

A P P E N D I X I

I D E A S O F F E R E D B Y I N D I V I D U A L  
R E S I D E N T S

# APPENDIX I

## IDEAS OFFERED BY INDIVIDUAL RESIDENTS

Received as of September 15, 2010 and roughly organized to correspond to the topic chapters

### VISION

4/02/10 The Long Range Planning Commission.

Thank you very much for the long service you have donated to our cause. We appreciate the effort you are making and the poise and grace you have shown under pressure. Thank you all.

I have a few items that I hope can be addressed and I feel will be good for our community. I list them in order of how pressing I think they are.

IMPORTANT ISSUE: Recently a friend and fellow Rossmoor resident \_\_\_\_\_ made the following statement to me. "The current GRF mission statement refers to Rossmoor as a 'senior adult community' which opens the door for resource use, and program development in assisted living and other health support services."

"Mission statements of Oakmont Retirement Community in Santa Rosa, Stonebridge Retirement Community in Pleasanton and both Sun City Retirement in Roseville and Lincoln, CA (all major competitors of RM), describe themselves as "active adult communities" which creates the resource use and program base for active living programs--golf, fitness centers, etc. This is the issue the Planning Committee is wrestling with. Do we want an "active " retirement community or a "senior support service" adult community?"

We definitely want and I thought we had and 'Active Retirement Community.' I think this definition needs to be a part of our 'Mission Statement,' don't you?

7/16/2010 5:54 pm

My vision for Rossmoor is a beautiful, up to date environment that supports the active life style of senior residents. I envision an evolving community that is changing with the times so that residents remain a vital part of public life. I envision a community where we can afford to add and upgrade facilities to meet emerging interest and needs.

7/17/2010 7:41 pm

Being a new resident her Nov. 2009, I would like to thank you all for the outstanding job you all have done. Nancy and the board members did a outstanding job. I was very impressed how David Early moderated the meeting and keep it on tract.

Having been on boards in my work life and private life is a lot of work. You give a lot of your time with very few notes of you did a great job.

I was very happy to see the responds on the list after the break. Rossmoor is a great place but always needs to move on to the future in order to have keep going. It cost money to succeed for the future.

It is less costly then having are existing homes most of had prior to moving to Rossmoor. Thank you all for your hard work.

4/22/2010 1:52 pm

Sheldon Solloway made an impassioned plea yesterday that the LRPTF not forget Rossmoor's long tradition of supporting the religious needs of Rossmoor residents. He cited sale of Rossmoor property to churches (St Anne's specifically), putting up a creche in December, providing facilities to religious groups for services. I do not know if GRF charges religious groups for use of its facilities. I would hope so. Otherwise, they should be providing equally free facilities for the Atheists and Agnostics Group. Similarly, what costs did GRF incur by display of the creche, besides electricity for the lighting.

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

My first objection to satisfying Mr. Solloway's request is that examples he provided were specifically Christian. I saw no Menorah display in December, in spite of the fact that there is a large community of Jewish residents here. I have seen no overt acknowledgement of Muslims, Buddhists, or Hindus, although I am confident that there are Rossmoor residents hold those beliefs.

My second objection is that I am an atheist who firmly believes the world would be a better place without religion. If prominence is to be given to Christian displays, then equal prominence should be given to all religions as well as to those who oppose religion. In the case of atheists, one such display was put up in the Illinois State Capital in December 2008, a sign saying:

"At this season of The Winter Solstice may reason prevail.

There are no gods, no devils, no angels, no heaven or hell. There is only our natural world. Religion is but myth and superstition that hardens hearts and enslaves minds."

Personally, I think religion, like politics, ought not to be a part of the General Plan. But if it is decided that it should be, then lack of religion should receive equal time. I don't think you really want to get involved in a discussion of what such "equal time" might constitute.

On 5/18/2010 at 10:22 What does the younger potential Rossmoor purchaser want?/not want?

A very informative newly published full 2010 Del Webb Baby Boomer Survey findings can be found at: [www.dwboomersurvey.com](http://www.dwboomersurvey.com) be well

8/6/2010 8:57 am

I watched it on Ch 28 today. Good show. Only a few comments Vision statement

I think the vision statement needs something about diversity. At the very least it should mention that we have very significant economic diversity that is reflected in terms of housing costs. This is something that all boards need to (and mostly have been) considering in their decisions.

It would also be nice if it also mentioned racial and ethnic diversity.

Rossmoor is still getting more diverse and it's been a while since my life was assumed to be a caregiver but Rossmoor is still very different than the Bay Area as a whole. That can't help with marketing.

### **ENVIRONMENT AND SUSTAINABILITY**

1/27/10 1 charging stations for electric cars

list of topics No date

**#3** GRF to develop a "**Solar Energy Policy**" in which the advisability of allowing

Residents to install solar panels is permitted and encouraged, but of course

Requiring regulation / approval process. In situations where the mutuals and homeowner's associations would have final say, GRF would make known

Its approval and encouragement and guidelines to those mutuals and associations.

**#4** Provide for a "**once a month**" **Hazardous Waste** (or once a quarter) disposal pick up in coordination and collected by the county's existing Hazardous Waste disposal program.

Arrange to have a County vehicle come to Rossmoor to accept hazardous waste on a once a month basis. This would be a "central location pick up" not a manor by manor sidewalk pick up, and would be for non-electric appliance hazardous waste, (paint, cleaning agents, fluorescent bulbs, mercury items, batteries, Etc.)

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

January 6, 2010 suggested lease/purchase of solar panels.

20 Nov 2009 14:53:38 -0800 Planning for a Future Rossmoor

Here are a few electronic enhancement ideas for your consideration.

If more are needed, please let me know.

More "green" – LED lighting, solar panels, replace old heat/air cond.

17 Nov 2009 08:47:14 -0800 Suggestions for Long Term (or short) Planning

Most younger seniors are energy use conscious. While Rossmoor is ideal to use energy efficiency, little effort has been made to do so. For example, lighting should be movement activated and solar panels placed on the flat roofs we have so that heat can be collected for Rossmoor use and sold back to PGE.

6/25/2010 at 2:27 pm

Thank you for responding. I want to document my observation from the 6.23.10 meeting that the LRPTF work focuses on a core theme which you may want to consider - the concept of "Sustainability & Viability".

Many of the LRPTF report recommendations identify GRF areas to re-visit value for services, financial stability, environmental integrity of GRF Trust Assets, and renewal of Trust Governing Documents e.g. "Sustainability".

"A Sustainable (GRF) Rossmoor" represents the LRPTF-designed blueprint for "Long-Range GRF Viability". "A Sustainable (GRF) Rossmoor" represents GRF planning both Mutuals and residents will hopefully welcome. The sustainability and viability theme will be attractive to potential, new, younger residents/investors in improving our mutual real estate, bringing new revenue for GRF projects.

"Sustainability" does NOT imply GRF business as usual. "Sustainability" relies on best business practices, GRF must be evaluated and scrutinized as an on-going GRF Board and management priority.

In a brief discussion after the meeting, Tom Fryer mentioned he liked the "Sustainable (GRF) Rossmoor" theme as well.

Thanks to each of you on the TF for your due diligence on behalf of GRF, Mutuals, and residents, both current & future. Will see you at 6.30.2010 meeting, be well.

### **OPEN SPACE AND LANDSCAPING**

2/12/2010 3:40 pm To: B.W. Research

Sorry, I was too late with the completed survey, then I found that the telephone contact was closed by the 5th. I hope you can still give consideration to this::

A valley - wide policy that protects spectacular views. In other words, selecting trees of modest height to be planted near , and in front of , residents' decks

( This refers not only to aesthetics , but also, to property values.) Thank you

7 May 2010 10:17:56 -0700 Task Force Members -

It was unfortunate that Warren was not at your last meeting as I heard several misconceptions regarding Rossmoor's landscape program. As the Landscape Coordinator for my Mutual I work frequently with Rich Perona, the Landscape Manager and various contractors. These are the facts as I know them.

Rich Perona is a recognized expert in Northern California. He walks every Entry each Spring with a tree service contractor. They determine what work needs to be done, estimate costs, set priorities. The amount of work done is often severely limited by the Mutual's budget. (Need for staff time on a tree inventory -1000's of trees??)

## APPENDIX I

### IDEAS OFFERED BY INDIVIDUAL RESIDENTS

Rich stays current on drought tolerant plant varieties that are also deer resistant. Again Mutual budgets come into play. Most Mutual's will not make the commitment to landscaping necessary to replace plants solely for drought tolerance.

Landscaping on the golf course is the responsibility of Golf Course Grounds Manager Blake Swint. Beautification is lower priority than course conditions.

Area along the creek is under very strict control of State Fish & Wildlife. What is often seen as 'a mess that needs to be cleaned up' is viewed by them as critical habitat for hundreds of species from microscopic to our geese, deer, etc. They will severely limit any changes including tree trimming and erosion control.

Rich submitted rehabilitation of the Dollar Clubhouse to the Board last year. It is one of the things they could not afford to do in 2010.

Contrary to public beliefs, GRF Managers are very well versed in their fields. They are up-to-date on new practices and products. One example is pesticides on the golf course. Blake and Mark Heptig have reassured us that they use the safest products available and as little as necessary. (As a volunteer golf course blue bird box monitor, I need that information to insure bluebird health. The birds are thriving.)

Again, I applaud your diligence on your herculean task. I would encourage you to continue to question the appropriateness of your consultants suggestions. His knowledge of Rossmoor is still limited. Go to GRF staff if you need more facts. Keep your Plan suggestions generic as the world will be soooo different in 10 years. Thank you so much for continuing to solicit residents' input.

7/19/2010 12:24 pm Dear task force members:

Being a new resident to Rossmoor (bought my unit last fall and moved in about a month ago) all aspects of life here are still fresh and impressionable for me.

I am sorry that I was unable to attend the LRPTF's town hall meeting last Saturday but wish to make a proposal for the long-range physical improvements for you to consider. I have two suggestions, neither will cost very much:

**One** is the planting of shade trees at parking lots, especially the Gateway parking lot. It is the first major facility one sees and the sight is either a large expanse of asphalt or a lot of cars, not very attractive. Cars parked there during the warm weather months get very hot. The way this parking lot is laid out with 60-degree angle parking makes it very easy to modify. The backing-out distance between angled stalls needs less space; the driving lane, being one-way, can also be narrower than the two-lane required for the 90-degree parking. We need only to re-stripe the stalls and remove paving and sub-grade for tree planting holes.

**Two** is the provision of some play areas. I met a few residents who complain that when grandchildren visit there is no place for them to play. All we need is a few small patches of grass and sand areas, even within or next to the picnic areas at Dollar and Hillside. Expensive play equipment may not be necessary. The new theory on imaginative play recommends simple apparatus: some light weight cubes, for example, that children could stack and arrange so that they could climb or hop or do whatever they wish; some water, a few pails and some sand; etc.

I will be more than happy to volunteer my services as a landscape architect and urban planner; I could draft plans for any improvements that you wish.

Telephone call to Nancy Bann

Interested in good utilization of open space and development of trails. Current trails could not be used by most residents because of terrain, including slope. He had not thought about developing some trail area for average resident. Bann told him about the question on the survey concerning development of walking paths and connection to trails outside of Rossmoor. He is a member of the Trails Club and will discuss open space utilization and trail development concerns with them.

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

4/26/2010 9:30 pm Long-Range Planning Task Force

My understanding is that there is time

scheduled at the end of the meeting for resident's comments, I plan to speak on this at the May 5th meeting. At your suggestion I contacted Dan Schrantz for a copy of the OPEN SPACE INVENTORY (April 2010).

A few years ago when the last housing construction was completed, the developer donated the remaining undeveloped land to GRF. This, added to all the previously undeveloped open spaces, yields approximately 710 acres . These open spaces contain Riparian Woodland, Oak Woodland, Brushland and Grassland Savanna. There is an abundance of wildlife and over 120 species of birds have been spotted at least once in the valley.

Though I am involved in other open space activities in Walnut Creek and elsewhere, I am interested in this topic as a resident of Rossmoor. I have asked the Rossmoor Trails Club for support in discussing this topic and have been authorized to speak on their behalf. The Trails club enjoys the use of the open spaces on the perimeter of our valley with its existing network of hiking trails. We are fortunate to share a border with the Las Trampas Regional Wilderness an East Bay Regional Park District. One can hike from our valley, through the Open Space and then directly into Las Trampas. I have shared our interest with Bob Carlton of the Nature Association.

It is important to ensure that the open spaces remain open space. I am hoping that the Long-Range Planning Task Force recommends that GRF develop an Open Space Policy that will prevent any further development or inappropriate use of those areas. Restoration and Native Plant propagation efforts could make excellent volunteer opportunities for Rossmoorians.

"Open Space land is any parcel or area that is essentially undeveloped and devoted to an open space use for the purposes of the preservation of natural resources, the managed production of resources, outdoor recreation, or public health and safety." (California Government Code 65560(b))

Below is a section of the Vision Statement from the City of Walnut Creek's Vision and Principles in the 2006 General Plan for 2025. Such a statement may well proceed a policy developed by GRF.

"The Vision sees Walnut Creek (Rossmoor) as a city (community) that:

Preserves and manages the integrity of the natural environment and vistas, including vistas of and from the hills, and protects and expands access to natural resources, trail, parks and creeks that surround and connect the community."

Where we go from here depends on the Long-Range Planning Task Force's reaction to the subject. I would like to invite all residents with an interest to be prepared to speak up and raise the topic to the discussion/study level. Thank you

July 17, 2010

I question the clearing of hillsides of leaves and other vegetation.

Why not allow vegetation to decompose and enrich hillsides?

The resulting earth cover will require less irrigation- conserving water.

There could be added mulch on barren hillsides.

Stop artificial land management.

Is compost ever added to barren hillsides ( Off Terra Granada entry 19 and the areas next to the golf course)?

7/23/10 Water – ENV-XX -Conservation

This should be an action item. To get a better handle on water usage – Install meters in strategic places to record usage. This may be a capital expense – but well worth it. The reasons are obvious.

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

### FINANCE

February 17, 2010 Answers to late survey essay questions by female, born 1919. Did not check an opinion on value of GRF portion of coupon but stated need for better money management by professionals- not amateurs- How many cities of 10,000 population are run by amateurs?

February 16, 2010 GRF coupon is ok value: Repair existing structures- replants lawn areas- replaces dead shrubs & redo sprinkler systems – fill in holes in streets – replace damaged metal street covers.

Date: February 2010 To: Ten Year Planning Task Force

Following are some ideas, comments, suggestions, and questions regarding issues in Rossmoor that I would like to share with you.

#### Ways to Save Money

Save energy by replacing single pane and metal windows with double pane windows or adding storm windows. Insulate existing doors or install storm doors or replace with double pane insulated doors.

Save water on the golf course by cutting the rough less often in the hot summer months. The price of planting a tree is more than the tree will cost during it's lifetime – water, trimming, leaf removal, and pick up of droppings, etc. Are there existing guidelines other than those established by Walnut Creek for tree planting? If not, establish guidelines to determine when a tree is needed and plant on that basis rather than choosing to plant when a tree is wanted.

1/27/10 Bundling of home owner insurance

Received On An Unknown Date:

1. Can GRF develop a “**Master Purchase Program**” to purchase certain Items in Bulk to cost savings benefit of residents? (Residents would Pay GRF for items) For example compact fluorescent lighting items, Selected hardware items, group rate insurance policies for homeowners Contents. In mutuals not where owners are not insured through the mutual, Explore methods by which groups of owners can purchase insurance at a lower cost. When I was at John Muir I instituted a program By which a large number of physicians purchased their malpractice Insurance as a group, paying one premium. We saved 20% on premium, And over the years I was there saved over \$3 million for the group. Could Rossmoor take advantage of our “group purchasing power” in a Number of similar ways?
2. Investigate if it is possible to vest the current **Defined Benefit Pension program** for employees currently in that program, and then freeze that program and all Rossmoor employees going forward participate in a 401-K program, including Union employees. The Defined Benefit Program could be the single biggest Financial liability facing GRF- Rossmoor on a long term basis.
3. Should Rossmoor have its own “**Tree Service**” given the magnitude of the forest Of trees we have?
4. GRF should investigate having its own **501-C-3 charitable** donation program by Which residents can contribute funds to the benefit of the Rossmoor community.

4 Mar 2010 10:06:04 -0800 My comments on Financial Topics

The following notes are intended to memorialize the comments I made during the Residents'

## APPENDIX I

### IDEAS OFFERED BY INDIVIDUAL RESIDENTS

Forum at the March 3 Task Force meeting.

The vision or overview section of the General Plan will contain many lofty objectives--which I support. However, they all cost money. Thus, I encourage the Task Force to include in that section a commitment to operate Rossmoor in Fiscally Responsible manner. Other words you might use include "prudent," "conservative," or "economically sound."

The financial statement in the previous plan refers to "affordable and cost effective." I interpret that sentence to mean the residents feel that they are getting appropriate value for the money they pay to live in Rossmoor. That is a worthy goal, but it is separate and distinct from the equally important need to run the affairs of Rossmoor in a fiscally responsible manner.

My concern is that a future Board might want to move aggressively on something like alternative energy or providing new services to residents. Those initiatives may be desirable, but they need to meet the fiscally responsible test.

The Finance Committee recently discussed the question of whether or not it was appropriate for GRF to maintain a Reserve Fund. It is a complicated topic that I would be happy to discuss at the appropriate time. Note that Reserve Funds in the Mutuals is a very different issue.

7/16/2010 5:54 pm Finance,

I have grave concerns about our long term financial well being. This concern is based on our continued participation in a defined benefit program for employees. This responsibility is hugely expensive which is why most companies have moved away from this type of benefit. Rossmoor has taken only a token step toward addressing the issue by eliminating it for new hires. This burden will plague us for many years unless further steps are taken to transfer younger/medium length employees to a defined contribution plan.

2/24/10 Re: Long Range Plan

Foresee gov't entity effects on Rossmoor and its residents:

- RE taxes, parcel taxes, etc., city taxes

- Permits for manor work – restrictions and costs

- Mandates: table tennis portables, green & carbon, below ground storage tanks?

- Creek riparian rights, seismic upgrades

License fees: pets, home business

Economy effects

- Retirement income levels threatened, Wall Street

- Definded benefit insolvency

- Tax rates, means testing

- Inflation, dollar valuation vs other currancies

- Borrowing interest coasts

- Social Security & Medicare insolvency or benefit reduction

- Healthcare costs, Sr. Advantage

- Reverse mortgages

- Underwater mortgages

- Liens placed by Mutuals for back coupons

Demographic survey, anonymous, financial status

Another Task Force for government & economy effects

Seismic survey, building susceptibility

Little earthquake insurance in effect

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

15 Mar 2010 Re: GRF Reserve Fund Question

There is no document that gives the full discussion on the topic of reserve funds for GRF. It was discussed by the Finance Committee about a year ago, and the conclusion of the committee can be described as follows.

The GRF Operating Budget is normally controlled by the CFO to keep a cash balance of at least \$1 million at all times. While that money is not segregated into a separate "reserve" account, the funds are always available to be used in the event of an unexpected expense. The amount of available cash is reviewed monthly by the Finance Committee and the GRF Board. Currently the cash balance is over \$2 million. Thus, the effect is that a cash reserve is being maintained for use in the event of unexpected requirements.

The issues are quite different when you think about the GRF Trust Account and the need for reserve funds. The Trust Account has a regular inflow of cash from the membership fees--on the order of \$2.6 to \$3 million per year. Even in the severely restricted real estate market last year, we took in \$2.7 million. Part of those funds are committed to paying off the debt on the pool enclosure, the corporation yard, and Creekside. However, there will probably be at least \$1 million per year of uncommitted cash coming into the Trust. Maintenance of trust facilities is paid out of the coupon, under the terms of the trust. Thus, the \$1+ million per year is available for new or unexpected projects.

An alternative logic regarding reserve funds for the Trust arises because the trust is currently borrowing to fund capital projects. We could borrow an additional sum of money and set it aside in a "reserve fund." However, we would pay 6% interest to borrow while receiving less than 0.1% interest on the reserve fund. The bank would make money, but it wouldn't be good for Rossmoor. Because the Trust has a reliable flow of cash coming from the membership fee, banks are anxious to loan money to the trust. Thus, if something happened that required a major expenditure of Trust funds, we should be able to borrow the additional money at that time. In summary, setting aside a reserve fund for the GRF trust is unnecessary and uneconomic. I hope this is helpful.

8/6/2010 8:57 am

I do think we need more "fee for use." Lots of reasons pro and con but basically if something is seen as 'free' people will advocate for new facilities more than they would if they thought they had to pay for at least part of it. I don't think the "efficiency" argument is particularly valid, especially if we're thinking long term. The technology for collecting small fees is well developed and not particularly expensive.

Feb 16, 2010 2:54 pm Subject: Revenue enhancement idea

This is a suggestion to look into a promising technology from [www.Clearwire.com](http://www.Clearwire.com) that provides internet and voice services by wirelessly linking the home to an antenna.

Several years ago the GRF board heard a presentation from a communications consultant about a plan similar to the one that was proposed for installation in San Francisco by Google. Wireless Internet access is a good idea but as it turned out the technology was not robust enough - too many antennas and the inability of the wireless signal to penetrate walls.

Clearwire has developed a technology that responds to the earlier deficiencies. A single antenna covers a wide area and the modem provided to the customer allows the radio waves to penetrate walls.

Some thoughts:

1. Clearwire is in the process of opening up the bay area to their service - including Walnut Creek as well as San Diego, Sacramento and Los Angeles.
2. A proposal to build an antenna on an elementary school property on Ygnacio Valley Road was recently proposed but turned back by local residents - Not In My Back Yard syndrome (NIMBY). The school would have received \$15,000/year.
3. Comcast, is the sole provider of cable Internet cable-based Internet service here in Rossmoor. Download speeds are "promised" at up to 16 Megabytes per second but they rarely exceed 4 MBPS. Internet phone service on the other hand is currently provided by: Comcast, Vonage and AT&T. Clearwire would provide a competing technology for speed and cost of these services.
4. Clearwire's website indicates that their service has been rolled out in many US cities providing some

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

degree of assurance that the service is viable and cost effective.

Clearwire may provide a reasonable and cost effective Internet service to Rossmoor. I recommend that this service be investigated.

Date: February 2010 To: Ten Year Planning Task Force

Following are some ideas, comments, suggestions, and questions regarding issues in Rossmoor that I would like to share with you.

GOLF COURSE REVENUE Increase 18 Hole course play as follows:

Tee Times for Men's and Women's 18 hole Golf instead of shot gun when there are fewer than 40 players and on non regular tournament days. This allows regular play to begin after 1 ½ hours rather than 4 or more hours. Women golfers follow the men's field on Wednesdays and men follow the women on Thursdays.

Additional 18 Hole golf tournaments as follows:

Golfers love to compete. The Men's 18 Hole Golf Club already has a full tournament schedule of approximately 60 tournaments a year to manage as well as outings and events. Similarly, the Women's 18 Hole Golf Club already sponsors many golf tournaments, outings and events.

Would it be possible to have additional Pro Shop sponsored events as follows in order to increase play to increase revenue? Or Establish a "Special Tournaments Golf Group"? Perhaps the Golf Advisory Committee could make a recommendation of how to handle these additional revenue producing tournaments.

"Twilight Tournament" twice a month rather than once a month (Turn out for this tournament has been good – approx 160 golfers on average).

Couples Sunday Tournament of the Day for those couples who would like an 18 hole tournament format. Use tee times between 10 and 12 (presently not a popular time to play so would not impact regular play). Pumpkin Pairs Tournament turn out has been good so this idea could catch on to increase play. A small number of these Sunday tournaments could be set aside for players to invite outside guests.

Mother's Day 18 Hole Tournament – Mom gets to play golf with children and grandchildren or Mother/Son or Mother/ Daughter Tournament - Added bonus – golfers get to socialize with other golfing families.

Father's Day 18 Hole Tournament - Dad gets to do same as above

Memorial Day Tournament – Invite outside guests to play – Dinner or Social after.

July 4<sup>th</sup> 18 Hole Tournament – Shotgun to coincide with other GRF festivities – Invite outside guests to play

Labor Day 18 Hole Tournament – Invite outside guests to play - Dinner or social after.

Additional Monday Golf Tournaments for outside groups

Additional Monday Charity Events

OTHER REVENUE

Golf guests pay to play. Appoint a committee to determine guest use of all facilities. How often is the same guest using any one facility? Charge guests using facilities a fee? If so, discover a way to collect the fee or limit the guest use of any one facility to a determined number of times per month. If so, how do we keep track? Have a Rossmoor volunteer at each location?

Dollar Clubhouse Revenue-

Appoint a committee of retired, volunteer resident architects, interior designers, and decorators to determine the possibility of redecorating and refurbishing the clubhouse by having and Interior Design Show house. Guests purchase tickets to view clubhouse rooms and must wear a

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

guest badge. For security purposes, off- site parking only. Guests come into Rossmoor by bus and are dropped off and picked up at a designated location near Dollar. See Facilities Section – Dollar Clubhouse for design possibilities.

Date: February 2010 To: Ten Year Planning Task Force

Following are some ideas, comments, suggestions, and questions regarding issues in Rossmoor that I would like to share with you.

There has been conversation regarding the marketing of our community. It also has been proposed that a Marketing Director be hired to do this job. Further conversation should continue in this regard. Perhaps the best approach might be to give the job to a committee of volunteer retired marketing professionals.

Received On An Unknown Date:

1. Develop the “**GRF-Rossmoor Brand**” – sort of a Good HouseKeeping Seal of Approval, or “Underwriter’s Lab Approval” or Better Business Approval, By which various vendors, (service companies, contractors, lending Institutions, etc.) are subjected to review/scrutiny by an approved entity Of GRF, and determined to be properly licensed, of clean record, etc. and Deserving of GRF seal of approval – for which such vendors pay an Annual fee to GRF.

2. Investigate income potential of **Bio-Mass** produced from Rossmoor’s trees, lawns, Etc. – including firewood –

### 3. **Rossmoor Rental Service**

Do you occupy your Rossmoor Residence 100% of the time, 75%, 50%?

Do you rent your Rossmoor Residence when you do not occupy?

Are you interested in renting your Residence when you do not occupy.

Can GRF establish a residential rental service, charging a % of rental income as fee for service.

4. A number of mutuals prohibit renting for longer than a one year period, or for a cumulative period of more than 12 months during time of ownership. I know of owners who violate this ruling. Perhaps owners who wish to rent for longer than 12 months could be permitted to do so but pay a “**Rental Permit Fee**” to GRF to allow this. In this way, GRF would know how many renters are in Rossmoor vs how many owner occupiers.

5. Many manors are occupied by only one person. Each manor is allowed two occupants who may have access to Rossmoor’s facilities, (pools, gym, golf, etc.) Perhaps these single occupant owners could designate a single other person who could use that “extra” **user privilege** and that designated person could pay GRF an annual fee for such use.

6. **Golf** – as the number of golf days has decreased we may wish to consider concepts by which increased play can occur and resulting in increased income.

7. Outside players (non Rossmoor Residents) by invitation and sponsorship by a Rossmoor Resident be allowed to purchase seasonal passes, annually, but at an increased premium to the rate charged to Rossmoor Residents. The number of these available to be determined by information provided by the Golf Pro so as to avoid overcrowding.

8. Rossmoor Residents able to purchase a book of 10 golf passes which will allow them to bring in a guest, and for each book an 11<sup>th</sup> pass is provided free

9. Times of very slow play, as identified by the Golf Pro, made available to outside players accompanied by a resident at a lower fee.

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

January 6, 2010 suggest investigating GRF having its own real estate office

Wed, 24 Feb 2010 23:20:26 -0800

I agree with you that we should charge an appropriate fee for occasional guest usage of our fitness and recreation related facilities. in the same way that we permit guest usage of the golf course and driving range. this is consistent with my suggestion that we consider resident sponsored associate membership privileges for non residents who are somehow connected to or have a strong continuing (and otherwise healthy) interest in Rossmoor. Implementation and administration would be easy. we would not have to cross the line into the cash handling business. we could use the token system (ah la the driving range) for the occasional user and a an annual fee with id card system for associate membership.

February 24, 2010

Consider investigating the possibility of charging guests for use of Rossmoor facilities.

There seem to be two different types of usages:

Group 1. The outsider club participant who adds to the general wear and tear of our carpets, upholstery, occupies scarce parking spaces, etc. but attends functions that are not space limited. These participants often may not even have a relative in Rossmoor.

Group 2. The outsider who is using highly expensive to operate and/or maintain and/or space limited facilities, such as the Peacock Hall movies, fitness center, pools, lawn bowling, golf courses, etc. Usually this usage is when the outsider is accompanied by a resident.

It makes sense to me to consider charging a significant daily visit fee to those in group 2.

However, it does not make sense to charge a significant daily fee for group 1 (club participants) yet there should be some contribution to support of the "keeping

fresh" of these facilities. Perhaps the club pays a yearly fee \$12 -24, for each member outside?

The Rotary Club has had two recent Presidents who did not live in Rossmoor and will have another in about 18 months. I believe the current President of Lions in not a resident. I believe a past president of the RRA was not a resident as possibly was a past president of the Men's golf club. There have been several outside members of clubs that I belong to who eventually moved into Rossmoor.

So perhaps usage by non-residents in the context of some club and organization usage is generally beneficial to Rossmoor and counteracts the wear and tear on facilities leaving the real issue of guest user fees to the group 2 users.

### **FACILITIES**

Copy of handout from Town Hall meeting 7/17/10

The Drama Association of Rossmoor was formed a year ago by some of us who are very interested in live theatre and felt there was a need. That need was confirmed in no time, thanks to excellent publicity given us by the Rossmoor News and community enthusiasm.. In just a few months, our paid membership blossomed to more than 400 members.

What we suspected was confirmed. Rossmoor has a lot of residents who have experience in being in plays from high school on up, others who would like to take a few classes just to see

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

what it is like and still more who like to read plays together or attend productions in the area.

Our steering committee of volunteers, headed by longtime actress Jean Wilcox, has provided such a range of activities. We have one big limit on morphing into our long range goal of actually producing plays and hosting performances here by visiting theatre companies. Rossmoor does not have a stage theatre. We have Peacock Hall, an excellent movie house, and the Sierra Room at Del Valle, but neither is adequate for staging plays. We make do with what we have and are grateful for the cooperation of the Recreation Department. Our dream, however, is to produce plays on the premises that would be in quality facilities that would be available for other purposes as well.

We are aware that the proposed event center in the Tice Creek development would contain a stage. We hope your master plan recommendations would encompass obtaining a professional consultant skilled in theatre design as an adviser in this project. While we recognize that an event center by its very name covers a variety of uses, these are options to meet the drama association needs:

The traditional proscenium stage. This has the advantage of good backstage areas, possible fly-space for scenery and footlights.

--The thrust stage, with the audience on three sides.

--Lighting. Needs to be adequate lighting on stage and so-called "house lighting" as well.

--Sound. This is particularly critical in retirement communities like ours, where some hearing loss is developing. It should include sufficient speakers and sufficient microphones. None of Rossmoor's halls are noted for quality acoustics, for speaking or music.

--A sound and light board booth.

--Backstage. Dressing rooms and storage space. An intercom system is needed to connect backstage with the sound and lighting booth.

--A ticket booth at the entrance to the event center.

Obviously, varying price tags would apply to all of these furnishings. We look forward to working with you and the Golden Fain Board.

Summary of points in hard copy letter dated April 15, 2010

Continue capital improvements.

Fitness is too small

Sierra Room is a gym with poor acoustics so events center needed

Table tennis needs a new home

Keep making Rossmoor competitive.

5/14/2010 5:51 pm

I recognize the difficulty getting golf course cost comparisons on an equal basis but I think you should offset the Rossmoor course costs by an allowance for the cost to maintain the lawn bowling facility. Somewhere in the past I heard that cost was comparable to maintaining the greens for a nine hole course. Dare I guess that could reduce your \$33.27 figure below by 1/5-1/6?

LRPTF: April 2010

At the Tennis Club Board meeting yesterday, we brainstormed about tennis in Rossmoor in future years. To answer your question about the viability of tennis in the community, I can confidently say that tennis is a growing activity. We currently have 216 members in our Club and there are many others in the community who play, but are not affiliated. Our

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

club is very active with 15 tournaments a year, exchanges with other senior communities, social events at Buckeye, league play with teams from all over the Bay Area visiting and playing on our courts and heavy use for clinics, lessons, practice and play at Creekside Courts. We have a policy of signing-in when taking a court to play on and attached is a document which shows the court usage at both Buckeye and Creekside Courts.

It seems appropriate to outline some recent past history to lay the groundwork for our current wish list. About 4 years ago, the Tennis Club proposed to GRF that major work needed to be done to Buckeye Courts. Dan Schrantz visited the Moraga Country Club with Ken and me, so we could show him what a quality tennis facility looks like. Those courts have low fences between pairs of courts for the sake of preventing errant balls from entering the other court and catching the players unawares. What we were suggesting is that low fences be placed between each pair of courts at Buckeye and, to accomplish that, the courts had to be widened to keep them regulation sized. Safety issues were the driving force behind this request. At the same time, we were requesting that drinking fountains be placed on each court. Currently, there is one drinking fountain at Buckeye on the outside of court 3. The result of our proposing, planning, and urging was that the Corporation Yard mandated project used all of the available monies. All 6 Buckeye Courts were resurfaced, cracks were not repaired, no low fences for the sake of safety of players were created and no installation of water fountains occurred. So, it will be no surprise that these same items appear on the current list.

There are 2 aging, decrepit tennis courts know as Creekside Courts which are located on Rossmoor Parkway. These courts are sorely in need of resurfacing and have been in such need for many years. They are currently used for ball machine practice, backboard practice, pickle ball, paddle ball, tennis instruction and singles and doubles social play. At one point, Dan Schrantz asked me how I would prioritize the low fence and court widening need at Buckeye and the resurfacing of Creekside Courts. I told him that was unfair, because both should be mandated as projects that needed to be done.

With that background in mind, here are the items which the Board developed yesterday. They are somewhat in rank order:

Resurface Creekside Courts

Widen, re-orient Buckeye Courts and put low fences between pairs of courts

Build 2 new courts at Buckeye

Water fountains on each court

Clubhouse at Buckeye with kitchen and bathrooms

Lighting at Buckeye

Gas barbecue at Buckeye to replace the charcoal one

Awnings at Buckeye and Creekside courts

Restroom at Creekside

Permanent awnings over tables and chairs at Buckeye (currently the tarps have to be replaced every few years as they rip in the wind, etc.)

It is difficult to explain these items in this format, but I would be most agreeable to

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

taking a field trip to the courts with you and the task force. It will then become very clear, how the future should treat the tennis facilities at Rossmoor.

Thank you for considering our requests and for your foresight in grappling with these issues for future residents of our community.

4/10/10 To the Long Range Planning Commission

It is our understanding you have been charged with the responsibility to provide input to the GRF Board related to GRF owned and managed facilities within our community.

GRF boards along with staff, current and future, must concentrate on amenities. It would be good to increase the size of the Fitness Center because we need more equipment and space. There is no more room to add the needed machines and there is no room for floor exercises, spinning classes or Pilates classes.

We need to build a multi-use Event Center that could stage theater events, musical events, dance events such as ballet and ballroom competitions, speakers, arts and crafts and more.

The original design for the Creekside Golf Shop should now be undertaken while prices are still low so that we can realize the savings. As it turns out the project should not have been staged in the first place. We think the Golf Shop should be started before the General Contractor completes this phase demobilizes to avoid paying for re-mobilizing the job.

It is time to rehabilitate the Hillside buildings and to rehabilitate the Dollar clubhouse to make it handicap accessible with better meeting rooms while preserving the building's architecture.

The unsanitary, non-accessible restrooms at the seventh tee of the Dollar Ranch golf course and the restrooms at the Buckeye tennis courts need to be replaced with something built to current code for public restrooms and is accessible to handicapped people per ADA. The current restrooms have concrete block walls, with bare concrete exposed aggregate floors.

It would be more cost effective long term if all the public restrooms including the ones at the dollar picnic grounds/ bandstand and the seventeenth tee, had the floors tiled or epoxy coated and the walls tiled or covered with sanitary board or epoxy coated at minimum.

The ongoing erosion problems with the creek at the fifteenth tee and at the culvert under the seventh fairway should be analyzed by a civil engineering firm, a design developed and then executed so that this worsening problem is resolved. The current state of problem erosion is only going to get worse and become more expensive over time and could result in the destruction of the large Oak tree at the seventh fairway bridge. A knowledgeable engineering firm needs to be brought in to look at the entire length of the creek throughout Rossmoor and asked to recommend a comprehensive solution to the erosion and flooding problems, bridge overflowing issues etc. There are property values and life styles to protect.

Rossmoor now and in the future continues to compete with other active retirement communities.

Location and our golf course and facilities are our big advantage. Allowing our amenities to stagnate or deteriorate will diminish the advantage of our location.

Attached was a list of over 70 names.

4/15/2010 11:32 am To the Long Range Planning Task Force:

Rossmoor must remain competitive as an "over 55" community. To do so, it is imperative that capital improvements be made without excessive delays. The new Creekside Complex is one of those areas. Despite the effects of the recession on some of our residents, I feel that the time to act is now that construction costs are somewhat depressed.

The Del Valle fitness center is too small and looks like a sardine can on Friday mornings when I am there to observe it.

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

The Sierra Room was never meant for cultural events; hence, the acoustics and lay-out are inadequate at best--perhaps more accurately, they are farcical.

Living in Rossmoor is like being on extended vacation at a wonderful resort. However, the amenities and activities must keep pace with demands. As younger and more active seniors are sought for residency, we cannot afford to stagnate. The expression, "You have to spend money to make money," might be appropriate.

8/6/2010 8:57 am . Creekside master plan

It's mentioned but not defined. What does it mean? Is it a euphemism for the third rail of Rossmoor politics...the event center?

5/9/2010 8:08 am

Lots of people are wrestling with the problem that on one hand our higher cost amenities require financial contribution from all the residents to stay viable. On the other hand, people don't like paying for things they don't use. Mel broached the idea of making "amenity credits" transferable between members. Basically, each residence would continue to pay a monthly amount toward amenities. That would no longer get them unlimited usage. Just to take some of our higher cost amenities as examples, we pay around \$45 per month per residence for golf, pools, fitness center and buses. The cost of each visit to the fitness center is around \$4.50, so the monthly fee would cover 10 visits. Pools are around \$8.00 per visit so 5 visits would be covered.

If a person was a power user, they could buy credits from another member. There would be a market price developed, probably under a dollar per dollar credit. Members would be expected to handle this independently on line. GRF could also sell credits for a dollar per dollar credit. (Keep in mind our members 10 years from now will have had 10 years more computer experience on the average.) This would require smart cards (\$2.00 each) and card scanners.(\$170 each) and a modification to the Trust. There would also be some expense in setting up the credit transfer software.

The most frequent objection I've heard is that it would be difficult to implement scanners in some facilities, but it doesn't have to cover every amenity. Nor do many facilities need gates. One benefit might be that more attention would be paid to costs. Some of the per-usage costs of those four items seem out of line. Please correct me if the figures below are significantly wrong.

Submitted by the Fitness Center Advisory Committee:

Fitness Center: Renovated in 2001

- 3300 Residents Work With Trainers
- 1000 Residents Work Independently
- Cardiovascular equipment, weight machines, 120 classes per week
- Annual visits have grown from 57,411 in 2000 to 137,565 in 2009 (58%)
- Average annual growth is 6.4%; growth in 2009 was 12.4%

Long-range needs identified by Fitness Center Advisory Committee include computerized access to the facility, additional parking, sauna, expanded floor space for varieties of exercise activities and equipment, additional space for specialty programs (e.g. yoga, aerobics, resident consulting rooms), office space for staff and fitness supervisor, indoor walking/running track and storage for aquatics/fitness/housekeeping supplies.

5 May 2010 21:05:38 -0700

At the Long Range Planning Task Force meeting this afternoon, Nancy Bann made a statement that "we have not received any info from table > tennis". As president of the

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

Rossmoor Table Tennis Club, I wanted to respond but I could not stay for the Resident Forum. For your info, I made a proposal to the GRF Board on August 28, 2008 to pull table tennis out of the Creekside Master Plan and to have instead a free-standing facility at Hillside. We even had a schematic design attached to our proposal. The Board approved our request in December 2008. Their subsequent action plan calls for (a) working with the City of Walnut Creek to extend use of the leased table tennis trailer through 2011; (b) Proposing to the City either that the existing building remain on a permanent ongoing basis or that a new modular building be installed at the Hillside Clubhouse area for table tennis use. Let's not forget that table tennis is now the last remaining displaced unit from the condemned Junior Dollar Clubhouse in Creekside. Warren Salmons is very much aware of our needs and he is prepared to ask the GRF Board this fall for authorization to proceed with designing of a permanent table tennis facility in Hillside. We too have a Planning Committee and have offered its services to Warren whenever he needs them. As far as I know, nobody from your LRFTG has approached us for information concerning table tennis. Therefore, I was puzzled by Nancy's statement. I do not have Nancy's email address and would appreciate it if you can forward this to her. I will be happy to answer any questions on the above.

February 2010 To: Ten Year Planning Task Force

Following are some ideas, comments, suggestions, and questions regarding issues in Rossmoor that I would like to share with you.

Dollar Clubhouse Interior -

Update, redecorate and refurbish the clubhouse. Appoint a committee of retired, volunteer resident architects, interior designers, and decorators to evaluate, make recommendations, and approximate costs.

Suggestions for Updating Dollar Clubhouse:

Attached is a copy of the Dollar Clubhouse floor plan (not included here). With a few changes to rooms 5, 7, 8, 10 and 34, the new purpose for each room would accommodate additional persons per square foot and would increase circulation of persons from room-to-room during a large gathering. There are of course other possibilities, but these suggestions are intended to start the dialogue.

Room 5 becomes a South Parlor Sitting Room. It presently seats only six or eight but could seat twelve or more. The furniture could be moved to accommodate small dining tables.

Room 7 remains flexible and will accommodate either additional dining tables or other set-ups depending on use. The Piano would be a welcome addition to this space.

Room 8 becomes a welcoming North Parlor Reception Room. It presently only seats 4 persons. It could accommodate 11 people on a day-to-day basis. With the rearranged openings, the room becomes more appealing due to its open feeling. Relocate library books to a different Dollar room or donate to main library as pointed out on Page 53 of the May 29, 1997 Rossmoor General Plan.

Room 10 presently only seats 12 persons but could seat 36 persons when converted to a dining space with a serving bar located in the bay window. It is closer in proximity to the kitchen and patio than Room 7. With light from windows and the view to outside, it makes for a more pleasant dining experience.

Room 34 (Balcony Area) becomes casual seating with bistro tables and chairs.

When Dollar does not have a scheduled first floor booking and with the addition of snacks, beverages, magazines, newspapers, Dollar casual seating groupings could be as inviting as the Redwood Room at Gateway.

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

Consolidate and relocate all Dollar historical information to a designated space. Honor the past but live in the present looking forward to the future.

Picnic Area behind Dollar Pool and Clubhouse -

The metal benches are uncomfortable and difficult to get in and out of. Replace metal benches with comfortable all-weather dining tables and chairs.

Remove gravel and install pavers or other substance that promotes ease of walking and better access for walkers and wheel chairs.

Remove temporary bandstand platform and install a gazebo-like structure

Hillside Buildings -

Update Building Interiors

Evaluate need for acoustics

Hillside Pool -

Repair and increase size of pool deck and provide shade in the area next to the trees at the rear of the pool area. The additional space is needed to accommodate family guests and children seeking shade. There are many days when it can be too windy to use the umbrellas. Can a eating area be designated to the rear of this section to accommodate families with grandchildren?

Fireside Room -

When the main room is used for dining events, the acoustics are not suitable. Decrease the noise level by installing floor to ceiling non closing (dummy) drapery panels and some acoustical panels on walls.

Sierra Room – Delle Valle -

Ditto and need to consider a lighting alternative.

20 Nov 2009 14:53:38 -0800 Planning for a Future Rossmoor

Here are a few electronic enhancement ideas for your consideration.

If more are needed, please let me know. Technical assistance re: phones, TV, computers, etc. available to residents

1. Computerized kiosks with schedules, information, help, would be nice
2. "Community TV" setup as for watching football in the Oak Room or outdoors
3. Computerized library catalog, processes

4/1/2010 1:41 PM

Keep up the good work!

I think it's great that you are coming in under budget, and I can hardly wait for the projects to be completed.

Please don't forget about improvements to the fitness center; I am a regular early morning user, and I often wait for machines at 6:30 in the morning.

My wish list includes the event center; I know it is unpopular with many but I believe that if we are to keep Rossmoor from becoming an "old folks home" we need to keep improving.

If my 70 years has taught me anything, it is that you can't stand still--things here will either improve or decline. Lets make Rossmoor state of the art.

Thanks.

4/1/2010 1:56 PM Dear Long Range Planning Task Force:

I believe that it is essential that Rossmoor remain competitive as a Senior Citizens Community. In order to do so we must continue capital improvements such as the new Creekside Complex. I realize that the national economic situation is not the best but we should use it to our advantage as we are at Creekside.

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

The Fitness Center is too small for the number of users, the Sierra Room is not adequate for entertainment due to the deplorable acoustics and the Table Tennis Club will eventually need a permanent home. All need to be addressed.

Rossmoor is lovely and a very desirable place to live. We have wonderful amenities and many and varied activities. Let's keep it that way.

4/1/2010 9:05 AM Dear Commission Decision Makers,

As a resident of Rossmoor, I am disturbed by the negativity being espoused by those Rossmoorians that want to cut back on improving our community. One of the main reasons my wife and I choose to live here is our golf course, and the other activities that are available to us. These things and our location provide a lifestyle that is comfortable, and affordable.

While we feel a moral responsibility to help those less able financially to live as comfortably as they wish (and we do), we also understand that Rossmoor is not charity, and should not become a "Section 8 type of Housing Project" as it seems some would prefer. I understand that it took nearly twenty years to get the Creekside project started, and now it is being constructed with considerable compromise...no event center, etc...etc. We would urge the Long Term Planning Commission to ignore the nay sayers that are attempting (whether they know it, or not) diminish our property values, and lifestyle.

Now is the time to build, and expand, not cut back. Yes the monthly coupon increases, which we don't like, but it is our understanding that "Capitol Improvements" are paid for from "Transfer Fees". Please look forward to planning a positive future for Rossmoor.

4/1/2010 10:45 AM

There seems to be a recent trend among small, but vocal groups (like the let's keep the Dollar pool a bath tub for a few) in Rossmoor to encourage a reduction in spending on Capital Improvements.

I am not sure what has caused this concern among some residents, but I suspect it is the constant bickering at the Board level about these improvements. I can only assume the thinking is, " let's just sit here - an old community of old people" - while others are building new communities with great amenities for seniors, ie Stoneridge Creek in Pleasanton, and others. I have a considerable investment in Rossmoor, both in my condo and my life.

I think I can safely say that there are a large number of us who want to see Rossmoor stay up with the times, and expect our Board of Directors to lead the way to making sure Rossmoor remains a viable investment, and a great place to live.

The Long Range Planning Task Force has a serious responsibility to give the Board the information to insure the long range future of Rossmoor.

3/31/2010 4:48 PM

I'd like to commend the work that this committee is doing. Rossmoor needs to take a step back and look at what we all envision our community to look like in the future and that means capital improvements.

Many of our facilities are deteriorating and inadequate and planning is needed to keep Rossmoor up to date and enjoyable for all of us and for prospective residents in the future. Keep up the good work.

3/31/2010 4:49 PM

Please don't stop improving Rossmoor, especially in these economic times when it is cheaper to build. I participated in a focus group, and the most requests were for new facilities. I make good use of the Fitness Center - it needs more room!!!

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

We must keep up with the times - Baby Boomers are our future. Please don't make this into an old peoples' home. Change must always continue, or what you love will die. We love it here, but it must continue to be an up-to-date, "happening community". Thank you for Listening,

3/31/2010 5:22 PM Dear Friends,

It bothers me to read in the Rossmoor News the negative comments from a small group of gripers who do not appreciate the good and important work that you hard-working volunteers are doing. That is what has prompted me to write and express my appreciation for your significant efforts.

At this time, my wife and I are completing our first 25 years as residents in our beautiful Rossmoor valley. We have lived in our manor here on Ptarmigan Drive longer than any other home in our long and happy marriage.

Over the years I have had an opportunity to serve our community in several different capacities including being a member of the GRF's Trust Properties Committee and the Founding Chairman of its Communication Advisory Committee. I also have had the privilege of serving six years on the Board of Mutual 48, including being elected its President more than once. I have also had the pleasure of service as President of several Rossmoor clubs, including the Chrysanthemum Club, Duo Club, Garden Club and the Community Club. The reason I mention these activities and my years of living in Rossmoor is that one might incorrectly conclude that here is another of those "old-timers" who just want to maintain the status quo and not spend any more money on capital improvements. On the contrary, I definitely do not want to be tossed into that negative group. I very much appreciated all the various facilities that were built by others before Gwen and I arrived here. That is why I know we must continue to add to and upgrade our clubhouses and sports facilities, not only for our present enjoyment, but also to attract future residents to move in and occupy the manors that we eventually will leave behind.

I think the GRF Board was so wise in contracting to construct the Creekside Project when they did.

Today's tougher economic times meant that we all benefited from the lower construction cost than was originally projected for that very necessary addition to our facilities. I urge all of you on the LRPTF to continue to thoughtfully and economically plan for the next steps we must take so that our beautiful community does not age and fall behind those outside competitors that would rob us of our leadership and cause the values of our manors to drop like a lead balloon! Thanks for what you are doing to plan the work so we can then work the plan!

3/29/2010 4:52 pm

Just to let you know that I hope that your long range plans will include

- 1) a new Club House to be built to better serve our Rossmoor Community and
- 2) enlarge the Fitness Center at Del Valle.

Thank you for your efforts and good work.

3/29/2010 4:01 PM

Capital improvements are essential to the continuing health of the Rossmoor community. I endorse intelligent design and implementation of projects that make this community the superior place it is in which to reside.

3/29/2010 2:37 PM Long Range Planning Task Force

First, thank you for the hours being spent in regards to the Long Range Planning for Rossmoor. This October, it will be 6 years since moving to Rossmoor, from San Francisco

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

and I have not had any regrets. The location, landscaping, facilities, the variety of architectural choices and floor plans makes Rossmoor exceptional. We are constantly giving our visitors the grand tour of Rossmoor with reactions of disbelief that this is not a private club!

I would like to encourage the Long Range Planning Committee of Rossmoor, not to lose sight of the most critical factor, that Rossmoor, as with any community or private homes, must continue to work on maintenance and capital improvements. With Stoneridge Creek in Pleasanton, another major retirement community soon to be completed, it is imperative that we remain competitive!

4/6/2010 3:26 pm Long Range Planning Task Force: Capital Improvements

It has come to my attention there have been very negative mailings to you about capital improvements in Rossmoor. In my opinion that is very short sighted thinking. I am on the young side for Rossmoor. What attracted me to it was the fact there was so much to offer active people and that Rossmoor seemed to keep up with the times and the needs of more active adults as well as those less active. With new "state of the art" facilities soon to open close by, it is important we keep up w/ capital improvements to stay competitive and "attractive" to the baby boomers that are coming to an age of consider a retirement community. I guess that is what I am trying to say. I think of Rossmoor as a retirement community that has appeal to all senior citizens. A place that they can grow old in wonderful safe surroundings. A place in which any activity level can be happy. If we don't pay attention to the capital improvements Rossmoor will deteriorate into a place that isn't any of those things. We need the younger people to move into Rossmoor to renew it and to keep it an active community. Only with capital improvements can Rossmoor be appealing and attract new active residents. We need those people to keep Rossmoor alive. Therefore we need the capital improvements.

We can take advantage of this time. Because of the economy, contract prices are at the lowest they have been in years. Case in point, the improvements to Creekside. Costs there are much lower than originally anticipated. In the long run it will be cheaper to keep things up and/or make improvements than it would be to allow it to just lay stagnant. It's hard to look past the hard times we are in right now. But with careful planning capital improvements would make Rossmoor an even better place to live. It would be a shame to sit back, do nothing and watch our wonderful community depreciate.

Thank you for giving me the opportunity to have my voice heard about this matter.

4/3/2010 2:45 pm To the Task Force:

Life in Rossmoor is wonderful for us and we greatly appreciate all that we have here. It is vital to keep Rossmoor vibrant and fresh, not just for current residents but future ones as well. This means that we must keep up the facilities as well as planning for expansion of facilities. We realize that not everyone in Rossmoor has the financial wherewithal. However, we need to find a way to accommodate long time residents in need while looking ahead.

Our fitness center, which we use, needs to be expanded.

We need a real event center.

There are more things, but we will leave it to the Task Force to outline these based on your hard work. Thanks to all the members of the Task Force for taking the time to deal with these important issues.

4/3/2010 10:48 am

I understand you are receiving a lot of letters encouraging you to forget about improvements to Rossmoor. I write to encourage you to pursue improvements.

It is financially prudent in these times to expand the fitness center and provide for a better room than Del Valle Sierra Room for large group dinners and other gatherings.

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

The Boomer Generation will be retiring and looking for communities that encourage their keeping active. The same voices that fight improvements today complained when Gateway and the Del Valle complexes were built, and now everyone enjoys them.

4/1/2010 4:30 pm

When I moved to Rossmoor twelve years ago I was impressed with the ambiance and vitality, evident in all the activities available to residents. And, as with all progressive communities, endeavoring to improve the quality of life for everyone.

To me Rossmoor offers and continues to offer benefits and improvements for an active adult community. I know that the Long Range Planning Task Force will seek out ways to improve and expand our options, taking in consideration of course, the monetary effect upon our budget.

The Creekside development has been a controversy for many of our residents, but I'm sure when it comes to completion, they will understand and realize what a great asset it will be not only be for current residents but an added enticement for prospective buyers.

If the Board decides to purchase more fitness machines, the suggestion of incorporating the Sierra room to expand the fitness center would seem to be a logical move.

However, I know there are many clubs and groups who use this facility but hopefully they could be accommodated in the new Creekside rooms. >

4/2/2010 11:51 am To members of the long range planning task force.

I think that i am speaking for the silent majority of Rossmoor residents when I urge you to continue the policy of keeping Rossmoor the prime retirement organization in California. Our hilly location is not suitable for assisted-living elderly, and our many facilities are geared to active seniors. Long range planning has made possible the wonderful facilities we have now. Resident satisfaction is high. We shall be needing a new events center in the near future.

4/5/2010 11:33 am Members of the LRPTF,

Claudia and I want to make clear that we would very much like to see an expanded fitness center at Rossmoor with floor exercise space and more fitness machines that are less crowded. We realize that this will gym expansion will probably need to occupy the Sierra Room. The Sierra Room has been the major venue for dances and dance parties, as well as large gathering for the Sirs and so on. It has bad acoustics and was originally a gym if we have heard the history correctly. This makes one of our major needs more pressing and interlinked. That is the need for an event center that can handle theatre, ballet, dinners with dance bands and dancing. In general a good event center should be able to handle a range of events, in fact anything that may come up in the future. We should plan this with a eye to what is needed now as well as what may be needed years from now. Let's get it right and possibly our grand children's grand children will be using it happily in the future.

No Date Provided

When I moved here almost 12 years ago the one thing that attracted me the most was the golf facility here at Rossmoor. I saw the other amenities; the buses, the Fitness Center, the pools, the clubhouses. All very nice . . . but I came here for the golf. Over the years I have used some of the other amenities. I never thought I would need to seek Counseling Office services, but I am now so thankful that they too exist. However, the one amenity that I have used constantly since moving here is the golfing facility. Even when I still commuted daily to work, at the end of the day I would stop down at Creekside and play nine holes before continuing on home for dinner.

All of the above is my way of saying . . .

golf here at Rossmoor is very important. The small amount I pay on my coupon does not

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

come anywhere near the amount I gladly pay in daily green fees. Anyone who wants may come down and play on the two courses. They may even bring in their relatives, sons and daughter and grandsons and granddaughters. Our shining star here at Rossmoor is our golf facility. We need to keep it bright. We need to do whatever is necessary to keep it attractive. Don't let coupon considerations mar our shining star.

February 9, 2010

forwarding a suggestion from a GRF Board member to study building a purpose-built, warm water pool presumably adjacent the current Dollar pool location. This suggestion was forwarded without any endorsement by the committee.

20 Nov 2009 14:53:38 -0800 Planning for a Future Rossmoor

Here are a few electronic enhancement ideas for your consideration.

If more are needed, please let me know. Expanded gym services, to include brain training, Wii-type equipment

17 Nov 2009 08:47:14 -0800 Long Term (or short) Planning

Being a four year+ resident, I wanted to make a few suggestions.

We are not attracting enough younger new residents. Partly, this may be due to the economy, but I think it is more particular to what Rossmoor does not provide. While there is a plethora of wonderful programs, few are geared to the active senior.

1. Most in the Baby Boomer generation are involved in physical fitness and attend gyms or participate in sports where there is significant aerobic activity. At Rossmoor, unlike most retirement communities, we do not even have bike lanes on the wider streets, and only a few bike racks. We have no basket ball court, no volley ball court, and only 2 pools (one currently) open for real swimming. Our fitness center offers only one spinning class, 3 times a week at 6:00AM, despite the investment in spinning bicycles. There is virtually nothing in the way of high end aerobic classes, particularly in the mornings, when most active people are still around. The Fitness Center is overheated for aerobic exercise and a few of the tread mills are placed under the skylight which emits a good deal of heat. That's fine for those who walk on the treadmill, but it's too hot for those who run.
2. Most younger seniors have young grandchildren. Rossmoor is not young grandchild friendly. Pool hours (now non-existent) are too limited. There is virtually no area designated for safe play. Most units do not provide storage space for necessary items. I suggest a storage area be made available where residents can place no longer used items (such as cribs, high chairs, toys, strollers...) and they be made available for a small cost to residents. The management of such a place could be done on a resident volunteer, rotating basis.

March 11, 2010, 1:49 PM A Permanent Building for Table Tennis

To all members, from the RTTC Board of Directors

Would you help the Club get a permanent home? Candidates for three openings on the GRF Board are now beginning to seek votes in election districts B, F and G. Election day is May 6<sup>th</sup>. We should inform the new directors about our history and the current temporary status of the Club.

You may take one of two approaches: (1) call them on the phone and give them the info on this fact sheet, or (2) when they knock at your door for your support, invite them in and tell them

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

about our Club. In exchange for your vote, ask them to support our need for a permanent facility at Hillside.

NOW THAT THE GRF BOARD HAS TAKEN CARE OF THE CORPORATION YARD PROJECT MANDATED BY LAW AND HOUSING THE SERVICE PERSONNEL IN PHASE I OF THE CREEKSIDE DEVELOPMENT PROJECT, TABLE TENNIS, BEING THE LAST

REMAINING DISPLACED GROUP, MUST BE THE NEXT IN LINE AS THEIR HIGHEST PRIORITY ITEM.

The RTTC was established in 1972 for 34 years in the Junior Dollar clubhouse. We became "homeless" overnight in early 2006 when the building was condemned for toxic mold. A temporary set-up in Del Valle was a complete disaster. There was poor lighting and priority was given to social events in the same room. The result was that many members simply stopped playing the game.

The present trailer was leased in October 2006 for \$19,500 per year. It was an improvement and membership doubled. However, the City of Walnut Creek will not allow the substandard trailer to remain after December 2012.

The original Creekside Re-development Plan included two rooms in the social building for table tennis. In December 2008 the GRF Board agreed, at the Club's initiative, to remove table tennis from the Plan and to consider a less expensive, free-standing facility in the Hillside area.

We need GRF Board authorization this fall to proceed with design of the building and costs included in the 2011 Trust budget. The final design needs to be approved by the City of Walnut Creek in 2011. Physical construction needs to begin in late 2011 or early 2012.

4/02/10 The Long Range Planning Commission. URGENT ACTION NEEDED

The nasty, unsanitary, non-code, and non-accessible restrooms at the seventh tee of the Dollar Ranch golf course need to be replaced with something that is built to current code for public restrooms and is accessible to handicapped people per ADA. The current version is bare, unsealed concrete block walls, with bare concrete exposed aggregate floors. These wall and floors are soaked with urine and worse. The path to the men's side is mud in the winter. The sink in the women's side is broken. Both rooms swarm with mosquitoes in the summer. The restrooms at the tennis courts and the eleventh tee and the ones at the Dollar picnic grounds/ bandstand and the seventeenth tee, need to have the floors tiled or epoxy-coated and the walls tiled or covered with sanitary board or epoxy-coated at minimum. The Buckeye restrooms do not conform to ASA accessibility codes.

EROSION IS CHEAPER TO STOP THAN TO REPAIR The ongoing erosion problems with the creek at the fifteenth tee and at the culvert under the seventh fairway should be analyzed by a civil engineering firm, a design developed and then executed so that this worsening problem is resolved. The current state is only going to get worse and become more expensive over time and could result in the destruction of the large oak tree at the seventh fairway bridge. A knowledgeable engineering firm needs to be brought in to look at the entire length of the creek throughout Rossmoor and asked to recommend a comprehensive solution to the erosion and flooding problems, bridge overflowing issues, etc.

OUTDOOR MENTAL HEALTH I would like to see Rossmoor have a practice fly casting pond that is, at minimum, 16' to 30' wide and 60' long and has at least 30' feet of clear open ground, free of any obstruction at one end and if possible at each end. The depth of the water is no issue as long as it is at

least 8" deep. There should be a pathway along one side and maybe benches. This is not for fishing but to practice fly casting. This pond would be used to teach beginning and intermediate fly casting, as well as for practice. It would also be a lovely reflecting and meditation pond. It would be wonderful if a small simple building with lights, heat and restroom could be adjacent to the pond to house fishing clubs and accommodate fly tying benches. At the very minimum the building should be 13'0" x 24'0" of interior space to accommodate an accessible restroom at one end and lockers at the other end. A skylight

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

would be nice for natural lighting. I have no idea where this might fit in the Rossmoor valley, but it is not very big or expensive and is a great and relaxing way to spend a meditative few hours with no great strength or stamina required.

**PHYSICAL HEALTH & WELLBEING** If the fitness center could be expanded a bit to allow for floor exercises and a few more key machines it would be a big plus and would enhance flow of one's exercise routines. The gym, while good, is cramped and incomplete in the range of the equipment, some of which is showing its age.

A larger budget and bigger facility for the library would be a boon. Could we consider a bit bigger budget at minimum?

**IN SUMMARY** It is essential that we do not allow the wonderful facilities that we do have to deteriorate for lack of maintenance and necessary upgrades. These are expensive and viable buildings, they represent a major investment in our community, and to allow them to fall into disrepair for want of adequate funding to maintain them would be criminal negligence in my opinion. We owe ourselves and the future of our community a fiduciary duty to not allow this to happen.

5/10/2010 10:10 pm

Discussion of new facilities often revolves around, "Do we need the new facility." I'd like to frame this discussion in terms of "quality of life."

It has been argued that we don't need a new fitness center or event center, just as it was argued that we didn't need the new Peacock Hall, library, Fireside Room, Oak Room and the like. However, the old Peacock room had uncomfortable seats, poor sight lines, and half the seats of the new Peacock Hall. The old Fireside Room required guests to go outdoors in the cold or rain if they wanted to use rest rooms; people using the old library often froze in the winter and sweltered in the summer, and the old Oak Room cost us a great deal in labor costs for set up and take down. These problems were all solved with the new, improved Gateway complex and added immeasurably to the quality of life of Rossmoor residents. Similarly, a new/expanded fitness center and a new event center will eliminate the claustrophobia we experience when we work out and the frustration we experience when attending a function at the Sierra Room..

The fact that fitness center usage has practically doubled in the past two or three years after one remodeling demonstrates the popularity of the facility as well as the need to expand it to accommodate an ever increasing demand. This would eliminate or cut down on the waits for equipment and the feeling that we are in one another's personal space as we work out.

The Sierra Room is dreary and depressing, has miserable acoustics, and lacks adequate parking and cooking facilities. The room looks like what it is: a 65 year-old gym. During dinner, it is almost impossible to talk to one's tablemates when music is playing. There are Rossmoor clubs (especially music clubs) that will not hold functions in the Sierra Room because of its poor acoustics, and the food served is - at best - mediocre. When a function overlaps fitness center and pool use, it is very difficult to find parking.

Over 240 functions are held in the Sierra Room each year, and these range from 56 dinner dances to 52 fun days, to concerts, club functions, mutual meetings, Recreation dances, fashion shows and elections (2). Among the groups that could move to a new event center are Chamber Music, Community Chorus, Music Association, Recreation Concerts, GRF meetings (when needed), and golf tournaments.

Maintenance costs would be manageable and prudent. Coupon costs for all GRF facilities' repairs and upkeep in 2010 are \$9.69 per month, and for custodial services, including offices, the cost is \$10.62. In 2005, it was estimated that increased maintenance costs for ALL of the Creekside project would be \$5.08 per month. Even if the cost were double that, it is reasonable for what we'd get.

I urge you to have a vision for Rossmoor. We want to maintain and improve the quality of life. These projects are both doable and manageable.

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

4/7/2010 10:37:45 pm

Thank you for the schedule of the meetings of the LRPTF committee. I shall try to attend at least the one on social and recreational programs. You asked me to be specific about what I'd like to see in the future of Rossmoor. Since I am about to turn 89, my future is limited. I have been completely satisfied with the improvements achieved during my ten years of residence and have supported plans for the most recent construction. I was disappointed that the large event center, proposed from the earliest years of Rossmoor was not included in this present project.

So the number one on my list of future building is a large event center with adequate parking. It will need good acoustics for concerts and lectures. It should also provide adequate accommodations for dinners and dancing. I hope that future planning will include such a facility.

4/7/2010 7:26:59 pm

You all are doing a good job. As a new resident here the things I hear or read in paper some upset me. Nothing is free, I think people forget what it cost them when they had another house before moving here. Now is the time to move forward to make improvements and keep going with upgrades. This is the only way our values will go up and now is the best time due to the fact building cost and materials are at lowest we will see. Also it would increase sales and increase more people to move here.

4/7/2010 7:10:24 pm

Just want to put my 2 cents in as I think the only people who write letters are the ones who constantly complain and live in the dark ages. I moved to Rossmoor for the Amenities, not my little manor...I had a lovely home in Montclair but I wanted a different lifestyle when I became widowed and quite frankly, I feel like I have died and gone to heaven!!....We absolutely must continue to make improvements and keep expanding what we already have or we will end up with an aging population who no longer things ahead, but only back.( I am part of the aging population so I can say that). I just got an invitation along with a spiffy brochure to come and hear about the new Stoneridge Creek in Pleasanton which will be opening soon and which will be our competitor...we cannot just be stagnant and we need to be out there encouraging the boomers to keep coming. Yes, these are bad economic times but we came out ahead with the new building this year and we do have money to spend but we wont have it if we dont continue to get new people. I can't understand why that is such a difficult concept...So keep at it, folks and dont kid yourself...that is a minority group...the rest of us just don't have anything to complain about and are out having fun... but put out the word and we can write letters too!!! I have sent this to a few friends of mine who i know feel the same. Good luck and keep up the good work....Cheers, Corinne Edmonson

April 6, 2010 9:34:30 PM: Spending Members of the Long Range Planning Task Force,  
First off, we appreciate your serving on the Long Range Planning Task Force. This is a crucial project in the view of those of us who think Rossmoor is as close to Paradise as we are going to get. We also recognize that brickbats fly in such service and that some days, it will seem thankless in spite of the many hours you will spend on it. Let the record show that we do thank you, come what may in your recommendations. We also want to go on record as favoring "reasonable" expenditures to improve Rossmoor's physical plant. This would include going forward with the building that was left out of the current Creekside construction. In the interest of full disclosure, you should know that we are both on the steering committee of the one year old Drama Association of Rossmoor. We

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

have 420 paid members and the year has seen a variety of activities provided for them. This includes classes in all levels of acting, 14 groups reading plays once a month in the various homes, visits by professional actors and attending plays outside of Rossmoor at reduced rates.

The one lack is a stage theatre in Rossmoor. We would encourage proceeding soon with a new building that would make up for this lack. DAOR is making do at present with readings and workshops by members at Peacock Hall but we are nearing the point when we will produce full-fledged plays. We think we have shown that the interest in live theatre here is even greater than we had hoped when we started.

As for your direction in general, we believe strongly in budgeting for capital expenditures, not just for our personal interests but to maintain and increase the value of our property in post-recession in the years ahead with other, newer senior developments in the area. We cannot afford to be penny wise and pound foolish.

4/6/2010 9:33:54 pm

Keep improving our beautiful Rossmoor to keep it the ideal place to live for future residents.

4/10/2010 7:30 pm

The letter below, and the attached list of petitioners, express our feelings and suggestions, we sincerely hope it helps your committee in providing input to the GRF Board. It is our understanding you have been charged with the responsibility to provide input to the GRF Board related to GRF owned and managed facilities within our community. GRF boards along with staff, current and future, must concentrate on amenities. It would be good to increase the size of the Fitness Center because we need more equipment and space. There is no more room to add the needed machines and there is no room for floor exercises.

We need to build a multi-use Event Center that could stage theater events, musical events, dance events such as ballet and ballroom competitions, speakers, arts and crafts and more. It is time to rehabilitate the Hillside buildings and to rehabilitate the Dollar clubhouse to make it handicap accessible with better meeting rooms while preserving the building's architecture.

4/16/2010 12:59pm To The LRPTF

On behalf of the Fitness Center Advisory Committee, attached is the Long Range Plan for the Fitness Center at Del Valle. There are a total of 6 pages.

The FCAC has identified immediate needs that can be accomplished as soon as funding is available. These needs would be invaluable to literally anyone visiting the Del Valle Complex (residents, guests and staff) using existing space.

The Plan also includes the longer range view based on usage statistics, projections, industry standards, studies and programs pertinent to older adult health and fitness .

Note Plan prepared by the GRF Fitness Center Advisory Committee is located in an Appendix.

7/23/10 Facilities – FAC-XX

The large courtyard outside the Starlite Theatre & Fireside Hall – could stand more use. I think a large( tent like) shelter in the middle of the area would help attendance & usage.

2/7/2010 12:23 pm

At the LRPTF meeting of February 3rd I made some observations during the Resident's Forum responding to the one hour presentation made earlier in the meeting regarding Rossmoor Golfing amenities. As my comments were unprepared I would now like to confirm and expand upon the observations.

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

Although the presentation provided a good historical summary it failed (in my opinion), to offer our most knowledgeable specialist's (potentially very valuable), advice regarding the LRPTF's primary concern; future development options. Specifically, it would be most helpful if graphical trends could be presented showing the historical annual change in the number of resident and non-resident rounds played and forecast trend lines for as far ahead as is reasonable. Various forecasts could accommodate different potential scenarios.

The presentation reported a continuance of the long-term decline in the number of rounds played by residents and emphasized a "need" to attract more non-resident players. I would like to suggest that the LRPTF seriously consider (and address in the finalized plan), if it is indeed in the best interests of the majority of Rossmoor residents to plan upon the continued operation of an expanding commercial venture within our community.

A repeated justification for accommodating non-resident golfers is said to be that it acquaints golfers, who might otherwise be unaware of Rossmoor, to the golf facilities and thus results in additional property sales. However, when it is considered that only about 15% of residents are golfers then it follows that on average, only about 15% of potential buyers would be particularly drawn by the golfing facilities. This raises a related question for the final report; is such a small potential fraction of retirement home seekers sufficient justification to devote so many resources to the attraction of non-resident golfers?

Expressed differently, and bearing in mind the recent quotation (reference given below) from the Wall Street Journal's MarketWatch;

"When it comes to retirement living, golf courses are out" should not the LRPTF report also address the question; is it appropriate for Rossmoor to plan upon continuing to support a tournament grade course?

Under the agenda item New Business, it was agreed that LRPTF members should visit other retirement communities. In the Resident's Forum I suggested that the Oakmont retirement community near Santa Rosa CA was very comparable to Rossmoor and it would be very appropriate to include it on the itinerary. Reasons include;

- a - the retirement homes are built around the two golf courses
- b - the golf facilities (and associated first class restaurant) are run
  - > by an independent management group
  - > c - all golf course costs are covered by resident and non resident
  - > golfers - not all of the residents
- d - the restaurant is open to all Oakmont residents and guests.

Such a proven arrangement, in a similar community, deserves evaluation as to it's applicability to Rossmoor. Having spent a considerable amount of time at Oakmont I would be happy to share my knowledge regarding it's various amenities and arrangements.

Let me please also take this opportunity to thank LRPTF members for all their work and express my appreciation of the openness to input from residents which is being practiced. (Referenced WSJ web page: <http://www.marketwatch.com/story/a-quick-peek-at-the-retirement-houses-of-tomorrow-2010-01-25?siteid=nwhpf>)

February 3, 2010 repair of restrooms in golf facilities.

Date: February 2010 To: Ten Year Planning Task Force

Following are some ideas, comments, suggestions, and questions regarding issues in Rossmoor that I would like to share with you.

Dollar Golf Course Restrooms -

Restroom located at first hole green:

The approach to the restroom is dirt and when wet, mud. Install a walkway of cement blocks or pavers or fill area with wood chips. If one is walking in dirt and mud, it's

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

impossible to keep a clean floor. Windows are missing. Install new windows. Paint interior including floor so that all can be properly cleaned. Replace the rusting sink.

Restroom located at tenth hole green:

Replace sink, mirror and outdated light fixture and paint interior including floor so that all can be properly cleaned.

Restroom Next to the Seventeenth Tee:

Ditto the above.

3/16/2010 Dear Mr Fleck,

It was indeed a pleasure to meet you yesterday for the purpose of discussing my recent communications to the Long Term Planning Task Force and the Rossmoor News concerning Rossmoor's golfing situation.

I was pleased to learn that the Golf Advisory Committee is preparing about three alternative scenarios for future golf arrangements including at least one to reduce the subsidy paid from the coupon of all residents. It was also encouraging to learn that you are actively investigating the Oakmont Villages retirement community's golfing management model and your findings will be reflected in the scenarios.

I presented various supporting charts and spread sheets and will be pleased to provide further copies or additional back-up data if requested. We discussed the generally declining popularity of golf (relevant extracts from a New York Times reference are attached). You kindly undertook to investigate how many of the "baby boomers" (who had recently become Rossmoor residents) were actually taking advantage of the golfing amenity.

We also noted that although non-residents are charged fees for use of the golfing facilities they are not being similarly charged for use of the Fitness Center or the pools. Considering that all residents are issued with a photo identification card, presumably with the intent of controlling non-resident usage of Rossmoor facilities, we wondered why this capability is not being maximized.

I look forward to learning of the GAC's recommendations to the LRPTF of options for consideration and would be happy to provide any assistance.

Thank you for bringing about our meeting.

4/1/2010 11:38 am The Long Range Planning Committee Re: Capital Expenditures

I have lived in Rossmoor for four years and would like to advise the committee that my primary reason for moving here was for the golfing, although I do enjoy many of the other activities offered. I have talked to numerous residents who have moved in recently and everyone remarks about the golf courses.

The team maintaining the two courses have done a remarkable job keeping the them in tip top shape and although that costs money, in my opinion, it is money well spent. I also bring friends to Rossmoor, as well as talk to many outsiders who play in our Home & Home Tournaments and without exception everyone is very pleased with both the Creekside and the Dollar Golf courses.

Please continue to provide the funds necessary so that these courses do not deteriorate, we have two great community assets and they should be maintained so that future generations of Rossmoor residents can enjoy these facilities as we are currently doing.

3/31/2010 1:03 pm

I understand there is much attention being given the golf course and its associated expenses and how they should be paid (increase coupon, decrease maintenance or a combination of both) . Please know that I am a relatively new resident into RM and we would never had considered RM as a residence without the golf course. While RM has many amenities, the top of the list and anchor for RM's property value appreciation is the golf course. Once you begin to cut the operating and maintenance expense you become penny

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

wise and dollar foolish.

Our golf course personnel do an outstanding job with the course's maintenance. Any cuts to the golf course budget that would have material negative effect on the course's condition and playability would be a huge mistake. This strategy would prove to be a very slippery slope. If adopted, this course of action would be very difficult to reverse and ultimately cost more.

3/30/2010 1:36 pm

I have heard that your membership has been getting a concerted blizzard of letters in opposition to anything that might look like progress or improvement here in Rossmoor. These people who only see the negative side of any efforts put forth here in Rossmoor do not represent the majority of our neighbors. They seem to think that if they make enough noise, then they will be seen a larger group than they are. Keep up with your work, and realize that there are many here who appreciate the work that you are doing, and want to thank you.

telephone call on May 10, 2010.

Forwarding the idea of your fellow residents concerning golf cart parking.

The use of golf carts and providing parking for them has surfaced several times in the Task Force work over the past 14 months. The Task Force has draft recommendations about golf carts, including supporting existing roadway sharing with golf carts and providing additional parking options.

16 June 2010

### A CASE FOR REDUCING RESOURCES DEDICATED TO ROSSMOOR GOLF OPERATIONS

INTRODUCTION: Over the last ten years, resident utilization of Rossmoor's golf facilities has decreased by 25% in terms of the number of rounds played and in the same period guest utilization has increased by 22%. This situation has had the following substantial negative effects:

- increasing the proportion of the coupon and other physical resources being used for the advantage of non-resident golfers.
- not releasing fiscal and physical resources for alternative uses which would be of more benefit to non-golfing residents.

Consistent with the reduced resident golf demand this report develops an alternative to the current golf operations plan. The approach could be adopted henceforth and/or incorporated as a case within the Long Range Plans.

BASIS: Actual historical data has been used to create the charts and a neutral computer program has been used to generate the trend lines and forecasts.

This report is a development from the Golfing Trends report distributed on 8<sup>th</sup> April 2010, in particular it is based upon the following significant past and future trends:

- Decreasing utilization of the 18-hole course.
  - *Increasing utilization of the 9-hole course*
  - Increasing preference of resident golfers for the 9-hole course.
- Decreasing total usage (declining utilization of resources).

(For reference, charts showing these trends are included).

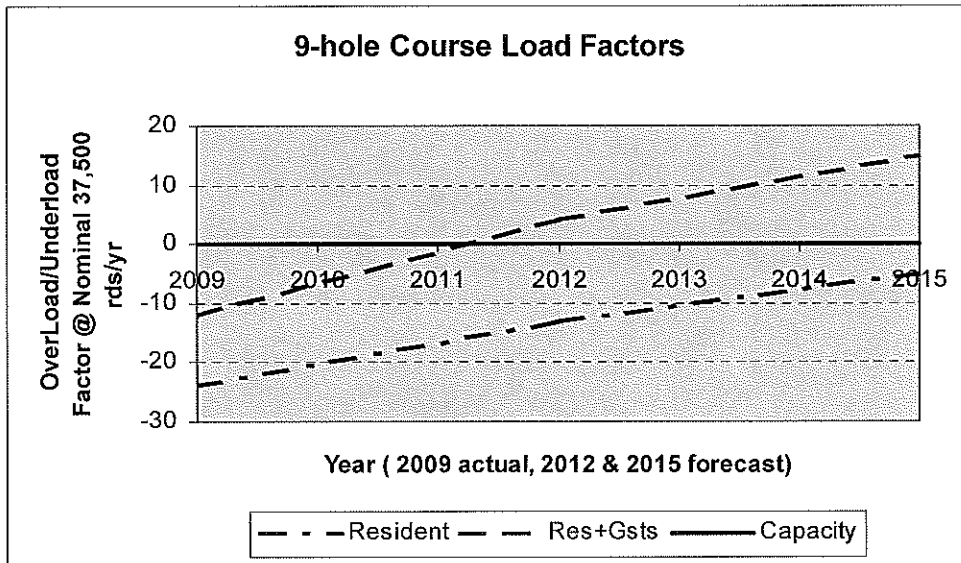
## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

The fundamental significant convergence between resident and non-resident use of the Rossmoor golf courses is represented on the following chart:

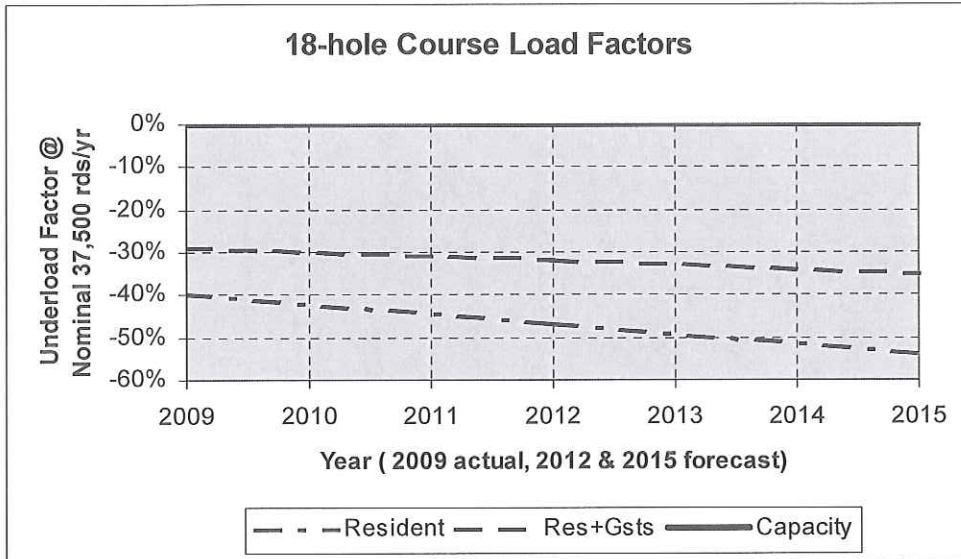
This report is also based upon the following premises:

- The recent and current resource underutilization situation is being primarily addressed by measures designed to attract increasing numbers of non-resident golfers.
- The declining number of resident rounds played suggests that non-resident play has not resulted in more golfers becoming residents of Rossmoor.
- Neighboring golf courses achieve significantly larger utilization factors than Rossmoor's stated nominal capacity.
- Physical and fiscal resources dedicated to golfing are not available to the approximately 85% of residents who do not play golf.
- Other prospects for resource usage (which, collectively, would probably benefit more than 15% of residents) are being identified in the new Long Range Plan.

**COURSE LOAD FACTORS** Load factors for Rossmoor's 9-hole and 18-hole courses are shown on the two following charts. They represent both 2009 usage, and forecast 2012/15 demands at the current stated nominal annual capacities of 37,500 rounds per course, per year.

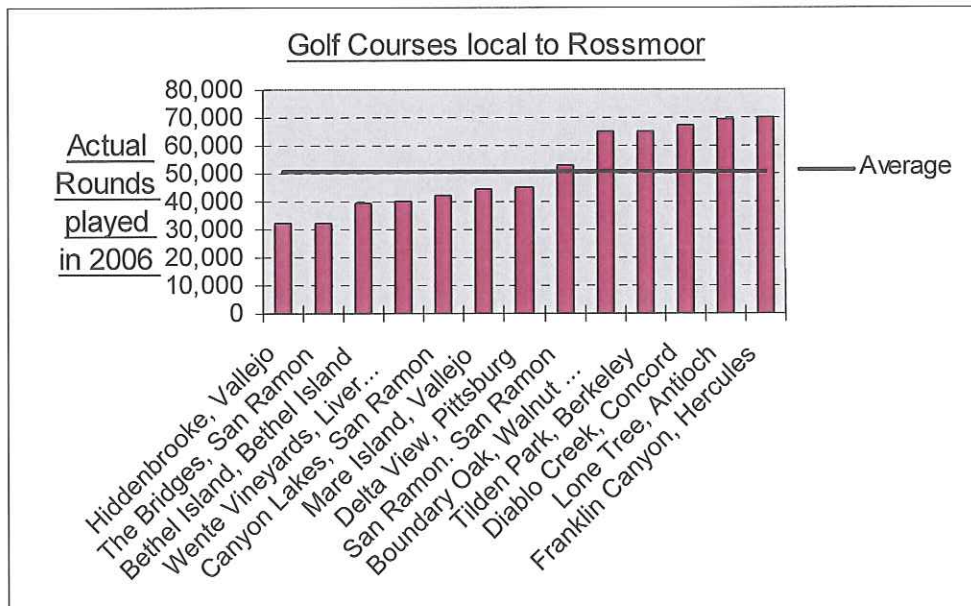


## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS



- if current nominal capacity remains at 37,500 rds/yr per course, and
- if resident and non resident play continues to change at the current rates

then these charts show that by the year 2015 usage will be further unbalanced, the 9-hole capacity will be 15% short of capacity but the 18-hole course will have 35% surplus capacity. POTENTIAL COURSE CAPACITIES In 2007, Economics Research Associates of San Francisco conducted a study for the City of Walnut Creek providing data for golf courses in the vicinity of Walnut Creek. The courses are identified on the histogram below, showing the individually achieved, and average use.



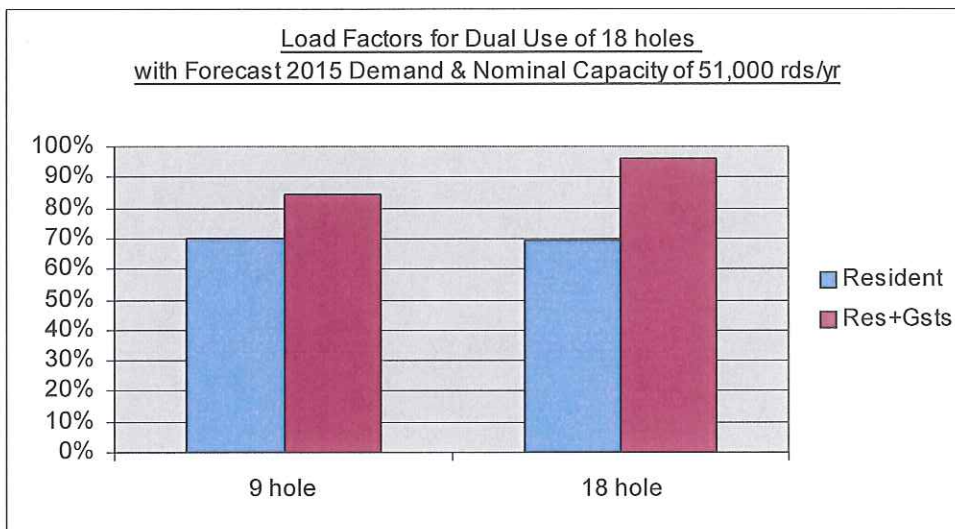
*This data suggests that it seems reasonable to project that Rossmoor's use could be increased to the average actual use of 51,000 r/y, shown for the thirteen local 18-hole golf courses.*

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

**RESOURCE REDUCTION** *To achieve the objective of releasing resources for non-golfing purposes, a reduction from 27 to 18 holes may be considered.*

One arrangement would be to select from the current 27 holes, the 18 holes most suited for both 18-hole play and for “parallel” use as two 9-hole courses. (Considering that residents favor 9-hole play, the availability of two 9-hole courses with differing difficulty levels would probably be an advantage). If simultaneous 9-hole and 18-hole play proves impracticable on the selected 18 holes then an alternative would be to schedule 9-hole play for three days a week and 18-hole play for the other three days of the week on the selected 18 holes.

The “3 plus 3” plan would reduce a nominal capacity of 51,000 rounds per year to 25,500 rounds per year for each course. As two 9-hole courses would be used for the three days then the nominal 9-hole capacity would be maintained at 51,000 rounds per year. At the forecast 2015 usage levels some spare capacity would be available for both courses as shown on the following



histogram

Under the parameters outlined above, including the reduction to a total of 18-holes, only 70% of the available capacity is needed to accommodate 2015 forecast resident golfing needs, both for 9-hole play and for 18-hole play.

**CONCLUSIONS** The case presented supports the development and adoption of a revised operation plan which:

1 fully supports the current and forecast needs of both resident and guest golfers

2 makes available valuable resources (that are effectively being currently used for the benefit of non-resident golfers), for reallocation to the advantage of non-golfing residents.

Under the proposed scenario it is proposed that Rossmoor Golfing operations should have the objective of maintaining the following conditions:

- Total number of golf holes and fairways not to exceed 18.
- Use of the golf course shall be primarily for residents and their accompanied guests.

Non-resident play shall only be allowed to the extent it utilizes capacity not required by residents and their accompanied guests.

4/02/10 To: The Long Range Planning Commission. URGENT ACTION NEEDED

The nasty, unsanitary, non-code, and non-accessible restrooms at the seventh tee of the

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

Dollar Ranch golf course need to be replaced with something that is built to current code for public restrooms and is accessible to handicapped people per ADA. The current version is bare, unsealed concrete block walls, with bare concrete exposed aggregate floors. These wall and floors are soaked with urine and worse. The path to the men's side is mud in the winter. The sink in the women's side is broken. Both rooms swarm with mosquitoes in the summer. The restrooms at the tennis courts and the eleventh tee and the ones at the Dollar picnic grounds/ bandstand and the seventeenth tee, need to have the floors tiled or epoxy-coated and the walls tiled or covered with sanitary board or epoxy-coated at minimum. The Buckeye restrooms do not conform to ASA accessibility codes.

**EROSION IS CHEAPER TO STOP THAN TO REPAIR** The ongoing erosion problems with the creek at the fifteenth tee and at the culvert under the seventh fairway should be analyzed by a civil engineering firm, a design developed and then executed so that this worsening problem is resolved. The current state is only going to get worse and become more expensive over time and could result in the destruction of the large oak tree at the seventh fairway bridge. A knowledgeable engineering firm needs to be brought in to look at the entire length of the creek throughout Rossmoor and asked to recommend a comprehensive solution to the erosion and flooding problems, bridge overflowing issues, etc.

**COMPLETE THE CREEKSIDE FACILITY** While golfers do have a beautiful twenty seven hole golf course. We do not have a clubhouse. We do not have space to store our equipment or records. We do not have a place to change into our golf shoes or to leave our street shoes or clothes while we play. Swimmers, woodworkers, potters, jewelers, photographers, table tennis players and lawn bowlers do have this and I feel strongly that they need this amenity. I hope that golfers can find some accommodation in the new Creekside for at least storage of our records and some of our supplies we need weekly. If each of the four clubs had a 3' wide by 8' high plus and 3' deep locker stack we would have some of the storage space we need. If some space for club storage at Creekside could be found it would give relief to a sizable number of our more senior and frail golfers. Right now many of them have carts but cannot leave their golf bags on them and must carry them to their manor after every round along with other gear. It is a strain and sometimes prevents them getting out and enjoying a few holes of golf. A secure, cart accessible bag storage area would be real blessing for these worthy players.

7/15/2010 11:14 am To: Long-Range Planning Task Force Question for town hall meeting  
It is understandable that the committee plans for increased usage of Rossmoor facilities -- specifically the increasing number of residents using the fitness center. Should not the committee also consider facilities showing substantial decline in usage.

According to figures from Mark Heptig, 92,000 rounds of golf were played in 1989; in 2009, 60,000 rounds were played: a decrease of over 33%.

When I moved to Rossmoor in 1990, the golf portion of the coupon was about \$5. Today I pay over \$17. Such increases seem unethical at a time when the oldest, less affluent, most vulnerable of our residents are turning to charity in order to stay in their homes. Neither the administration, GRF board nor the golf advisory committee seem willing to deal with this problem even though national figures show the same statistical decline in recreational golf. Will the LRPTF address this issue and consider a solution (such as closing one of the courses)? Thank you!

4/28/2010 12:07 pm

Attached is a revised power point presentation please use this to overwrite the prior file. The only change is in the no 6 slide the summary. Consequently I have attached a separate file of just slide 6 which you can print and replace slide 6 in any printed copies you may have made. Please make this correction .

The proviso remains the same: "The presentation represents my thoughts and has not been debated by the GAC Committee.

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

The attached power point document is the result of analysis of past golf course utilization, player comments, and the understanding that GRF intends to keep the golf courses as essentially private with user financial support in the form of subsidized fees as opposed to totally GRF coupon supported as is the practice with all other amenities. The analysis includes data for the period from 2000 forward with more detail on the period from 2004 thru 2009. As a general observation the performance over this recent period reflects the sub-standard conditions of facility support for the Rossmoor golf experience. This particular problem should be significantly reduced with the completion of the Creekside complex under construction. Consequently until we see some operational information for a year or two in the future it is premature to judge the future of golf in Rossmoor long range.

This analysis is my thoughts. It has been shared with the Committee but it has not been discussed at length or voted on as representing a consensus of the Committee. Committee review will take place at our next meeting the first Friday of May. In the mean time and questions should be addressed to me.

Thank you for taking the time to review this presentation. This document was revised by the GRF Golf Advisory Committee and the final document is in another Appendix.

4/21/2010 11:08 pm

Although Mike Fleck and myself have been corresponding regarding course utilization data there has not been any mention of our working together on better usage of the golf course areas but I would be willing to help if such a need develops.

I trust the Questions Raised section of the Rossmoor Golf - Trends Report will be addressed by the Golf Advisory Committee and/or Mark Heptig and their recommended actions will be reported back to the LRPTF and the consultant DCE for inclusion, if appropriate, in the final Long Term Plan.

I will be pleased to help in any way I can, such as by updating the Trends Report to reflect proposed alternative corrective measures.

Thank you and all the LRPTF team for your good work on behalf of all residents.

4/28/2010 3:37 pm > Mike, Thanks for giving me the opportunity to comment on the GAC LRP Report transmitted with your email dated April 25th, 2010.

A first and overwhelming reaction is that the report is predominantly another historical review. All of the charts are devoted to the past and very little of the text provides the specialist information needed by those who are tasked with developing a plan for Rossmoor's next 15 years. Effectively, the report infers that the planners will chart a forward course based upon what they can see in the rear view mirror.

The suggestion to "wait and see" how much impact the current changes will have upon golf resource utilization is scarcely a plan. A way to provide the planning information needed is to develop projections for three conditions;

a), a continuation of the current trend, b), a most favorable feasible trend and c), a least favorable feasible trend.

These projections would support quantification, primarily in terms of utilization factors but also in terms of the related fiscal and physical impacts, (the "Long Range Planning Needs for Golf" detailed in the report should also be scheduled and taken into account).

Additionally, it would be very constructive to use the projections to estimate; current trend, best trend, and worst trend "snapshots" of the utilization and financial levels forecast for, say, 2015, and to the extent feasible for, say, 2020, and 2025. These "snapshots" would allow the identification of potential critical conditions and appropriate contingency plans.

The report states "guest play is a tool for interesting potential new residents and creating outside revenue to offset resident costs for golf maintenance". As the demand for resident play has been shown to be in decline for the last three years it would now be timely to reassess this premise with GRF and to develop resident and guest play levels at which it is, (or would be), prudent to restrain guest play. These considerations should take into account

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

the reality, as supported by the recent survey, that some golf course areas or other assets could potentially be currently utilized to the benefit of a greater number of residents. The considerations outlined above need to be addressed in order to support the effective development of a Long Range Plan that will be in the overall best interests of Rossmoor and its residents. If the parties closest to the subject do not evaluate them, then the consultant (DCE) and the LRPTF will be handicapped when reaching conclusions and as a result, the plan may well not reflect the best interests of those parties.

If you feel I can be of assistance please let me know.

5/13/2010 4:43 pm

I have considered attending Golf Advisory Committee meetings but feel my concerns for the need to better balance the interests of low and fixed income residents with those of the golfing community have been adequately conveyed to the GAC by means of my emails to Mr Fleck and the LRPTF. Nevertheless, should questions arise with which I can help, I will be happy to deal with them by email.

I have been happy to learn that a new Golf Long Range Plan proposal is being prepared by the GAC. To detail the real demand for Rossmoor golfing facilities it will doubtless quantify past, current and forecast resource utilization. In my opinion, this most basic operational information is needed to provide the LRPTF with essential information, particularly, the preferred, maximum and minimum ratios of resident to guest players relative to the resources required for each ratio. If the ratio of guest players to resident players is too large then resources that could otherwise be reallocated to advantage of non-golfing residents will instead be used for the benefit of guest players. There is a level (which may well have already been reached), at which it is not appropriate to increase the number of guest rounds relative to the number of rounds played by residents. This limit should be quantified.

There will be competing calls upon Rossmoor's finite resources as the various interest groups submit proposed plans, the results of the BW Survey and the recommendations from the consultant DCE are taken into account by the LRPTF. The choices will inevitably entail the reallocation of available and/or released resources. Appropriate reductions in resources devoted to the recreational golf facilities will facilitate establishment of cost effective short-term and long-term scenarios, accommodating all residents, within the overall 15 year Plan. To summarize, I will not be attending GAC meetings because my personal views could be diversionary to the crucial objective; that the GAC plan/s satisfy the GRF Board, through the LRPTF, that now and in the next 15 years, the golfing facilities will not be allocated more than the necessary amount of physical and fiscal resources. Accordingly, the GAC plan/s will be designed to promote the best interests of the majority of Rossmoor residents.

Thank you and all concerned for the LRPTF's good work and openness.

#### 7/23/10 4. Golf facilities - Action FIN-2.2

In some manner, a way should be found to expand usage of the golf courses. It may open it up for outside play, but that would mean extra revenue – a big ++.

4/8/2010 10:17:05 pm

On February 7th I sent an email to the LRPTF concerning the February 3rd meeting. The primary purpose of that meeting was to receive a presentation from Mark Heptig specifically addressing Rossmoor's golfing amenities. The email included the following: "It would be most helpful if graphical trends could be presented showing the historical annual change in the number of resident and non-resident rounds played and forecast trend lines for as far ahead as is reasonable. Various forecasts could accommodate different potential scenarios".

As advised in your email dated February 9th, you were kind enough to forward the email to

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

Michael Fleck and Mark Heptig. Mike Fleck considerably arranged a meeting and subsequently provided additional historical data that has facilitated preparation of the graphical charts envisioned in the reference above.

These charts are assembled into the Report attached to this email which also includes suggested further developments.

I hope and trust the Report will be of value in developing the Long Range Plan. If you feel I can be of assistance in related further activities please let me know.

Chart: The Outlook for Golfing in Rossmoor

Objectives and Purpose

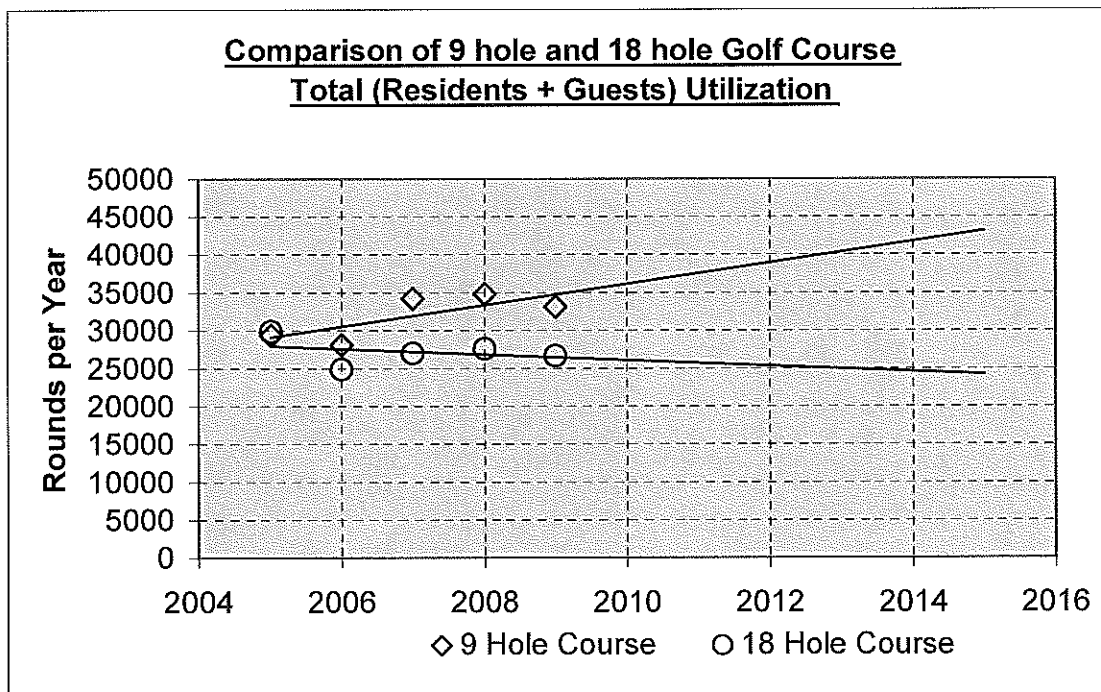
1 Apply computer generated trend lines to historical golf course data in order to:

- Identify current and probable future golf course usage factors and trends.
- Suggest potentially advantageous alternatives to current practice/s

2 Submit report to the Long Range Planning Task Force and the Golf Advisory Committee.

Five-year utilization comparison of 9-hole and 18-hole courses

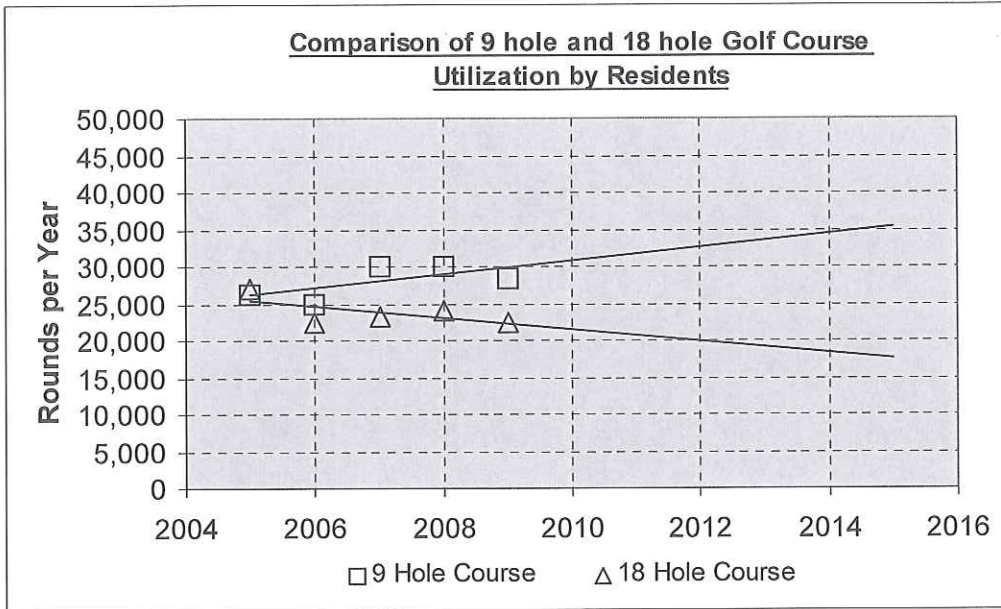
Records enabling comparison of the popularity of each course (excluding approximately 330 tournament rounds per year) are available only for the past five years; this data is represented on the two following graphs.



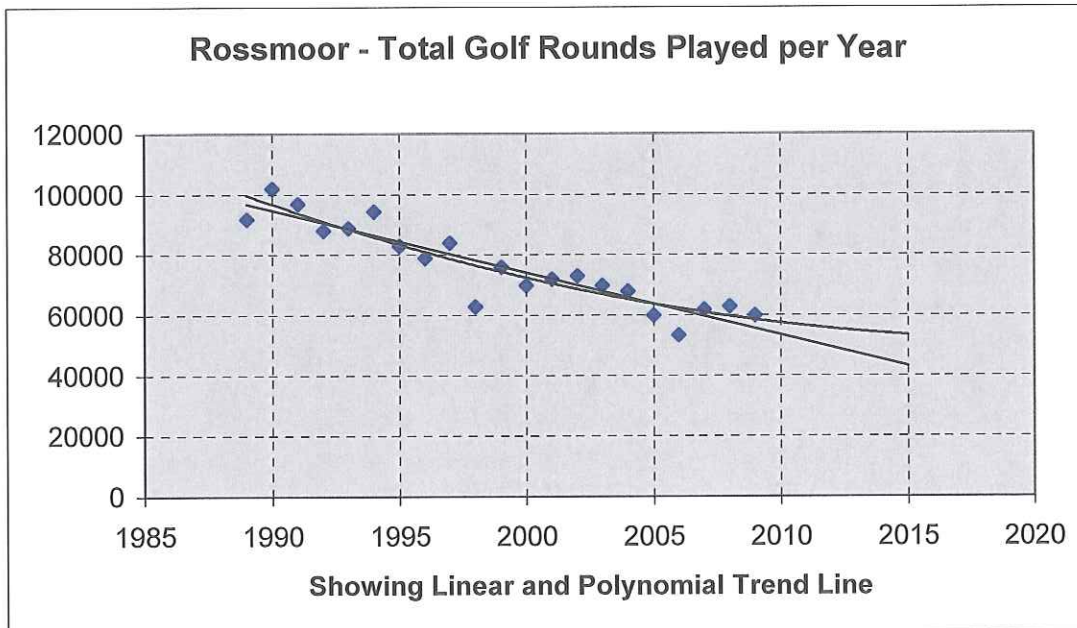
In 2005, both golf courses were more or less equally popular but the subsequent divergence (shown above) indicates a significant increase in appeal of the 9-hole golf course.

As shown below, the 18-hole course is becoming significantly less attractive to residents.

**APPENDIX I  
 IDEAS OFFERED BY INDIVIDUAL RESIDENTS**



Total number of Rounds played annually, on both courses, by residents and guests  
 The trend lines extensions shown on the two graphs below enclose the future range that can be reasonably expected based upon continued use of the established operation plan  
 The total number of rounds played annually, by residents and guests has been declining for the last 20 years at an average rate of more than 200 rounds (2.5%) per year as shown below:



4/12/2010 1:03 pm Aloha LRPTF members,  
 Our Rossmoor Men's Golf Club Board met today and spent a good deal of time discussing an urgent concern of ours. The restrooms at the Dollar Ranch golf course need to be improved. They need a quick fix now, and they need to be reviewed as to whether or not they should

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

be replaced. We heard testimony today regarding visitors who, as golfers, said they would not buy in Rossmoor simply because these restrooms were in such bad shape. I should point out that the restroom by the green at hole #10 serves the Tennis Club as well as golfers. And the restroom at the 16th green serves a great many people in the picnic area of the Dollar Clubhouse.

4/10/2010 7:30 pm

The letter below, and the attached list of petitioners, express our feelings and suggestions, we sincerely hope it helps your committee in providing input to the GRF Board.

It is our understanding you have been charged with the responsibility to provide input to the GRF Board related to GRF owned and managed facilities within our community.

The nasty, unsanitary, non-code, and non-accessible restrooms at the seventh tee of the Dollar Ranch golf course need to be replaced with something that is built to current code for public restrooms and is accessible to handicapped people per ADA. The current restrooms have bare unsealed concrete block walls, with bare concrete exposed aggregate floors. These walls and floors are soaked with urine and worse. The path to the men's side is mud in the winter. The sink in the women's side is broken. Both rooms swarm with mosquitoes in the summer. The restrooms at the Buckeye tennis courts and the eleventh tee, and the ones at the dollar picnic grounds/ bandstand and the seventeenth tee, need to have the floors tiled or epoxy coated and the walls tiled or covered with sanitary board or epoxy coated at minimum. They should be verified to be in compliance with accessibility codes first.

The ongoing erosion problems with the creek at the fifteenth tee and at the culvert under the seventh fairway should be analyzed by a civil engineering firm, a design developed and then executed so that this worsening problem is resolved. The current state of problem erosion is only going to get worse and become more expensive over time and could result in the destruction of the large Oak tree at the seventh fairway bridge. A knowledgeable engineering firm needs to be brought in to look at the entire length of the creek through out Rossmoor and asked to recommend a comprehensive solution to the erosion and flooding problems, bridge overflowing issues etc. There are property values and life styles to protect.

Rossmoor now and in the future continues to compete with other active retirement communities. Location and our golf course and facilities are our big advantage (even though we are in one of the most expensive areas of the country), but allowing our amenities to stagnate or deteriorate will not be overcome by our location. We believe it is very intelligent to have long range planning. We urge each member of the committee to please remain focused, keep your eyes on the ball and don't let the few divert you from the intended goal: to continue Rossmoor as a very desirable place to call home, now and in the future.

18 Apr 2010 Subject: Event Center and the golf community

Long Range Planning Task Force, thank you again for your voluntary service in our behalf. I am writing to you today in order to clear up a misconception.

I have twice run across a statement that 'the golf community is very desirous of getting the Event Center built as without it we cannot attract outside tournaments due to our lack of banquet facilities.' This is not true. The facts are that we have no problem whatsoever with the existing "banquet facilities" for lunches, breakfasts, parties, meeting rooms and so on. Whether for outside tournaments, events open to all Rossmoorans and their guests or our club events. We look forward to the completion of the Creekside facility under construction currently as it will be even better for most of our post tournament needs. In fact, the Event Center is no issue at all for the golfing community if, when it is built we can have the practice facility on which it will sit moved to north of the Creekside tennis courts.

If built the event center may be the venue for the annual golf holiday party and nothing

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

more. The annual holiday party has nothing to do with outside tournaments. The fact here is that the event center if built, will supplant the Sierra Room at Del Valle where our Holiday Dinner Dance has been held. We would welcome this change as the acoustics and general design would be superior to those of the old gymnasium.

The Event Center will be for performing arts and larger community events. I feel that a large number of residents are interested in the performing arts, speakers, and large dinner dance galas. That number does include golfers.

12 Sep 2010 10:55:53 -0700

Rossmoor golfers as represented by the Golf Advisory Committee could be included.

This listing is generally in the order of highest priority or most currently needed.

It is the opinion of the Committee members that golf is the most attractive amenity for potential new owners offered at Rossmoor and that as such the course and its facilities should be maintained in a most attractive and serviceable manner. The investments made in improving the golf amenity will lead to more golfers electing to own in Rossmoor and increase course utilization with the end result of higher home prices and lower coupon burden to support golf for all owners in the future.

We believe the effects of the new facilities at Creekside will be a significant part of this improved attractiveness of Rossmoor. To this end we believe that some efforts for significant change to course availability to guests are premature, and may have the effect of reducing the benefit of ownership and consequently the long term value of Rossmoor properties.

Thank you for your patience. On behalf of the Golf Advisory Committee.

### **TRANSPORTATION**

7/16/2010 5:54 pm Transportation,

I strongly support a comprehensive transportation system. I believe there is a need to move people out of Rossmoor to local events, and to public transportation. I have never used this amenity so cannot directly comment.

April 19, 2010 Re: Transportation needs for the future of Rossmoor

I cannot attend the meeting of the Long-Range Planning Committee on April 21, 2010 due to other commitments, so I am sending this letter, which I hope you will consider in your discussions of the future transportation needs of the Rossmoor community. I have lived in Rossmoor for almost 3 years and I ride the buses. I do own a car and I do drive. But I prefer to avoid driving for short, routine local trips—for both environmental and economic reasons. If Rossmoor residents can stay out of their cars for many short, local trips within and around the Valley, we will have cleaner air, fewer accidents, less stress on our roads, and a safer, healthier, and more efficient environment for our present and future residents.

However, the current shuttle bus service does *not* facilitate this. Rossmoor (except for the Waterford) is an active adult community. For those with mobility problems we have the para transit service, and this must remain. But the regular bus service does not meet the needs of the rest of the community for convenient, reliable, and timely local transportation.

Take the case of the Blue Line, which serves Ptarmigan Drive, where I live. The morning dial-a-bus service ends at 8:30 am. The first scheduled bus arrives at 9:26 am. Note that this bus arrives at the Rossmoor Shopping Center at 9:39 am, 6 minutes *after* the 9:33 am County Connection bus leaves for the BART station and the John Muir Hospital. The next CC bus leaves at 10:33 am, almost an hour later. The only way to catch the 9:33 am CC bus using the Rossmoor service is to arrive at the Shopping Center at 8:45 am, more than ¾ hour in advance.

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

The last, regularly scheduled Rossmoor bus arrives at Ptarmigan Drive at 4:35 pm. The evening dial-a-bus service does not start accepting phone reservations until 5:30 pm for trips usually starting about an hour after that. This means that there is NO bus service from 8:30 am to 9:26 am and from 4:35 pm to about 6:30 pm—prime times for travel. *In fact, of the 10 regularly-scheduled weekday trips from Ptarmigan Drive to the Shopping Center, 7 of them require Rossmoor riders to wait from 25 minutes to an hour for the next County Connection bus. An eighth arrives 3 minutes before the CC bus leaves (a close shave), and a ninth requires an 18 minute wait. Only one of these buses leaves a reasonable 10 minute wait.*

It is now over a year since the new County Connection bus schedule went into effect, but the Rossmoor buses are still on the same old schedule put in place in 2004. Our time becomes more valuable as we age, since we have less of it left. But we, the Rossmoor residents, are treated as though we have all the time in the world.

I could relate many anecdotes about late buses and flippant attitudes on the part of drivers, but there seems to be a practice of discounting them as “just one person’s opinion.” So I won’t bother. We, the Rossmoor residents are paying for this service, and we, the Rossmoor residents, deserve better.

A new schedule, on the occasion of our beautiful new buses, is now due. It can perhaps be hourly, to coordinate with the new County Connection schedule, instead of every 45 minutes. The savings should be used for more direct service to BART and downtown Walnut Creek ALL DAY EVERY DAY.

There also seems to be a practice of defending against requests for better service with threats of increases in “the coupon.” That day is over. And do not insult Rossmoor residents with arguments that we do not like change, or that the reductions in the County Connection service may not be permanent. With careful study and planning, we can provide better service, improve the environment, attract new active residents, and do it all with no new budgetary costs, except those occasioned by normal inflation. It is time to bring the Rossmoor bus service into the 21<sup>st</sup> century.

August 03, 2010 3:10 PM Bicycle-Friendly Community Dear Task Force members,  
I am interested in improving the conditions for bicycling in Rossmoor. To that end I hope that you will give some consideration to this matter in your deliberations. Maybe you’ve already considered this topic. If so, all the better. If not, please include the matter in your General Plan. I believe that, with very little effort and expense, bicycling safety can improved. I think that a few signs, some pavement markings (probably there is not enough space for actual bike lanes), and an education program in the Rossmoor News would pay big dividends in terms of safety and convenience.

These ideas, I believe, are entirely consistent with the "vision" for the General Plan as recently reported in the Rossmoor News. I am attaching earlier correspondence with David Smith for additional details of my thoughts. All this detail probably should not go in a General Plan but I hope that it can somehow be passed along, nevertheless.

Thanks very much for your fine service to our community.

May 26, 2010 Subject: Bicycling in Rossmoor

I have lived in Rossmoor for about 19 years and, during that time, I have endeavored to go on a bike ride every day. I do this primarily to try to control my weight, keep fit, and to run errands. I have never belonged to any local club so there may be a Rossmoor bicycling organization that I am not aware of. In any event, I have noticed an increase of cycling activity in Rossmoor in recent years. I think that it would a good thing if the Golden Rain Board would give some

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

attention to the safety and convenience of cyclists. Certainly it has given attention other safety issues (fire, auto, pedestrian). If you agree with this thinking, perhaps you could make a motion at a meeting to take some action. When I think about this, a "proclamation:" comes to my mind, thus: Proclamation: WHEREAS bicycling is enjoying a resurgence in part because of its health and environmental benefits and WHEREAS the DOT, many states, and many communities including the city of Walnut Creek are improving infrastructure and adopting laws to establish Bicycle Friendly Communities and WHEREAS a Bicycle Friendly Community would have added appeal to (younger) prospective Rossmoor residents THEREFORE BE IT RESOLVED that the Foundation will endeavor to improve the bicycling conditions within Rossmoor by directing staff to spend [say 1 or 2 or more] hours per week to research, plan, and implement no-cost or low-cost improvements for the benefit of bicyclists. [Two low-cost examples: "sharrow" pavement markings (as seen in Lafayette) and a low-key education program in the Rossmoor News] [End of "proclamation"]

Of course your motion would be worded differently. The Bicycle Friendly Community (BFC) referred to above is a designation given by the League of American Bicyclists who are, of course, campaigning for improved infrastructure and laws. Information about the BFC program can be found at [www.bicyclefriendlyamerica.org](http://www.bicyclefriendlyamerica.org) which, incidently, would be a good place to start any research. It is my understanding that Walnut Creek is attempting to become a BFC. Thank you for your kind attention.

7/23/10 Transportation - TRA-XX

I have long felt there should be another exit (or more) from Rossmoor. It could be open in event of an Emergency/Evacuation- selective or mass (TBT).

The emergency plan should identify helicopter landing areas for Med. Evac (if it isn't already done).

### SECURITY

7/23/10 Encourage implementation of SEC-2.2.

7/20/2010 1:58 pm

First, I would like to express my appreciation to all of the members of the LRPTF for the time and effort you have devoted to this important task. The product of your work which was presented at the town meeting on Saturday was impressive - both in its scope and depth.

I have been an active member of the Emergency Preparedness Organization and my feedback deals with Securities, G3oal SEC-2 An ability to respond to emergencies and disasters and Communication.

In regard to Actions Policy SEC-2.3, I believe there is an error. We have been instructed in EPO that in a disaster residents are to "shelter in place" until instructed to do otherwise and that the "evacuation routes" referred to in this policy are solely for the use of emergency vehicles to enter Rossmoor. In case an order to evacuate is given, we have been told the procedure would likely be to to have all lanes at the entry gate one-way, going out. I believe Dennis Bell will confirm this information.

In Action SEC-2.1 reference is made to development of an implementation program for the Emergency Response and Preparedness Plan. Such a program has been in the works for several years, but has yet to be completed. My first knowledge of the project was when

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

Shannon Walpole was tasked with it and was very busy with other assignments. I know she was relieved of this assignment, but have not heard who has taken it over and what its status is.

There is no mention in the Securities draft of an Action item such as Action WLN-1.1 "Create an ongoing program to publicize information concerning wellness services..." Many of us in EPO believe that there should be a dedicated section in the Rossmoor News where all of the relevant articles concerning preparedness would be grouped together instead of randomly throughout the paper. Articles about Red Cross classes, C.E.R.T. training and drills, EPO meetings and work shops, calls for Emergency Entry volunteers and CB operators and regular reminders of basic supplies and equipment for disasters which residents should have ready would be included. There should also be a listing of Emergency Preparedness on the front page in the table of contents (Inside the News) .

This suggestion would be consistent with the policy stated in Communication COM-1.2 "Communicate with residents in a timely manner to ensure that important information about governance, safety, emergency preparedness, services and programs is readily available. Thank you for your consideration of my feedback. I hope it has been useful.

7/22/10 Cameras at the entry gate to record license numbers

Received On An Unknown Date:

Institute a "**Revised Master Key Program**" in which Residents, at their option, can register with the Rossmoor Security, the name, phone number, and address, of a neighbor (s) to whom they have entrusted a key to their home, so that should security need to access, they can do so without having to damage a door or window to gain entry. The key (s) would be with the Trusted neighbor (s) and not with Security.

Date: Fri, 20 Nov 2009 14:53:38 -0800  
Subject: Planning for a Future Rossmoor

Here are a few electronic enhancement ideas for your consideration.

If more are needed, please let me know.

1. Security cameras should be at entrance, club houses, with a recorder
2. Rossmoor ID card with photo, basic information, contacts with RFID for admission to pools, other services (and utilization data)
3. Resident data base (for emergencies), with off-line storage
4. Emergency info system, with speakers in all clubhouses, buildings
5. Central emergency message system alerting all wired, cell phones
6. Electronic door "keys" for residents, Security

### **WELLNESS**

20 Nov 2009 14:53:38 -0800 Planning for a Future Rossmoor  
24-hour (medical/nurse) information and help line

August 15, 2009 Keep Counseling services

3/6/2010 10:52 am

> For those interested, a just released survey on Middle-Boomers, (by metlife,

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

> 3/2010).

<http://www.metlife.com/assets/cao/mmi/publications/studies/2010/mmi-boomers-midd\ > le.pdf>

Will be interesting to see IF there is any reflection in the GRF Survey and the metlife results.

#### **SOCIAL AND RECREATIONAL PROGRAMS AND LOCAL AMENITIES**

3/28/2010 5:48 PM Members of the Task Force,

The main reason the Golden Rain Foundation Trust exists is Rossmoor amenities: choosing, funding, building, major rehab. It seems to methat a Long Range Planning Task Force funded by, and reporting to, the GRF Board of Directors should focus most of their time and energy in the area of amenities. Yes, there are other areas mentioned: transportation, security, governance, etc., but these should be secondary and not deter from the main objective.

There are those in Rossmoor, some very vocal and insistent, that would like the GRF Foundation to be philanthropic, to enhance the well-being of poor and/or less fortunate Rossmoor residents through charitable aid. Some would even advocate that trust monies be diverted from Rossmoor amenities, current and future, and be used to lower their coupon. I strongly disavow this thinking and urge the task force to do likewise. In fact, I will take it a step further. I believe it is the fiduciary responsibility of a GRF Director to steward and protect Trust monies, and use them only for the intended purpose.

GRF boards along with staff, current and future, must concentrate on amenities.

Obvious examples:

increasing the size of the Fitness Center,

building a multi-use Event Center,

rehab of Hillside buildings,

rehab of Dollar clubhouse to make it accessible with better meeting rooms while preserving the center of the current building's architecture.

Rossmoor now and in the future continues to compete with other active retirement communities. Location is our number one advantage (even though we are in one of the most expensive areas of the country), but allowing our amenities to stagnate or deteriorate will not make-up for location. There are property values and life style to protect.

I believe it is very intelligent to have long range planning. Please keep your eyes on the ball and don't let the few divert you from the intended goal: to continue Rossmoor as a very desirable place to call home, now and in the future.

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

7/13/2010 3:32 pm

I am not a member of the Garden Club. However, my friends and neighbors are. In addition to sharing produce with neighbors, the club also donates to Las Trampas, a center for developmentally disabled people. They deliver fresh veggies to shut-ins in Rossmoor and recently helped develop a garden bed for a mobility challenged resident as part of an Eagle Scout project.

Unlike other Rossmoor amenities such as the pools, fitness center, golf, wood shop, etc., they get no funds whatsoever from GRF. They pay their own electric, maintain our own wells for water, even rent their own porta pottie.

The garden needs maintenance and improvements that are beyond the financial reach of the members. They have quadrupled the dues and increased the initiation fee to try and cover costs. They recently paid for and installed a \$1200 new water pump. The garden infrastructure (wells, pumps, piping, fences, road and parking area) is more than 20 years old. They submitted proposals to GRF requesting assistance with:

Establishing a back-up water connection to GRF water in case of emergency and to enable us to comfortably expand the number of lots. Building bins to contain the wood chip and manure supplies that we have delivered to the garden.

Tree Trimming - the GRF trees on our south border are overgrown and have forced us to close lots due to the deep shade. We need these thinned and trimmed. Building a patio area where we can hold seminars and be able to step out of the sun.

I would approve of the GRF and the LRPTF to recognize the importance of gardening as an amenity in Rossmoor and to fund/maintain it as such both now and in the future.

Thank you,

No Date: Dear Committee,

As a member of some interesting clubs here in Rossmoor, two stand out.

The golf clubs are some of the best, such as the Niners and Happy Hackers.

The other is the Garden club. It is a wonderful experience to "dig the dirt".

The rewards are, not only, fresh vegetables but the fitness and friendship

and the beauty of early mornings or late evenings to water and weed and pick.

Now there's a word -- water. We have a serious problem with our old well and

pipe system. We need support from you. Please consider us in your Task Force plans.

June 2010

Two members of the Rossmoor Community Garden Club Board and I would like to meet with you to follow up on our March 2009 Garden Club discussion. At that meeting we decided to meet again to discuss the Club's immediate and long range plans and areas where we need GRF assistance. This report has been reviewed by board members and discussed at our recent board meeting. We intend that it serve as a discussion guide for our meeting with you.

**GARDEN CLUB STATUS** The Rossmoor Community Garden Club has approximately 150 members, spouses, partners, Rossmoor friends and family working 80 garden lots, 17 fruit orchards and

9 berry patches. Lots that become available are immediately assigned to the next Rossmoor resident on our waiting list. The members have to actively garden their lots; lots not cleaned up and planted by May 15 each year may be retrieved by the Club and assigned to the next applicant. Since November 11 we have accepted 16 new members. The Boomers have arrived. Two members of the Boomer board are club members.

Our garden Club is active within Rossmoor and the local community. Members share garden produce with neighbors, some deliver fresh vegetables to Rossmoor shut-ins and local agencies providing food assistance to the needy. We have set aside space for the mobility challenged. A local eagle scout candidate built a special raised garden bed for this purpose.

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

During the past three years the Club has retired 14 garden lots and 6 orchards due to shade from tree growth along our south border. Recently we observed that six other garden lots and two orchards may have to be retired in the future unless there is extensive pruning. The retired lots have reduced our funding base and resulted partially in the increase in dues and initiation fees. Recently we added three full garden lots and three half lots in a shade free area. These were assigned to gardeners on our waiting list.

**FUNDING THE GARDEN CLUB** The Club collects an annual dues of \$55 for each garden lot and a transfer fee of \$300 from new members. Many potential gardeners turn away because of perceived high dues and fees compared to other Rossmoor Clubs. The introduction of a half garden lot membership with a reduced annual dues and initiation fee is intended to make some memberships more affordable. The annual dues cover Operating Expenses; the initiation fees are placed in Unallocated Reserves. Until two years ago the transfer fees were used for operating expenses and there were no Reserves. Dues have been more than doubled over the past two years and transfer fees have been increased. Our annual Spring Picnic and Summer Tomato Festival have been self catered by members with the proceeds added to Reserves. The Club also conducted a raffle last year. Reserves are maintained for water and irrigation system replacements, emergencies and Club improvements. Reserve expenditures must be approved by the Club's Board.

**OPERATING EXPENSES** This year the Club has an operating expense budget of \$5,400 to pay for Garden Services, Well Maintenance, Utilities, Portable Toilet Rental, Postage and Supplies, Irrigation System Maintenance, Refurbishing Garden Lots, and Plumbing Repairs. Expenses were reduced last year as a result of our use of e-mail for most member communications, and renegotiating a lower Toilet Rental.

**RESERVES** Last year expenditures totaled \$2,400 for a new pump, irrigation system valve replacements, and the regrading to a natural state retired garden and orchard lots.

**PLANS AND GRF ASSISTANCE** The garden club has not received any funding from GRF since moving to its present location in 1988. Evidently this was not an issue with the original membership but it is with our present members. They do compare the funding of other Rossmoor activities with the absence of funds for the garden club. A recent new member transferred from Laguna Leisure World reported 800 gardens there with all operating cost and improvements paid by their GRF. Members pay a dues but it is for social activities. We want to see a reversal of this situation and have the Garden Club recognized as an integral part of Rossmoor and funded at a level consistent with other member clubs and activities. We have listed below those areas in our priority order where the club seeks funding.

**WATER SUPPLY** The Club relies on two wells for its irrigation water. One has been in use for 22 years; the second for 18 years, Well maintenance, pump repair and replacement, storage tank and water distribution system maintenance and electric utilities cost approximately \$2500 a year. Water production has been adequate except in late summer when garden demand is high. We continually urge conservation and implement watering restrictions when

necessary. Well failure is a possibility. There is no garden without water.

The buried water distribution system mains seem to be adequate. The pipes off the main and control valves are of mixed quality, some pipe is schedule 40 pvc and some schedule 20. The latter pipe is not designed for continued pressure and is a source for leaks.

Replacement will be difficult since we have limited information on its location.

Deficiencies with our water system defers garden expansion. If we were comfortable with our water supply the garden could be expanded into our open field and into areas recently retired. We ask GRF for funding to:

Install a backup emergency water supply. Remove and replace all schedule 20 pvc.

**TREE GROWTH AND GARDEN SHADE** Since the Club moved to its present location 22 years ago, there has been a considerable and uncontrolled increase in tree growth and shading

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

along the garden's south boarder. We have retired 14 garden lots and 6 orchards during the past three years due to shade. Six other garden lots receive less than optimal sunlight for a garden and may have to eventually be retired. Rich Peronna prepared a plan to correct the shading but GRF declined to implement it. The Club does not have the resources to maintain bordering trees. We ask GRF for funding to correct and maintain tree growth and shading.

**FIRE PROTECTION** Our open fields require annual roto tilling and the growth along our road and paths are weed whacked for fire protection. The garden club has performed these tasks every year since 1988; GRF did roto tilling in 2009 and 2010. We ask that GRF continue with the roto tilling and provide weed whacking service to the club.

**DRIVEWAY AND PARKING LOT** Our driveway dust is a nuisance for neighbors and our gardeners. We post a four mile per hour speed limit and installed a speed bump but this is not enough to prevent dust.

The garden entrance gate has to be manually opened and shut. The gate has to be kept closed for security and to keep deer out of the garden. Each garden visit requires getting in and out of a car four times. This is a nuisance for all members and very difficult for some of our physically challenged members. Unauthorized entry into the garden is a big problem. Theft of tools and garden equipment is common. Fruit and vegetables are also stolen when ripe. The gate is kept unlocked during the day but secured with a chain and combination lock when the garden is vacant and at night.

The garden's manure pile is stored in our parking area. Most members find the sight and odor offensive. Recently a large revolving compost drum was installed in the parking lot for lack of another suitable location.

We ask GRF for funding to:

Pave the driveway and parking area.

Install an electronic gate.

Continue with security guard early morning and evening visits.

Install two large bins along the driveway for manure and wood chip storage. Our wheel barrows and composter would be placed in this area.

**MEETING SPACE** We need a shaded area in the garden where gardeners can sit and rest, have lunch and have discussion meetings. We have identified an area along the upper path leading from the parking area to the orchard and partially shaded by our large oak.

We ask GRF for funding to:

Develop the designated area to a size sufficient for our purpose.

Install adequate picnic tables and other seating.

**GREEN HOUSE** The garden club needs a greenhouse so that our annual plantings can be started early. Most of our annual flowers and vegetables are purchased at some significant cost or started by gardeners at home. A greenhouse would add considerably to the clubs amenities and our members gardening experience.

We ask GRF for funding to install a greenhouse, and related access road and utilities.

Jul 16, 2010 1:29 pm Long Range Planning Task Force Meeting on July 17 Greetings,  
I am writing this email because I cannot attend the Long Range Planning Task Force Meeting on July 17. I am writing to support the Rossmoor Garden Club. I have been a member of the Garden Club for three years. My husband and I moved to Rossmoor in 2006. One of the primary benefits that Rossmoor offered us was a chance to move to a smaller home after our retirement and still be able to continue our love of gardening. The Garden Club offered us an opportunity to make new friends at Rossmoor, be outdoors and grow vegetables that supply both our household as well as two of my neighbors. Gardening serves as a form of meditation and has enabled me to maintain my mental and physical well being.

I urge the Task Force to include in its recommendations to the Golden Rain Foundation Board that GRF assist the Garden Club in securing a constant water supply. During that last

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

two "dry" years, water was in short supply during late summer and fall. The Club diligently adopted water rules to ensure that we do our part to wisely use this precious resource. However, there continues to be a need to supplement the existing well water. I also request that you work with the Garden Club Board members to identify specific actions that the Task Force can include in the final recommendations to support this Rossmoor asset. The community garden is a good marketing tool for new residents and similarly attracts new residents like the fitness center, golf course, tennis and swimming pools. Thank you

7/16/2010 5:54 pm

Here I also have grave concerns. I have lived here for 7 years and have seen one amenity after another reduced or eliminated. For the most part I have not been impacted, however they were services that I had expected

to be available to me should I choose to use them. Amenities are not added, we are just receiving less for our coupon as the years go by. I assume this will continue due to the defined benefit issue described above.

### **COMMUNICATION**

February 17, 2010 Answers to late survey essay questions by female, born 1919Very dissatisfied with communication: Get real- listen when the majority say no.

February 16, 2010 Very dissatisfied with GRF communication: Maintenance – maintain existing structures, dry rot railings, decrepit path lighting, leaky roofs, condo yards & plantings. Only structures & gardens seen by guests are cared for.

20 Nov 2009 14:53:38 -0800 Planning for a Future Rossmoor

Here are a few electronic enhancement ideas for your consideration.

If more are needed, please let me know. "Welcome to Rossmoor" in the Gateway Clubhouse entrance, with a small TV screen offering a video, directions, info, etc.

August ,2009

- 1) Modernize access to Rossmoor info via up to date search tools
- 2) Keep info on Rossmoor websites up to date
- 3) create a GRF Marketing and Communication Advisory Committee ( note there was one that disbanded itself after about 5 years).
- 4) Put GRF committee info online

February 23, 2010

Nancy and Long Range Planning Task Force members:

my husband, and I spent a few hours, when he returned from the Focus Group he attended, examining the issues the group was charged with discussing.

It seems to me that the Task Force should keep its emphasis on studying what is going to change in the future without trying to tackle shorter-term topics (like committee structure). These are valid issues, but they will impact your ability to anticipate broader trends which will affect Rossmoor in the future. I would like it

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

to be taking hard looks at energy, technology, communication and transportation issues into the next decade. For example, in our 9 year old condo, the builder added a niche for a TV in the family room. It is 24" deep. The HD TVs sold today are about 2" thick. That is not long-range planning by the builder.

Does the task force have plans to be more forward-thinking for the future of Rossmoor? I have been thinking, for example, about the Event Center at Creekside which might be constructed in the near future. Will it be built with consideration for futuristic technological and energy-efficient components? Will Rossmoor create a battery-charging station for electric cars soon to be at the marketplace? Will Peacock Hall be prepared to project movies using downloadable selections directly from the internet (not the hard DVD version used today)? Should Rossmoor have fiber-optic cable laid throughout the valley in preparation for future needs?

There are many more examples which I am not knowledgeable enough to suggest, but I do feel it is incumbent upon us to look to the futurists in each of the disciplines of energy, technology, communication and transportation for these answers. In this way, Rossmoor will be primed to enter the next decade prepared to compete as an Modern Community of Active Adults and not an Aging Community of Aging Adults.

2010 20:17:37 +0000 Future Planning/Rossmoor

In a conversation yesterday with Warren Salmons I made a suggestion that he thought was worthwhile! I will precede it by saying that there is a need in Rossmoor for a means of communication to at least 80% of the residents. I have heard too often comments like, "I never read that" when referring to the Rossmoor News, and Channel 28 doesn't capture my interest.

Although I realize that this would be a 5-year commitment!--my suggestion was to erect an electronic message board near the entrance to Rossmoor. At least 80% of the residents do go in and out. This would be similar to what is located at most high schools. This would also be useful in the time of an emergency!

This thought came to me when I was thinking about how to reach people in regards to the Scholarship Foundation. As I said Maureen is more than cooperative, but then our flyer is put inside the advertisements which is inside the paper!!! I know another problem would be scheduling the announcements. The Scholarship Foundation might be able to make a small donation for its erection!!! One of my Foundation members is going to inquire at a high school about what was involved with erecting their board.

> I will be interested to hear what reaction my suggestion gathers?!

3/27/2010 5:02 PM

I agree, vision is important. So are sales skills...the last leadership course I took said the first step in leadership is to "build a shared vision of the future." The best vision in the world will go nowhere without being sold. Courage helps but can't be a substitute for sales.

I can't comment on Peacock or Gateway....I wasn't here. Similar things will be said about Creekside of course. I think part of the problem with Creekside was that it wasn't being sold very well initially. I could elaborate over a cup of coffee.. Best regards

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

Wed, 24 Mar 2010 10:57:26 -0600

I could well be preaching to the choir here...saying things you already realize..but I'm 2000 miles away and all I know is what I see on the Internet. So at risk of stating the obvious: The survey of current residents is getting a lot of attention. It is a very important piece of information.

However, it's not the only important piece of information for a 20 year plan. Most of the current residents won't be here in 20 years. I think it's equally (or even more) important to determine who future residents are likely to be and what they will be looking for. That involves definition of markets and marketing plans to meet their needs. That's a much harder task than surveying a well defined group.

It's especially difficult in a community with a wide range of housing prices. I think it's a safe bet that the group who will move into the G-11 coops is a different group than those who will move into Eagle Ridge. Perhaps marketing should be decentralized to become the responsibility of the individual Mutuals or groups of mutuals.

I bring this up because I have had people I respect tell me that the only important group to please is the current residents. They have implied that it's up to future residents to reshape Rossmoor to their needs. (Generally they are reacting to a concern that change means higher monthly charges.) I don't think that's the route to success. Very few people will move into a community expecting to reshape it. They will have a justifiable concern about a "if you don't like it as it is, move" reaction and just not move to Rossmoor.

The current laissez-faire attitude toward marketing hasn't worked well for the low-cost properties. For evidence, here's a link to an article in the SF Chronicle way back during the property boom of 2005. It called coop prices "bizarrely low."

Because GRF is a mutual benefit corporation, those who think that the only goal for GRF is to meet the needs of the current members have a plausible case. It's difficult but essential that the current residents be led to understand whatever changes are proposed will benefit them. In other words, it will be up to the GRF Board to sell the ideas your task force comes up with. In the case of the lower cost units, one sales point could be that the changes will increase resale prices.

hanks for 'listening.' Best regards and thanks for your continuing service to the community.

5/31/2010 11:43 PM

Regarding Minutes of Meetings; the website

<http://rossmoor.com/documents/grg-committees> lists nine GRF committees/task forces with sub-pages for the posting of Minutes of Meeting, - of these;

none of the nine have minutes dated later than March 23rd 2010, six have minutes issued in March, 2010, one has minutes issued in February, 2010, one has minutes issued in June, 2009 and the other one does not contain any minutes at all.

It is noteworthy that Minutes of April Meetings for Audit, Aquatics, Fitness, Golf, and Policy (and probably Finance) were available for the GRF Board Meeting on April 29th - here we are over one month later and these minutes are still not posted on the website!

It can reasonably be postulated that the Minutes posted are mostly of value for archival research rather than of value for current "news" or motivational purposes.

Residents would have to request to be included on the email lists of their choice so there is very little risk of unwanted email inbox cluttering.

Please note my suggestion regarding email lists referred not only to Minutes but also to Agendas. In contrast to the Minutes, Agendas are not accommodated on the Rossmoor website.

A primary objective of the proposal was to provide a system which would promptly provide residents with Agendas for upcoming meetings and help motivate those interested to become involved - thus timeliness of information availability was the largest concern.

Interested residents (in subjects of their choice), would request to be included on the email

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

lists and they would receive Agendas just as soon as they became available and in time for them to be prepared to participate at the meeting.

To conclude, the subject of the meeting to which this suggestion was made was Governance and Communication - which is exactly the objective of proposing the email list system.

Thanks you for good work

7/19/2010 3:30 pm

At the LRPTF meeting Saturday I asked a question which was not really answered. My question was in regard to the use of the term "feasible." See Policy ENV-5.1, Policy FAC-1.3, for examples. The answer given by Mr. Early centered on the balance required between revenue and expense.

I am quite capable of knowing the importance of that relationship. What I asked for is an understanding of how residents can learn the mechanics involved in determining what is "whenever feasible" or ""to the extent feasible" I used the term loophole advisedly because I see no option provided for learning who makes said determination and the grounds on which it becomes action. The matter of transparency is my concern here. Am I merely expected to accept the statement because it is in The Plan?

Thank you.

5/19/2010 10:42 pm Governance and Communication

As an afterthought to today's meeting; building on the discussion about increasing the use of modern technology and the delay in distribution of meeting minutes; a logical progression would be to establish email lists that residents could join if they wished to receive agendas and minutes for meetings in subjects (for example; Finance, LRPTF, Fitness), which interested them.

In addition to the primary goal of improving communication regarding governance issues this approach would also serve to encourage greater resident participation in meetings and as a result serve another goal mentioned at the meeting - the exposure of interested residents to leadership activities and potentially development of their interest in filling future position openings.

The saving in copying costs should defray the costs of maintaining the email distribution lists (for which many software programs are available) and as the documents will not have to be specially prepared the distribution cost will be virtually zero. I would appreciate it if this suggestion could be considered a supplement to the comments I made in the Resident's Forum at today's meeting. Thanks for your good work

8/6/2010 8:57

The goal says "effective" communication and I guess that includes "timely" but I think "timely" needs to be specifically mentioned. (That reflects my belief that GRF currently isn't making effective use of the Internet in communication.)A resident mentioned email lists. That's part of it.

### **TECHNOLOGY**

July 17, 2010 2:28:58 PM Addition to Vision and appropriate sections within draft

As I suggested today at the excellent presentation made by you / your committee and the DCE firm, a need to address overall IS is missing from the strategy.

All of Rossmoor is significantly affected by the lack of an integrated Information System.

The cost to put this right is not trivial and requires a considerable amount of study and the need for an outside firm to be engaged to do such. The cost to Rossmoor of the inadequate non communicating multiple data bases / systems, hand generated data bases, deficiencies

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

in defining what each piece of information means from one to another of these, the manual transfer of one piece of needed data to another data base with inherent chance for error is causing extra costs to the coupon each day.

Please take this item into consideration in the final draft. Thanks

7/17/2010 4:18 pm

The entire Board of Directors of Third Walnut Creek Mutual strongly agrees with Mr Sanderson's statement. (re technology).

7/16/2010 5:54 pm

I strongly support improved infrastructure to support each homes technology needs. Technology is quickly developing many support systems for seniors especially those who need additional supports to remain in place as they age. Some of the new applications include video monitoring, dispensing of medication, automatic notification when there is no movement, or when a large weight is on the floor and so on. Many of these enhancements will require that wiring be improved. In long range planning, this should be considered. A solution? Perhaps a single contract that is accessed and paid for by the resident when they choose to update their wiring to support a "connected house".

February 23, 2010 Long Range Planning Task Force members:

My husband, and I spent a few hours, when he returned from the Focus Group he attended, examining the issues the group was charged with discussing.

It seems to me that the Task Force should keep its emphasis on studying what is going to change in the future without trying to tackle shorter-term topics (like committee structure). These are valid issues, but they will impact your ability to anticipate broader trends which will affect Rossmoor in the future. I would like it

to be taking hard looks at energy, technology, communication and transportation issues into the next decade. For example, in our 9 year old condo, the builder added a niche for a TV in the family room. It is 24" deep. The HD TVs sold today are about 2" thick. That is not long-range planning by the builder.

Does the task force have plans to be more forward-thinking for the future of Rossmoor? I have been thinking, for example, about the Event Center at Creekside which might be constructed in the near future. Will it be built with consideration for futuristic technological and energy-efficient components? Will Rossmoor create a battery-charging station for electric cars soon to be at the marketplace? Will Peacock Hall be prepared to project movies using downloadable selections directly from the internet (not the hard DVD version used today)? Should Rossmoor have fiber-optic cable laid throughout the valley in preparation for future needs?

There are many more examples which I am not knowledgeable enough to suggest, but I do feel it is incumbent upon us to look to the futurists in each of the disciplines of energy, technology, communication and transportation for these answers. In this way, Rossmoor will be primed to enter the next decade prepared to compete as an Modern Community of Active Adults and not an Aging Community of Aging Adults.

20 Nov 2009 14:53:38 -0800 Planning for a Future Rossmoor

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

Here are a few electronic enhancement ideas for your consideration.  
If more are needed, please let me know.

1. Wireless Internet service should be available throughout the valley
2. Comcast cable contract should include phone and (lower cost) Internet
3. Good cell phone coverage throughout the valley

3/17/2010 7:14 pm

As a matter of interest to what extent is the LRPTF looking in to the net cost of amenities and the pursuit of alternate revenues to offset such cost?

Are you also looking at the "amenity" of Comcast? That current contract ends in 2012 and we should plan now for alternatives. Specifically I believe the \$35 monthly cost on the coupon to Comcast should be eliminated in favor of negotiated "Rossmoor" rates offered to owners and renters in Rossmoor for self pay. Such an effort could also involve the competitive service providers to offer special deals. Since there is a no cost alternative in broadcast TV why are we defending annual increases in the range of 10% for Comcast. Plus many units are vacant at any given time and there service is still included in the coupon.

I also believe institution of a guest and non-resident fee (with the idea of instituting member user charges per unit of service or time) for many services such as pools and fitness centers should be on the table. Having services available on a no cost basis as we do lessens the members appreciation for the cost of service delivery.

I believe on a long range basis the premise of what services are fee based and which are solely coupon supported should be subject to question, for both resident and non-resident use. This logic would extend to restaurant subsidies as well.

I am sorry that I have missed attending the LRPTF meetings as you have probably all ready plowed these fields. Perhaps you could tell me your conclusion

### **GOVERNANCE**

February 17, 2010

Answers to late survey essay questions by female, born 1919 Very dissatisfied with GRF management. Governed by amateurs. No way for true dissent to be recognized. More recent million dollar property owners have caused a fundamental and psychological divide by pressing for upgrading amenities

February 16, 2010

Answers to late survey essay questions by a resident, female, born 1925.1.Very dissatisfied with GRF management: We have no say in what is built, what needs repaired, what we would like done.! No say in anything. The only reason an entertainment center is forced on us is to impress visitors- residents don't want added expenses to our coupon.

2/11/2010 10:46 pm The Trust Agreement (TA), which largely determines what can and cannot be done, must be taken into account when proposing plans for Rossmoor. The following aspects concerning the TA are probably being included in LRPTF deliberations but I would appreciate it if you would let me add my thoughts to the blend. In all probability, Rossmoor property developers had a large say when the TA was originally written, and again when it was revised in 1970. They likely considered the Lawn Bowling, Pools and Golfing facilities to be effectively "loss leaders", (the "profitable sales" being the sales of new housing units). This original purpose of the TA has been fulfilled and it now fails to reflect current conditions.

The TA should not be the starting point when considering what is best for Rossmoor. It

## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS

should first be determined what is in the best interests of the majority of residents and then secondly, if the TA can be interpreted to accommodate those best interests. (If the answer is no, then it is crucial to proceed at once to do whatever is needed to get the TA updated so that it does serve the best interests of residents).

The fact that the TA is open to interpretation was demonstrated when GRF divested itself of the Medical Center, despite the fact that the TA prescribes that GRF shall operate and manage medical services. The primary reason for transferring these Rossmoor services to a third party was that a large number of residents were not using the facility (many being covered by Kaiser) and they were complaining about having to pay for the increasing cost of the facility on their coupon. A comparable situation exists with respect to the golf courses and the fitness center, each of which could also be transferred to third parties and still be available to Rossmoor residents.

Another TA provision stipulates that the Lawn Bowling users may be charged a reasonable fee - Lawn Bowling costs approximately \$100,000 per year - I contend, that the Trust can be interpreted as requiring, in principle, that any recreational amenity costing more than \$100,000 per year be required to charge user fees, that is for the Fitness Center and Pools (in addition to Golf).

If user fees are considered for the Fitness Center and Pools I do have some suggestions as to how they could be introduced and managed in a reasonable manner.

Again, I would like to thank the LRPTF for it's openness to input from residents and to thank you for your personal time being devoted to our interests.

Date: February 2010 To: Ten Year Planning Task Force

Following are some ideas, comments, suggestions, and questions regarding issues in Rossmoor that I would like to share with you.

Although the GRF and the Mutuals are separate corporations, Mutuals and GRF should work together to help Mutuals to continue their efforts to see that manors, landscape, sidewalks, lighting, and Mutual facility buildings do not fall into decline or disrepair. Standards of maintenance, cleanliness, and disrepair may need to be revised and a clearer description of what is harmonious and up-to-date in appearance both inside and out may need further clarification.

List of Topics – No Date Available:

**#6 What is fiduciary role of GRF's CFO to Mutuals** when attending their meetings and doing their accounting? Should it be enhanced?

1/26/2010 5:03 am

I agree with (name removed) that the LRPTF needs input from people who believe we have enough amenities already. So that the group isn't just negative and saying "no", I suggest they also be tasked with exploring methods of allowing and collecting more user contribution toward the cost of recreational amenities, either before or after the Trust expires. They could also explore the idea of "outside the trust" amenities that GRF would own but would be expected to be completely funded by users. A soaking pool at 92 degrees seems like an example of a candidate for this treatment. As always, thank you for your work for Rossmoor.

17 Nov 2009 08:47:14 -0800 Suggestions for Long Term (or short) Planning

Another point, controversial decisions might benefit from a residential vote rather than the Board making these decisions: e.g. keeping the Dollar pool.

## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

24 May 2010 16:10:03 +0000

I want to also mention that regarding the tin the Governance section in which I raised concerns about residents not being able to vote in the GRF election because they were "out of town" and not able to receive a ballot at their "out of town" location and / or return said ballot to the vote counting firm in time for the deadline, and had no access to an "absentee ballot" process -- one LRPTF member proposed allowing

the absent resident to vote by PROXY -- i.e. granting PROXY voting power to another resident. This was raised by Clarence Nixon, but not discussed at length.

This would not be a good idea in my opinion, as it could permit organized groups to approach various residents (especially older and more infirm)

residents and coach them into granting them their PROXY. This could lead to ballot stuffing of the first order, and I think should be discussed as

Old Business at our next meeting and DC&E asked to not include that as a proposal in our Plan submission.

4/27/2010 12:04 pm

At the Long Range Planning Task Force Meeting on April 21st it was categorically and very emphatically stated that Rossmoor residents do not have any legal standing relative to GRF's Trust Agreement. This may be a fact. If so, this lack of legal standing is not widely recognized within the general Rossmoor population and could well be the cause of significant resident dissatisfaction. Although Residents' Forums are featured at some meetings and correspondence from residents is sometimes answered there is a general belief that resident's opinions are not fully taken into account. This situation could well have come about because of the resident's lack of legal standing with GRF. A suitable revision to the Trust Agreement and/or bylaws could be required to formally rectify this situation. Currently, each Mutual has legal standing relative to GRF's Trust Agreement and the extent of a resident's legal standing with each Mutual may vary. For residents views to be properly considered there is an existing need for each Mutual to be receptive to resident's views and, when appropriate, represent these to GRF, pursuing them to a satisfactory resolution. At the present time it appears that each Mutual may or may not consider itself responsible, when appropriate, for adopting resident's proposals and representing them to GRF for resolution. Possibly, modified or additional procedures, communication vehicles and/or meetings are needed to satisfy this deficiency. May I suggest that this aspect be specifically considered at the LRPTF meeting on May 19th, 2010 when the subject is to be Governance and Communication.

8/6/2010 8:57 I watched it (Town Hall) on Ch 28 today. Good show. Only a few comments. Governance Mary England got kinda blown off with her question about interdependence.

Dots There are tales that people put all 10 of their dots on the same thing....David did say to put one dot only on an item...but what really happened? I saw one person put two dots on gardening. Does that invalidate the exercise? I think it does. Single issue voters can really skew things.

### **HOUSING AND MUTUALS**

**No items**

# APPENDIX I

## IDEAS OFFERED BY INDIVIDUAL RESIDENTS

### IMPLEMENTATION

8/1/2010 2:02 pm and clarified in second email later in day.

Thanks for the opportunity to review the Goals, policies and actions list. If it's not too late, here are my top 10.

First I need to say that I didn't see anything that looked like a really bad idea so it's hard to come up with only 10 as top priority. I did see one or two that could use some expansion.

Here we go, and these are not in priority order

Group 1, issues that really are mutual focused and probably older-mutual focused. Basically, the older housing stock needs updating. Mutuals don't seem to be addressing that.

Policy Env1.6, Policy HMU 2.3, Policy HMU 2.4,

Group 2, Finance Policy Fin 2.1, Policy Fin 1.3, Policy Fin 1.14 (outsourcing). I would expand this to include something about benchmarking our costs against costs of similar organizations

Others: Action FAC 3.1, Policy FAC 1.9, Action GOV 1.2, especially looking into more user fees and less coupon support.

Policy COM 1.2 Need a method of communicating almost real time with those who are interested in a particular subject. That's 10.

8/11/2010 Long Range Plan - Task Rankings

This report supplements task weightings and rankings established in July 2010 by the Long Range Planning Task Force's (LRPTF) by comparing them with the statistically representative section of BW Research Partnership's Residents Survey dated March 2010.

**OBJECTIVE** To assist in ensuring that the Statistically Representative of the March 2010 Resident's Survey (Appendix A) is appropriately taken into account when the most important tasks are nominated in the Long Range Plan.

**METHOD** The initial Policy or Action task "tallies" (weightings) and rankings assigned at the 7/28/10 LRPTF meeting with Appendix A (the only section of the Survey Report limited to statistically representative results), of the 2010 Resident's Survey were used as the basis for this report.

#### CONTENTS

Page 2 – Rankings by Task Force 7/28/2010

Page 3 – Listing of those 7/28/10 "Top 12" Policy or Action items that were not included in Survey.

Page 4 – Table of applicable survey results from Appendix A, pages 7,8 and 10 of the Residents Survey

Page 5 – Bar Chart showing weightings derived for the applicable survey results.

Page 6 – Table and Bar Chart comparing tasks included in both the 7/28/10 "Top 12" and the Survey

Page 7 – Comparison of Survey items not included in 7/28/10 List - using Common item (Event Center) as base weight.

#### Rankings by Task Force 7/28/2010

<u>Top 12 Rankings</u>					<u>Rankings #13 to #38</u>		
<u>Tally</u>	<u>Rank</u>	<u>Description</u>	<u>CODE</u>	<u>Page</u>	<u>Tally</u>	<u>Rank</u>	<u>Description</u>
	<u>#</u>					<u>#</u>	
42	1	Complete Creekside Master Plan	A 5-1.3	7	10	13	Closed Circuit TV for security
42	2	Master Plan all GRF Facilities before new fac.	A 5-1.6	8	10	14	Dev. Emergency Disaster Plan
34	3	Revise Trust Agreement prior to 2024	A 11-1.2	21	9	15	Communicate in Timely Manner
32	4	GRF Committee to review Gen Plan Implem.	A 11-3.1	22	9	16	Ad Hoc Task Force to reassess Gen Plan
31	5	Expand Fitness Center	A 5-1.4	7	9	17	Review opportunities to increase revenue
23	6	Keep GRF portion of coupon low as poss.	P 12-2.1	24	8	18	Study Tice Creek
18	7	Use Trust Agreement or alternative	P 11-1.3	20	8	19	Enhance Bus connections with local transportation
16	8	Coordinate plans from organized groups	A 5-1.9	8	8	20	Allow private & GRF commercial activity
15	9	Study valleywide WiFi	A 5.3.1	9	8	21	Use updated, new Technology

**APPENDIX I**  
**IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

13	10	Develop Table Tennis Facility	A 5-1.5	7	7	22	Evaluate Security Incidents
13	11	Balance activities for active & limited residents	P 9-1.1	16	7	23	Enhance Rossmoor's Image - marketing
10	12	Review Bus services regularly	A 6.2.1	12	6	24	Conduct Annual Audits
					6	25	Review Employee Benefits
					5	26	Work w C.C. Fire Dept. Re fire breaks
					5	27	GRF & Mutuals coordinate defensible space
					4	28	Improve Golf course Bathrooms
					3	29	Expand Commercial Services
					3	30	Expand transportation options for residents
					3	31	Consolidate Mutuals
					2	32	Evaluate Composting Mulching
					2	33	Guest fees for use of facilities
					2	34	Roadway evaluation & traffic calming
					2	35	Evaluate Communication with residents
					1	36	Publicize Energy Saving Ideas
					1	37	List of Open Space for development
					1	38	Coordinate emergency /disaster efforts

**7/28/10 "Top 12" Policy or Action items not included in Survey**

<u>Chapter</u>	<u>Matrix</u>		<u>LRPTF</u>	
<u>Ref. #</u>	<u>Page #</u>	<u>Description</u>	<u>Rank</u>	<u>Tally</u>
A 5-1.6	8	Master Plan all GRF Facilities before new facilities	2	42
A 11-1.2	21	Revise Trust Agreement prior to 2024	3	34
A 11-3.1	22	GRF Committee to review Gen Plan Implementation	4	32
P 11-1.3	20	Use Trust Agreement or alternative	7	18
A 5.3.1	9	Study Valley-Wide WiFi	9	15

**APPENDIX I**  
**IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

A 5-1.5	7	Develop Table Tennis Facility	10	13
---------	---	-------------------------------	----	----

Table of applicable survey results from Appendix A, pages 7, 8 and 10 of the Residents Survey (Don't Know"/"No Answer" are filtered out)

Chapter Matrix

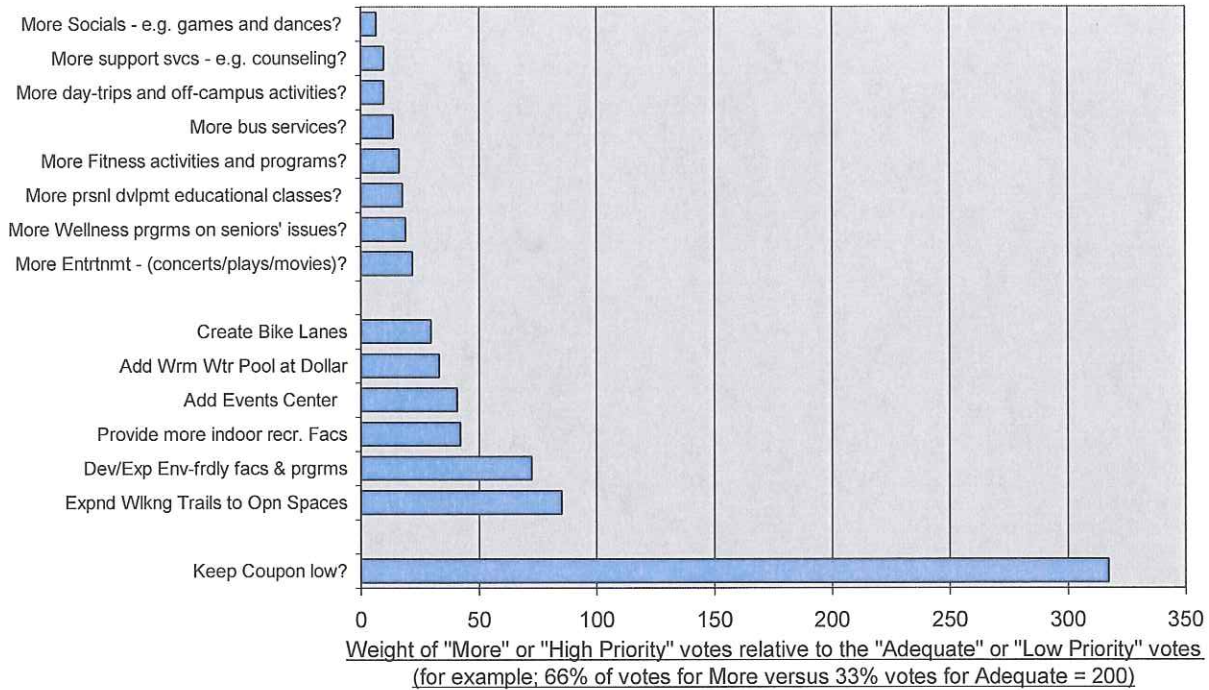
Ref # Page #

		<u>Percentages of Responses Received</u>		<u>Weight of "High/Low/Adequate" votes relative to</u>	
		<u>Increase not O.K. for add'l services</u>	<u>A few extra dollars O.K. for added quality</u>	<u>"Low/Adequate" (Derived from Survey)</u>	
	A-10	Questions asked:-			
1	A-10	Keep Coupon low?	73%	23%	317
	A-8	Available responses:-			
			<u>High Priority</u>	<u>Low Priority</u>	
2	A-8	Expand Walking Trails to Open Spaces	46%	54%	85
3	A-8	Dev/Exp Environmentally friendly facilities & programs	42%	58%	72
4	A-8	Provide more indoor recreational Facilities	30%	71%	42
5	A-8	Add Events Center	29%	71%	41
6	A-8	Add Warm Water Pool at Dollar House	25%	75%	33
7	A-8	Create Bike Lanes	23%	77%	30
	A-7	Available responses:-			
			<u>More needed</u>	<u>Currently Adequate</u>	
8	A-7	More Entertainment - (concerts/plays/movies)?	18%	82%	22
9	A-7	More Wellness programs on seniors' issues?	16%	84%	19
10	A-7	More personal development educational classes?	15%	85%	18
11	A-7	More Fitness activities and programs?	14%	86%	16
12	A-7	More bus services?	12%	88%	14
13	A-7	More day-trips and off-campus activities?	9%	91%	10
14	A-7	More support services - e.g. counseling?	9%	91%	10
15	A-7	More Socials - e.g. games and dances?	6%	94%	6

# APPENDIX I

## IDEAS OFFERED BY INDIVIDUAL RESIDENTS

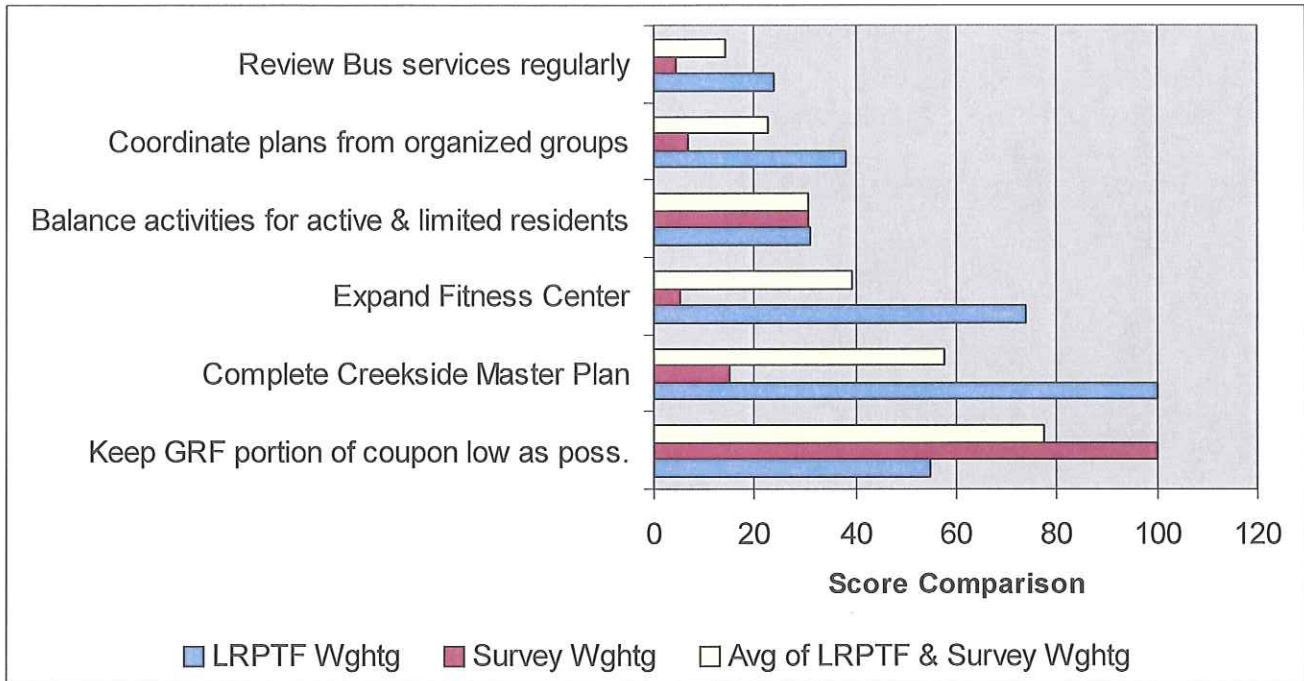
**Bar Chart showing weightings derived for the applicable survey results.**



**Comparison of Tasks included in both the LRPTF's "Top 12" and the Survey**

Chapter	Matrix	Description	LRPTF		Resident Survey		Stabilized Score expressed as %age of Tally & Wghtg			Stabilized
			Tally	Rank	Weighting	Rank	LRPTF	Survey	Total	Rank
P 12-2.1	24	Keep GRF portion of coupon low as poss.	23	6	317	1	55	100	77	1
A 5-1.3	7	Complete Creekside Master Plan	42	1	48	3	100	15	58	2
A 5-1.4	7	Expand Fitness Center	31	5	16	5	74	5	39	3
P 9-1.1	16	Balance activities for active & limited residents	13	11	97	2	31	31	31	4
A 5-1.9	8	Coordinate plans from organized groups	16	8	22	4	38	7	23	5
A 6.2.1	12	Review Bus services regularly	10	12	14	6	24	4	14	6

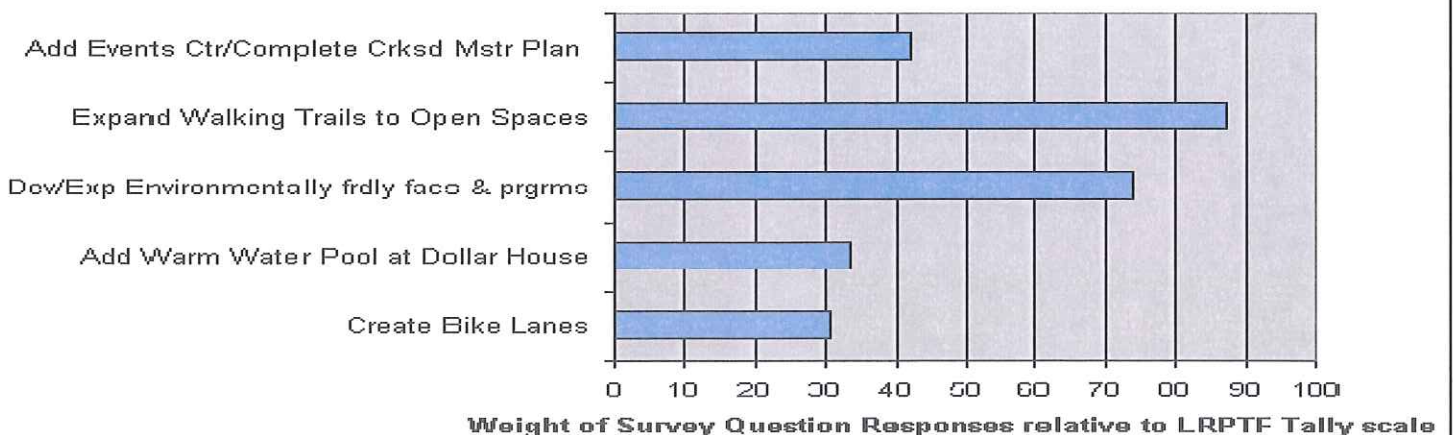
## APPENDIX I IDEAS OFFERED BY INDIVIDUAL RESIDENTS



Compare Survey items not included in 7/28/10 List - using Common item (Event Center) as base weight

("Don't Know"/"No Answer" responses are filtered out)

Ref #	Page	Derived Weight of			LRPTF	
		High Priority	Low Priority	High Priority relative to Low Priority Votes	Tally	
A-8 Available responses:-						
<b>Only Survey Question also included in LRPTF "Top 12":</b>						
5	A-8	Add Events Center/Complete Creekside Master Plan	29%	71%	41	42
<b>Other Survey Questions not included in LRPTF List:</b>						
2	A-8	Expand Walking Trails to Open Spaces	46%	54%	85	87
3	A-8	Dev/Exp Environmentally friendly facilities & programs	42%	58%	72	74
6	A-8	Add Warm Water Pool at Dollar House	25%	75%	33	34
7	A-8	Create Bike Lanes	23%	77%	30	31



## **APPENDIX I**

### **IDEAS OFFERED BY INDIVIDUAL RESIDENTS**

9/1/2010 11:11 pm >>>

At today's LRPTF meeting I was kindly asked for suggestions relative to the Task Rankings Analysis I presented at the 8/11/2010 meeting. It seems to me that it would be good idea to more specifically recognize the effort put into the Community Survey and particularly the value of the statistically representative portion.

The Task Rankings Analysis clearly indicates that residents consider keeping the coupon low to be approximately four times more important than any other aspect addressed in the statistically representative portion. The LRPTF 7/28 rankings have also assigned a high importance (rank #6) to this viewpoint.

However, if my understanding is correct, the second most highly ranked item in the statistically representative portion (expand walking trails to open spaces) has not been addressed as an action item in the Plan. If I am correct in this understanding then I would suggest that a corresponding action item be added, thus acknowledging the importance of representative residents' opinions and the significance of the Survey.

Other items addressed in the statistically representative portion of the survey and the Task Rankings Analysis have significantly lower rankings, have probably been considered by the LRPTF and, if appropriate, are included in the Plan. Thanks for this opportunity to contribute.