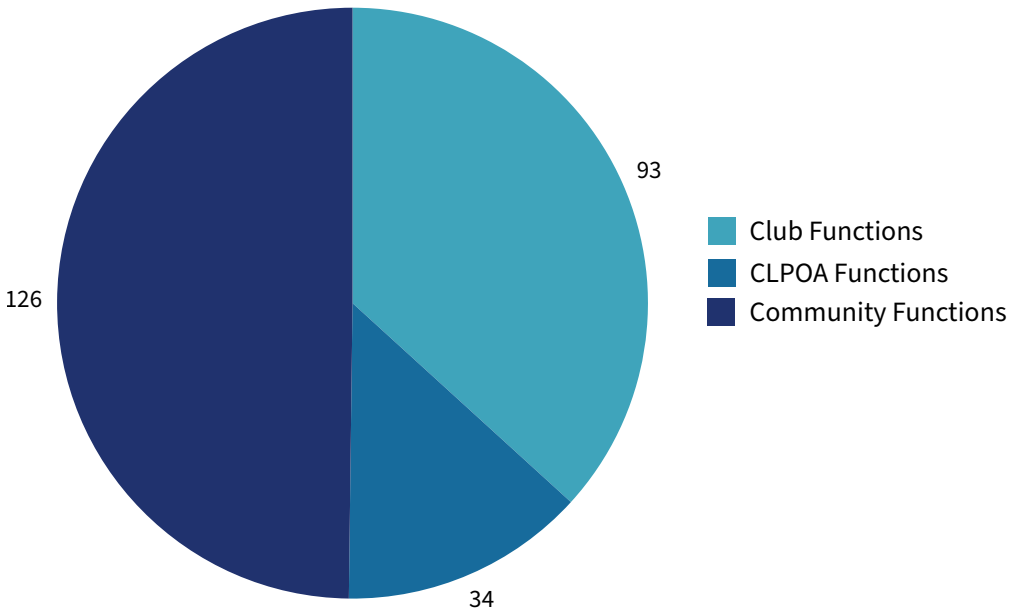
- **Event Coordination**
  - Taco Tuesdays
  - Movie Nights at the Pool
  - 4th of July Fireworks
  - Club Event Support
- **Department Projects**
  - Coordinating club event support with Patrol, Recreation, and Operations year-round
  - Managing Community Bench Program
- **Recreational Programs**
  - Working with clubs to offer our second year of the Kids Summer Camp
  - New advanced swim lessons will be available at the pool this year
- Collaborating with the Recreation Committee to explore tween and teen recreation options.
- New Line Dancing classes available now!
- Exploring additional fitness class opportunities.
- **Facilities**
  - Pool:
    - Aqua Fitness Available Now
    - Summer Swim Lessons
  - Senior Center:
    - Monthly Potluck on Sunday, June 28
    - Lions Club Bingo first and third Sundays

# RECREATION REPORT

KPI Dashboard – May 2026

## TYPES OF FUNCTIONS

May 2026



## HIGHLIGHTS

**253**

functions scheduled  
in May 2026

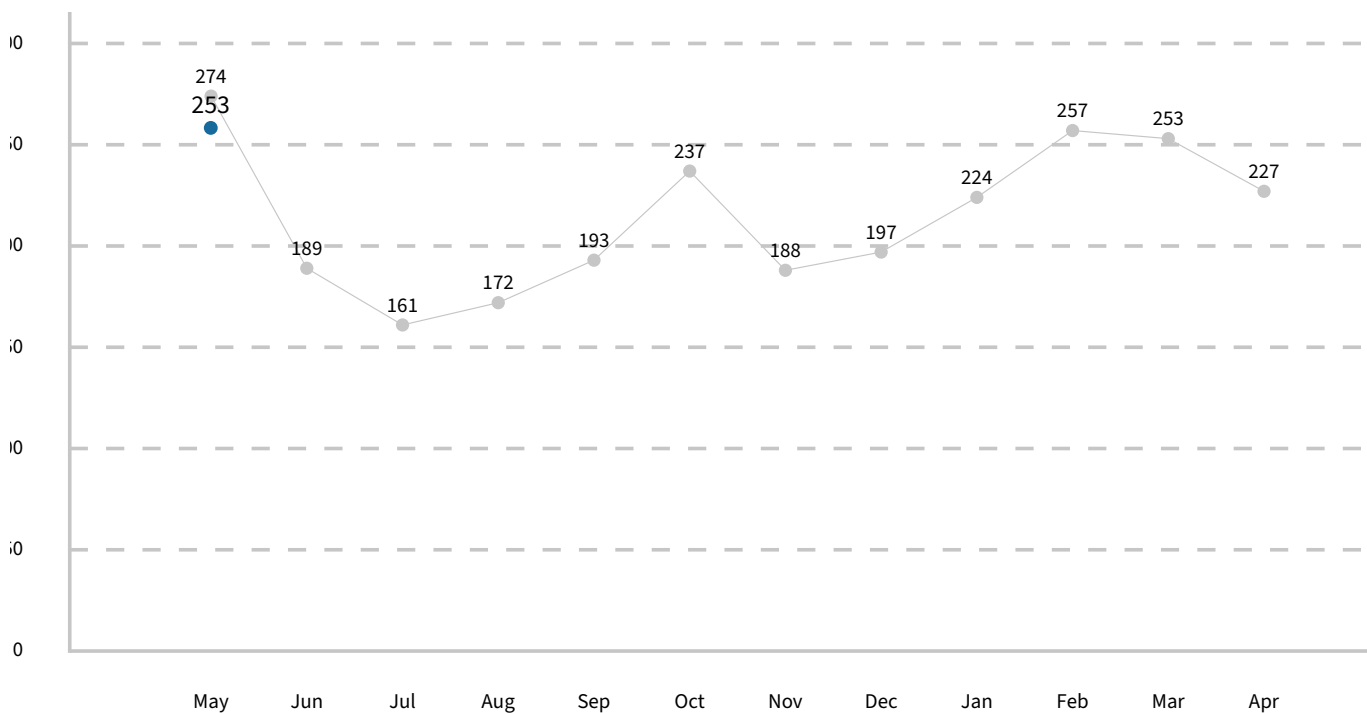
**93**

club functions  
in May 2026

## COMMUNITY FUNCTIONS

May 2026

Below are the number functions that take place each month in the community. These numbers are tracked for the current fiscal year 2026/27 (May 1, 2026 through April 30, 2027).



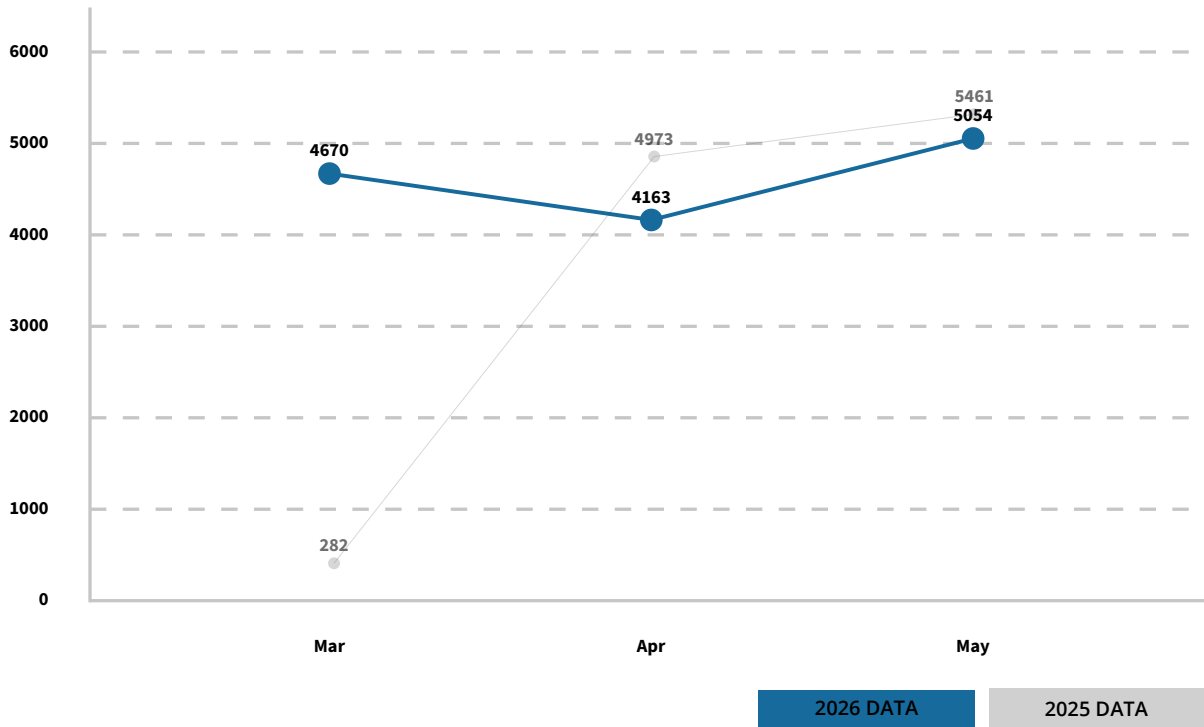
# RECREATION REPORT

## Pool KPI Dashboard – May 2026

### POOL USAGE

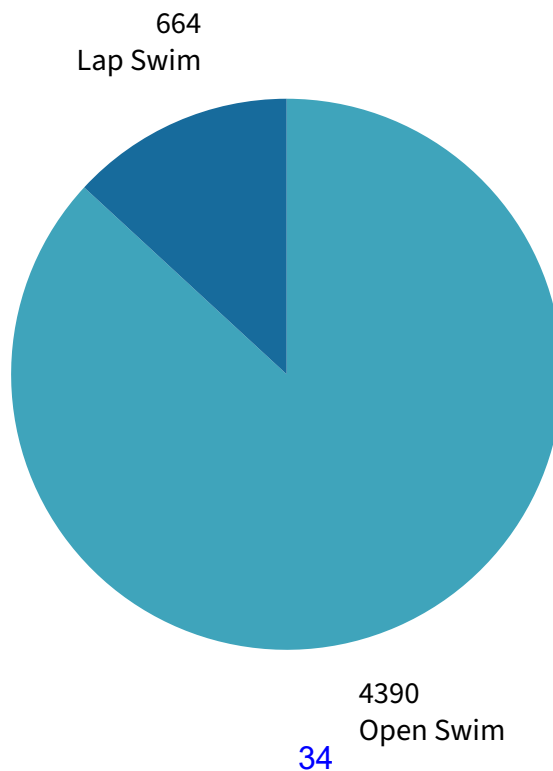
May 2026

Below are the number of swimmers that visit the pool each month. These numbers are tracked for the pool seasons which runs through November.



### POOL ACTIVITY

May 2026



# RECREATION REPORT

Community Events: Save The Date For These Upcoming Events!

## JUNE 2026

Jun 6 Yacht Club's Pirates & Wenches Cruise

Jun 7 Lion's Club Bingo

Jun 13 Cars & Coffee with the Car Club

Jun 16 Taco Tuesday

Jun 19 Yacht Club's Juneteeth Cruise

Jun 21 Pickleball Club Tournament  
Lion's Club Bingo

Jun 22 Kids Summer Camp (Week 1)

Jun 23 Taco Tuesday

Jun 27 Mermaids of Canyon Lake Festival

Jun 27 Canyon Lake Guild Concert featuring Bob Seger Silver Tribute Band

Jun 29 Yacht Club's Full Moon Cruise

## JULY 2026

Jul 4 4th of July Firework's Show

# RECREATION REPORT

Community Events: Save The Date For These Upcoming Events!

Jul 5

Lion's Club Bingo

Jul 6

Kids Summer Camp (Week 2)

Jul 11

Cars & Coffee at Sierra Park  
Yacht Club's Scavenger Hunt & S'mores Event  
Movie Night at the Pool

Jul 13

Kids Summer Camp (Week 3)

Jul 14

Taco Tuesday

Jul 19

Lion's Club Bingo

Jul 20

Kids Summer Camp (Week 4)

Jul 21

Taco Tuesday

Jul 25

Canyon Lake Woman's Club Cooking Class

July 28

Taco Tuesday

Jul 29

Yacht Club's Full Moon Cruise

Jul 31

Yacht Club's Friday Night Cruise

# COMMITTEES REPORT

May 2026

## Recreation Committee

The primary responsibility of the Recreation Committee is to advise and assist the Canyon Lake POA's Board on the enhancement, preservation, and related uses of designated recreational common areas within the community for the Canyon Lake POA.

The committee met on May 12, 2026. Discussion focused on upcoming community events, including Fiesta Day, CountryFest, Taco Tuesdays, and the 4th of July. The committee also reviewed updates related to the Dirt Jump Park/RC Park and pump track seating improvements. Additional discussion included upcoming recreation programming such as Summer Kids Camp, Summer Teen Activities, swim lessons, fun runs, and races. The committee also discussed a proposed zip line concept.

The next meeting is scheduled for June 9, 2026, at 5 p.m. in the POA Conference Room.

## Rules & Regulations Review Committee

The primary responsibility of the Rules & Regulations Review Committee is to provide advice and assistance to the Canyon Lake POA's Board in reviewing and revising the Rules & Regulations.

The committee did not meet in May.

The next meeting is scheduled for June 16, 2026, at 6 p.m. in the POA Conference Room.

## Senior Center Work Group

The primary responsibility of the Senior Center Work Group is to advise the Canyon Lake POA's Board on new programs and concepts for use at the Canyon Lake Senior Center.

At the most recent meeting, the group reviewed a revised donation request from the Woman's Club, discussed a potential seminar focused on dementia and senior care, reviewed attendance for the April Free Dinner, and discussed the cancellation of the May Wellness Fair.

The next meeting is scheduled for June 2, 2026, at 9 a.m. at the Senior Center.

# COMMUNITY PATROL REPORT

April 2026

Community Patrol’s primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations for compliance, and incident observation and reporting to the Association. Community Patrol’s services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc. In the table below, the “Calls for Service” column reflects the number of calls made by community members based on the violation type.

## Citations Issued

Citations Issued	February		March		April	
	Calls for Service	Cites	Calls for Service	Cites	Calls for Service	Cites
Parking	14	9	27	46	27	97
Non-authorized Entry	21	5	15	10	11	3
Noise	35	4	20	5	18	3

E-Bike Violations	February	March	April
GR.5.2b- E-bike registration	15	7	18
GR.5.2e- Passengers	2	4	5
GR.5.2f- Reckless Behavior	7	10	3
GR.5.2h- Failure to Yield	1	5	0
GR.5.2i- Designated Areas	7	5	0

## Additional Information

	February	March	April
Total Calls for Service	244	328	383
Call for Service – Unable to Locate	50	76	124

Guest Citations	135	64	123
Service Provider Citations	8	1	1
Member Citations	185	92	155
Warning Citations	20	73	106
Vandalism	4	7	3
Property Damage	24	16	16
Prohibited Vehicles	17	10	13
Misc. Violations	59	66	54
School Bus Enforcement	1	1	0
Speeding	<b>10</b>	<b>17</b>	<b>3</b>
Failure to stop at a stop sign	238	75	37
Non-Registered Golf Carts	1	10	33

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### Gate Entry Statistics

	February	March	April
Confiscated Guest Passes	56	55	26
Misuse of Access Identification	8	10	10

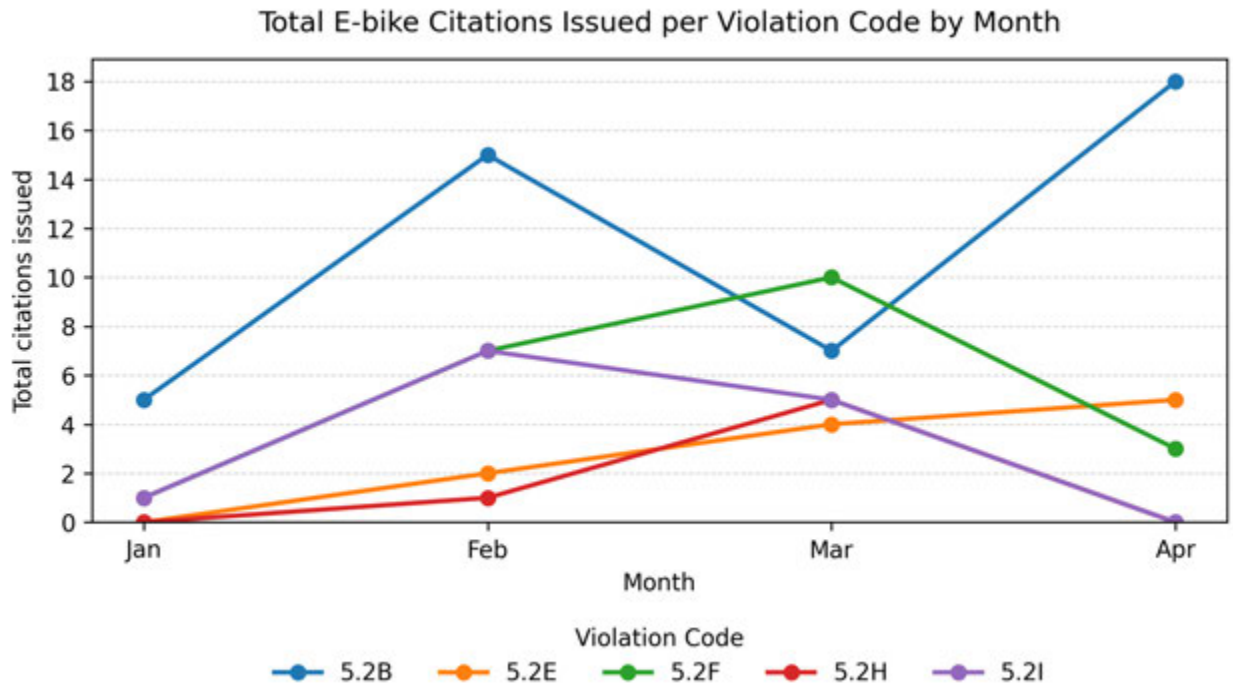
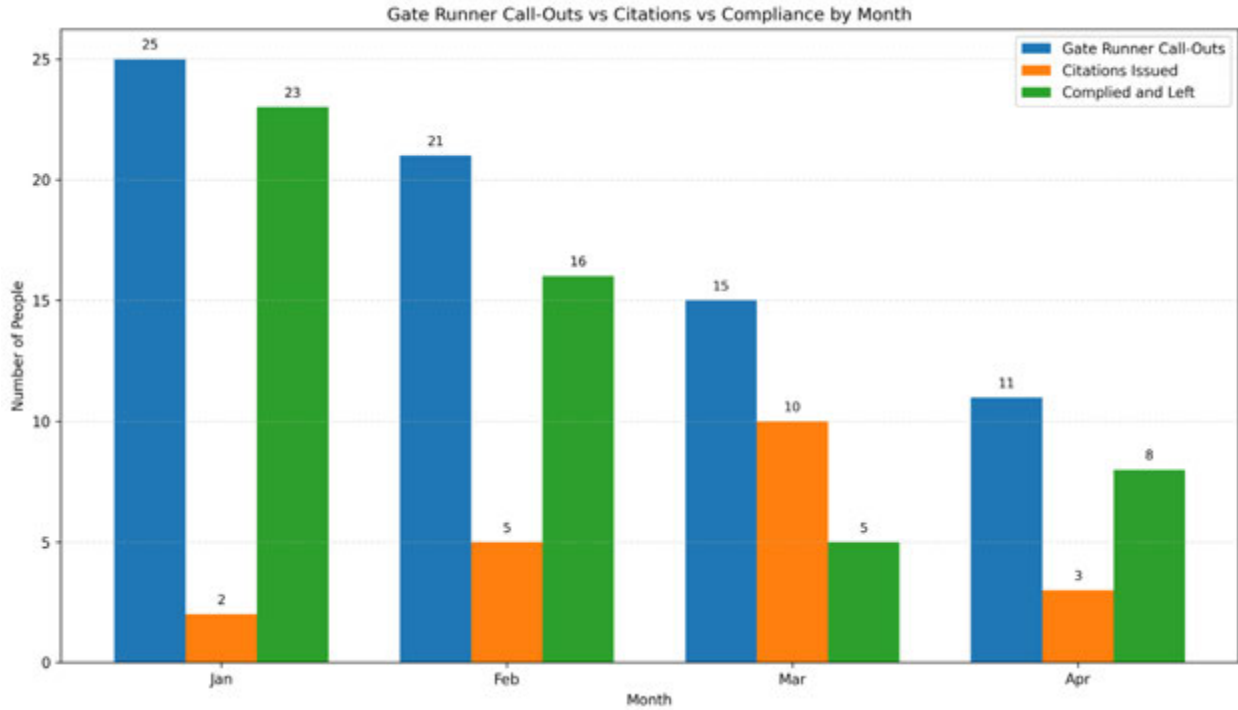
### Two Guest Lane Entry Protocol\*

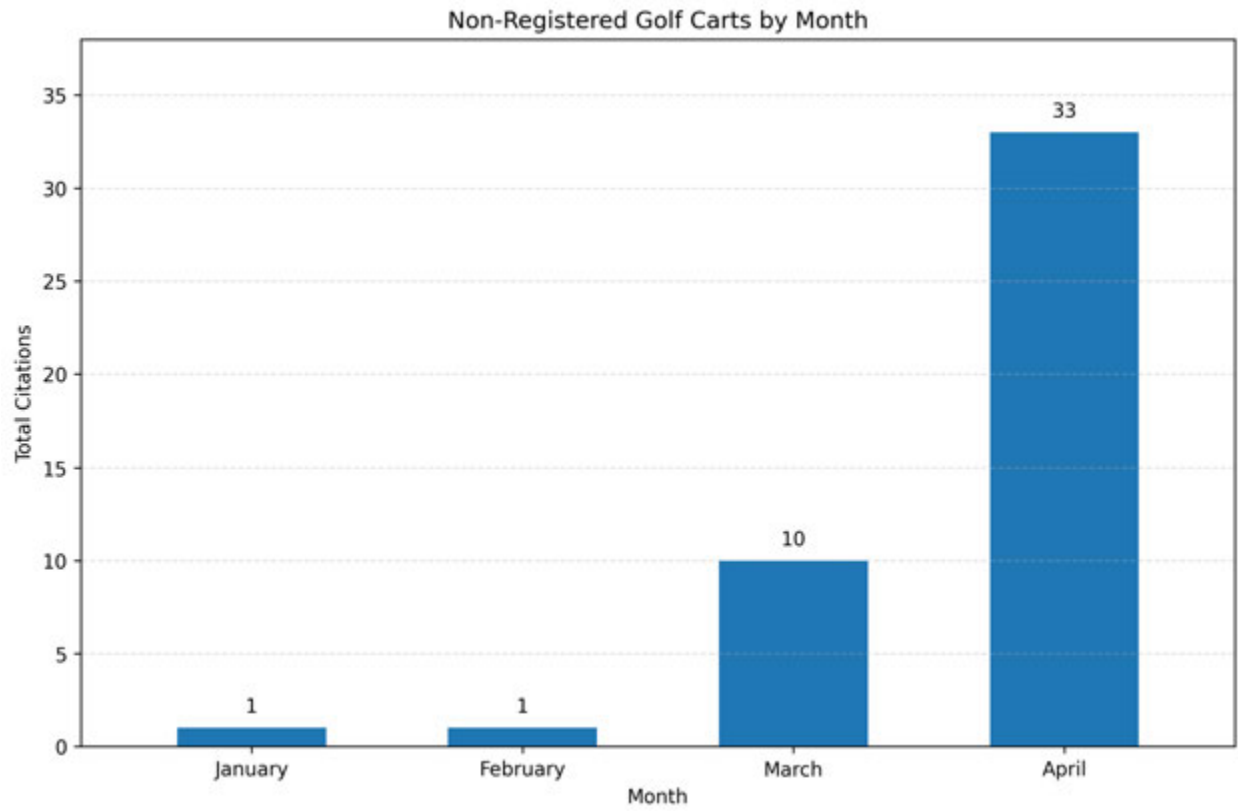
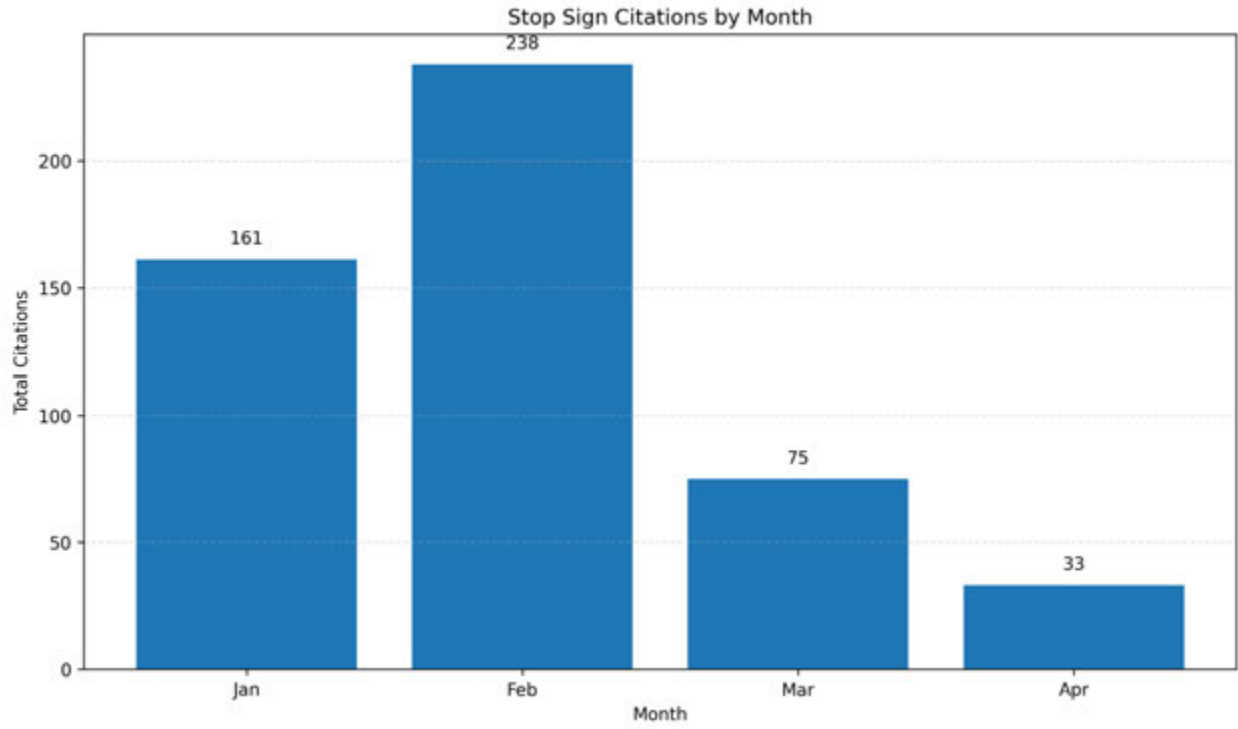
	February	March	April
Total time in minutes	158	20	35
• Main Gate	86	20	30
• East Gate	0	0	5
□ North Gate	72	0	0

\*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests' passes to improve traffic flow.

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Report presented by: *Zachary Wells (Community Patrol Chief)*





31512 Railroad Canyon Road, Canyon Lake, CA 92587  
951.244.6841  
www.canyonlakepoa.com

## Marine Patrol Report

May 2026  
(4/27 - 5/25)

Marine Patrol's primary functions are to provide the community with services that include Quagga Mussel and boat safety inspections, Rules and Regulations compliance, and incident observation and reporting to the Association. In the table below, the "Calls for Service" column reflects the number of calls made by community members based on the violation type.

### Citations Issued

CITATION		MARCH	APRIL	MAY
LM.2.5	Expired/No Reg (State)	0	19	0
LM.2.6	Expired/No Reg (CLPOA)	0	0	0
LM.2.7	Expired/No Reg at a dock or lift	0	15	0
LM.6.7	Excessive Wake in NO wake zone	1	1	1
LM.7.3	Reckless behavior while operating a motorized boat	0	1	0
LM.9.11	Plowing	0	0	1
GR.2.18a	Loud Noise	0	0	0
GR.4.4	Fishing License	0	0	0
LM.6.9	Failure to present CA Boater Card	0	0	1
	Other	0	2	4
TOTAL		1	38	7

### Warnings Issued

WARNING		MARCH		APRIL		MAY	
		VERBAL	WRITTEN	VERBAL	WRITTEN	VERBAL	WRITTEN
LM.2.5	Expired/No Reg (State)	12	0	4	0	8	0
LM.2.6	Expired/No Reg (CLPOA)	3	1	2	0	0	0
LM.2.7	Expired/No Reg at a dock or lift	0	0	0	0	0	0
LM.6.7	Excessive Wake in NO wake zone	5	0	15	0	25	0
LM.7.3	Reckless behavior while operating a motorized boat	3	0	0	0	3	0
LM.9.11	Plowing	3	0	2	0	5	0
GR.2.18a	Loud Noise	0	1	0	0	0	0
GR.4.4	Fishing License	0	0	2	0	0	0
lm.6.9	Failure to present CA Boater Card	7	1	4	0	5	0
	Other	5		5	0	12	0
TOTAL		38	3	34	0	58	0

**Additional Information**

	MARCH	APRIL	MAY
Total Calls for Service	114	187	407
Boat Safety Inspections	28	79	319
Boat Tow (Out of Fuel/Mechanical)	17	8	11
Boat Tow (Adrift)	2	1	0
Battery Assist	1	0	4
P&C Inspector Escort Hours	16.25	12.5	9.5
Fish & Game/Other Escort Hours	5	9	7
Fishing License Checks	3	11	4
Quagga Inspection	39	46	65
White Tag Applied	15	35	35
Quarantine Tag Applied	0	0	0
Debris/Other Retrieval & Disposal	14	28	9
Days @ Yellow Flag *RED	0	0	0.5

**Boat Operating Hours**

	Start Hrs	End Hrs	MARCH	APRIL	MAY
Boat 1	297.7		148.9	170.7	160
Boat 2	4290.8		179.4	176.8	201.3
Boat 3	1320.8		1.9	4.9	4.8
Boat 4	2364.5		11.9	0.6	30.6
TOTAL			342.1	353	396.7

**Boat Operating Hours & Percentage by Location**

	MARCH		APRIL		MAY	
	Hours	%	Hours	%	Hours	%
Main Lake	202	59	210	59.5	242	61
East Bay	138.2	40.5	138.1	39.1	149.9	37.7
North Ski	1.9	0.5	4.9	1.4	4.8	1.3

**Incident Report Summary**

	MARCH	APRIL	MAY
Reports	0	0	0

**Incident Report Details**

Location	Incident Description

Report presented by: *Dave Martilla (Marine Patrol Captain)*

**Date: 6/2/26**

**To: Board of Directors**

**From: Planning and Compliance Department – Cheryl Mitchell**  
**Department Report - ACC Committee Overview**

Total current items monitored by department **1903** which include permit due dates, violations, extension, and escrow inspections, last month **1936**.

**Permit Breakdown**

1. **876** Open permit – down
  - a. **43** - new home– down
  - b. **15** - Additions – up
  - c. **8** – ADU/JADU – down
  - d. **102** - lakeside permits - down
  - e. **56** - solar panel permits - down
  - f. **43** - fence permits – no change
  - g. **25** - pool permits – up
  - h. **14** - dumpster/pod permits – no change
  - i. **251** – Same Day Permits - down
  - j. **319**- Improvements (multiple types) – down

**Violation/Escrow Breakdown**

1. **895** Open violations – down
2. **41** Open escrows – up

**ACC Committee Overview**

1. Total of **210** items reviewed – up
2. Total of **154** permits approved - up

**Items reviewed – Permit Breakdown**

1. New Home Reviewed/Permit (**1**)
2. Additions – (**1**)
3. ADU/JADU (**0**)
4. Grading Permit (**0**)
5. Improvements (**57**)
6. Lakeside Improvement (**15**)
7. Recorded Variance (**15**)
8. Rejected Applications (**15**)
9. Re-Submittal's (**4**)
10. Permit issued same day (Over the counter) (**50**)
11. Preliminary Applications (**7**)

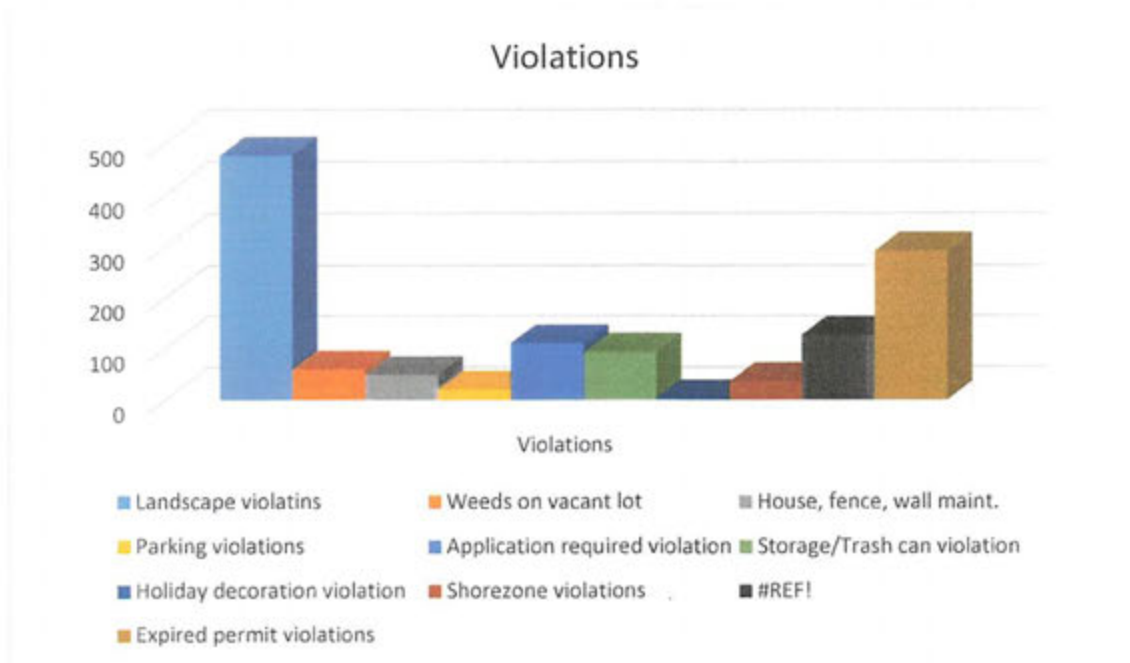
**Member Complaints**

1. **23** Complaints investigated (**2** months)
2. **4** already written.

**Letter - Compliance**

1. **227**- compliances
2. **224** Courtesy Notices

**Violation Breakdown Chart**



**Violations graph -greatest to least**

1. Landscape violation
2. Expired permits
3. Others
4. Storage/Trash cans
5. Application required
6. House, fence, wall maintenance
7. Parking violations
8. Shorezone
9. Weeds on vacant lots
10. Holiday decorations

**Department Focus**

It is weed abatement season, and the initial letter was sent to all vacant lots explaining the weed abatement process and what is considered an acceptable lot. So far we have had a respectable number of lots that have been cleared. Below shows the amount of vacant lots and how many still require abatement.

**Total Vacant Lots – 193**

**Abatement required - 39**

**Percentage of Approvals**

Average time from submittal to Committee review is approximately 7-14 days depending on if the application is new. All added items require public notice. Approximately 50-70 percent of the application are over the counter same day issue. The graph below are the applications submitted review minus the over the counter. This is to show the average approvals issued per week.

**Key**

- E** EVMWD
- R** Rule Violation
- CCR** Codes, Covenants, Restrictions
- C** Cove Meeting

<u>Week Of Oct/Nov</u>	<u>Submitted</u>	<u>Rejected</u>	<u>Approved</u>	<u>%</u>	<u>Cause</u>
• September 4	22	2	20	91%	E
• September 11	23	2	21	95%	R
• September 18	22	1	21	95%	E
• September 25	41	4	37	90%	R/CCR
• October 2	42	4	38	90%	R/CCR
• October 9	37	3	35	92%	E/R/CCR
• October 16	35	6	29	83%	R/CCR
• October 23	33	8	25	76%	E/R/CCR/C
• October 30	28	2	26	93%	R/CCR/E
• November 6	27	4	23	85%	E/R/CCR
• November 13	32	4	28	88%	R/C
• November 20	47	3	44	94%	CCR
• December 4	42	2	40	95%	E/R
• December 11	51	10	41	80%	E/R
• December 18	56	3	53	95%	C
<b>December 25 Dark</b>					
• December 31	45	8	37	82%	C/R/E
• January 8	46	3	43	93%	E/R
• January 15	53	4	49	92%	R/CCR
• January 22	36	8	28	77%	R/C/E
• January 29	52	14	38	74%	R/CCR
• February 5	70	4	66	94%	CCR
• February 12	47	3	44	93%	R/C
• February 19	45	7	38	84%	R/E/C
• February 26	54	10	44	81%	R/C/E
• March 5	58	5	53	91%	R/CCR
• March 12	49	5	44	90%	R
• March 19	52	0	52	100%	
• March 26	64	7	57	89%	R/CCR/E
• April 2	64	4	60	93%	R/CCR

# CANYON LAKE

PROPERTY OWNERS ASSOCIATION

**Board Action Item  
June 2, 2026**

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• April 9	62	3	59	95%	R/CCR
• April 16	66	7	59	89%	R/CCR
• April 23	58	1	57	99%	CCR
• April 30	51	5	46	90%	R
• May 7	68	3	65	98%	R
• May 14	50	7	43	86%	E/R
• May 21	58	9	49	84%	E/CCR

Cheryl Mitchell

Planning and Compliance Manager

## RESERVE ITEMS & CIP SUMMARY

Repair and replacement reserve items, as well as CIP projects, were scheduled and/or coordinated during the month of May.

### OPERATIONS DEPARTMENT

In May, Operations worked on Board Approved Projects, Reserve Items, CIP, and Committee recommendations and requests.

#### Completed Projects

- **Holiday Harbor Enhancements** – New roofing has been completed on the restroom building.
- **Golf Course Restroom Refurbishments** – Hole five and fifteen restrooms have been upgraded with new roofing, along with new interior and exterior repainting of the restroom buildings.
- **Driving Range Furniture** – Furniture for the golf course driving range has been delivered.
- **Canyon Lake Main Marina** – New anchorage and hardware installation has been completed.

#### Developing Projects

- **North Gate Monument Sign** – Sign is currently in plan check.
- **Blackhorse & Sorrel Gates** – Currently in the design development phase.
- **Country Club Generator** – Project is currently in plan check.
- **Paving Project Year Four** – The bids of the year four paving project are being reviewed.
- **Pickleball Court Refurbishment** – The pickleball court resurfacing is scheduled to begin on June 1<sup>st</sup>.
- **Golf Course Restroom Upgrades** – Plans to replace restroom sanitary plumbing appliances.
- **Golf Course Bunker Project** – Scheduled for the month of August.
- **Golf Course Clock** – Currently being repainted.

#### Functions with Staff Assistance

- Operations staff assisted with setup and breakdown for multiple clubs and POA events across various community locations, including personal weddings, Community Theatre rehearsals, a Yacht Club Blessing, a high school Cheer Banquet, the National Day of Prayer, and a Ski Club Tournament.
- Operations collaborated closely with POA, Country Club, and Lodge staff to support numerous private member events, including parties, weddings, and meetings, assisting with a total of twenty-four event setups in the month of May.

#### General Maintenance Items

- **Resident Matters** – Responded to residential requests, questions, and/or concerns as they occur.
- **Vandalism** – The vandalism reports included reflect incidents from the previous month (April). The vandalism report for the current month is still in progress. Vandalism remains a serious issue throughout the community; residents who witness any such activity are encouraged to contact Community Patrol at (951) 244-6841, ext. 410.

## Public Works / Grounds Maintenance

- **Public Works** – Streets, gutters and storm drains were monitored for debris and standing water.
- **Weed Abatement** – Operations is consistent in maintaining monthly weed abatement in easements, parks, and other common areas.
- **Tree Maintenance** – Annual palm tree trimming is underway throughout the community.

## Landscape Maintenance

The Operations team maintains regular communication with Landcare Logic to ensure that all landscape-related matters and necessary maintenance improvements are promptly addressed.

- No major issues to report this month.

## Golf Course Maintenance

Operations have proactively communicated all golf course-related matters and maintenance improvement needs to the Golf Course Superintendent at BrightView, ensuring timely coordination and resolution.

- **Golf Course Restroom Refurbishments** – The restrooms at holes five and fifteen have been upgraded with new paint and roofing. Further plans to replace all restroom sanitary plumbing appliances.
- **Golf Course Bunker Project** – Scheduled for the month of August.
- **Golf Course Clock** – Currently being repainted.

## Parks and Beaches

- No major issues to report this month.

## Regulatory / Compliance

- **Alarm System Inspections**– Semi-annual inspections were conducted on the fire alarm system functions for the Country Club and Lighthouse Restaurants.

## Safety / Training

- **Heat Illness Protection in the Workplace** – This month's safety meeting was led by Richard from Safety Compliance and focused on heat illness prevention in the workplace. The session covered recognizing the signs and symptoms of heat-related illness, the importance of hydration and rest breaks, and proactive measures to maintain a safe and healthy work environment while ensuring compliance with workplace safety standards.
- **Handling Spill in the Workplace** – Staff received training focused on proper spill response and cleanup procedures in the workplace, including identifying potential hazards, containing and reporting spills, utilizing appropriate personal protective equipment, and following safe handling practices to reduce the risk of injury and maintain a safe work environment.
- **Basic Fire Prevention in the Workplace** – Staff received training on basic fire prevention practices in the workplace, including identifying common fire hazards, maintaining clear access to fire safety equipment and exits, proper storage and handling of flammable materials, and procedures to help reduce the risk of fire-related incidents while promoting a safe work environment.

## EQUESTRIAN CENTER

- No major issues to report this month.

## HAPPY CAMP CAMPGROUND

- No major issues to report this month.

## COMMITTEES / WORK GROUPS

Refer to the recap below for Committee updates for the month of May.

**Green Committee:** The Green Committee met on May 14, 2026, in the Magnolia Room at the Country Club. The following agenda items were addressed by the Green Committee:

- Golf Course Inspection: Tuesday, June 9, at 9:00am.

The Green Committee meets on the 2<sup>nd</sup> Thursday of the month in the Magnolia Room at the Country Club. The next meeting scheduled is on Thursday, June 11, 2026, at 1:00pm.

**Facilities Planning Committee (FPC):** The Facilities Planning Committee met on November 13, 2025, in the Magnolia Room at the Country Club. The following agenda items were addressed by the Facilities Planning Committee:

- FPC to be scheduled as an AD HOC Committee.

**Lake Advocacy Committee:** The Lake Advocacy Committee met on May 28, 2026, in the Magnolia Room at the Country Club. The following agenda items were addressed by the Lake Advocacy Committee:

- LAC Charter Revisions

The Lake Advocacy Committee meets on the 4<sup>th</sup> Thursday of the month in the Magnolia Room at the Country Club. The next meeting scheduled is on June 25, 2026, at 3:00pm.

**Equestrian Work Group (EWG):** The Equestrian Work Group met on May 19, 2026, in the Magnolia Room at the Country Club. The following agenda items were addressed by the EWG Group:

- Equestrian Center Signage Verbiage
- Summer Camp
- Horseshoe Tournament
- Monthly Project Dates

The group meets on the third Tuesday of the month in the Magnolia Room at the Country Club. The next EWG meeting is scheduled for June 16, 2026, at 4:00pm.

**Tuesday Work Group (TWG):** The Tuesday Work Group met on May 26, 2026, in the Magnolia Room at the Country Club. The following agenda items were addressed by the TWG Group:

- Golf Course Maintenance & Repairs

The group meets on the last Tuesday of the month in the Magnolia Room at the Country Club. The next TWG meeting is scheduled for June 30, 2026, at 1:00pm.

## DIRECTOR'S MESSAGE

As summer begins, community events are once again bringing excitement throughout Canyon Lake. This year's annual Fiesta Day and subsequent CountryFest were another tremendous success. Operations staff dedicated countless hours to preparing, setting up, monitoring, and completing post-event cleanup efforts to help ensure these large community events ran smoothly for all attendees. We are also excited to announce the beginning of Year Four of the community paving project and look forward to continuing improvements to additional streets until all planned areas have been fully refurbished. Additional enhancements throughout the community continue as well. The Jump Lagoon recently received a new staircase entry leading to the dock area, providing smoother and more accessible access for members and guests. In addition, the Pickleball Court resurfacing project is scheduled to begin soon and will provide a newly updated playing surface for member use. We are proud of the progress being made across the community and, as always, look forward to the projects and improvements still ahead.



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Presented By: *Steve Schneider, Director of Operations*

**VANDALISM REPORT**  
**April 2026**

W.O. #	I.R. #	DATE	LOCATION	WORK REQUESTED	MATERIAL COST	HRS	TOTAL	MATERIAL USED
338194	N/A	4/1/2026	MAIN GATE	REPAIR OR ADJUST BENT LIGHT ON FENCE PILLAR	\$0.00	0.25	\$13.75	LABOR TIME ONLY
338195	N/A	4/1/2026	COMMON AREA / EASTPORT PARK	REPLACE BROKEN FIRE HYDRANT IN THE LARGE DOG PARK	\$259.00	6.00	\$589.00	DOG PARK FIRE HYDRANT
338217	N/A	4/2/2026	COMMON AREA / INDIAN BEACH	REINSTALL STALL DOOR IN THE MEN'S RESTROOM	\$0.00	3.25	\$178.75	LABOR TIME ONLY
338227	N/A	4/3/2026	COMMON AREA / INDIAN BEACH	POWER WASH GRAFFITI ON THE STAGE	\$0.00	0.50	\$27.50	LABOR TIME ONLY
338237	N/A	4/6/2026	COMMON AREA / INDIAN BEACH	PAINT OVER GRAFFITI ON THE STAGE	\$265.99	2.50	\$403.49	PAINT & PAINT SUPPLIES
338246	N/A	4/6/2026	COMMON AREA / HARRELSON PARK	CLEAN STAINS ON BENCH AT HARRELSON PARK	\$0.00	0.25	\$13.75	LABOR TIME ONLY
338379	N/A	4/20/2026	GAULT FIELD	POWER WASH CHALK ON THE SIDEWALK	\$0.00	0.25	\$13.75	LABOR TIME ONLY
338388	N/A	4/20/2026	COMMON AREA	CHECK PERIMETER FENCING	\$7.00	4.00	\$227.00	HOG RINGS
338415	N/A	4/21/2026	COMMON AREA / MOONSTONE BEACH	REMOVE MARKINGS ON BENCH	\$0.00	0.50	\$27.50	LABOR TIME ONLY
338419	N/A	4/21/2026	COMMON AREA / VACATION PARK	RESECURE LOOSE SINK IN THE RESTROOM	\$111.35	10.00	\$661.35	SINK SUPPLIES
338474	N/A	4/27/2026	COMMON AREA	REPAIR STREET SIGN THAT WAS HIT BY A VEHICLE AT SCHOONER DR	\$40.00	4.00	\$260.00	SIGN POST
338494	N/A	4/29/2026	COMMON AREA / NORTH SKI	REPLACE DAMAGED MOTION LIGHT ON THE RESTROOM BUILDING	\$59.78	2.00	\$169.78	MOTION LIGHT
338502	N/A	4/30/2026	COMMON AREA / OUTRIGGER PARK	LEVEL DIRT BIKE RAMPS AT THE OUTRIGGER PARK EASEMENT	\$0.00	1.00	\$55.00	LABOR TIME ONLY

\$ 743.12 \$ 34.50 \$2,640.62

\$ 1,897.50

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Date: 6/2/26

To: Board of Directors

From: Planning and Compliance Department

Board Action/Resolution: Member Sean Isaacson Appealing ACC Denial for Parallel Parking Pad in Front in violation of PC.5.10

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T/L: 3716-545

Address: 30857 Golden Gate Dr

Rule Violation

Member Since October 3, 2014

PC.5.10 Driveways and Additional Parking  
PC.8.1 Landscaping Improved Lots

Exhibits for Review

Exhibit 1	Plot Plan
Exhibit 2	Picture of Parking Pad
Exhibit 3	Tract Map
Exhibit 4	Picture of Member's Property
Exhibit 5	Picture of Neighboring Property
Exhibit 6	Picture of Neighboring Property

Background

1. **April 30, 2026** - Escrow Inspection conducted– non-permitted improvements for **1)** artificial turf, **2)** concrete pad in front of property.
2. **May 15, 2026**, member submitted an application for the non-permitted artificial turf and concrete parking pad.
3. **May 14, 2026** – ACC Committee denied the application due to the project in violation of **PC.5.10** Blocking the Front View of the Home, and **PC.8.1** Insufficient landscape
4. **May 21, 2026** – Member appealing to the ACC Committee the decision to deny the application. – No change from the previous decision.

Rules Description

**PC.5.10 Driveways and Additional Parking** - A concrete driveway shall be installed at all homes prior to occupancy. Only concrete or paver driveways are allowed for driveways or additional parking. In most cases, additional parking shall be perpendicular to the street and not transverse the front of the house. **Additional perpendicular or parallel parking for a RV, trailer, boat, car, truck, etc. shall not block the front view of the home from the street** and may be installed provided the one third landscaping requirement for the front yard is met per **PC.8.1**. Turn around (circular) driveways may be approved, providing they maintain a minimum of

eighteen (18) feet between cutouts (i.e.; entrance and/ or exit). Circular driveways are for easy access to the street and are not for long term permanent parking of RVs, trailers, and boats. For corner lots with parking on the side parallel to the side street, the Committee will set the location for the parking area using the apex of the corner. Curb cuts cannot be made in the radius of the curb. **Members must provide measurements and calculations for the 1/3 landscaping requirement.** Decorative ribbons of landscaping material such as artificial grass or rocks may be installed in the concrete, but the ribbons will not be used for calculating the 1/3 landscaping requirement. Decorative ribbons of landscaping material such as artificial grass or rocks may be installed in the concrete but the ribbons or area between parking strips will not be used for calculating the one third landscaping requirement. A curb cut must be listed on the application if being accomplished. All driveways, additional parking, and curb cuts are at the discretion of the Committee based on the front width of the lot, neighbor's street parking requirements, aesthetics, and topography.

## SECTION VIII

**LANDSCAPING PC.8.1 Improved Lots** - Landscaping must be maintained in a neat, clean, manicured, and attractive condition on all improved lots. All yards and slopes must be improved with some form of landscaping in all areas. A minimum of two (2) fifteen-gallon trees or larger located in the twenty (20') foot front setback and/or Community setback (excluding the courtyard area, if applicable) are required. Trees must be planted a minimum of six (6') feet back from the curb. Planting additional trees throughout the property is encouraged but not required. See **PC.8.4** for information on trees. All landscaping shall be maintained in a reasonably weed-free condition. Bare dirt is not an approved landscaping material. See **PC.8.10** for information on artificial grass and decompose granite (**DG**). A minimum of one-third ratio of landscaping to concrete shall be maintained in the front yard.

### Committee Results

The Committee met and the application was denied:

**1<sup>st</sup> Meeting Denied May 21, 2026:** No change from previous decision. The concrete pad is in violation of **PC.5.10** blocking the front view of the home. The landscape is sufficient per **PC.8.1**.

**2<sup>nd</sup> Meeting Denied May 14, 2026:** concrete pad in violation **PC.5.10** blocking view of front home. Insufficient landscape per **PC.8.1**.

**Members Appeal** – Please see members written appeal.

### Fiscal Impact

None

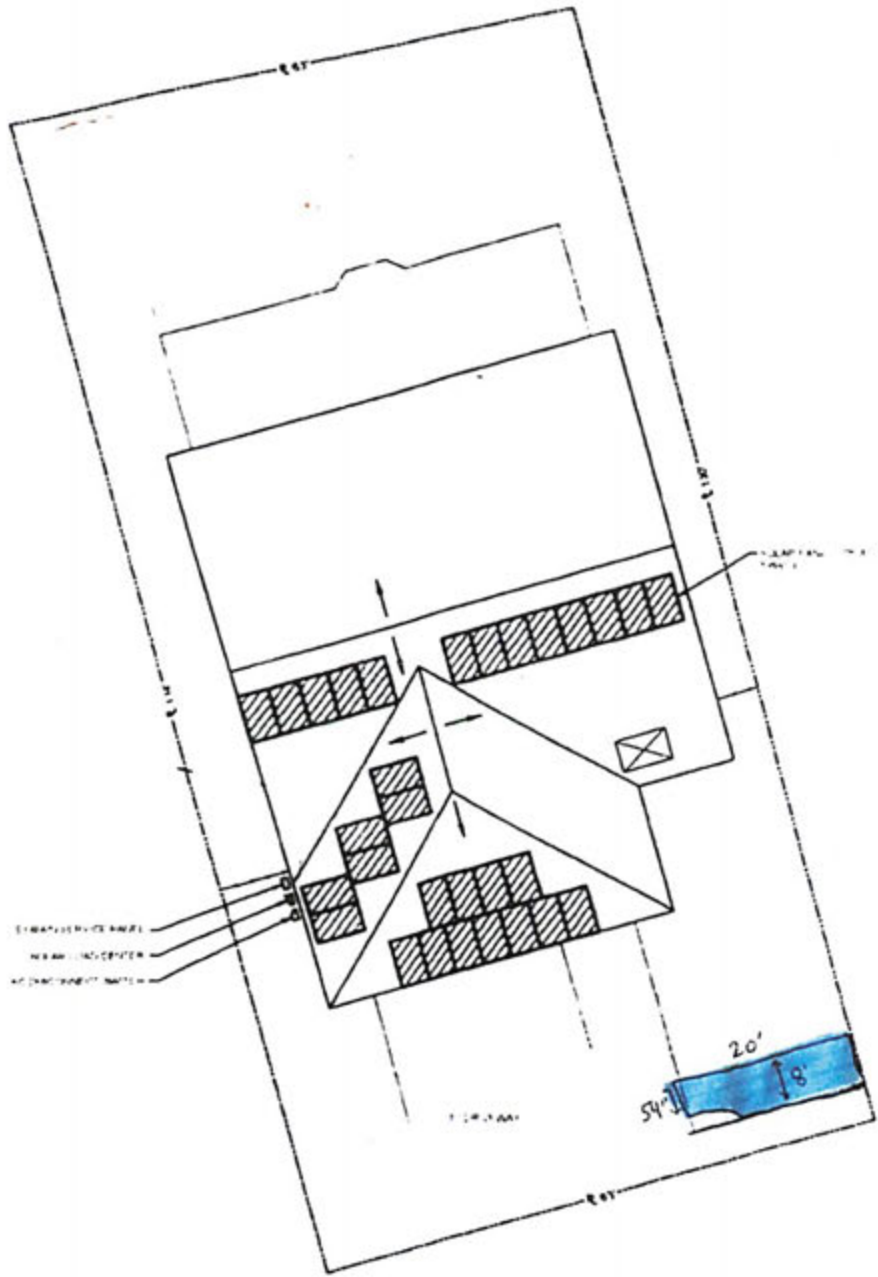
### Staff Recommendation

Staff recommend that the Board of Directors uphold the **ACC** Committee decision and deny the members' request for a Parking Pad running Parallel to the Front yard in violation of **PC.5.10**, blocking the front view of the home. Parking pad to be removed.

Cheryl Mitchell

Senior Planning and Compliance Manager

**EXHIBIT "1"**  
**Plot Plan (1)**



Concrete Pad  
 - 20' x 8' x 54'

# EXHIBIT “2”

## Picture of Parking Pad (1)

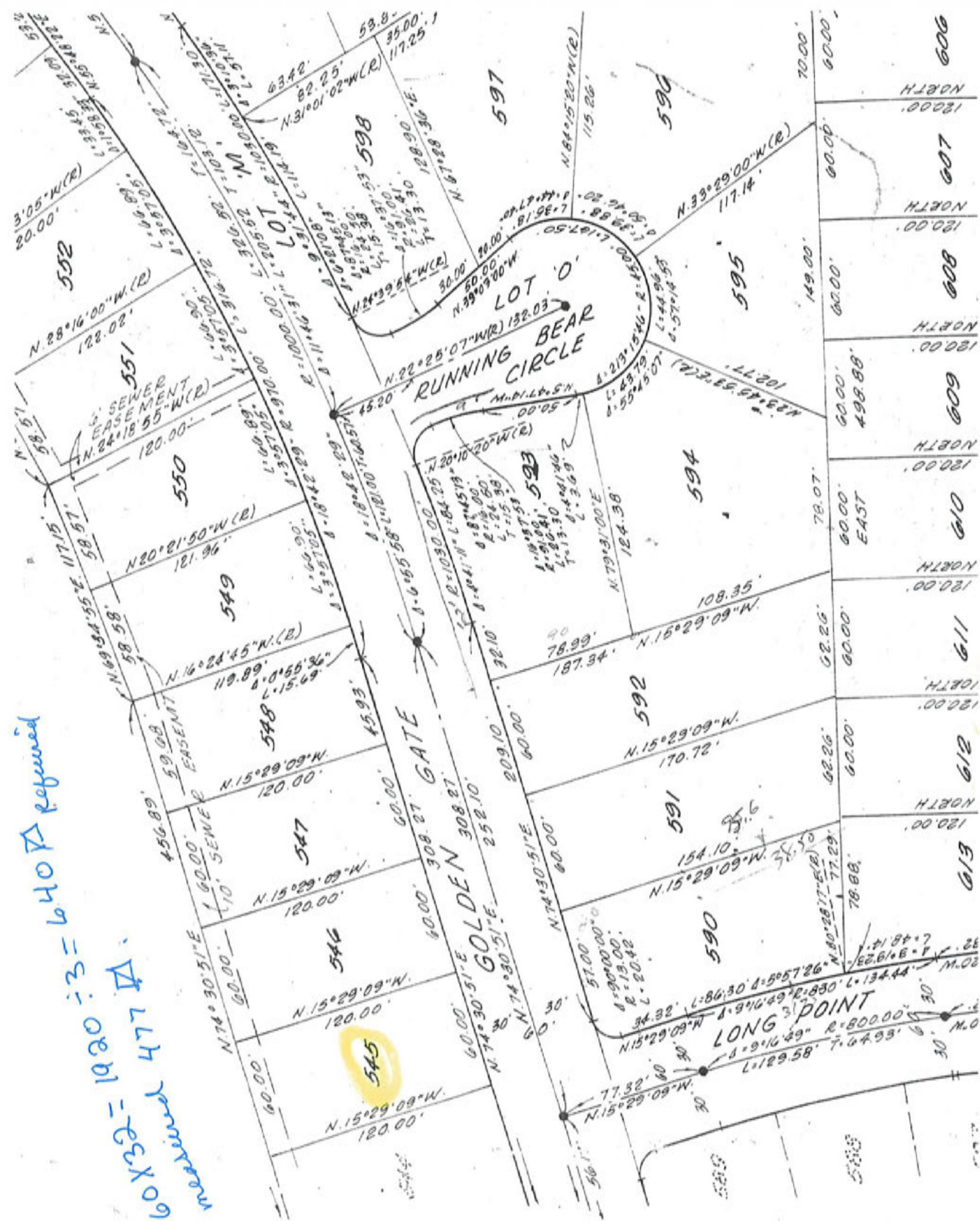


**EXHIBIT “3”**

**Tract Map for**

**Landscape Requirements**

60 x 32 = 1920 ÷ 3 = 640 ft<sup>2</sup> required  
 minimum 477 ft<sup>2</sup>



# EXHIBIT “4”

Picture of Parking Pad

Member’s Property



1

Exhibit 4

# EXHIBIT “5”

## Picture of Neighboring Property

2



Exhibit 5

# EXHIBIT “6”

## Picture of Neighboring Property

B



Exhibit 6