

A regular meeting of the Board of Directors of the Golden Rain Foundation of Walnut Creek will be held in Peacock Hall at Gateway Complex, commencing at 9:00 a.m. on Thursday, February 22, 2018. The agenda for the meeting is listed below. It is sometimes necessary to add agenda items for consideration by the Board after the agenda has been prepared and distributed. These items will be described in the agenda available at the Board meeting. Regular meetings of the Board of Directors are open, and comments from residents are always welcome during the Residents' Forum.

A G E N D A

GOLDEN RAIN FOUNDATION OF WALNUT CREEK

REGULAR MEETING OF THE BOARD OF DIRECTORS THURSDAY, FEBRUARY 22, 2018, AT 9:00 A.M.

1. MEETING CALLED TO ORDER: Geraldine Pyle, President
2. ROLL CALL: Pyle (G), Roath (F), Kelso (D), Neff (H), Adams (A), Birdsall (I), Brown (B), Fredlund (C), and O'Keefe, ex-officio member
3. APPROVAL OF MINUTES: Regular meeting of January 25, 2018 (Attachment) **Page 1**
4. TREASURER'S REPORT (Attachment) **Page 4**
5. CHIEF EXECUTIVE OFFICER'S REPORT (Attachment) **Page 5**
6. RESIDENTS' FORUM
7. RESIDENT MEMBER COMMITTEE REPORTS
 - a. Aquatics Advisory – Brian K. Stack, Chairman (Attachment) **Page 9**
 - b. Finance – David H. Smith, Chairman
 - c. Fitness Advisory – Claudia Tierney, Chairman (Attachment) **Page 10**
 - d. Golf Advisory – John McDonnell, Chairman (Attachment) **Page 12**

8. BOARD COMMITTEE REPORTS

a. Planning – Leslie Birdsall, Acting Chairman (Attachment)

Page 20

- 1) Consider recommendation that the Board approve the Rossmoor Parkway and Golden Rain Road improvements, item S-2, Crosswalk Rossmoor Parkway and Golden Rain Road, relocating the crosswalk by moving the east line of the crosswalk up with the curb line. Creating better site distances for vehicles and realign the crosswalk with the corners of the intersection. Site distances will be improved for both drivers and pedestrians and right-of-way confusion reduced. The island will provide a refuge location for pedestrians to stop and watch for traffic. This will require relocating two ADA ramps and adding a pathway across the northwest island.
- 2) Consider recommendation that the Board approve the Golden Rain Road at the Gateway Complex improvements, item S-3, Removal of the crosswalk and roadway pedestrian markings. Pedestrians to use the crosswalk at Tice Creek or Rossmoor Parkway and Golden Rain Road.
- 3) Consider recommendation that the Board approve the Tice Creek and Golden Rain intersection pedestrian crossing improvements, item S-4, Install solar powered MUTCD compliant and pedestrian activated flashing LED stop signs in all directions at the intersections.
- 4) Consider recommendation that the Board approve the Tice Creek and Oakmont improvements, item S-5, Relocate the crosswalk slightly north away from the drain, cutting thru the hedge near the bus stop for pedestrian pass thru and a painted crosswalk in the parking lot, connected to the nearest parking lot and pedestrian walk area. Install solar powered, pedestrian activated signage.
- 5) Consider recommendation that the Board approve the golf cart lane improvements, item N-1, Install golf cart lanes in both directions on Golden Rain Road from Tice Creek to Pine Knoll, in addition to the golf cart lanes, a realignment of roadway markings to eliminate the merger on Golden Rain Road. Creating lanes westbound on Golden Rain Road with one lane becoming a left turn only lane to Pine Knoll; and item N-4, Install golf cart lanes in both directions on Rossmoor Parkway from Stanley Dollar to Tice Creek, removal of reconfiguration of the small island on the south side of Rossmoor Parkway and Stanley Dollar, and the realignment of about 300 feet of the center roadway markings.

9. UNFINISHED BUSINESS

10. NEW BUSINESS

- a. Presentation by Fehr and Peers Transportation Consultants regarding the recently completed study of the Rossmoor Bus Service. (Attachment) **Page 40**
- b. Consider adopting resolution authorizing the filing of a grant application for Measure J line 20(a) grant funds for the implementation of a pilot on demand transit program. (Attachment) **Page 125**
- c. Update regarding the Gateway Studio project and discussion of next steps. (Attachment) **Page 128**
- d. Discuss a process for service level review. (Attachment) **Page 137**
- e. Discuss risks and options for geologic hazards. (Attachment) **Page 139**
- f. Consider approving, as recommended by the President, the following Board Committee and Board representative Committee appointments to serve until May 2018, effective immediately: Sue DiMaggio Adams, Policy Committee; Mary K. Neff, Planning Committee; and Stephen D. Roath, Golf Advisory Committee. (Attachment) **Page 144**

11. ANNOUNCEMENTS

- a. There will not be a mid-month regular meeting of the Board in March.
- b. The next end-of-the month regular meeting of the Board will be held on Thursday, March 29, 2018, at 9:00 a.m. in Peacock Hall at Gateway Complex.

12. EXECUTIVE SESSION

- a. There will be an executive session of the Board following this meeting to discuss personnel and contract matters and any other appropriate business.

13. RECESS

MINUTES

GOLDEN RAIN FOUNDATION OF WALNUT CREEK

REGULAR MEETING OF THE BOARD OF DIRECTORS
THURSDAY, JANUARY 25, 2018, AT 9:00 A.M.

A regular meeting of the Board of Directors of the Golden Rain Foundation (GRF) of Walnut Creek was convened by the President, Geraldine Pyle, at 9:00 a.m. on Thursday, January 25, 2018, in the Board Room at Gateway Complex, 1001 Golden Rain Road, Walnut Creek, California.

ROLL CALL: Present: Geraldine Pyle, Stephen D. Roath, Robert D. Kelso, Mary K, Neff, Leslie Birdsall, Carl W. Brown, Melvin C. Fredlund, and Timothy O'Keefe, Chief Executive Officer (CEO), ex-officio member of the Board

Attendance

Excused: Sue DiMaggio Adams and Mary Lou Delpech

There being no corrections, the minutes of the regular meeting of the Board held on December 7, 2017, were approved, as written, by unanimous consent.

Minutes
Approved

The President called on Cindy Silva, Walnut Creek City Council member and the City's Liaison to Rossmoor, who gave an update on City and Council activities in Walnut Creek.

Update by
City's
Liaison to
Rossmoor/
Treasurer's
Report

Mary Neff gave the Treasurer's report, summarizing GRF's preliminary financial results for the year 2017. Discussion followed.

CEO's
Report

The CEO reviewed his written report dated January 18, 2018, and then acknowledged and displayed the "Certificate of Appreciation" the American Red Cross sent the GRF acknowledging the GRF for partnering with the Red Cross to create a Rossmoor Disaster Team. Discussion followed.

During the Residents' Forum, Jerry Manata asked if the Board is planning to address the recent increase in crime in Rossmoor. The President called on Dennis Bell, Public Safety Manager, who said that there were actually about 30 fewer thefts reported in 2017 than in 2016. The CEO added that historically thefts go up in December because there are more visitors in Rossmoor during that time.

Residents'
Forum

Mary England asked that the Board eliminate the vague language "of political nature or propaganda" from Section 13 of proposed revised Policy 502.0, Bulletin Boards and Display Cases, which is on the agenda for consideration of approval later in the meeting.

John H. Nutley commented on the security reports in the Rossmoor News and on the recent accident in front of St. Anne's Church, saying that a traffic signal is needed in that area.

Brian Stack, Chairman, Aquatics Advisory Committee, said the written report of the Committee's January meeting was accurate and complete. He then praised the

AAC
Report
Page 4

Director of Resident Services, Jeff Matheson, staff, the Aquatics Advisory and the Fitness Center Advisory Committees, and all who were involved in the planning and development of the Fitness Center.

David Smith, Chairman, Finance Committee, reported on the Committee's January meeting, noting that the Committee agreed that a review of Policy 102.3, Allocation of Revenue and Expenses, is warranted. This matter will be further discussed at the Committee's February meeting. Discussion followed.

Finance
Committee
Report

Claudia Tierney, Chairman, Fitness Center Advisory Committee, expressed her excitement about the renovated Tice Creek Fitness Center and then praised Jeff Matheson, Director of Resident Services, staff, the Aquatics Advisory and the Fitness Center Advisory Committees, and all who were involved in the planning and development of the Fitness Center.

FCAC
Report

A representative from the Golf Advisory Committee was not present at the meeting; therefore, there was no Committee report.

Compensation
Committee
Report

Steve Roath, Chairman, Compensation Committee, said that the Committee met on January 24th, but he had nothing to report at this time.

Due to a lack of a quorum, the Planning Committee did not meet in January. Committee member Brown reported that the Committee will consider at its February meeting options and recommendations for the priority items identified by the Committee from the TJKM Vehicle/Pedestrian Safety Analysis and hopefully have some recommendations for consideration of the Board at its February 22nd meeting.

Planning
Committee
Report

Under Unfinished Business, Bob Kelso, Chairman, Policy Committee, noted that this is the second reading of the Committee's proposed recommended revisions to Policy 502.0, Bulletin Boards and Display Cases. Discussion followed.

A motion was made by Mr. Kelso, seconded by Mrs. Neff, and CARRIED UNANIMOUSLY to approve, as recommended by the Policy Committee, proposed revised Policy 502.0, Bulletin Boards and Display Cases (agenda attachment 10a-2 through 10a-4).

Approved
Proposed
Revised
Policy
502.0

A motion was made by Mr. Roath and seconded by Mr. Brown to approve the Calendar of Events for the Fifty-Fourth Annual Meeting of Members of the GRF to be held on Monday, May 14, 2018, at 9:30 a.m. in Peacock Hall (agenda attachment 11a-2 and 11a-3). Following discussion, the vote on the motion was taken, and the motion CARRIED UNANIMOUSLY.

Approved
Calendar
of Events
for 54th

A motion was made by Mr. Birdsall and seconded by Mr. Roath to approve an exemption under Policy 302.0, Section 6d, for John King, a non-Rossmoor resident, as the Rossmoor Rotary Club President for the 2018-2019 year. Following discussion, the vote on the motion was taken, and the motion CARRIED UNANIMOUSLY.

Annual
Meeting/
Approved
Non-
Resident
Rotary
Club
President

Before concluding, the President announced that there will be a Board retreat on Wednesday, January 21, 2018, at 9:00 a.m. in the Club Room at Creekside Complex. It is not open to the public. She went on to announce that there will not be a mid-month regular meeting of the Board in February; that the next end-of-the month regular meeting of the Board will be held on Thursday, February 22, 2018, at 9:00 a.m. in Peacock Hall at Gateway Complex; and that the Board will meet in executive session following this meeting to discuss legal and personnel matters and any other appropriate business.

Announcements

There being no further business to come before the Board, the meeting was recessed at 10:32 a.m. and reconvened in the Board Room at 10:47 a.m.

Recess

Robert D. Kelso, Secretary
Golden Rain Foundation of Walnut Creek

pj

Golden Rain Foundation, Inc.
Treasurer's Report
Board Meeting February 20, 2018

For the month of January operating results before depreciation were \$76,000 favorable to budget. Total revenue was favorable to budget by \$16,000 and total expenses were favorable by \$60,000. All amounts are rounded to the nearest thousand for this report.

Revenues:

Golf revenue exceeded the budget by \$33,000 due to increases in golf card sales and resident golf fees.

Other revenue was under budget by \$11,000 which included deficits in personal training due to the closure of the fitness center for January and bus grant revenue due to the timing of payments received.

Expenses:

Expenses for January included the following variances from budget:

- Professional services exceeded budget by \$10,000. When the 2018 budget was prepared the management of the Fitness Department was included in salary expense. It was subsequently determined that the management would be outsourced creating a deficit to budget in professional services with a compensating surplus to budget in salaries and employee expenses.
- Landscaping supplies expense was \$13,000 under budget due to seasonal fluctuations in expense as compared to the budget being allocated in equal monthly increments.
- Water was \$23,000 under budget for the month. Monthly water expense is allocated based on the prior two years actual expense. The total year's surplus or deficit will be largely dependent on the weather in 2018.
- Computer maintenance was over budget due to annual maintenance renewals.

Trust Estate Fund

There were 33 membership fees paid in January yielding a total of \$297,000 as compared to 35 in January 2017 that generated \$315,000. Total expenditures for the month included \$45,000 for the Del Valle renovation project, \$74,000 for machinery and equipment and \$142,000 in debt service.

February 14, 2018

CEO's Monthly Report

By Tim O'Keefe, CEO

Tice Creek (formerly Del Valle) Fitness Center Renovation Update

The Tice Creek Fitness Center held its Grand Opening on February 15. It was an opportunity for the community to celebrate its newest amenity and to recognize the many contributions from residents, contractors and staff to make the renovation a reality.

Operationally, some classes started last week. Personal training also started for members that had sessions on the books already. New personal training appointments are available beginning this week.

There have been a lot of sign-ups for the new access card but we are still at only a little more than half the number of people who previously held the old card. As a reminder, in a few weeks, we will be implementing a new access control system. Once activated, no one will be admitted to the fitness complex without either an access card or a Guest Day Pass. If you are an owner or co-occupant, you can register at the front desk. If you are a renter, you will need to register your lease with your mutual, file your lease with the Member Records Department, pay a Facility Use Fee, and then register at the front desk. If you have guests who would like to use the facility for a day, you and your guest will need to check in at the front counter. Every registered resident will receive 10 electronic Guest Day Passes per year. Once 10 passes have been used, there will be a fee of \$10 per Guest Day Pass.

If you haven't had a chance to see the new facility yet, please consider stopping by. Staff will be happy to provide you with an orientation and you are also free to explore on your own. Parking can be tight so please consider carpooling or riding on the free Rossmoor bus service.

Tice Creek Locker Rooms

Locker room users continue to provide suggestions on the locker rooms. Because the locker rooms were opened to facilitate swimmers while the facility was still under construction, many features were still being added after the opening. Additionally, some changes have been made to accommodate residents' suggestions. The most frequently mentioned issues and their status are noted below:

- Drains—the traditional round floor drains have been replaced in the new design with horizontal slot drains. A slot drain provides a more stable surface for persons uneasy on their feet since the floors do not cove in multiple places towards a round drain.
- Tile Floor—the new floor is a slip resistant design. When wet, footing

should still remain stable. Residents concerned about slipping should consider using water slippers or shoes specifically designed for wet surfaces.

- Floor Mats--have been installed in select locations and will not be installed in any other areas due to their high cost, difficulty in keeping clean and potential tripping hazards.
- Hooks—have been added throughout the locker rooms.
- Grab Bars—have been added in the showers and will be added to the dressing rooms across from the showers in the women's locker room. The design of the other women's dressing rooms and the men's dressing rooms will not support the installation of grab bars. If additional grab bars are needed, residents are encouraged to use the accessible restroom or accessible showers off the pool deck.
- Shower Curtains—in the old locker rooms, it was not uncommon for residents to have a medical emergency in the showers. The secured room design made it very difficult to provide assistance without posing significant risk to first responders, which would delay the provision of assistance. The new design utilizes shower curtains. Since the locker rooms were opened earlier than anticipated, temporary plastic curtains were initially installed and have been replaced with a heavier, quick drying fabric curtain.
- Locker Room size—a number of residents have the mistaken notion that the men's and women's locker rooms are the same size. They are not. The women's locker room is exactly 50% larger than the men's resulting in a 60/40 split in square footage favorable to the women. This is nearly identical to the demographic relationship of women to men in Rossmoor.
- # showers, toilets—the number of showers and toilets is dictated by the California State Building Code.
- Shower Shelves—different styles are being evaluated. Once a style is selected, shelves will be installed in the showers.
- Lockers—resident feedback during the planning stage showed that lockers were rarely used to capacity. As a result, in the new design, lockers were scaled back slightly. Early indications are that the locker use has increased, particularly on the women's side. Once utilization stabilizes, the number of lockers will be evaluated. If additional lockers are added, they will be a different, less controversial design.
- Air temperature—it takes months to stabilize the temperature in a new building. The contractor continues to make adjustments and has not yet turned over the systems to staff.
- Suit wringer—the wringing machine itself costs \$7,000 and requires dedicated electrical and plumbing connections. It is not financially feasible to install additional suit wringers which would cost an additional many thousands of dollars each to install.
- Parking lot lights—twice in the past month, the lights failed to activate at night. The contractor continues to make adjustments to the electrical and lighting systems and has been notified that it is paramount that the outdoor lights are functioning before they leave each day. Staff have purchased a large flashlight to assist residents should this happen again. Residents using the facility after dark are encouraged to bring a small personal flashlight as a safety precaution.

Residents are encouraged to let staff at the front counter in the Fitness Center know of additional suggestions or consider submitting their suggestions in person or in writing to either the Aquatics Advisory Committee or the Fitness Center Advisory Committee. Both Committees meet monthly.

Project Updates

Dollar restroom reconstruction—after a recent temporary delay with the City, work has resumed on the repairs to the bathroom between the Dollar pool and the golf course which was damaged in last winter's storm from a falling oak tree. Work is expected to be completed in 2-3 weeks, depending on the weather.

Traffic and Pedestrian Safety Study recommendations: In August 2018, the GRF Board of Directors asked that the newly chartered Planning Committee evaluate the Study's recommendations. Following a review by the City of Walnut Creek's Traffic Engineer in early February 2018, the Committee will make its final recommendations at the GRF Board meeting on February 22.

Transit Study: It has been more than 20 years since GRF's Transportation program has been formally reviewed. During that time, operating hours have changed and routes have been added and modified. Last year, the Board of Directors authorized consultant Fehr and Peers to review the bus service. Their report and recommendations will be presented at the GRF Board meeting on February 22.

Gateway Studios: Last year, the Board of Directors authorized a space planner to work with the Gateway Studios Clubs to make more efficient use of the studio spaces. This project was put on hold during the Fitness Center renovation. The Board of Directors will review the progress and consider next steps at the GRF Board meeting on February 22.

Geologic Hazards: Last year, Mutual 68 suffered the loss of 2 manors due to subsidence on property adjacent to the manors. The Mutual members were assessed \$3 million to purchase the properties from the owners. Both manors had to be torn down and major repairs done to shore up the property. Fortunately, the Rossmoor insurance company under the shared insurance program covered most of the loss. There is a strong likelihood that premiums for this type of insurance coverage will increase dramatically in the coming years, if it is even offered at all. The GRF Board of Directors will discuss options at the GRF Board meeting on February 22 to insure against future losses.

Employee Transition

In January, one employee commenced employment with the GRF: Mariela Loker, News Carrier, News/Communications.

Nine employees left employment with the GRF in January: Justin Barber, Isabella M. Cellini, Alice Gutleben, Briana Hadden, and Kevin Mullin, News Carriers, News/Communications; Nancy Coxwell, Manager, Counseling Services; Michael Golds, Sound & Lighting Technician, Recreation; and Shannon Linares and Dennis Saenz, Front Desk Attendants, Fitness Center.

5-4

AQUATICS ADVISORY COMMITTEE REPORT

REGULAR MEETING
THURSDAY, FEBRUARY 8, 2018, AT 1:30 P.M.

A regular meeting of the Aquatics Advisory Committee (AAC) was called to order by the Chairman, Brian K. Stack, at 1:30 p.m. on Thursday, February 8, 2018, in the Board Room at Gateway Complex.

Present, in addition to the Chairman, were Carol A. Meehan, Vice Chairman, Dale O. Reynolds, Secretary, Norman P. Gorsuch, E.J. Koch, Daryl A. Svoboda, and Sue DiMaggio Adams, GRF Board representative and ex-officio member. Barbara S. Jordan was excused. Also in attendance were Sue DiMaggio Adams and Leslie Birdsall, Directors, GRF; Timothy O'Keefe, CEO; and Jeffrey P. Matheson, Director of Resident Services.

Attendance

The report of the Committee's regular meeting held on January 11, 2018, was approved as written.

Report
Approved

A discussion was held regarding the operating hours for the Hillside and Dollar pools for the month of March.

New
Business

A motion was made by Mr. Stack, seconded by Ms. Meehan, and CARRIED UNANIMOUSLY to keep the Hillside and Dollar pools open from 6 a.m. until 4 p.m.

Motion
re. Hillside
and Dollar
Pools/
Announc-
ement

Mr. Matheson announced to the Committee that the Tice Creek Fitness Center's Grand Opening and Ribbon Cutting Ceremony will be held on Thursday, February 15, at 1 p.m.

There being no further business to come before the Committee, the meeting was adjourned at 2:40 p.m.

Adjourn-
ment

The next regular meeting of the AAC will be held on Thursday, March 8, 2018, at 1:30 p.m. in the Board Room at Gateway Complex.

Next Mtg.
3/8/18

Brian K. Stack, Chairman
Aquatics Advisory Committee

DOR/dr

FITNESS CENTER ADVISORY COMMITTEE REPORT

REGULAR MEETING

WEDNESDAY, FEBRUARY 14, 2018, AT 9:30 A.M.

A regular meeting of the Fitness Center Advisory Committee (FCAC) was called to order by the Chairman, Claudia Tierney, at 9:30 a.m. on Wednesday, February 14, 2018, in the Board Room at Gateway Complex.

Present, in addition to the Chairman, were Catherine S. Herdering, Vice Chairman, Sherry S. Smith, Secretary, Carol A. Green, Charlotte A. Howard, Virginia Lee Rapp, and Melvin C. Fredlund, ex-officio member and GRB representative. Also attending were Timothy O'Keefe, CEO; Jeffrey P. Matheson, Director of Resident Services; and Julie Van Deusen, Fitness Supervisor.

Attendance

The report of the Committee's regular meeting of January 10, 2018, was approved as written.

Report
Approved

Mr. Matheson shared with the Committee that 2,802 residents have had their registration information processed.

Staff
Report

Ms. Howard announced that she took four groups, a total of twenty-five people, from the Waterford on a tour of the renovated fitness center.

Tour of
Fitness
Center/

Mr. Matheson provided Committee members with a handout of the full class schedule. A full schedule of classes was made available on February 12. He also mentioned that massage therapy may be offered in the future thru a contract massage therapist. This massage therapist would not be an employee of Rossmoor.

Update re.
Class
Schedule &
Massage
Therapist

Ms. Howard presented ideas for the Wall of Fame. After discussion, it was decided to display three pictures of residents listing only their name, age, and workout program. The three pictures would be rotated quarterly. Mr. Matheson will research hanging options.

Wall of
Fame

Mr. Matheson reviewed the soft opening of the fitness center, which has been ongoing since January 22, 2018. He shared that, while the feedback has been mostly positive, there are still issues to be worked out, such as those involving the locker rooms and the temperature balance. He also shared that there will be a notice posted on the message board asking residents to refrain from talking on their cell phones while exercising.

Soft
Opening
Feedback

Mr. Matheson explained that the access control system can be expanded to other facilities within Rossmoor. The identification fobs will be available in two or three weeks due to a manufacturer's error. He discussed the benefits of setting up personal accounts on the Matrix machines.

Access
Control
System

The Grand Opening of the Tice Creek Fitness Center will be Thursday, February 15, at 1:00 p.m. Mr. Matheson handed out a schedule of events. The Ribbon Cutting Ceremony will occur at 3:00 p.m.

Ribbon
Cutting
Ceremony

A discussion ensued regarding having music in the fitness center. It has been on intermittently, bringing various opinions from residents. The consensus was that soft background music would be played only in the lobby. This arrangement can be changed if desired.

Music
in Fitness
Center

The Chairman brought up concerns about the ten electric car parking spaces to be installed in the fitness center parking lot. Mr. O'Keefe provided background for this project. These parking spaces will only be dedicated electric car spaces at night, beginning at a time yet to be determined. The stations will be fee-based and owned and maintained by PG&E.

Electric Car
Parking
Spaces

The Chairman adjourned the meeting at 10:50 a.m.

Adjourn-
ment/

The next regular meeting of the FCAC will be held on Wednesday, March 14, 2018, at 9:30 a.m. in the Board Room at Gateway Complex.

Next Mtg.
3/14/18

Claudia Tierney, Chairman
Fitness Center Advisory Committee

SS/dr

GOLF ADVISORY COMMITTEE REPORT
REGULAR MEETING
FRIDAY, FEBRUARY 9, 2018, AT 9:00 A.M.

A regular meeting of the Golf Advisory Committee (GAC) was convened by the Chairman, John McDonnell, at 9:00 a.m. on Friday, February 9, 2018, in the Board Room at Gateway Complex.

Present, in addition to the Chairman, were William L. Herrick, Mary Jane Hargrove, Mary Hufford, and Susan Williamson. Michael D. Wener and Michael Weisenberg were excused. Also attending were Timothy O'Keefe, CEO; Mark K. Heptig, Director of Golf; Blake Swint, Golf Course Superintendent; and Dickey Nitta, Chief Golf Course Marshal. Attendance

The report of the Committee's regular meeting held on November 17, 2017, was approved as written. Report
Approved

The Committee acknowledged the passing of Mary Lou Delpech who was the Committee's ex-officio member and the GRF Board representative, and who was such a big part of the Rossmoor community. Mary Lou
Delpech

Mr. O'Keefe reported on matters of the Golden Rain Foundation Board. CEO's
Report/

Ms. Hufford, representing the Women's 18-Hole Club, reported the following: 1) there are currently 120 members; and 2) they have had their annual meeting, which was well attended and included a presentation by Mr. Heptig. Club
Reports

Ms. Hargrove, representing the Women's 9-Hole Club, reported that the Club currently has 147 members.

Mr. Nitta, representing the Rossmoor Men's Golf Club (RMGC), as Mr. Weisenberg was absent, reported that the Club will have its spring meeting on Monday, February 12. Its Closing Dinner in December was considered a big success and that success was, in large part, due to the participation of all the Clubs. He then reported that there is an expanded website, which has all of the Clubs planned activities and includes a section dedicated to a member directory.

Ms. Williamson, representing the Happy Hackers, reported the following: 1) the Club currently has 120 members; 2) the annual Orientation will be held on Wednesday, March 7; 3) the first scramble of the year will be held on Saturday, March 17; and 4) they will be dedicating their directory in memory of Mary Lou Delpech.

Mr. Heptig presented the financial reports and the Golf Management report, which are attached. Staff
Reports

Mr. Swint presented the Golf Course Superintendent's report, which is attached.

Golf Advisory Committee
Regular Meeting

-2-

February 9, 2018

A discussion followed regarding the course and content of the Golf Course Superintendent's report.

Mr. Nitta gave the Chief Marshal's report.

The Committee discussed the potential impact of another dry year. Mr. Heptig and Mr. Swint explained to the Committee how they are working to preserve water and adjust landscapes so that the course will be more draught tolerant. A discussion of how to manage future water needs followed.

Water
Conservation

The Committee discussed the elements of the traffic safety plan and how it could impact both the golf community and the larger general population.

Traffic
Safety Plan

A motion was made, seconded, and CARRIED UNANIMOUSLY that the Committee support the golf cart lane designation as described in the Traffic Study.

There being no further business to come before the Committee, the meeting was adjourned at 10:30 a.m.

Adjourn-
ment

The next regular meeting of the Committee will be held on Friday, March 9, 2018, at 9:00 a.m. in the Mulligan Room at Creekside Complex.

Next Mtg.
3/9/18

John McDonnell, Chairman
Golf Advisory Committee

JM/dr

2018 Golf Course Rounds

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2018 YTD	2017 YTD
Golf Cards														
18 hole - prepaid	905												905	277
9 hole - prepaid	856												856	186
Sponsored Guest													0	0
Subtotal - Cards	1,761	0	0	0	0	0	0	0	0	0	0	0	1,761	463
Greens Fees														
Residents														
18 holes @ 25.00	421												421	120
9 holes @ 13.00	346												346	113
18 holes @ 9 hole rate \$13.00	10												10	3
18 holes late @ 20.00	35												35	25
9 holes late @ 10.00	356												356	113
Subtotal - Residents	1,168	-	-	-	-	-	-	-	-	-	-	-	1,168	374
Sponsored Guest														
18 holes @ 25.00	36												36	11
9 holes @ 13.00	6												6	2
18 holes late @ 20.00	6												6	1
9 holes late @ 10.00	36												36	0
Subtotal - Sponsored Guest	84	0	0	0	0	0	0	0	0	0	0	0	84	14
Guests - Weekdays														
18 holes @ 40.00	60												60	14
9 holes @ 20.00	74												74	34
18 holes late @ 32.00	11												11	2
9 holes late @ 16.00	93												93	34
18 holes special @ \$24.00													0	0
9 holes special @ \$12.00													0	0
Subtotal - Guests weekdays	238	-	-	-	-	-	-	-	-	-	-	-	238	84
Guests - Weekends & Holidays														
18 holes @ 50.00	79												79	32
9 holes @ 25.00	39												39	12
18 holes late @ 40.00	22												22	1
9 holes late @ 20.00	65												65	32
Subtotal - Guests Weekends & Holidays	205	-	-	-	-	-	-	-	-	-	-	-	205	77
Total - Guests	527	0	0	0	0	0	0	0	0	0	0	0	527	175
Tournaments													0	0
Total Rounds Played	3,456	-	-	-	-	-	-	-	-	-	-	-	3,456	1,012

7d-3

2018 Golf Course Cash Receipts

													Actual	YTD	Actual	YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2018 YTD	2018 Budget	2017 YTD	2017 Budget
Golf Cards																
Annual 18 holes @ \$1875	54,375.00												54,375.00		61,200.00	
1st Qtr (Jan-Mar) @ \$425	4,250.00												4,250.00		3,200.00	
2nd Qtr (Apr-Jun) @ \$625	0.00												-		-	
3rd Qtr (Jul-Sep) @ \$625	0.00												-		-	
4th Qtr (Oct-Dec) @ \$425	0.00												-		-	
Annual 9 holes @ \$975	13,650.00												13,650.00		15,300.00	
1st Qtr (Jan-Mar) @ \$200	2,600.00												2,600.00		1,400.00	
2nd Qtr (Apr-Jun) @ \$325	0.00												-		-	
3rd Qtr (Jul-Sep) @ \$325	0.00												-		-	
4th Qtr (Oct-Dec) @ \$200	0.00												-		-	
Sponsored Guest @ \$1,000	13,000.00												13,000.00		9,000.00	
Golf Card Income Deferred	131,950.00												131,950.00		105,100.00	
Subtotal - Cards	219,825.00	-	-	-	-	-	-	-	-	-	-	-	219,825.00	26,667.00	195,200.00	25,000.00
Greens Fees																
Residents																
18 holes @ 25.00	10,525.00												10,525.00		2,880.00	
9 holes @ 13.00	4,498.00												4,498.00		1,356.00	
18 holes @ 9 hole rate \$13.00	130.00												130.00		36.00	
18 holes late @ 20.00	700.00												700.00		450.00	
9 holes late @ 10.00	3,560.00												3,560.00		1,017.00	
Subtotal - Residents	19,413.00	-	-	-	-	-	-	-	-	-	-	-	19,413.00	35,000.00	5,739.00	33,333.00
Sponsored Guest																
18 holes @ 25.00	900.00												900.00		264.00	
9 holes @ 13.00	78.00												78.00		24.00	
18 holes late @ 20.00	120.00												120.00		18.00	
9 holes late @ 10.00	360.00												360.00		-	
Subtotal - Sponsored Guest	1,458.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,458.00		306.00	
Guests - Weekdays																
18 holes @ 40.00	2,400.00												2,400.00		560.00	
9 holes @ 20.00	1,480.00												1,480.00		680.00	
18 holes late @ 32.00	352.00												352.00		60.00	
9 holes late @ 16.00	1,488.00												1,488.00		510.00	
18 holes special @ \$24.00													-		-	
9 holes special @ \$12.00													-		-	
Subtotal - Guests weekdays	5,720.00	-	-	-	-	-	-	-	-	-	-	-	5,720.00		1,810.00	
Guests - Weekends & Holidays																
18 holes @ 50.00	3,950.00												3,950.00		1,600.00	
9 holes @ 25.00	975.00												975.00		300.00	
18 holes late @ 40.00	880.00												880.00		38.00	
9 holes late @ 20.00	1,300.00												1,300.00		608.00	
Subtotal - Guests Weekends & Holidays	7,105.00	-	-	-	-	-	-	-	-	-	-	-	7,105.00		2,546.00	
Total - Guests	14,283.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	14,283.00	25,000.00	4,662.00	25,000.00
Tournaments													-	2,500.00	-	2,500.00
Total Play Revenue	253,521.00	-	-	-	-	-	-	-	-	-	-	-	253,521.00	89,167.00	205,601.00	85,833.00
Misc income/Gas Sales													-		-	
Total Golf Course Revenue	253,521.00	-	-	-	-	-	-	-	-	-	-	-	253,521.00	89,167.00	205,601.00	85,833.00

7d-4

2018 Pro Shop Cash Receipts

Golf Shop Sales	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2018 YTD	2018 Budget	2017 YTD	2017 Budget
1.Golf Balls	1,140.73												1,140.73		669.83	
2.Golf Clubs	1,395.97												1,395.97		258.98	
3.Men's Wear	1,025.40												1,025.40		738.00	
4.Women's Wear	915.56												915.56		1,306.97	
5.Shoes	465.25												465.25		532.85	
6.Gloves	406.47												406.47		341.65	
7.Golf Bags/Golf Club Had Covers	240.53												240.53		179.90	
8.Misc Items	1,821.93												1,821.93		1,064.62	
Subtotal	7,411.84	-	-	-	-	-	-	-	-	-	-	-	7,411.84	17,917.00	5,092.80	17,917.00
Tax	591.15												591.15		412.41	
9.Pro shop Cart Rental	4,607.00												4,607.00	9,583.00	1,375.00	8,333.00
10.Pro Shop Club Repair	-												-	42.00	148.00	42.00
11.Pro Shop Golf Lesson	1,362.00												1,362.00	3,000.00	300.00	3,000.00
12.Pro Shop Driving RNG	2,855.00												2,855.00	5,000.00	1,160.00	5,417.00
13.Gift Certificate	(1,101.57)												(1,101.57)		(77.50)	
14.Misc Items	-												-		-	
Golf Shop Sales Total	15,725.42	-	-	-	-	-	-	-	-	-	-	-	15,725.42	35,542.00	8,410.71	34,709.00
-Member Charges	986.61												986.61		527.15	
-Credit Books	946.36												946.36		1,001.81	
Subtotal	13,792.45	-	-	-	-	-	-	-	-	-	-	-	13,792.45		6,881.75	
+Rec'd Acct													-		-	
Golf Shop Cash Balance	13,792.45	-	-	-	-	-	-	-	-	-	-	-	13,792.45	35,542.00	6,881.75	34,709.00

2018 Golf Shop Sales

Golf Shop Sales	January	2018 YTD	2017 YTD
Merchandise Sales	7,412	7,412	5,093
Cart Rental	4,607	4,607	1,375
Club Repair	-	-	148
Golf Lesson	1,362	1,362	300
Driving RNG	2,855	2,855	1,160
Total	16,236	16,236	8,076

February 2018

GOLF MANAGEMENT REPORT

* The month of January was very busy as it appears that we have switched back to a dry pattern. If we are truly entering another drought it will lead to many consequences down the road. We will hope that the rainy season will return and give us some much needed precipitation. Until then we can play golf! For the month we did 3,456 rounds compared to 1,012 in January 2017. We collected \$253,521 in fees with approximately \$220,000 of that in annual/quarterly fees. This is compared to the 2017 totals of \$205,601 collected in January and \$195,000 of that in annual/quarterly.

* In the month of February 2017 we did a total of 832 rounds. We have already surpassed that in the first six days of February 2018. The way this year is starting it is looking like 2013-2016.

* Because of the increased rounds the golf shop is also very busy. Sales are at \$16,236 compared to \$8,076 in January 2017. Merchandise sales, cart rental, lessons and driving range income are off to great starts. We should see this trend continue into February.

* The Director of Golf took 160 residents to Nuevo Vallarta for a week of sun and golf. Everyone really had a wonderful time and there were plenty of great memories made. The Director of Golf then headed to Orlando, Florida for the National PGA Merchandise Show. He spent three days on the floor with 40,000 other attendees and over 1,200 vendors. He was able to purchase supplies for the range and merchandise for spring, summer and into fall.

* There are many merchandise specials being offered in the golf shop as we clear out the last of 2017 items and getting ready for spring. In fact, many new items have already arrived and the shop is fully stocked.

* The Director of Golf is working on the "Spring Lesson Clinics" which will begin in mid-March. Once again the classes will be small and each session will concentrate on one particular part of the game. We are also getting ready for the tournament season which includes getting familiar with the new golf handicap software...."Golf Genius". When this will actually be on-line is anyone's guess but we are hoping it will be soon!

Golf Course Superintendent's Report

February 9, 2018

We are in the midst of another dry year. Through January 2018 we have received only 7.32 inches of rainfall. During last year 23.54 inches of rain was received through January 2017.

The reading on 1/31/17 taken at our flow meters on our pump station indicated that 80,362,860 gallons of water passed through the meters during 2017. Included in that total was 11,064,528 gallons of water provided by EBMUD.

We have recently planted 19 trees on Dollar Ranch. The majority of the trees were planted in the narrow strip located between the sidewalk and road on the left side of the 2nd hole. The grass that was growing in the narrow strip previously was irrigated with large turf sprinklers. The grass growing on the strip turf was removed and placed on bare areas throughout the golf course prior to planting the trees. We are currently placing an improved type of mulch at the base of the trees. A rock border has been installed at the perimeter of the mulch area the along the sidewalk and street. The recently planted trees will be irrigated with small bubbler type sprinklers until they are established.

River rock cobbles have been placed in a water trail that crosses a mulch area on the 11th hole on Dollar Ranch during rain.

The right front bunker on the 2nd hole on Dollar Ranch has been completely rebuilt. The base of the bunker was raised and the face was lowered.

An open rock drain line has been installed on along the cart path on the 16th hole on Dollar Ranch. Perforated drain pipe was placed in the base of the drain.

The bunkers on the 1st and 17th holes are currently being renovated.

PLANNING COMMITTEE REPORT

REGULAR MEETING
THURSDAY, FEBRUARY 8, 2018, AT 10:00 A.M.

A regular meeting of the Planning Committee was convened by the Active Chairman, Leslie Birdsall, at 10:00 a.m. on Thursday, February 8, 2017, in the Board Room at Gateway Complex.

Present, in addition to the Active Chairman, were Carl W. Brown and Melvin C. Fredlund. Also attending were Geri Pyle, President, and Robert D. Kelso, Secretary, and Mary Neff, Treasurer, GRF; Timothy O'Keefe, CEO; Dennis Bell, Public Safety Manager; Rafat Raie, City Traffic Engineer; and three residents. Attendance

The Planning Committee's report of its meeting held on November 16, 2017, was approved with one amendment. Report Approved

During the Residents' Forum Mr. Kelso shared concerns about the proposals noted in item #7a of the agenda, specifically item S-3, Crosswalk on Golden Rain Road at the Gateway Complex and item N-4, Install golf cart lanes in both directions on Rossmoor Parkway from Stanley Dollar to Tice Creek. Residents' Forum

Mrs. Neff commented on item N-4, Install golf cart lanes in both directions on Rossmoor Parkway from Stanley Dollar to Tice Creek, specifically Rossmoor Parkway street parking.

The Chairman addressed Mr. Kelso's concerns regarding S-3, Crosswalk on Golden Rain Road at the Gateway Complex.

Mr. Bell introduced Rafat Raie, City Traffic Engineer, to the Committee. Mr. Raie was invited to talk about the Committee's specific proposals and offer his recommendations. Mr. Raie went on to address item S-3, Crosswalk on Golden Rain Road at the Gateway Complex, and explained his recommendation to eliminate the crosswalk. Mr. Bell and Mr. Raie answered questions from the Committee. Discussion followed. City Traffic Engineer

Mr. Brown addressed item S-2, Crosswalk Rossmoor Parkway and Golden Rain Road, with an additional handout distributed to Committee members and attendees. The handout covered specifically, Option #1 of this recommendation, to widen the crosswalk by moving the eastern line and repaint the crosswalk ladder style. Mr. Bell informed the Committee that GRF staff are currently systematically addressing ladder style crosswalk repainting to coincide with scheduled repaving throughout Rossmoor. Discussion of Crosswalk Improvements

Mr. Bell reviewed item S-2, Crosswalk Rossmoor Parkway and Golden Rain Road, Options #1 and #2 with the Committee. Discussion followed.

A motion was made by Mr. Birdsall, seconded by Mr. Fredlund, and CARRIED, to recommend to the GRF Board that it approve the Rossmoor Parkway and Golden Rain Road improvements, item S-2, Crosswalk Rossmoor Parkway and Golden Rain Road, relocating the Recommendation to GRB re. Page 29-2

crosswalk by moving the east line of the crosswalk up with the curb line. Creating better site distances for vehicles and realign the crosswalk with the corners of the intersection. Site distances will be improved for both drivers and pedestrians and right-of-way confusion reduced. The island will provide a refuge location for pedestrians to stop and watch for traffic. This will require relocating two ADA ramps and adding a pathway across the northwest island. Dennis Bell was asked to create a full design for the Board.

A motion was made by Mr. Birdsall, seconded by Mr. Fredlund, and CARRIED, to recommend to the GRF Board that it approve the Golden Rain Road at the Gateway Complex improvements, item S-3, Removal of the crosswalk and roadway pedestrian markings. Pedestrians to use the crosswalk at Tice Creek or Rossmoor Parkway and Golden Rain Road. Dennis Bell was asked to explore a barrier to prevent pedestrian crossing.

Recom-
mendation
to GRB re.
S-3

Mr. Brown addressed item S-4, Tice Creek and Golden Rain intersection pedestrian crossing, and distributed an additional handout to the Committee.

The Chairman addressed item S-4, Tice Creek and Golden Rain intersection pedestrian crossing, specifically Option #2, Install solar powered MUTCD compliant and pedestrian activated flashing LED stop signs in all directions at the intersections. Mr. Bell and Mr. Raie answered questions from the Committee. Discussion followed.

Discussion
re. Custom
Stop Signs

A motion was made by Mr. Fredlund, seconded by Mr. Brown, and CARRIED, to recommend to the GRF Board that it approve the Tice Creek and Golden Rain intersection pedestrian crossing improvements, item S-4, Install solar powered MUTCD compliant and pedestrian activated flashing LED stop signs in all directions at the intersections.

Recom-
mendation
to GRB re.
S-4

Mr. Bell updated the Committee on item S-5, Crosswalk on Tice Creek and Oakmont, and explained that RRFB's are no longer in use. Mr. Brown shared a possible alternative with a handout to the Committee regarding wireless solar powered flashing signage. Messrs. O'Keefe, Bell and Raie addressed questions from the Committee.

After further discussion, a motion was made by Mr. Birdsall, seconded by Mr. Fredlund, and CARRIED, to recommend to the GRF Board that it approve the Tice Creek and Oakmont improvements, item S-5, Relocate the crosswalk slightly north away from the drain, cutting thru the hedge near the bus stop for pedestrian pass thru and a painted crosswalk in the parking lot, connected to the nearest parking lot and pedestrian walk area. Install solar powered, pedestrian activated signage.

Recom-
mendation
to GRB re.
S-5

The Chairman reviewed the Golden Rain Road and Tice Creek improvements, specifically items N-1, Install golf cart lanes in both directions on Golden Rain Road from Tice Creek to Pine Knoll, and N-4, Install golf cart lanes in both directions on Rossmoor Parkway from Stanley Dollar to Tice Creek. Messrs. O'Keefe and Raie

addressed questions from the Committee regarding speed and provided recommendations. Discussion followed.

A motion was made by Mr. Birdsall, seconded by Mr. Fredlund, and CARRIED, with Mr. Brown voting no, to recommend to the GRF Board that it approve golf cart lane improvements, item N-1, Install golf cart lanes in both directions on Golden Rain Road from Tice Creek to Pine Knoll, in addition to the golf cart lanes, a realignment of roadway markings to eliminate the merger on Golden Rain Road. Creating lanes westbound on Golden Rain Road with one lane becoming a left turn only lane to Pine Knoll; and item N-4, Install golf cart lanes in both directions on Rossmoor Parkway from Stanley Dollar to Tice Creek, removal of reconfiguration of the small island on the south side of Rossmoor Parkway and Stanley Dollar, and the realignment of about 300 feet of the center roadway markings.

Recom-
mendation
to GRB re.
N-1 and
N-4

The Chairman distributed a list of potential major projects he would like to prioritize for the Committee. He asked all those in attendance to assist in this process by numerically listing each project, as each person sees fit to prioritize, as an anonymous recommendation. These were to be handed back to the Chairman when completed. Discussion followed.

Prioritize
Potential
Major
Projects

There being no further business to come before the Committee, the meeting was adjourned at 11:26 a.m.

Adjourn-
ment

The next regular meeting of the Planning Committee will be held on Thursday, March 8, 2018, at 10:00 a.m. in the Board Room at Gateway Complex.

Next Mtg.
3/8/18

Leslie Birdsall, Member
Planning Committee

dr

**SUMMARY REPORT
GOLDEN RAIN FOUNDATION PLANNING COMMITTEE**

REPORT PREPARED BY:

Tim O'Keefe, CEO
Dennis Bell, Public Safety Manager

REQUESTED ACTION/RECOMMENDATION:

Consider recommendations from the Planning Committee regarding the Vehicle and Pedestrian Traffic Safety Study.

BACKGROUND:

As a result of extensive and continuing resident feedback, the Board of Directors has determined that resident safety on the roadways, inside vehicles, and when walking on the streets is of paramount importance. At its June 2016 meeting, the Board agreed to fund a traffic and pedestrian safety study. TJKM Traffic Engineers was hired to conduct a study which was presented to the Board at the May 25 and July 27, 2017, meetings. (TJKM provides traffic consulting services to many cities, counties and government agencies in California and across the nation, including the City of Walnut Creek.) To implement all the consultant's recommendations would cost in excess of \$1,000,000. The Board directed the Planning Committee to evaluate and present recommendations to the Board.

In September 2017, the Planning Committee began discussing the TJKM Rossmoor Vehicle and Pedestrian Safety Study and possible projects resulting from the study. The Committee placed an initial emphasis on the locations with the highest rates of automobile accidents as well as locations with high rates of speed. The collision history presented on Figure 5 of the report (Attachment #9) includes summarized accident data shown in Table 3 (Attachment #8) over a 5 year period, averaging 65 accidents per year.

Over the next several meetings, the Committee discussed options and directed staff to study alternatives for these spot and network improvements.

At its February 8, 2018, meeting, the Planning Committee discussed options and selected recommendations for "spot" and "network" improvements (identified in the TJKM report in Figure 6 (Attachment #12) as "spot improvements" S-2, S-3, S-4, and S-5; and "network improvements" N-1 and N-4).

ID	NAME		ID	NAME
S-2	Rossmoor Pkwy & Golden Rain Road		N-1	Golden Rain Road between Tice Creek Drive and Upper/Lower Golden Rain Road)
S-3	Golden Rain Road & Gateway Clubhouse driveway		N-4	Golf cart lanes on both sides of Rossmoor Parkway.
S-4	Tice Creek Drive & Golden Rain Road			
S-5	Tice Creek Drive and Oakmont Drive			

The spot improvements in S-2 through S-5 would address the areas with the highest rates of collisions in Rossmoor. The roadway improvements in N-1 and N-4 should slow traffic down by narrowing the street with paint markings and provide a safe lane of travel for golf carts and bicycles, which separates both forms of transport from the automobile path of travel.

Additionally, the Planning Committee asked staff to present cost estimates for the Committee's recommendations regarding the spot and network improvements. Staff obtained estimates for S-2, S-3, S-4 and S-5; however, the scope of these projects changed at the last Planning Committee meeting. The costs presented below are staff's estimates based on the original bids and phone consultations with suppliers. The actual bids may vary from these estimates.

Staff was unable to obtain estimates for N-1 and N-4 due to the large scope of these projects which will likely require more study and perhaps roadway engineering as traffic lanes will need to be rearranged. The cost estimates in the TJKM study are only for painting golf cart lanes and do not include any additional work that will be required.

The City of Walnut Creek Traffic Engineer attended the February meeting and supported the changes recommended below.

Spot Improvements:

S-2 Crosswalk Rossmoor Parkway and Golden Rain Road.

This is the north south crosswalk at Rossmoor Parkway and Golden Rain Road. Currently, the cross walk is set back from the corner of the intersection and the center median extends into the crosswalk.

Committee Recommendation:

Relocate the crosswalk by moving the crosswalk east and aligning it with the intersection corners and remove and relocate the roadway markings. The relocation of the crosswalk will provide better sight distances for vehicles and reduce right-of-way confusion. Furthermore, the island on the northwest corner will provide a refuge location for pedestrians and improve sight distances. Relocating the crosswalk will require adding two ADA ramps and a pedestrian pathway across the island. Additionally, the Committee recommends adding roadway turn guidelines for the left turn from northbound Golden Rain to westbound Rossmoor Parkway (Attachment #1). Additionally, the crosswalks will be updated to ladder style.

Estimated Cost: \$22,000

S-3 Crosswalk on Golden Rain Road at the Gateway Complex.

This is a mid-block crosswalk that runs between the Gateway Complex and the Waterford parking lot. The crosswalk is in a place where drivers do not expect pedestrians to cross. This is a busy intersection for vehicles with many turning movements and the pedestrian crossing starts and ends near or in driveways.

Committee Recommendation:

Remove the crosswalk and roadway pedestrian markings (Attachment #2). Pedestrians can use the crosswalk at Tice Creek or Rossmoor Parkway and Golden Rain Road and install pedestrian barriers on both sides of the barriers with instructions to cross at one of the intersections.

This crosswalk is in a location where drivers do not expect pedestrian to cross. The City Traffic Engineer recommends minimizing the number of mid-block crosswalks.

Estimated Cost: \$5,000

S-4 Tice Creek Drive and Golden Rain Road Intersection Pedestrian Crossing.

This is the four-way stop.

Committee Recommendation:

Install solar powered MUTCD compliant and pedestrian activated flashing LED stop signs in all directions at the intersection (Attachments #3 and #4). These stop signs need a dimmer override for nighttime use. All signs will be pedestrian activated and connected wirelessly. The sign on the northwest corner is under trees, but Staff determined that the solar power can be provided by mounting the solar panel on a separate pole with wiring back to the stop sign and controller.

Estimated Cost: \$25,000

S-5 Crosswalk on Tice Creek Drive and Oakmont Drive.

This is the east/west crosswalk at Oakmont and the Gateway Complex parking lot.

Committee Recommendation:

Relocate the crosswalk north on Tice Creek and as close to Oakmont as possible (Attachment #6). There is a sewer on the west side and at the corner of the intersection, which must be avoided. A new ladder style crosswalk with a solar powered, pedestrian activated, flashing pedestrian crossing sign will be installed. Additionally, pedestrian warning signs and roadway “yield lines” (shark teeth) will be added for southbound traffic. ADA access ramps will need to be added on both sides of Tice Creek. A walkway to the Gateway lot will be created near the bus stop to create a path of travel for pedestrians. A crosswalk will be added in the Gateway parking lot (Attachments #5 and #6).

Cost: To be determined.

Network Improvements:

From the TJKM report:

“The high golf cart usage in the community triggered the consideration of installing new dedicated golf cart lanes and improving the existing lanes with green markings and sharrows.

Green golf cart lanes and sharrow markings reinforce right-of-way for golf carts and heighten drivers’ awareness of potential roadway conflict with golf carts. The implementation of golf cart lanes can also help to slow vehicular traffic, due to the reduced roadway width available to other vehicles. With the ample roadway widths, it is recommended that dedicated golf cart lanes be installed along Golden Rain Road between Tice Creek Drive and Lower Golden Rain Road; and along Rossmoor Parkway between Stanley Dollar Drive and Tice Creek Drive.”

N-1 Install golf cart lanes in both directions on Golden Rain Road from Tice Creek Drive to Pine Knoll Drive.

Golden Rain Road is wide enough to add golf cart lanes; however, this will require extensive realignment of the roadway markings, removal of islands (concrete and painted) and could possibly lead to the loss of some parking spaces (Attachment #11).

In addition to the golf cart lanes, the Planning Committee recommended studying the elimination of the merge on Golden Rain Road (please note that this suggestion was not discussed with the City Traffic Engineer). Redesigning this merge will require extensive realignment of roadway markings (Attachment #7).

Cost: To be determined.

N-4 Install golf cart lanes in both directions on Rossmoor Parkway from Stanley Dollar to Tice Creek.

Add golf cart lanes on both sides of Rossmoor Parkway from Stanley Dollar Drive to Tice Creek. This requires the removal or reconfiguration of the small island on the south side of the Rossmoor Parkway and Stanley Dollar intersection, and realignment of at least 300 feet of center roadway markings.

Staff studied this and while the roadway can be reconfigured, Rossmoor Parkway narrows, but at least five parking spaces will need to be removed to accommodate the golf cart lanes (Attachment #10).

8a-8

Cost: To be determined.

ALTERNATIVES AND OPTIONS:

The Board can recommend Staff proceed to obtain formal bids for any of the recommendations.

SUBSEQUENT ACTIONS:

Staff will solicit bids on options approved by the Board. Once obtained, the bids will be submitted to the Finance Committee for consideration and then to the Board of Directors for final decision.

FINANCIAL IMPACT:

Unknown.

ATTACHMENTS:

- Attachment #1: Golden Rain Road and Rossmoor Parkway Crosswalk
- Attachment #2: Golden Rain Road Mid-Block Crosswalk
- Attachment #3: Golden Rain Road and Tice Creek Drive stop signs
- Attachment #4: Flashing stops signs
- Attachment #5: Tice Creek Drive and Oakmont Drive Crosswalk
- Attachment #6: Flashing Pedestrian Sign.
- Attachment #7: Golden Rain Road Merge
- Attachment #8: Table 3 Accident Data from TJKM Report
- Attachment #9: Figure 5 Collision History from TJKM Report
- Attachment #10: Golf Cart Lane Renderings from TJKM Report
- Attachment #11: Golden Rain Road Renderings from TJKM Report
- Attachment #12: Spot and Network locations from TJKM Report

ATTACHMENT #1 Golden Rain Road and Rossmoor Parkway

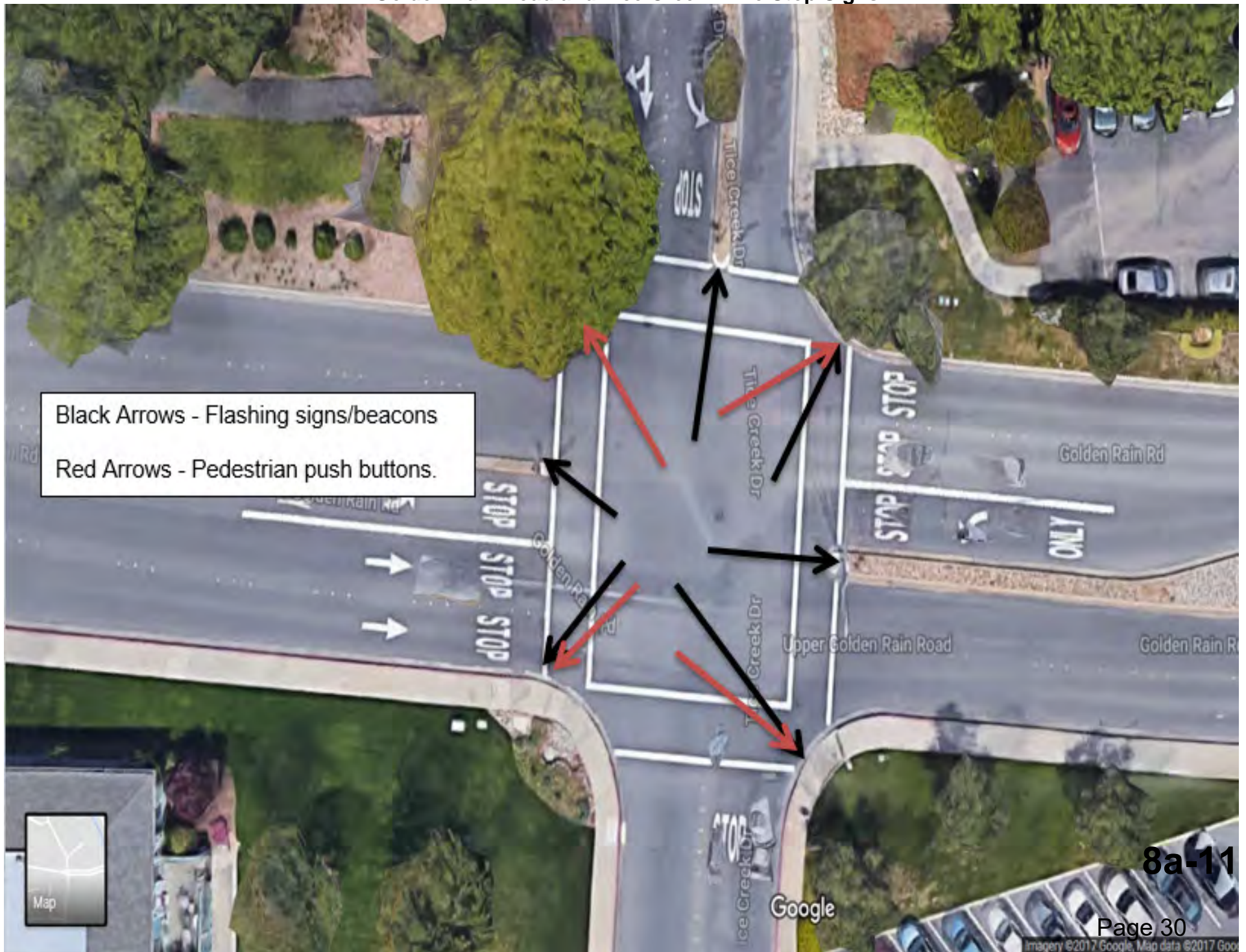


Attachment #2 Golden Rain Road Mid-block Crosswalk



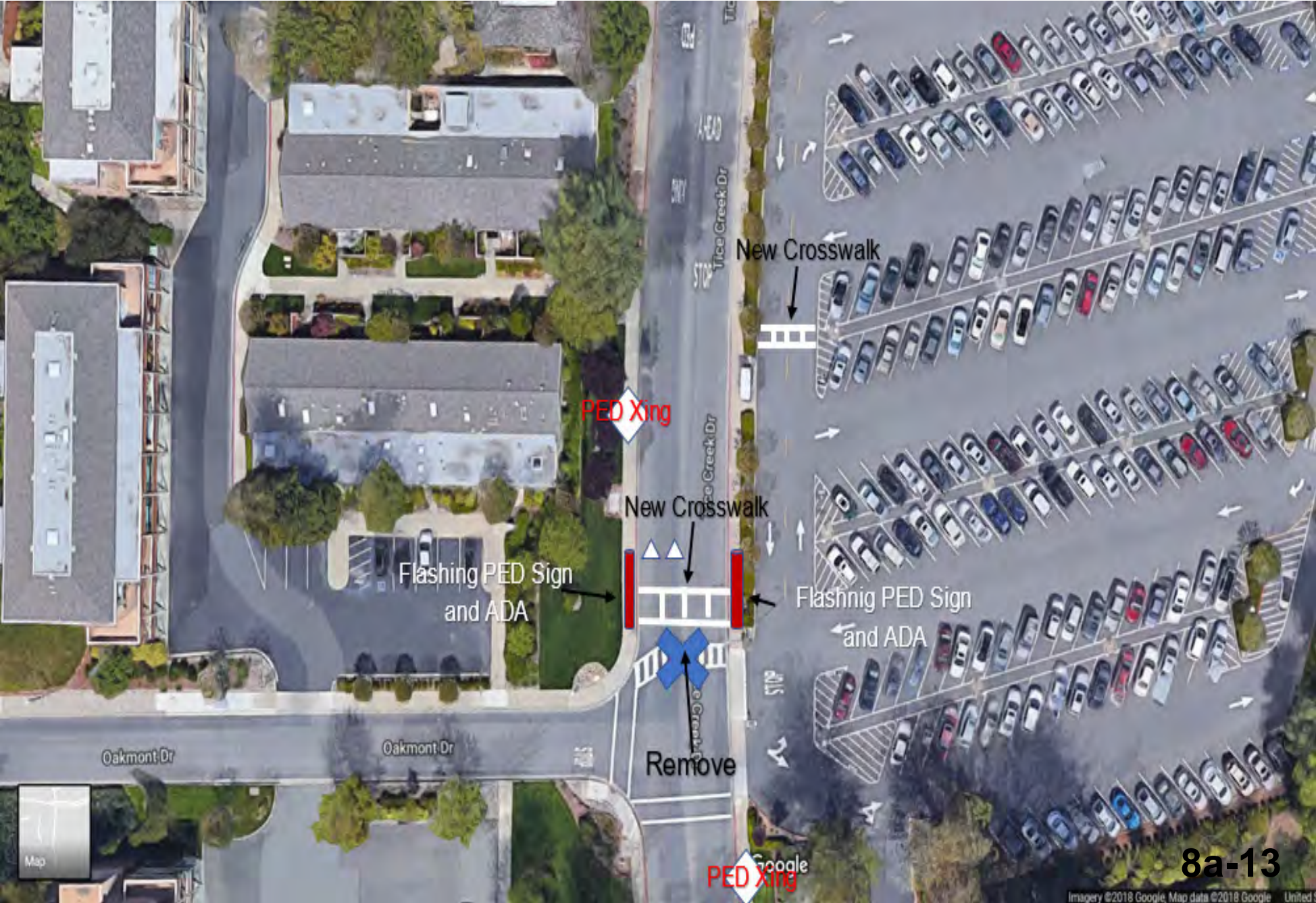
8a-10

Golden Rain Road and Tice Creek Drive Stop Signs





Attachment #5 Tice Creek Drive and Oakmont Drive Crosswalk



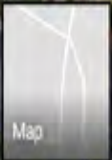
8a-13



Attachment #7 Golden Rain Road Merge



8a-15



4 COLLISION AND CROSSWALK SAFETY - ANALYSIS AND METHODOLOGY

4.1 Collision Analysis

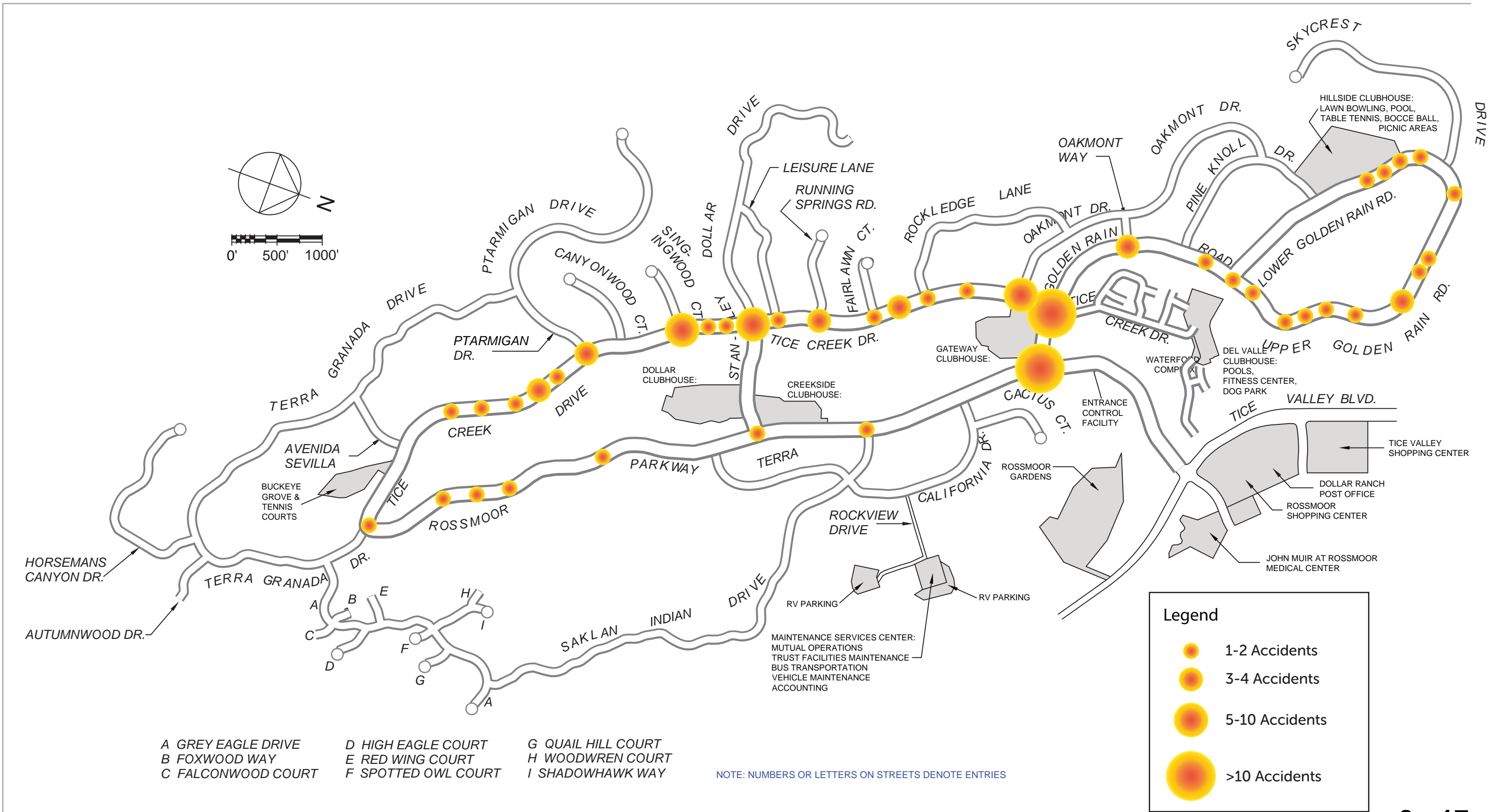
TJKM analyzed the reported accidents provided by GRF and identified where each was located. Of the 537 accidents that occurred between January 2011 and July 2016, 323 (about 60 percent) occurred on roadways or in parking lots within the study area. **Table 3** below shows the number of accidents within each portion of the study area, including the number of injury accidents in each area and a breakdown of pedestrian involvement. Accidents occurring at intersections were categorized based on the primary street identified in the accident record. Note that the accident data does not differentiate accidents occurred on the GRF roads from those within the entries. TJKM categorized the accidents into locations based on the name and description of each accident. **Figure 5** illustrates accident locations more precisely, identifying hot spots.

Notably, there were two injury accidents at the intersection of Tice Creek Drive and Golden Rain Road and three injury accidents at the intersection of Tice Creek Drive and Oakmont Drive. There were also three injury accidents at various points along Golden Rain Road, five injury accidents along Tice Creek Drive, and three injury accidents in clubhouse parking lots. Seven injury accidents involved vehicles striking pedestrians: one at Tice Creek Drive and Golden Rain Road, two at Tice Creek Drive and Oakmont Drive, and one each at Golden Rain Road and Oakmont Way, Stanley Dollar Drive and Tice Creek Drive, the Gateway Clubhouse parking lot, and the Creekside Clubhouse parking lot. There were also two pedestrians struck by vehicles with no injuries reported, one each at the intersection of Stanley Dollar Drive and Tice Creek Drive, and in front of the Gateway Club House on Golden Rain Road.

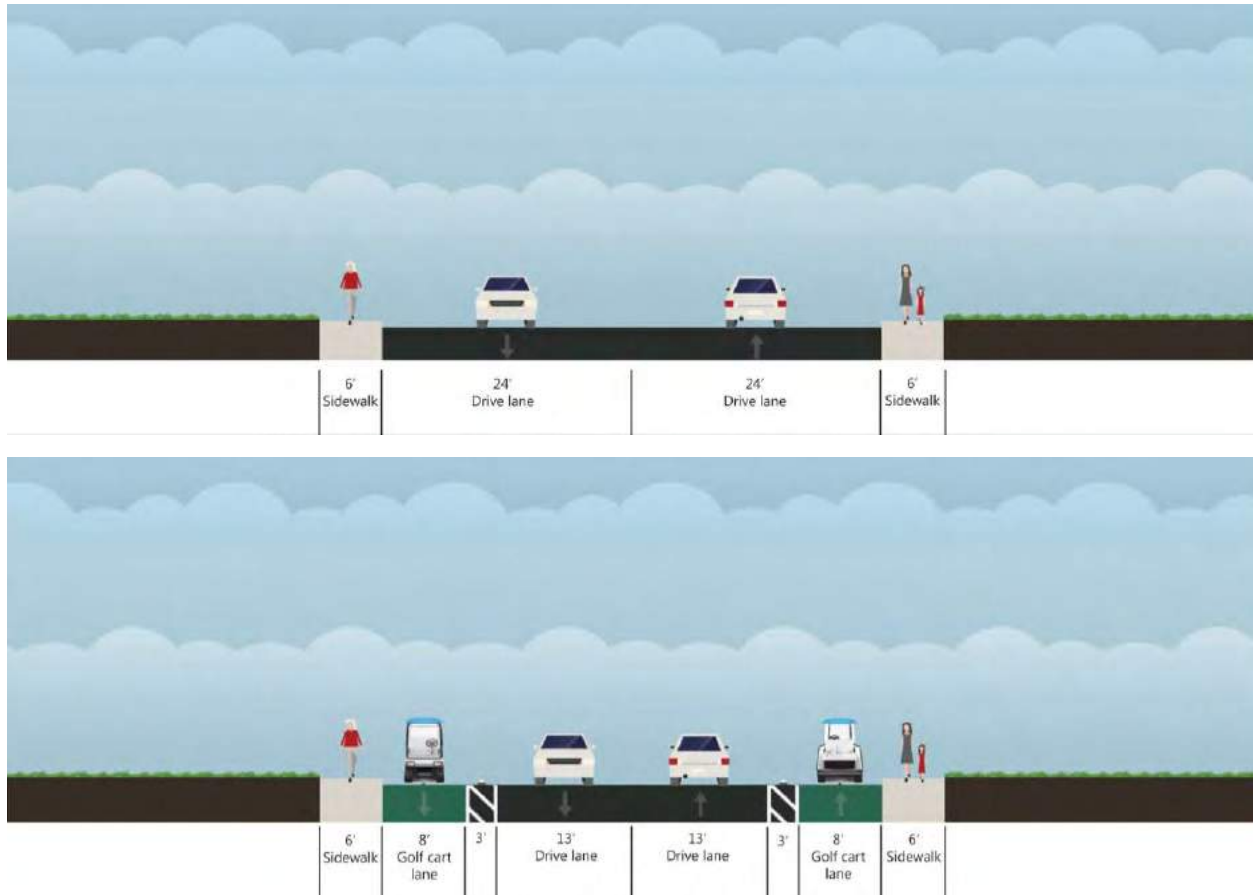
Table 3. Accidents in the Study Area

Location	All Accidents	Injury Accidents	Vehicle vs. Pedestrian	Pedestrian Injured	Pedestrian Not Injured
Rossmoor Entrance	111	1			
Clubhouses	78	5	2	2	
Rossmoor Parkway	16	1			
Golden Rain Road	39	2	2	1	1
Tice Creek Drive	66	9	3	3	
Stanley Dollar Drive	13	2	2	1	1
Total within Study Area	323	20	9	7	2
Yearly Average	65	4			
<i>Note: Accidents at intersections are categorized by the main street included in the report.</i>					

Figure 5. Collision History



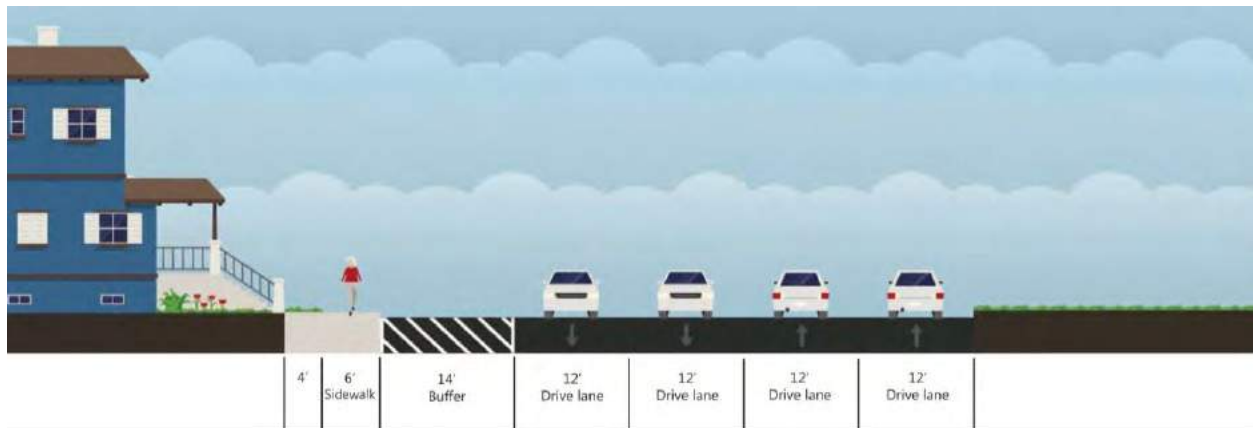
- | | | |
|--------------------|---------------------|--------------------|
| A GREY EAGLE DRIVE | D HIGH EAGLE COURT | G QUAIL HILL COURT |
| B FOXWOOD WAY | E RED WING COURT | H WOODWREN COURT |
| C FALCONWOOD COURT | F SPOTTED OWL COURT | I SHADOWHAWK WAY |



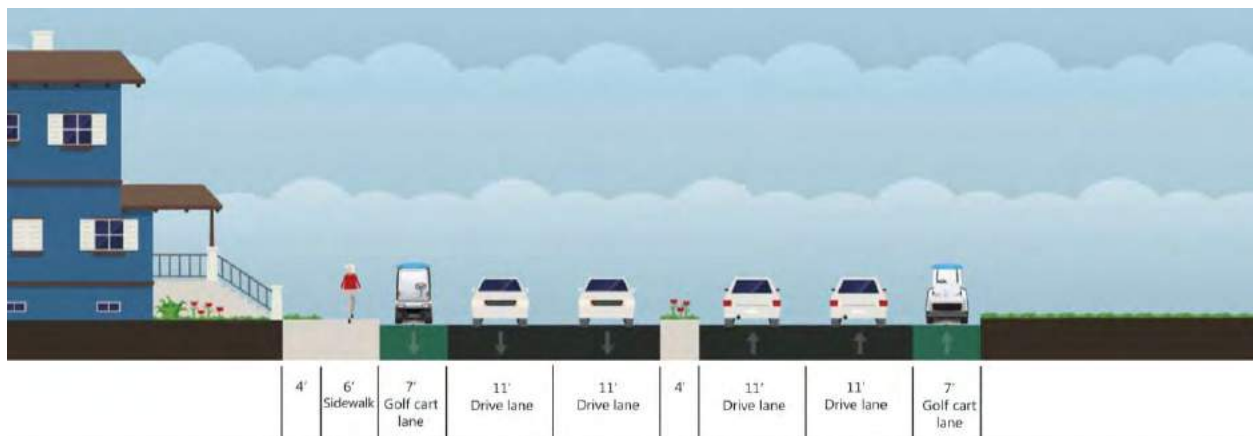
(Top) Rossmoor Parkway Existing and Proposed Cross Section (between Stanley Dollar Drive and Tice Creek Drive).

(Bottom) Rendering of proposed safety enhancement on Rossmoor Parkway (between Stanley Dollar Drive and Tice Creek Drive).





Golden Rain Road Existing Cross Section (between Tice Creek Drive and Lower Golden Rain Road).

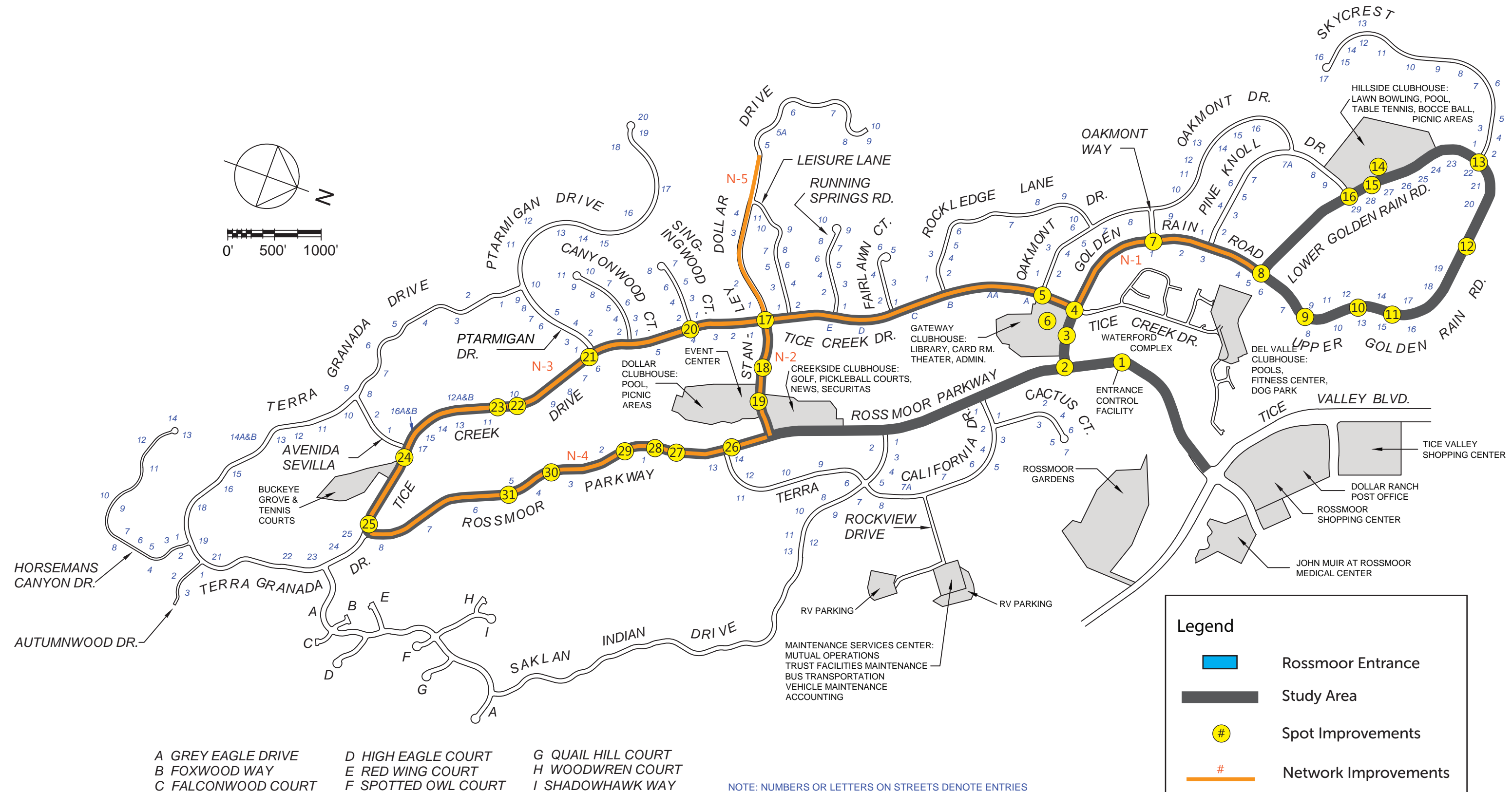


Golden Rain Road Proposed Cross Section (between Tice Creek Drive and Lower Golden Rain Road).

Table 5 and **Table 6** list all spot and network improvements, respectively, that would improve Rossmoor vehicle and pedestrian safety. Detailed maps of improvement locations and conceptual drawings are provided in **Appendix E**.

Figure 6 shows all locations for spot and network improvements.

Figure 6. Locations of Improvements



Meeting Date: February 22, 2018

SUMMARY REPORT
GOLDEN RAIN FOUNDATION BOARD OF DIRECTORS

REPORT PREPARED BY:

Jeff Matheson, Director of Resident Services

REQUESTED ACTION/RECOMMENDATION:

Presentation by Fehr and Peers Transportation Consultants regarding the recently completed study of the Rossmoor Bus Service

BACKGROUND:

In the 2017 Operation Budget, the Board approved funding to complete a study of the Rossmoor Bus Service. An agreement with Fehr and Peers Transportation Consultants was approved. The focus of the study was to evaluate the current operation for efficiency, cost effectiveness, evaluation of alternative transportation options, and recommendations for improvements to the service.

GRF currently operates a bus service consisting of a dial-a-bus service, fixed routes, and paratransit. The overall service runs 365 days per year. Service is provided from 6:00 a.m. – 8:30 p.m. during the week and 9:00 a.m. – 8:30 p.m. on the weekends. In 2017, the service provided approximately 105,000 rides.

The current bus service is designed to provide service to all areas of the valley as opposed to providing greater service to areas of higher ridership. This provides access by all paying residential units, however, it does not result in the most productive use of resources. Paratransit service provides more individualized service for residents with qualifying disabilities. This individualized service is more costly and inefficient, yet vital, to residents in need. The fixed route service includes four routes that run on a 40-50 minute designated loop. This service provides convenience for residents as they can rely on the bus schedule within close proximity to most entries. However, the service only runs in one direction which can result in long ride times for passengers.

One of the main goals of the study was to evaluate options for improving efficiency and convenience for riders. The consultants are recommending a transition from the current service types to an On Demand system. On Demand utilizes software technology to enable passengers to request a ride through an APP, phone call to a dispatcher, or PC. The software matches the ride request with the closest bus in service and routes the bus to allow for point-to-point service while aggregating rides in close proximity. The service

reduces drive time, provides for quicker response to ride requests, allows users to track the location of the bus and estimated pick-up times, and improves system productivity. Separate bus service for paratransit is no longer needed as special requests that take additional time for loading can be programmed. The On Demand service can increase productivity and efficiency of the operation without increasing overall operating cost for the service.

The consultants from Fehr and Peers will present their findings and recommendations at the meeting. Staff has applied for grant funding to implement a pilot On Demand service.

ATTACHMENTS:

Executive Summary from the Transit Study

CRITERIA	Project:
Financial Impact	The budget for the study was \$50,000.
Operational Efficiencies	The study provides recommendation to improve efficiency of the bus service.
Dependencies	The Board will be asked to approve a grant application to fund a pilot On Demand service
Subsequent Actions	Recommendations for improvements to the bus service will be presented. The On Demand pilot program would begin in the fall of 2018 if grant funding is awarded.
Alternatives/Options	The study identifies additional options for system modifications that will be evaluated.
Time-Frame	Ongoing
Advantages/Benefits	The study identifies improvements that will better serve the community.
Disadvantages/Risks	Many transit riders are very dependent on the service. Any changes may be difficult for those that have become accustomed to the current service model.

Draft Rossmoor Short Range Transit Plan

January 2018



Golden Rain
Foundation

10a-3

FEHR & PEERS



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Appendix

Appendix A: 2016 Service Summary
Appendix B: Ridership Maps
Appendix C: Rider Survey

Study Purpose

This Short Range Transit Plan (S RTP) evaluates the efficiency and quality of service for Rossmoor’s transportation services. It includes analysis of current service productivity, delivery methods, and alternatives, as well as considerations of equipment and operating structure. The Golden Rain Foundation (GRF) last conducted a comprehensive planning effort for its bus services in 1995.

System at a Glance

Rossmoor’s bus system helps residents maintain their independence and enjoy everything Rossmoor and the surrounding community has to offer. GRF operates fare-free bus service seven days a week, 365 days a year, serving destinations around Rossmoor and downtown Walnut Creek. Rossmoor’s bus services include fixed route, dial-a-bus, and paratransit services, as shown in **Table E1**. GRF provides service from 6:00 AM to 8:30 PM on weekdays and 9:00 AM to 8:30 PM on weekends. Special event service is also provided.

In 2016, GRF served about 350 bus and paratransit rides on weekdays and 100 rides on weekends, totaling 102,000 rides for the year. The system costs approximately \$1.1 million to operate per year. Funding is provided by monthly resident contributions of \$14.29 per household supplemented by a \$67,000 grant from the Contra Costa County Transportation Authority for service to downtown Walnut Creek.

1. Executive Summary



Table E1. Transit Services at a Glance

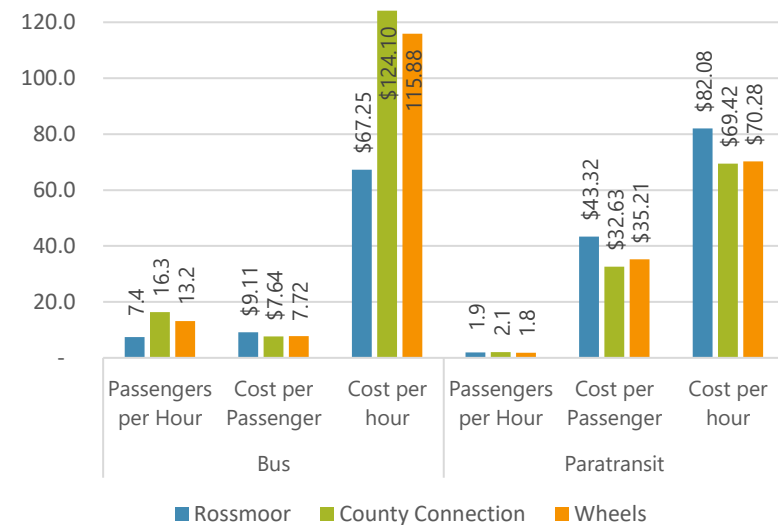
Service	Operations	Description
Fixed Route Bus	Weekdays: 9:00 AM – 5:00 PM	Four Routes (Blue, Red, Yellow, and White) serving Rossmore and one route (Green) serving downtown Walnut Creek.
Dial-A-Bus	Weekdays: 6:00 – 9:00 AM 5:00 – 8:30 PM Weekends: 9:00 AM – 8:30 PM	Riders call at least an hour in advance to book. Dispatcher on staff during weekends; drivers self-dispatch on weekdays.
Paratransit	Weekdays: 9:00 AM – 5:00 PM <i>Otherwise served by Dial-A-Bus</i>	Door to door assisted service for qualified riders physically unable to ride the bus or drive. Dispatcher on staff weekday mornings.

Current Performance

GRF seeks to increase ridership while maintaining access to transit throughout Rossmore. Today's transit network prioritizes maximizing service coverage, as opposed to optimizing the convenience and productivity of transit service. Consequently, buses mostly provide a community service to residents who cannot drive or lack access to a car. According to a survey, most Rossmore residents value bus service as a reliable transportation amenity. However, many residents do not ride regularly because of longer travel times, wait times, and service hours relative to driving: on average, a bus trip within Rossmore takes 40 to 50 minutes, whereas a trip by car or golf cart ten minutes or less. **Figure E1** compares Rossmore's bus service to similar systems; **Figure E2** depicts current service and observed daily ridership.

Productivity levels across Rossmore's bus system are generally modest. Rossmore's fixed route and dial-a-bus services average about seven passengers per service hour at a cost of \$9 per passenger. For a point of comparison, County Connection (Walnut Creek area) seeks to achieve 15 passengers per service hour at a cost of \$8.50 per passenger for fixed route services. Rossmore's paratransit services are substantially less productive and more resource-intensive, averaging two passengers per service hour at a cost of \$43 per passenger. Operating costs per service hour for fixed route and dial-a-bus service is approximately 50 percent lower compared to similar public transit systems, but paratransit costs are approximately 25 percent higher.

**Figure E1: Performance Comparison:
Rossmore, County Connection, and Wheels**



ALL LINES BUS BOARDINGS ROSSMOOR

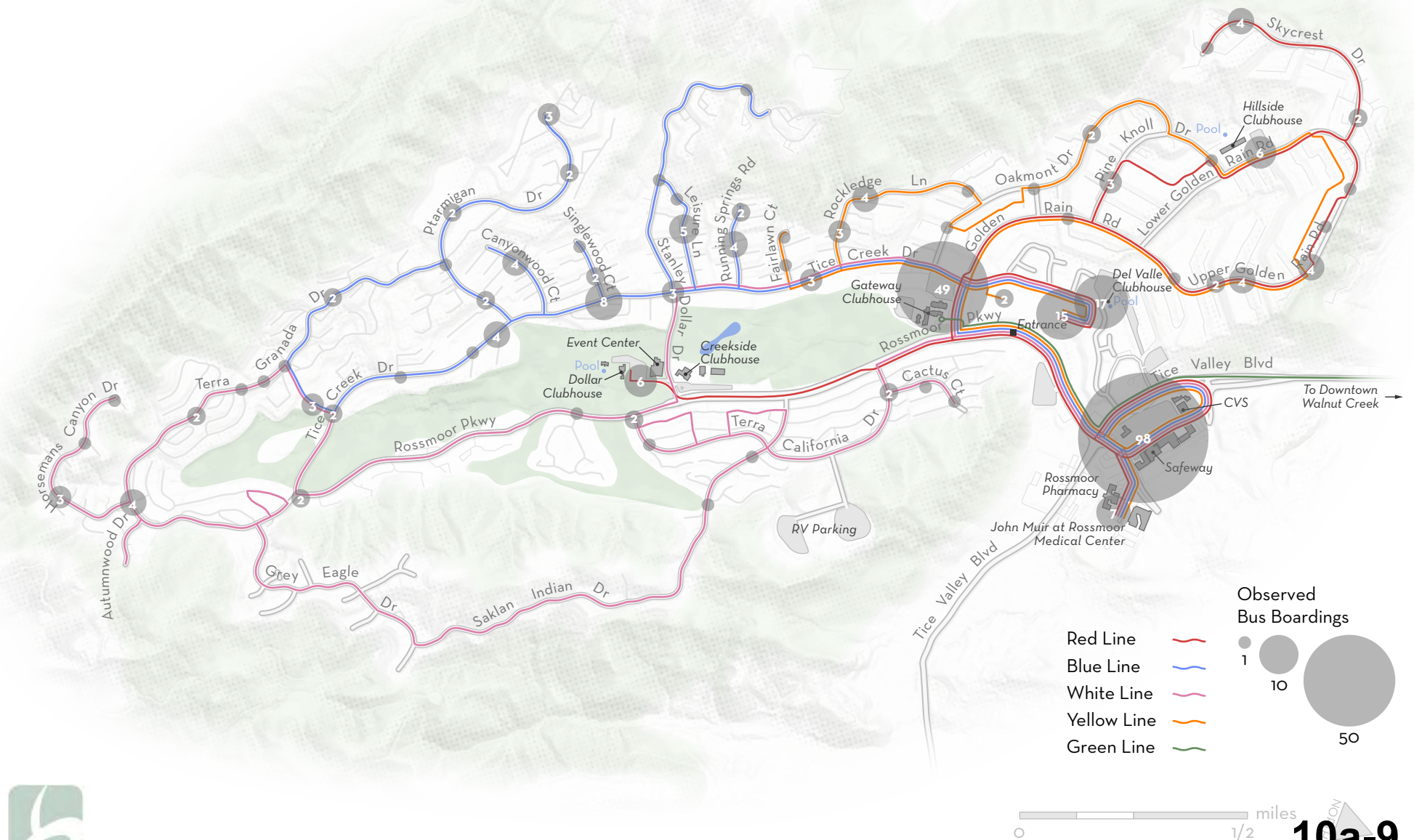


Figure E2



Current operations pose operational challenges for communications and dispatch. Dial-a-Bus and paratransit drivers must take calls from residents requesting rides while driving during certain times of day, which is inefficient and poses safety concerns. Residents also lack access to real-time bus arrival information when using the system, providing uncertainty especially when using the dial-a-bus service. Technology presents opportunities for improving a rider's experience interacting with the bus services: over half of Rossmoor residents own smart phones, and approximately four out of five use the internet.

Service Changes Under Consideration

The implementation of an on-demand transit system within Rossmoor would enhance the convenience and productivity of Rossmoor's bus service,. Recent innovations in ride-hailing and dispatch technology present an opportunity for Rossmoor to adopt a fully on-demand, point-to-point service (similar to Uber or Lyft) while maintaining use of its own vehicles and drivers. On-demand software platforms allow riders to request rides within a pre-defined service area via phone, smartphone app, or a website. Buses are automatically dispatched via real-time routing directions to choose the shortest, fastest route while combining trips for multiple passengers. Trips may be scheduled in as little as 10 to 15 minutes in advance, and service would be provided on all streets where bus operations are feasible. Initially, Green Line service to downtown Walnut Creek would remain as a fixed route

service with timed connections to on-demand buses and staggered service with County Connection.

On-demand service would provide a more responsive service with fewer vehicles in operation. Average travel times plus wait times for trips around Rossmoor would decrease from 40 to 50 minutes to 30 minutes or less. Enhanced convenience of transit service is expected to increase ridership by approximately 150 to 250 daily riders. Reduced vehicle needs could also allow for redeployment of additional service during morning and evening hours (as requested by Rossmoor's residents) without increasing overall operating costs. While this study considers maintaining a fixed route system, potential changes would increase operating costs due to Dial-A-Bus dispatch needs and result in inconsistent coverage across Rossmoor.

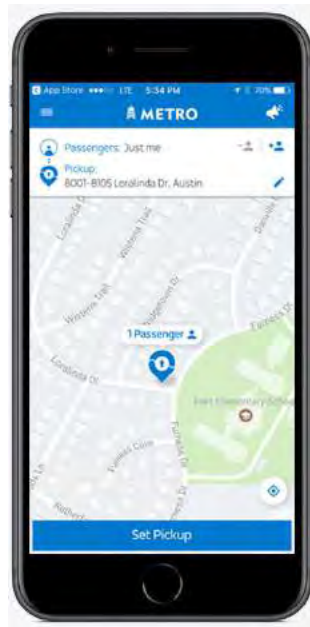


Figure E3. On-Demand Service Concept

Table E2. Comparison of Network Alternatives

Network Alternative	Avg Midday Travel + Wait Times	Daily Ridership Potential	Estimated Annual Cost
Existing Service	43-51 min	350 Riders	\$1,100,000
Optimized Fixed Route and Dial-a-Bus	30-40 min	400-500 Riders	\$1,180,000
On-Demand Service ¹	<30 min	500-600 Riders	\$1,100,000

¹ Assumes same morning, evening, and weekend service levels and four weekday daytime buses instead of six. Does not include additional potential enhancements to morning and evening service.



*Image E1. Sample on-demand transit mobile application.
Source: Capital Metro.*

Additional Transportation Opportunities

Enhanced transit service is one component of a multimodal mobility solution for Rossmoor's residents. Continued education and promotion of Walnut Creek-area senior transportation services, ride-hailing services like Uber and Lyft, and on-demand delivery services like Instacart and Postmates present opportunities for serving residents' travel needs without driving. A ride-matching network amongst Rossmoor residents and a shared mobility program for carshare and bikeshare also may help meet a greater diversity of travel needs.

The procurement of electric buses presents an opportunity to further reduce greenhouse gas emissions and capitalize on Rossmoor's investment in solar energy. While autonomous buses are not expected to be commercially available in the near future, they may present opportunities for implementation in Rossmoor over the long term.

A continued investment in pedestrian safety within Rossmoor supports safe and convenient access to transit. Key stops at the Gateway Clubhouse and Rossmoor Shopping Center also present opportunities for enhancement.



2. Overview of Services

Introduction

Rossmoor's bus services provide mobility to 9,700 residents within the Rossmoor community, helping residents maintain their independence and enjoy everything Rossmoor and the surrounding community has to offer. Rossmoor buses operate fare-free service seven days a week, 365 days a year. In addition to service throughout Rossmoor, buses also take Rossmoor residents to destinations around downtown Walnut Creek and the Walnut Creek BART station.

The Golden Rain Foundation's (GRF) transportation department operates bus and paratransit service, employing ten drivers, two fleet mechanics, and two part time staff. GRF owns a fleet of 12 vehicles each with capacity for 14 to 18 passengers. GRF staff handle day to day operations, grant applications, dispatching, customer service, and travel training to familiarize residents with local bus services.

Rossmoor Bus Services

Rossmoor's bus services operate 6:00 AM to 8:30 PM on weekdays and 9:00 AM to 8:30 PM on weekends. The main service area is within the Rossmoor community, Rossmoor Shopping Center, Walnut Creek BART Station, and downtown Walnut Creek (including destinations such as Kaiser, Target, Whole Foods, Hilltop Professional Center, Trader Joe's, and Broadway Plaza). Special event services are also provided. In 2016, GRF provided 102,000 bus and paratransit rides.

Fixed Route and Shuttle Service

On weekdays, buses operate on color-coded, fixed loop routes from approximately 9:00 AM to 5:00 PM. The buses follow the same loop routes all day. Inside Rossmoor Valley, riders may flag down buses to stop anywhere that is legal and safe. The Blue, Red, White, and Yellow lines travel within the Rossmoor Valley, while the Green Line travels to downtown Walnut Creek. All buses serve the Gateway Clubhouse and Rossmoor Shopping Center, sometimes overlapping while other times staggered by 15 to 30 minutes.

Shuttle service is provided before and after regular fixed route on Monday through Friday. The shuttle service leaves the Rossmoor Shopping Center at 9:00 AM, 5:00 PM, 5:30 PM and 6:15 PM. All shuttles stop at Gateway Clubhouse bus shelter and transport Rossmoor residents directly to their street entryway.

Dial-A-Bus

Dial-A-Bus operates on weekday mornings, evenings, and on Saturdays, Sundays, and Holidays. Riders call to request rides at least one hour in advance of pick-up time. Dial-A-Bus service offers trips within the same service area as fixed route service. On weekends, Dial-a-Bus service makes seven trips to downtown Walnut Creek and the Walnut Creek BART station, arriving every two hours. Weekday morning Dial-A-Bus service makes four trips to downtown Walnut Creek and the BART Station, while evening service makes two trips. Estimated morning arrival times to BART are 6:15 AM, 7:00 AM, 8:00

AM and 9:00 AM. Estimated departure times are 7:00 PM and 8:20 PM. On weekdays, bus drivers take calls and dispatch their own rides; a dispatcher takes calls and schedules rides for drivers on weekends.

Paratransit

Rossmoor offers paratransit service to community members who are physically unable to drive or use the regular Rossmoor bus. Paratransit riders typically use wheelchairs, heavy walkers, or are unable to access the bus stop. Sixty-three Rossmoor residents are presently eligible for paratransit service. A dedicated paratransit bus is provided on weekdays from 9:00 AM to 5:00 PM; otherwise, riders are served by Dial-A-Bus service. A dispatcher takes calls and schedules paratransit rides from 9:00 AM to 12:00 PM on weekdays, while drivers take calls and dispatch their own rides during all other times.



Image 1: In addition to fixed route, dial-a-bus, and paratransit service, Rossmoor's buses are used for special events.

ALL LINES ROSSMOOR



Figure 1

GREEN LINE DOWNTOWN WALNUT CREEK

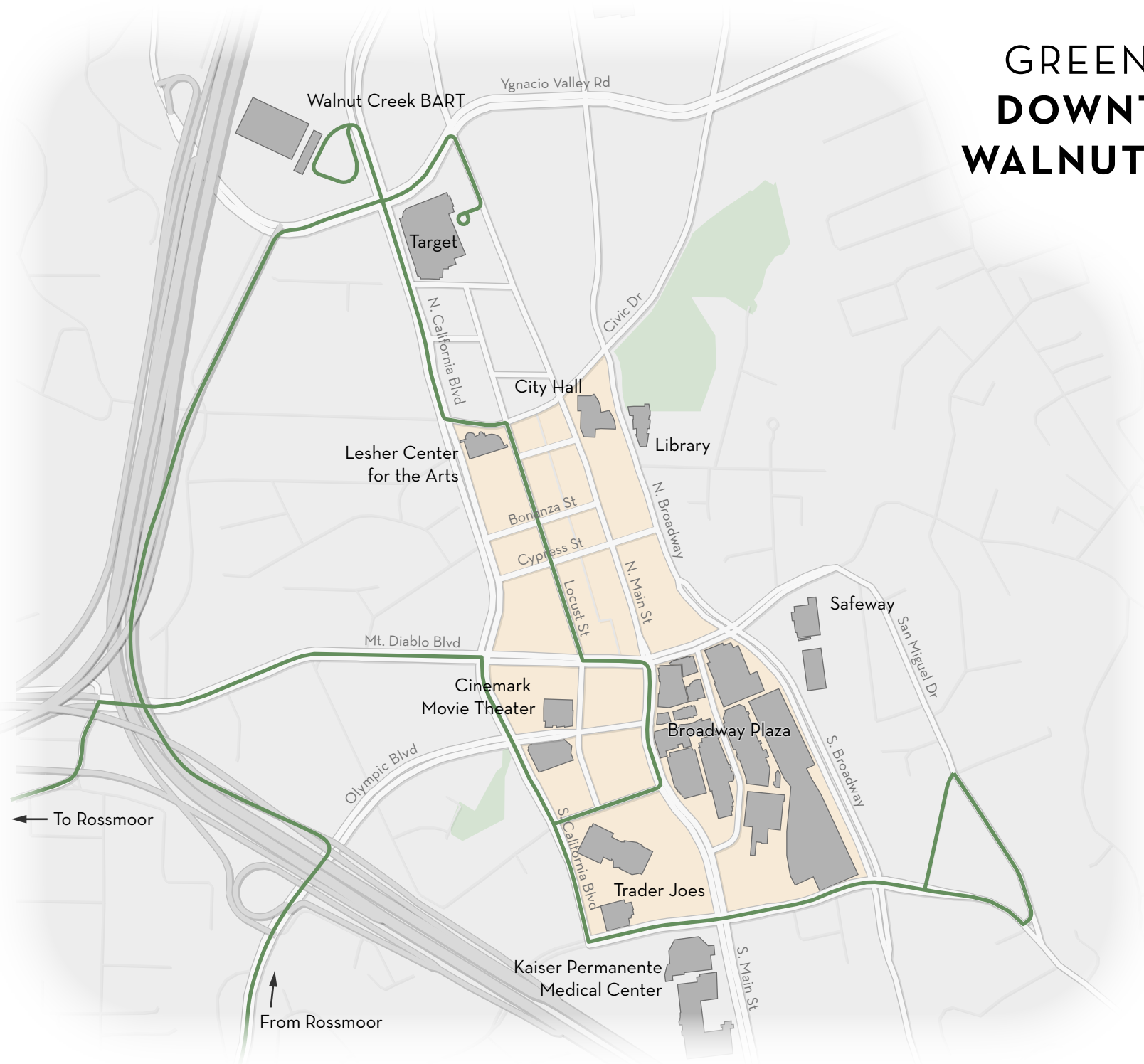



Figure 2

Green Line 
10a-15



Walnut Creek Area Services

In addition to Rossmoor's bus services, other transportation services are available to Rossmoor residents, as discussed below.

County Connection Bus and LINK Paratransit

County Connection provides bus service to Walnut Creek and central Contra Costa County (Figure 3). County Connection's Route 1 provides service between the Rossmoor Shopping Center, Walnut Creek BART Station, and John Muir Medical Center. On weekdays, Route 1 runs hourly from approximately 6:30 AM to 7:30 PM. On weekends, Route 301 runs every 90 minutes from approximately 9:45 AM to 5:15 PM. Seniors 65 and older ride for \$1.00 and buses are free on weekdays between from 10:00 AM and 2:00 PM. Transfers between County Connection and Rossmoor buses are not timed.

County Connection LINK paratransit serves eligible riders under the Americans with Disabilities Act (ADA). LINK paratransit service differs from Rossmoor's paratransit service in its eligibility requirements, service area, scheduling procedures, and user cost. To qualify, riders must be approved based on an application which documents an inability to use fixed-route bus service. Eligible trips must begin and end within 1.5 miles of a County Connection bus route, which excludes approximately one-third of the Rossmoor area. LINK paratransit service hours mirror Route 1 service hours and costs \$4.00 per trip.

Rides must be scheduled one day in advance in order to be guaranteed.

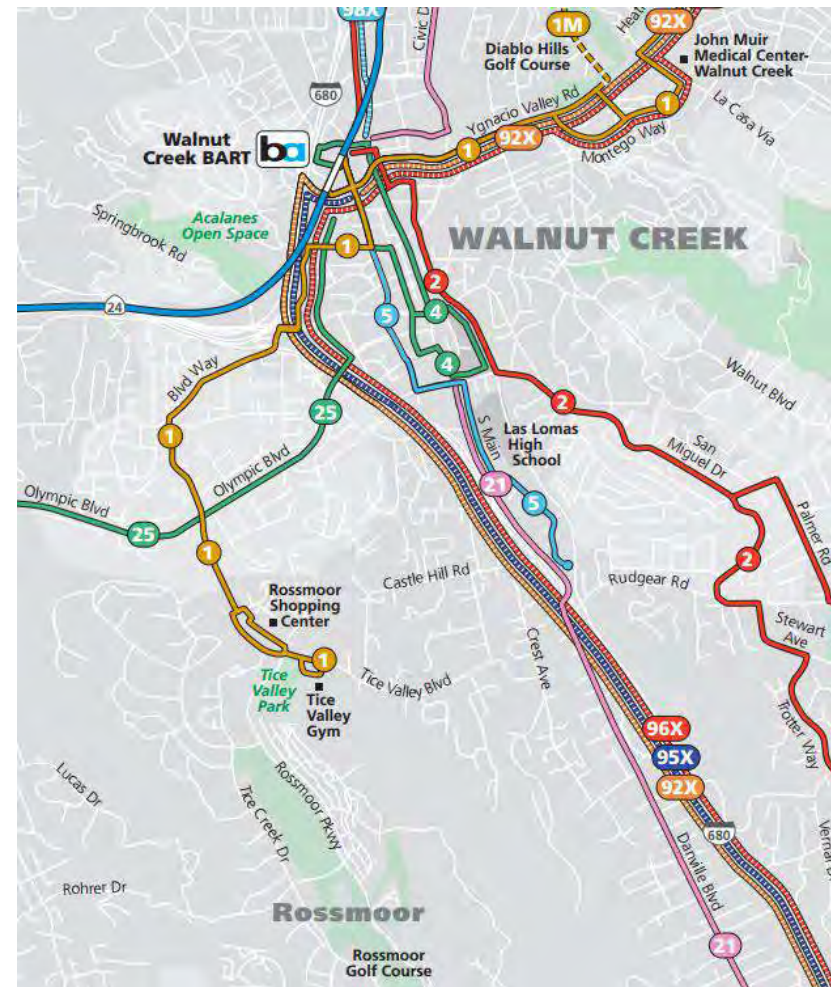


Figure 3: County Connection Map
All of Rossmoor's buses connect to Route 1 at the Rossmoor Shopping Center, while the Green Line connects to several routes at the Walnut Creek BART Station. Source: County Connection, 2017

BART

Bay Area Rapid Transit (BART) provides rail transit service between the East Bay, San Francisco, and northern Peninsula. BART's Pittsburg-Bay Point line connects the Walnut Creek Station with San Francisco, Oakland, and the San Francisco International Airport. BART operates every seven to 15 minutes during weekday daytime hours and every 15 to 20 minutes during weekday evenings and weekends. BART offers discounted fare cards for seniors 65 years and older. The Walnut Creek Station includes 2,089 parking spaces, though parking lots typically fill up by 7:00 AM on weekdays. Transfers between Rossmoor buses and BART are not timed.

Ride-Hailing Services

Ride-hailing services such as Uber, Lyft, and taxis serve the Rossmoor and Walnut Creek areas. For Uber and Lyft, an individual ride between Rossmoor and downtown Walnut Creek costs between \$8 and \$11, while a shared ride costs between \$6 and \$8. Typical wait times are about ten to 15 minutes in Rossmoor and less than ten minutes in downtown Walnut Creek. Wait times and fares for taxi services are generally greater. Drivers must provide the resident's name and residents must notify security in advance to enter Rossmoor.

On-Demand Delivery Services

On-demand delivery services such as Postmates and Instacart serve the Rossmoor and Walnut Creek areas. Deliveries of groceries and meals can be ordered through websites or mobile devices and typically

take under an hour to arrive. Deliveries usually cost between \$4 and 6 plus the cost of items purchased. Drivers must provide the resident's name and residents must notify security in advance to enter Rossmoor.

Other Senior Services

GoGoGrandparent provides phone-based booking of Uber and Lyft rides for seniors. Fares are slightly higher than individual Uber or Lyft rides. GRF has partnered with GoGoGrandparent to promote its use.

Senior Helpline Services offers free one-on-one, door-to-door rides for home-bound senior residents of Contra Costa County. Rides are provided by volunteer drivers primarily for the purpose of obtaining medical care, groceries, and other basic needs.

The Walnut Creek Seniors' Club provides bus service for its members. Reservations are made by phone one day in advance. Fares are \$1.

Caring Hands matches volunteer caregivers with seniors to provide free non-medical assistance. The program is administered through the John Muir Medical Center. Services are generally provided once a week to meet a senior's ongoing need and include visits, transportation, and help with shopping and errands.

Silver Ride offers door-to-door assisted ride service within the Bay Area. Rides may be scheduled via phone, email, or their website. Costs are typically more expensive than taxi service.



3. Study Goals

Ridership and Coverage Goals

Transit systems operating with fixed resources often evaluate the tradeoffs between goals of maximizing ridership and coverage. Ridership goals seek to maximize productivity by focusing services in areas of highest potential demand. Coverage goals seek to maximize the accessibility of transit services across a service area, providing lifeline services to residents who lack other options.

GRF has defined the following ridership and coverage goals for this SRTTP:

Ridership Goals

- Increase ridership and productivity of transit service
- Reduce transit travel times and wait times
- Reduce traffic congestion
- Improve traffic safety
- Enhance sustainability

Coverage Goals

- Serve all residents within a reasonable walking distance (approximately 500 feet from residence)
- Provide direct service to key Walnut Creek destinations
- Provide lifeline service for mobility-impaired residents

There are strong reasons to design systems around either the ridership or coverage goals, and there are no right answers in choosing to allocate resources between the two. Given fixed transportation resources, achieving both goals can be challenging, and tradeoffs are often required. Today, GRF allocates its resources towards maximizing coverage as a community service across the Rossmoor community, ensuring that as many Rossmoor residents as possible are directly served by bus service. This approach results in a network that is highly accessible, but also results in lower productivity due to low frequency and circuitous routes. Moreover, passengers must plan their daily schedules around hourly timetables and dial-a-bus availability, rather than being able to rely on transit for more spontaneous or unplanned trips.

This SRTP evaluates how Rossmoor's current services perform under these ridership and coverage goals. Chapters 4 and 5 consider resident feedback and performance in relation to these ridership and coverage goals, including a survey of residents (**Image 2**). Chapters 6 and 7 evaluate potential service and facilities enhancements consistent with these goals.

Bus Transportation Department survey

Rossmoor residents are invited to submit the completed survey in the drop box on the buses or at Gateway Clubhouse. Or leave a confidential voice message at 705-4788. The survey can be taken online at www.surveymonkey.com/rossmoor-bus. The Bus Transportation Department wants to gather ridership information to find out about trends and needs. Surveys will be available on the buses and will be available at the Farmers' Market beginning Friday, May 19. In June, there will be one or two resident forums on Rossmoor bus transportation. Riders and non-riders are invited to complete the survey.

1. What forms of transportation did you use last month?
(Check all that apply)
☐ Drive my own car ☐ Ride with friend/relative

Rossmoor bus services
☐ Red Route ☐ White Route ☐ Green Route
☐ Blue Route ☐ Yellow Route ☐ Dial-a-Bus
☐ Paratransit

Non-Rossmoor services
☐ County Connection Bus ☐ BART
☐ LINK Paratransit ☐ Taxi ☐ Uber/Lyft
☐ GoGoGrandparent ☐ Senior Helpline services
☐ Seniors' Club Minibus ☐ Silver Ride
☐ On-demand delivery services (Instacart, Postmates, etc.)
☐ Other _____

2. How often do you ride the Rossmoor bus?
(Check all that apply)
☐ Never ☐ Once a month or less
☐ Multiple times per month ☐ Multiple times per week
☐ Daily

3. Where do you ride the bus to?
(Check all that apply)
☐ Destinations within Rossmoor
☐ Destinations near the Rossmoor Shopping Center
☐ Downtown Walnut Creek
☐ Walnut Creek BART Station
☐ Other _____

☐ I do not ride the bus because: _____

4. How far are you able to walk to a bus stop?
(Check one)
☐ Outside my residence
☐ Less than 500 feet
☐ Less than 1,000 feet
☐ More than 1,000 feet
☐ I am not able to walk any distance to a bus stop

**HOW CAN THE
ROSAMOOR BUS SYSTEM IMPROVE?**

5. How would you rate the Rossmoor bus service with

regards to the following statements.
(Check one per statement)

The bus arrives on schedule
☐ Strongly Disagree ☐ Disagree ☐ Neutral
☐ Agree ☐ Strongly Agree ☐ No Opinion

The bus arrives frequently
☐ Strongly Disagree ☐ Disagree ☐ Neutral
☐ Agree ☐ Strongly Agree ☐ No Opinion

The bus operates when I need it
☐ Strongly Disagree ☐ Disagree ☐ Neutral
☐ Agree ☐ Strongly Agree ☐ No Opinion

The bus takes me where I want to go
☐ Strongly Disagree ☐ Disagree ☐ Neutral
☐ Agree ☐ Strongly Agree ☐ No Opinion

The bus is convenient
☐ Strongly Disagree ☐ Disagree ☐ Neutral
☐ Agree ☐ Strongly Agree ☐ No Opinion

It is easy to understand how to ride the bus
☐ Strongly Disagree ☐ Disagree ☐ Neutral
☐ Agree ☐ Strongly Agree ☐ No Opinion

6. Do you prefer the fixed route or Dial-a-Bus services?
☐ Prefer fixed route ☐ Prefer Dial-a-Bus
☐ No preference
 Why? _____

7. Are there any other comments you would like to provide to the Rossmoor Bus?

8. Do you or someone in your household own a vehicle?
☐ Yes ☐ No

9. Are you able to drive?
☐ Yes ☐ No

10. Do you use the Internet?
☐ Yes ☐ No

11. Do you own a smartphone or cell phone?
☐ Yes, I own a smart phone
☐ Yes, I own a cell phone
☐ No, I own neither

12. In which Mutual do you live? # _____

Image 2: Bus Survey Published in Rossmoor News in May



4. Market Analysis

Demographic & Transportation Trends

Rossmoor is an active senior community conducive to transit use as an option available to all residents and as a lifeline service for residents who can no longer drive. The average age of a Rossmoor resident is 77 years old. While most residents are retired, some are still of pre-retirement age: about 12 percent are 64 years old or younger, and about 29 percent are 65 to 74. Bus service connects people and amenities within the Rossmoor community and links Rossmoor with destinations and employment in downtown Walnut Creek and via the Walnut Creek BART Station.

The potential for transit use within Rossmoor is constrained by geographic obstacles. Rossmoor Valley is about three miles long and one mile wide; most trips internal to Rossmoor by car or golf cart are less than ten minutes. Residences are clustered in a range of settings, from condos and co-ops to single family homes, both within the valley floor and along the hillsides. Rossmoor's hilly terrain and meandering street network poses challenges for the bus system to serve all neighborhoods efficiently and effectively. While some residents enjoy a short and easy walk to a bus, others have a longer walk along steep driveways. Coupled with longer wait times and travel times, riding the bus can be inconvenient for some residents. For these reasons, most residents who are able choose to drive instead.

Transportation services are changing rapidly as technology-enabled mobility options evolve. Ride hailing services like Uber and Lyft are

introducing new travel options for Rossmoor residents by increasing the availability of relatively affordable, on-demand solo and shared rides. On-demand delivery services like Instacart and Postmates are enabling easier deliveries of meals and groceries while reducing the need to run errands. Over the next 15-25 years, the development of autonomous vehicles may further reshape travel behavior in a variety of possible ways. While some residents have increasingly adapted to these changes, others are less comfortable or able to use such innovations.

Amid these changes and constraints, the Rossmoor bus system continues to play a key role as a community service. The system fills gaps in mobility and access not fully served by other transportation options. While the system may adapt to changing technology and demographics, and consider new ways to address geographic constraints, the core need for mobility provided via transit service across Rossmoor is expected to remain for the foreseeable future.

Survey Results

The Golden Rain Foundation surveyed Rossmoor residents to solicit feedback on existing transportation services. The survey was distributed on-line, in the *Rossmoor News*, the Gateway Clubhouse bus stop, a booth at the Rossmoor Farmer's Market, and on-board Rossmoor buses during May 2017. A total of 281 responses were received, representing about 2.8 percent of Rossmoor's population. Survey responses may be skewed slightly toward those with an interest

in or opinion about bus service, so these responses are not necessarily a fully representative sample of the entire Rossmoor population. The survey questions and results are provided in the **Appendix**. A summary of key themes is presented below.

Service Quality

- The bus service received high ratings for its reliability and coverage, but received some less favorable ratings for frequency, travel times, and service hours, particularly amongst those who stopped riding or do not ride as often.
- Many respondents requested service later in the evenings coordinated with activities at the event center. Some respondents who cannot drive or can only drive during the day do not attend events or must leave early since bus service ends at 8:30 PM. Some respondents also requested early morning local bus service within Rossmoor for fitness center classes.
- Several respondents identified missed connections and schedule coordination issues between Rossmoor buses, BART, and County Connection. In particular, respondents noted challenges in missing transfers from the Green Line to the Blue Line and from County Connection Route 1 to Rossmoor buses. Respondents also noted that Route 1 and the Green Line leave at around the same time and could be staggered more effectively. Respondents noted schedule overlap between buses and layovers.



- Respondents noted two gaps in service are particularly long and inconvenient: the 80-90 minute midday service gap on the Red, White, and Blue lines during driver lunch breaks and the two hour gap between 5:00 and 7:00 PM for service from the BART Station.
- Some respondents viewed the routing within downtown Walnut Creek as circuitous and time consuming, noting it takes ten minutes to travel to BART but up to 35 minutes to travel from BART. Several requested a more legible routing along Main Street with more direct service to Broadway Plaza.
- Respondents had mixed opinions regarding Dial-A-Bus versus fixed route service. Some appreciated the flexible point-to-point Dial-A-Bus routing, while others did not like the uncertainty of arrival times and the inability to pre-schedule rides. Respondents appreciated the predictability of fixed route service, but some critiqued the inefficiency of circuitous and time-consuming routes and the need to transfer for Walnut Creek destinations. Some also expressed concerns over Dial-A-Bus drivers needing to drive and answer calls at the same time. Some respondents preferred using services like Uber and Lyft for this reason.
- Respondents noted that bus drivers offer high quality of customer service.

Frequency of Use

- Most respondents used the Rossmoor bus occasionally. About half of respondents used the bus multiple times per week or multiple times per month, while only ten percent used it daily. Eighteen percent of respondents never used the bus.
- A majority of respondents used some form of transit the previous month. Sixty three percent of respondents reported using BART, while 26 percent reported using County Connection. Of the Rossmoor bus routes, the Green Line was the most commonly used with 44 percent of respondents.
- Many respondents value the bus service as an amenity regardless of whether they need to use it often. Respondents also acknowledge they may need the bus in the future but do not need it now.

Mobility Needs

- Twenty-nine percent of respondents are unable to drive and 26 percent live in a household without a car.
- Seventy percent of respondents are able to walk greater than 500 feet to a bus stop, while about 15 percent expressed limited mobility
- Some respondents noted the bus steps are too steep.
- Most respondents expressed satisfaction with the current service area. Respondents used the bus to travel within

Rossmoor and to the Rossmoor Shopping Center, Walnut Creek BART Station, downtown Walnut Creek, Target, Kaiser, and other destinations. Some mentioned a desire to travel to areas such as the John Muir Medical Center, Sun Valley Shopping Center, and downtown Lafayette.

Technology Use

- Fifty-four percent of respondents own a smart phone and 90 percent own a cell phone or smart phone; ten percent do not own a smart phone or cell phone.
- Eighty-two percent use the internet.
- Seventeen percent used Uber or Lyft the previous month, compared to 11 percent which used taxi service.
- One percent of respondents have used on-demand delivery services.



Image 3: Residents boarding the Green Line



5. Current System Performance

Ridership

During 2016, Rossmoor's buses served approximately 350 passengers per day on weekdays and 100 passengers per day on weekends and holidays. On weekdays, fixed route and shuttle service accounted for about 300 passengers, while Dial-A-Bus and paratransit served the remainder. The Green, Yellow, Blue, and Red Lines were the busiest routes, each serving about 60 to 75 passengers a day. **Figures 3 and 4** present the average daily ridership, mileage and service hours for each service and route.

An on-board ridecheck was conducted for each route during May 2017 to observe rider origin and destination patterns. Ridership activity was most concentrated at the Rossmoor Shopping Center (about 100 weekday boardings), Gateway Clubhouse (about 50 weekday boardings), and Waterford complex (about 30 weekday boardings). Secondary concentrations of ridership activity were observed at the John Muir at Rossmoor Medical Center, Hillside Clubhouse, Dollar Clubhouse, and along Tice Creek Drive and Upper Golden Rain Road (five to ten weekday boardings). Ridership activity was generally observed to be highest for residences on the western side of the valley – particularly along streets with steep hills – while fewer riders were observed along the southern and eastern sides. A similar distribution occurs on weekends.

ALL LINES BUS BOARDINGS ROSSMOOR

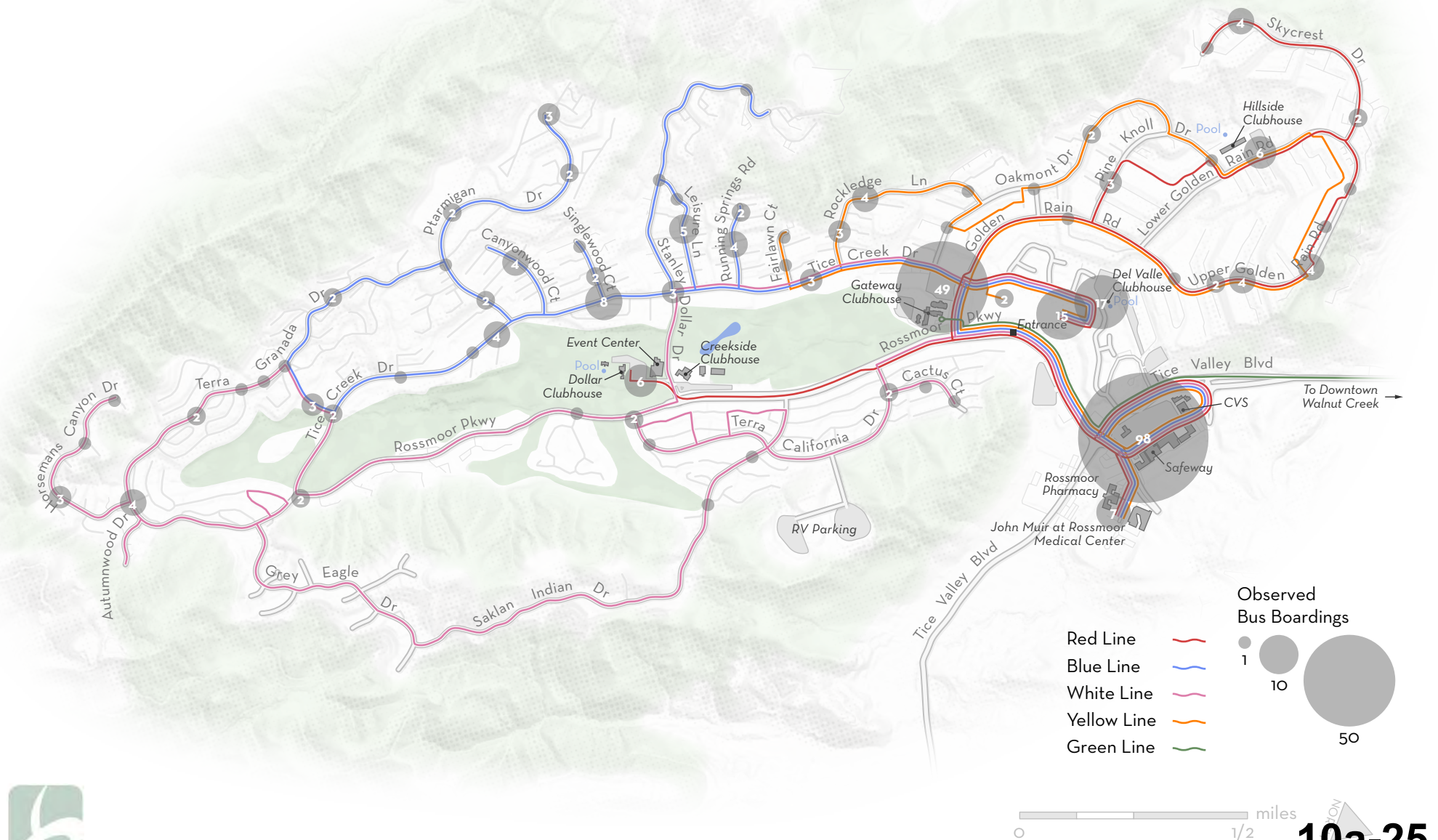


Figure 4

GREEN LINE BUS BOARDINGS DOWNTOWN WALNUT CREEK

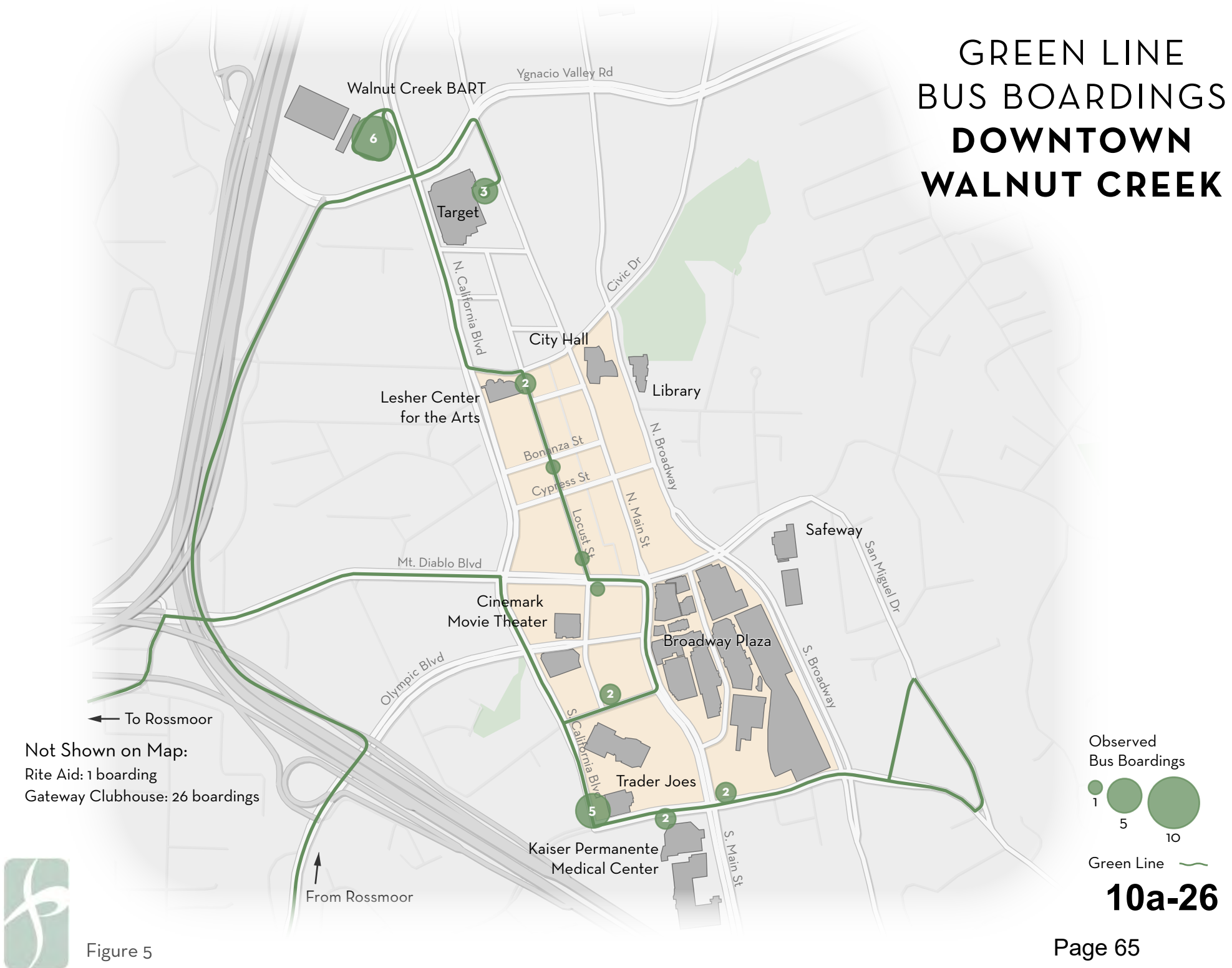


Table 1. Average Daily Riders by Service, 2016

Service	Route	Average Daily Riders
Fixed Route	Red Line	59
	White Line	30
	Blue Line	70
	Green Line ¹	76
	Yellow Line	71
Dial-A-Bus	Weekday AM	25
	Weekday PM	10
	Saturday	99
	Sunday	82
	Holiday	105
Paratransit	Weekday	21
Weekday Average		354
Weekend Average		92

Note: The Green Line alignment was modified in October 2017 during this SRTP. All analysis in this report reflects the alignment prior to October 2017.

Within downtown Walnut Creek, ridership was most heavily concentrated at the BART Station, Target, Kaiser, Trader Joe's, and along Locust Street. No riders were observed using stops at Whole Foods, the Hilltop Professional Center, Boulevard Way, or elsewhere along California Avenue. A ridership imbalance was observed on the Green Line and Dial-A-Bus service to downtown Walnut Creek: while

45 passengers were observed taking the bus from Rossmoor to BART and downtown, only 25 passengers took the bus returning to Rossmoor on the same day. This imbalance may be the result of longer travel times for the Green Line from BART to Rossmoor and the lack of evening commute service during commute hours between 5:00 PM and 7:00 PM. Riders may instead return to Rossmoor by taxi, Uber/Lyft, County Connection, or another mode.

Weekday ridership demand is highest between 10:00 AM and 2:00 PM, peaking at over 40 riders between 11:00 AM and 12:00 PM. Most buses serve between four and nine passengers per service hour with the exception of AM Dial-A-Bus service (13 to 15 passengers per service hour) and midday Blue Line service (10 to 15 passenger per service hour). Nineteen passengers took the morning Dial-A-Bus to BART for 7:00 AM or 8:00 AM arrivals, suggesting these trips may be associated with work commutes. Paratransit averaged two to three rides per service hour. Ridership by time of day is presented as **Figure 6**.

Fixed route and shuttle service account for the majority of system ridership and service hours, as illustrated by **Figure 7**. Dial-a-Bus and paratransit services account for the remainder of ridership and service hours.

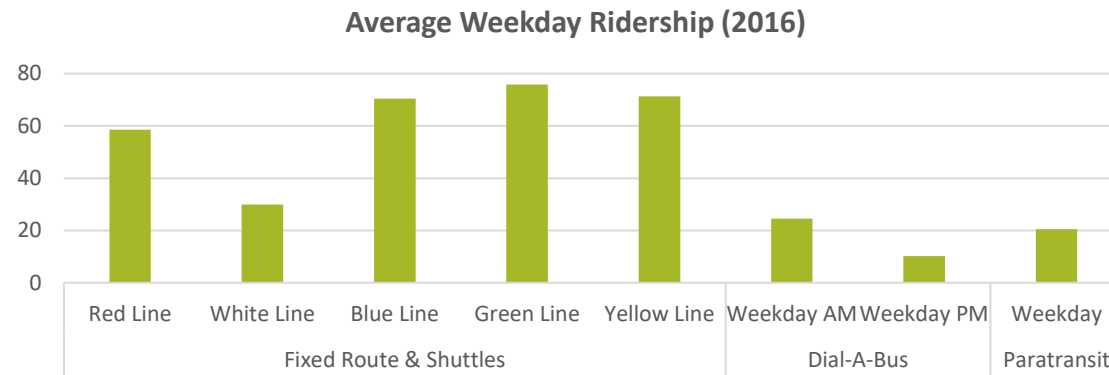


Figure 6: Average Weekday Ridership by Service Type, 2016

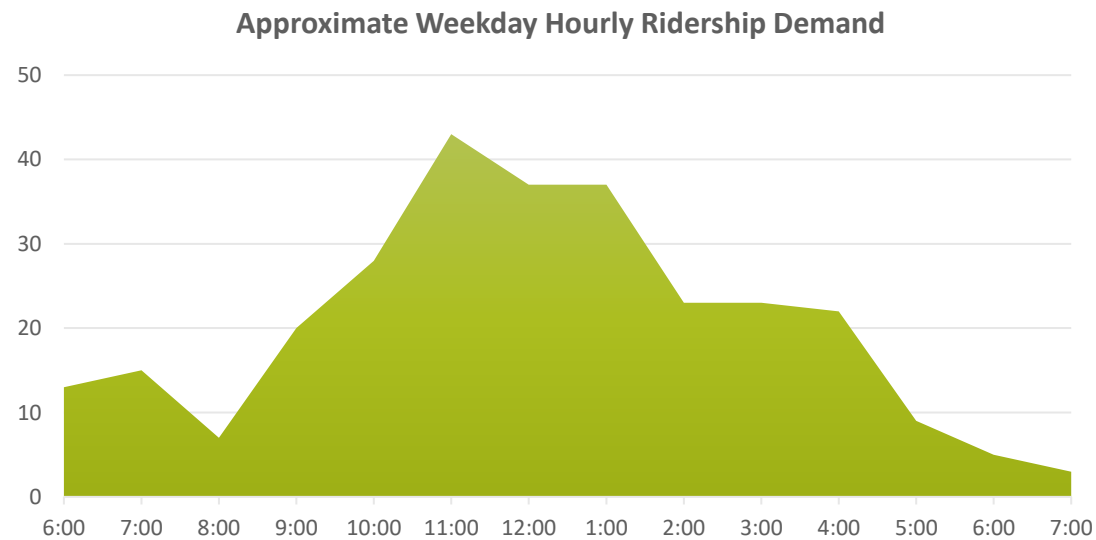
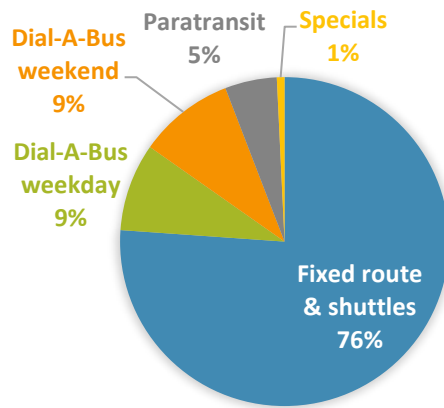


Figure 7: Approximate Weekday Hourly Ridership Demand, 2016

Ridership by Service Type



Hours by Service Type

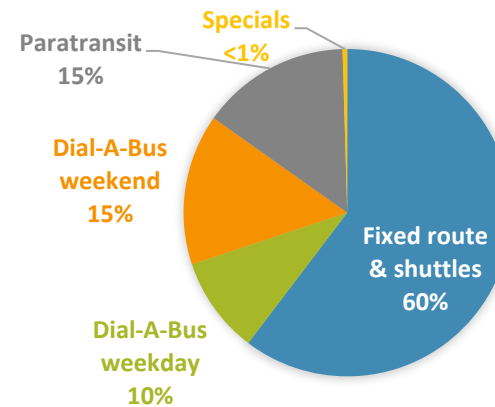


Figure 8: Ridership and Hours by Service Type, 2016

Cost and Revenue

The Rossmoor bus system cost approximately \$1.1 million to provide service in 2016. Eighty-five percent of the costs were associated with wages and employee benefits, while the remaining 15 percent of costs were attributed to fuel, maintenance, and other operational costs (**Figure 8**). Labor costs include drivers, office, and maintenance staff. Bus service is funded by monthly resident contributions of \$14.29 per household supplemented by a \$67,000 grant from the Contra Costa County Transportation Authority for Green Line service. Revenue generated and expenses from 2016 are presented in **Table 2**.

Table 2. Summary of Costs and Revenues, 2016

Revenues	Amount	Percent
Rossmoor Resident Contributions	\$1,035,000	93%
Contra Costa County Transportation Authority Grant	\$67,000	7%
Miscellaneous Income	\$<1,000	<1%
Total Revenues	\$1,102,000	100%
Expenses	Amount	Percent
Salaries and Wages	\$530,000	48%
Employee Benefits	\$403,000	37%
Fuel and Operations	\$94,000	8%
Maintenance	\$74,000	7%
Total Expenses	\$1,102,000	100%



Service Quality

Service quality refers to a range of measures, including reliability, travel time, perception of value, and ease of use. Survey results suggest that Rossmoor's residents generally perceive the service as valuable and reliable. The strong perception of reliability is validated by observation: Rossmoor's buses were observed to consistently operate within two to three minutes of published schedules. **Table 3** summarizes service quality.

However, resident perceptions of travel times, frequencies, and service hours were mixed. Compared to driving times, travel times on Rossmoor's buses take three to five times longer. Moreover, service hours and frequencies are not always responsive to resident needs: average travel times plus wait times of 40-50 minutes and limited morning and early evening service pose obstacles to riding the bus. Overlap between fixed routes, variable scheduled arrival times, and poorly timed connections between services also represent points of confusion and inefficiency.

Table 3. Service Quality

Route	Travel Time	Frequency	Average Travel Time + Wait Time	Service Hours	Average Speed	On-Time Performance ¹
Blue Line	43 min	43 min	43 min	9:00 AM - 5:00 PM	15 mph	>95%
Red Line	39 min	47 min	43 min	9:00 AM - 5:00 PM	12 mph	>95%
White Line	47 min	55 min	51 min	9:00 AM - 5:00 PM	15 mph	>95%
Yellow Line	43 min	45 min	44 min	9:00 AM - 5:00 PM	12 mph	>95%
Green Line	43 min	60 min	52 min	9:50 AM - 5:35 PM	12 mph	>95%
Dial-A-Bus	varies	varies	>60 min	6:00 AM - 9:00 AM; 5:00 PM - 8:30 PM	n/a	n/a

Notes:

¹On-time performance defined as less than two minutes ahead or five minutes behind schedule at a scheduled timepoint.

Service Productivity

Service productivity is commonly measured using two metrics: passengers per service hour (how many passengers use a service in an average hour) and cost per passenger (how much it costs to operate per passenger).

Table 4 and **Figure 9** compare passengers per service hour and cost per passenger for Rossmoor's services and routes.

On average, Rossmoor's buses serve four to ten passengers per service hour for an average cost of \$6 to \$16 per passenger. Weekday AM Dial-A-Bus and the Yellow, Blue, Green, and Red lines were the most productive routes, serving approximately eight to ten passengers per service hour for a cost of \$6 to \$8 dollars per passenger. Weekday PM, weekend, and holiday Dial-A-Bus service, and the White line were less productive, serving around three to five passengers per service hour for a cost of \$15 to \$22 per passenger. Paratransit service was the least productive and most costly service to operate, serving about two passengers per service hour at a cost of \$43 per passenger.

Table 4. System Performance Comparison by Service, 2016

Service	Route	Passengers per service hour	Cost per Passenger
Fixed Route & Shuttles	Red Line	8.3	\$7.75
	White Line	4.3	\$15.08
	Blue Line	9.9	\$6.47
	Green Line	9.4	\$6.85
	Yellow Line	10.1	\$6.38
	<i>Average</i>	8.4	\$7.63
Dial-A-Bus	Weekday AM	10.6	\$6.09
	Weekday PM	3.0	\$21.63
	Weekend	4.2	\$18.63
	<i>Average</i>	5.9	\$15.01
Paratransit	Daily	1.9	\$43.32
Weekday Average		7.1	\$9.95
Weekend Average		4.0	\$18.63
System Average		6.5	\$10.81

GRF does not define performance standards for its transit services. For a point of comparison, County Connection seeks to achieve at least 15 passengers per service hour at a cost of less than \$8.50 per passenger for fixed route services, and two passengers per service hour for paratransit services.

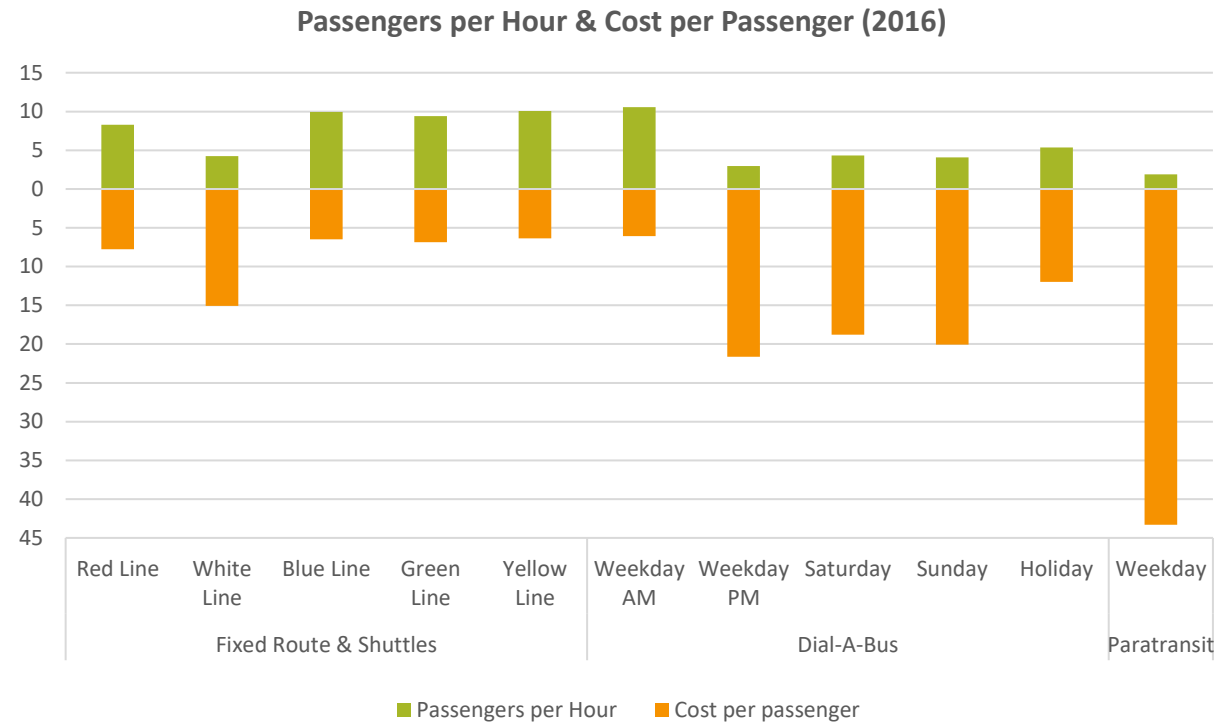


Figure 9: System Performance Comparison by Service (Passengers per service hour & Cost per Passenger), 2016

Recent Service Trends

Over the past six years, Rossmoor has reduced bus service hours by approximately 14 percent. Consequently, ridership has decreased by about 15 percent, as shown in Figure 10. However, service productivity – in terms of passengers per service hour – has increased by about five percent over the same period.

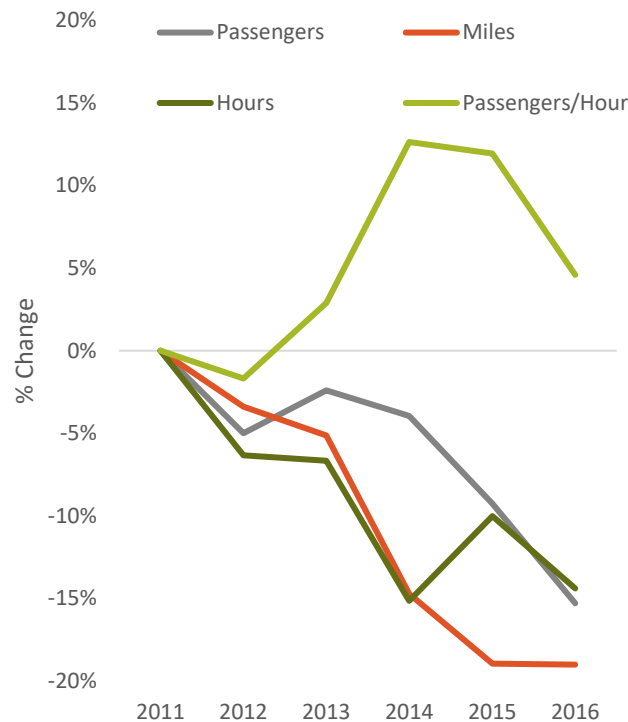


Figure 10: Performance over Time by Percent Change, 2011-2016

Peer Review

Measured against peer transit agencies, Rossmoor's bus service has a lower operating cost but attracts fewer passengers, while paratransit service is comparable. Figure 11 compares performance of Rossmoor's bus and paratransit service relative to two neighboring transit agencies: County Connection (Walnut Creek/Concord area) and Wheels (Dublin/Pleasanton/Livermore area).

Compared to County Connection and Wheels, Rossmoor's bus system carries about 40 to 60 percent fewer passengers per service hour per bus, and the service costs about 25 percent more on a per passenger basis. However, Rossmoor's hourly bus operating costs are about 50 percent less than County Connection and Wheels. Paratransit performance is challenging for all three operators. Although Rossmoor's paratransit service carries a similar number of passengers per service hour, the service costs more, both per passenger and per service hour, when compared to neighboring agencies.

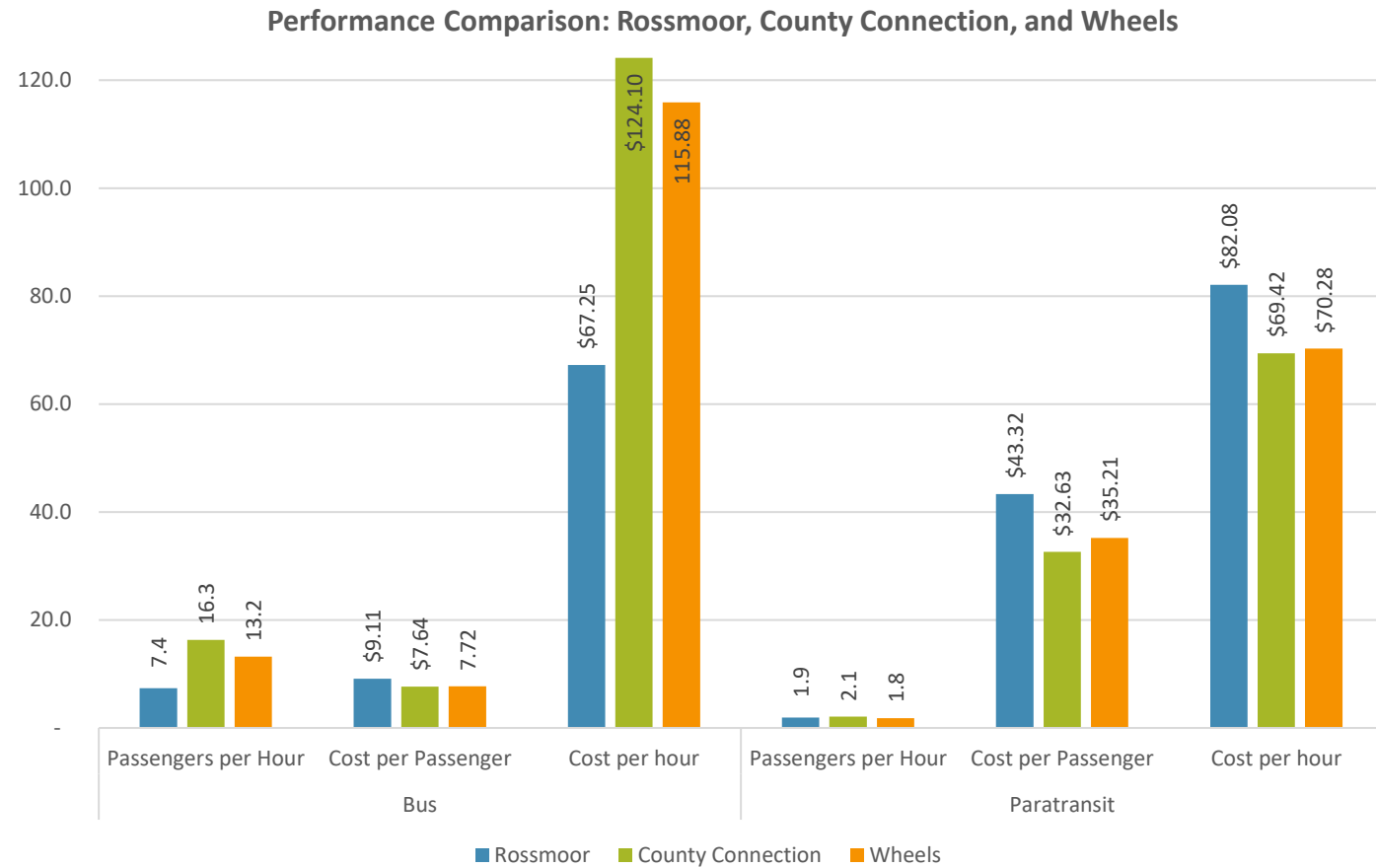


Figure 11: Service Comparison: Rossmoor, County Connection (Walnut Creek area), and Wheels (Livermore area)

6. Operations Improvement Plan

Rossmoor's residents value bus service as an amenity and mobility option, both amongst those who use the service daily and occasionally. The service fulfills mobility needs within Rossmoor and the surrounding area that is otherwise not sufficiently addressed by public transit or private services such as Uber or Lyft.

While Rossmoor's bus system operates with efficiency and effectiveness in serving riders and the Rossmoor community, current operations may be improved with respect to three areas:

- 1. Optimize bus productivity:** Rossmoor's bus service provides a community service that is intended to balance ridership and coverage goals. To achieve a better balance between these goals, improvements to low productivity services should be considered, particularly the White Line, evening and weekend Dial-a-Bus, and paratransit services.
- 2. Enhance convenience of bus service:** While Rossmoor's buses are reliable and serve key origins and destinations, the service lacks convenience for most residents to rely upon, especially for those who have access to a vehicle. Current bus routes, frequency, travel times, and service hours meet the needs of a subset of the Rossmoor community. The system is less productive relative to its peers due to this service structure as well as market and geographic constraints. All services (fixed route, Dial-A-Bus, and paratransit) offer



opportunities for enhancement and optimization, which will help support additional ridership gains.

3. Improve communications and dispatch:

Communication between residents and bus operations presents challenges for efficiently dispatching dial-a bus and paratransit rides and disseminating real-time bus arrival information. The current practice of drivers taking calls while driving is inefficient and poses safety concerns. Most (but not all) Rossmoor residents are technologically proficient, presenting opportunities to improve a rider's experience.

Network Alternatives

To improve the productivity, convenience, and communications of bus service, two network alternatives were considered. The first alternative optimizes fixed route and dial-a-bus service. The second alternative implements a fully on-demand service. Both alternatives seek to maintain operating costs within current funding levels.

Alternative 1: Optimized Fixed-Route and Dial-a-Bus

An optimized fixed route bus network within Rossmoor would maintain a service structure similar to today's operations with a few key changes to consolidate overlapping routes, improve frequencies, and simplify the system. Changes to fixed route services could include consolidation of the Red and Yellow lines, and Blue and White lines to

create two routes with frequencies and travel times of about 30 minutes each (illustrated in **Figure 12**). To consolidate these routes and increase service levels, fixed route service in the eastern valley along Saklan Indian Drive and Grey Eagle Drive would need to be shifted to Dial-a-Bus service shared with paratransit. This would affect an estimated one or two daily riders. These changes would not materially change operating costs.

Under this scenario, the Green Line would remain relatively unchanged. While the Green Line's meandering alignment through downtown Walnut Creek results in longer travel times, this alignment is designed to maximize coverage of key destinations rather than maximizing ridership. GRF is currently evaluating modifications to the Green Line alignment to provide more direct service to Broadway Plaza. The Green Line's schedule would be revised to achieve timed transfers with new fixed route services and coordinate departures in between runs by County Connection's Route 1.

To improve the safety and efficiency of Dial-a-Bus operations, weekday morning and evening dispatch responsibilities would be shifted from drivers to either office staff or an automated phone dispatch software system. The additional annual cost of either increased staff hours or purchasing an automated phone dispatch software system would be approximately \$40,000 to \$80,000 per year. Alternatively, to avoid increasing costs, weekday morning and evening dial-a-bus reservations may be restricted to current Paratransit

dispatch hours (9:00 AM – 12:00 PM); however, these restrictions would adversely affect the convenience of the dial-a-bus system and may result in a decrease in ridership.



Figure 12: Optimized Two-Route System Concept

Advantages:

- Maintains familiar fixed route and dial-a-bus service structure
- Reduces average travel time + wait time to 30-40 minutes
- Potential to increase ridership by 15 to 40 percent

Disadvantages:

- Increases costs by up to \$80,000
- Bifurcates service delivery, shifting some service areas from fixed route to dial-a-bus

Alternative 2: On-Demand Service

Recent innovations in ride-hailing and dispatch technology present an opportunity for Rossmoor to adopt a fully on-demand transit service. Similar to Uber or Lyft, GRF could operate an on-demand, point-to-

point service within Rossmoor, but maintain use of its own vehicles and drivers. To implement such a service, GRF would purchase an on-demand software platform that would enhance the efficiency of its current dial-a-bus service model.

On-demand software platforms allow riders to request rides for a specific origin and destination within a pre-defined service area via phone, smartphone app, or a website. Buses are automatically dispatched via real-time routing directions to choose the shortest, fastest route while combining trips for multiple passengers. Trips may be scheduled in as little as 10 to 15 minutes in advance.

An on-demand service would offer several enhancements to the current fixed route and dial-a-bus services (illustrated in **Inset 12**). On-demand service would enable point-to-point travel within Rossmoor regardless of origin and destination (e.g. residence to residence). Service would be provided on all streets where bus operations are feasible, enhancing coverage throughout the community. An on-demand service would also provide a consistent rider interface during all hours of operations on weekdays and weekends. Fixed route service could continue to be provided to downtown Walnut Creek via timed transfers to the Green Line, or all routes could be shifted to an on-demand service.

On-demand service would help GRF to increase productivity of its buses. Ridership and costs would vary depending on how many buses are deployed at various times of day. Approximately three to four buses would be needed to meet existing ridership demand (including



one Green Line bus). Such a service on-demand service would reduce average daytime travel and wait times to 30 minutes or less with approximately four vehicles in operation. By providing a faster and more responsive bus, an on-demand service could also increase ridership by 40 to 70 percent.

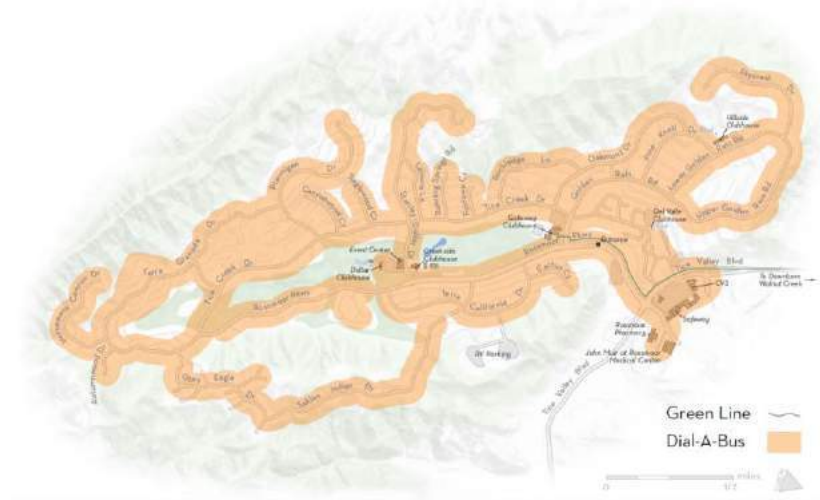


Figure 13: On-Demand Service Concept

Because on-demand service would require fewer daytime vehicles, operating costs are unlikely to increase. Operating four weekday daytime buses instead of six would decrease costs associated with drivers, fuel, and vehicle maintenance. These cost savings would be offset by increased costs associated with additional dispatch staff hours and software. Since over half of Rossmore residents own smartphones and eighty percent use the internet, it is anticipated that many riders will use a mobile app or website to book trips. However,

a phone dispatch and support service would also be provided to serve residents. This service could be provided by GRF staff during the day, or it could be an automated system. If a dispatch staff person is on-call 9:00 AM to 5:00 PM, seven days a week, costs may be similar or slightly lower than current operations.

Advantages:

- Reduces travel and wait times to 30 minutes or less
- Increases coverage and enables point-to-point travel
- Potential to increase ridership by 40 to 70 percent
- Flexibility to reallocate service to meet demand without major service changes

Disadvantages:

- Learning curve for riders and drivers
- Use of automated dispatch system during morning and evening hours may pose inconvenience



Image 4: Example turn-by-turn driving directions. Source: Google Maps.

Comparison of Alternatives

Both network alternatives would enhance the convenience and productivity of bus service while addressing key issues associated with dispatch communications. Relative to current operations, an optimized fixed route and dial-a-bus service would reduce average travel and wait times by approximately ten minutes, increase ridership by 50 to 150 daily riders, and increase costs by up to \$80,000 annually.

Initial modeling of an on-demand service suggests such a service would reduce average travel and wait times by at least ten minutes and increase ridership by 150 to 250 daily riders. An on-demand service would also require fewer vehicles to serve peak demand on weekdays (four buses instead of six), reducing annual vehicle hours by 25 percent. The addition of dispatch staff and software and the reduction in vehicle hours would result in approximately the same cost as current operations.

A comparison of alternatives is provided in **Table 5**.

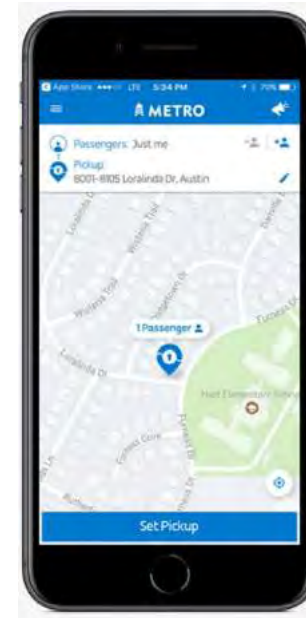


Image 5: Sample on-demand transit mobile application.
Source: Capital Metro.

Table 5. Comparison of Network Alternatives

Network Alternative	Avg Midday Travel + Wait Times	Daily Ridership Potential ²	Peak Vehicle Needs	Estimated Annual Vehicle Hours	Estimated Annual Cost
Existing Service	43-51 min	350 Riders	6 Buses	16,000	\$1,100,000
Optimized Fixed Route and Dial-a-Bus	30-40 min	400-500 Riders	6 Buses	16,000	\$1,140,000-1,180,000
On-Demand Service ¹	<30 min	500-600 Riders	4 Buses	12,000	\$1,100,000

¹ Assumes same morning, evening, and weekend service levels and four weekday daytime buses instead of six

² Calculated based on simulation of on-demand transit operations, elasticities of demand for transit frequency from similar transit services, and analysis of survey results



On-Demand Service Plan

Chapter 5 demonstrates that an on-demand bus service would most effectively serve Rossmoor's transit ridership needs. On-demand service offers the greatest potential reductions in travel times and wait times, providing flexible, responsive, point-to-point transit throughout Rossmoor with fewer vehicles service hours than today.

Table 6 shows a proposed service plan. The proposed service area would include all streets within Rossmoor where bus operations are feasible, as well as current areas around the Rossmoor Shopping Center. No change in current morning, evening, and weekend service levels are assumed. To maintain average travel times and wait times of 30 minutes or less, four buses would be needed during weekday daytime hours.

Table 6. Proposed On-Demand Service Plan

Network Alternative	Avg Midday Travel + Wait Times	# of Buses in Operation	Dispatch
Weekday	6:00 AM – 9:00 AM	1	Automated
	9:00 AM – 5:00 PM	4	In-Person
	5:00 PM – 8:30 PM	1	Automated
Weekend	9:00 AM – 5:00 PM	2	In Person
	5:00 PM – 8:30 PM	1	Automated
Estimated Cost		\$1,100,000	

Initially, Green Line service to downtown Walnut Creek would remain as fixed route service with timed connections to on-demand buses and

staggered service with County Connection's Route 1. GRF could assess a possible conversion of the Green Line to an on-demand route after implementation of local on-demand service.

Potential Service Enhancements

The implementation of an on-demand transit service may result in operational savings that could be reinvested into expanded service. Based on current ridership, survey feedback, and expected changes associated with an on-demand platform, service levels and hours may warrant further enhancement for the following time periods.

Table 7. Potential On-Demand Service Enhancements

Service Enhancement	Description	Estimated Annual Cost
1 Additional Weekday Morning Bus	Add second bus from 7:00 AM to 9:00 AM on weekday mornings	\$35,000
2 Extended Evening Hours	Extend evening service by one hour from 8:30 PM to 9:30 PM	\$25,000
3 Additional Weekday Early Evening Bus	Add second bus from 5:00 PM to 6:30 PM on evenings	\$40,000
Total Potential Service Enhancements		\$100,000

1. Additional Weekday Morning Bus

Morning dial-a-bus service is the most productive service within Rossmoor's bus system, nearly at capacity carrying over ten

passengers per service hour. Adding a second morning bus beginning at 7:00 AM would better serve latent ridership demand during this period. An additional weekday morning bus would cost approximately \$35,000 per year.

2. Extended Evening Hours

One of the most common feedback received in the survey involved extending evening service hours for special events. While evening service is among the least productive services, this is in part due to a lack of coordination between bus service hours and event times. Extending service by one hour to 9:30 would cost approximately \$25,000 per year.

3. Additional Weekday Early Evening Bus

Expanded weekday evening service in the early evening between 5:00 PM and 6:30 PM presents an opportunity to better serve riders commuting from work or traveling to and from dining and entertainment. An additional bus during the early evening hours would cost approximately \$25,000 per year.

Future Service Changes

As Rossmoor residents adjust to on-demand service, ridership growth may warrant additional changes to service on weekdays and weekends. Because buses would not be tied to individual routes, GRF could add or remove service depending on funding and ridership

changes over time. GRF would continue to monitor ridership patterns and tailor its services to meet the needs of residents.

Implementation

The following outlines steps transition to an on demand transit service:

1. Purchase on-demand software platform
2. Simulation of transit service needs for weekday and weekend operations (to be conducted by software vendor)
3. Training of office staff and drivers and hiring of new dispatch staff for daytime support
4. Pilot program for morning, evening, and weekend dial-a-bus service
5. Implementation of on-demand service for weekday fixed route operations in Rossmoor
6. Reassess Green Line operations and possible shift to on-demand operations

Including the procurement, training, and pilot program, the implementation of an on-demand service is expected to take approximately six to eight months.



Additional Transportation Opportunities

In addition to improvements to transit services, several other low-cost or cost-neutral strategies would help expand transportation choices within Rossmoor:

1. Continue to promote existing transportation services:

The Rossmoor area is served by a range of transportation services, including Uber, Lyft, taxis, and County Connection, as well as Senior Helpline Services, Seniors' Club Bus, and Caring Hands. A minority of residents use these services today: about 20 to 25 percent have recently used County Connection or Uber/Lyft, and less than ten percent have recently used other senior services. Continued promotion of these services (such as the recent partnership with GoGoGrandparent) and periodic reassessment of gate security protocols would support further growth.

2. Encourage use of on-demand delivery services:

On-demand delivery of groceries, meals, and home products reduce the need to travel for everyday needs. Companies such as Instacart, Google Express, and Amazon Fresh deliver groceries and other goods, while Postmates, DoorDash, and Caviar deliver meals from local restaurants. Currently, one percent of Rossmoor residents regularly make use of such delivery services. Resident education and partnerships with

delivery companies present an opportunity to grow the use of such delivery services.

3. Develop a ride-matching network: A ride-matching forum or email list would help connect drivers and passengers within Rossmoor, particularly amongst residents making trips difficult by transit.

4. Implement a shared mobility program: Shared mobility services for cars, bikes, and golf carts offer the benefits of occasional access to a vehicle when needed without the full burden of ownership. Companies such as ZipCar, GIG, and EnvoyThere offer different types of carshare services, ranging from round-trip reservations to one-way on-demand services. Additionally, a bikeshare or golf cart share program for trips within Rossmoor would further expand transportation options.



Image 6. Example on-demand delivery services available in Rossmoor.

7. Capital Improvement Plan

Transit Vehicles & Facilities Vision

Rossmoor's buses and bus facilities are kept in a good state of repair. While no immediate changes are needed, GRF may invest in new vehicles and facilities in the future. Future investments in vehicle should prioritize sustainability, efficiency, and rider experience, while street improvements should prioritize convenient pedestrian access to buses.

Vehicle Fleet

Rossmoor's bus service presently includes a fleet of cutaway shuttle buses with capacity for 14 to 18 passengers (see **Inset 16**). The average age is ten years, with two vehicle model years older than 2008. Rossmoor's fleet is larger and less expensive to operate than peer systems: fuel and maintenance costs are below average due to low vehicle miles, rotation of vehicles, and emphasis on a state of good repair.

Vehicle Type

Current shuttle buses are appropriate for the ridership demands of GRF's fixed route operations. Depending on how ridership responds to on-demand service, it is possible that a mix of shuttle buses and eight to 12 seat passenger vans may be appropriate.



Image 7: Rossmoor bus at the Gateway Clubhouse

Table 8 provides a comparison of these three different vehicle types, in terms of capacity, fuel efficiency, and ADA accessibility.

Table 8. Vehicle Comparison

Vehicle Type	Cost	Capacity	Fuel Efficiency	ADA Access
Shuttle Bus	\$\$\$	+++	☞☞☞	✓✓✓
Passenger Van	\$\$	++	☞	✓✓

Next Steps: Maintain a mix of shuttle and passenger vans to meet the evolving needs of an on-demand service.

Vehicle Fuel Technology

Riding transit in lieu of driving is an inherently sustainable choice. While Rossmoor's bus fleet currently runs on diesel fuel, a growing range of bus fuel technology options are available to further reduce greenhouse gas emissions.

Electric buses present an opportunity to capitalize on Rossmoor's investments in solar energy. County Connection and the City of Walnut Creek recently launched electric buses and inductive (wireless) charging stations for the Walnut Creek Downtown Trolley (**Image 8**). California bus manufacturers such as Gillig, BYD, VIA Motors and Motiv produces electric buses and shuttles. In addition, major automobile manufacturers like Ford and Mercedes-Benz are currently developing and/or testing plug-in hybrid versions of their eight to 12 passenger vans, which could come on the market in 2018.

Table 9. Fuel Technology Comparison

Fuel Technology	Availability	Cost	Sustainability
Diesel	✓✓✓	\$	☞
Natural Gas	✓	\$\$\$	☞☞
Hybrid-Electric	✓✓	\$\$	☞☞
Electric	✓	\$\$	☞☞☞
Hydrogen	✓	\$\$\$	☞☞☞



Images 8 and 9: The Downtown Walnut Creek Trolley (bottom left) and Rossmoor's Solar Farm (below)



Other fuel technologies are being applied by transit services in the San Francisco Bay Area, such as AC Transit with a fleet of hybrid-electric

and hydrogen buses. Compressed Natural Gas (CNG) buses, while common in Southern California, are not presently in operation in the Bay Area. Both hydrogen and CNG technologies require new dedicated fueling infrastructure, which presents a high upfront cost. Because Rossmoor is already investing in solar energy (**Image 9**), the future procurement of electric transit vehicles would further capitalize on that existing investment.

Next Steps: Consider purchase of electric buses in future fleet procurements to capitalize on Rossmoor's solar power investment.

Autonomous Vehicle Technology

Autonomous vehicle (AV) technology presents the potential to reshape automobile and bus operations. Many car manufacturers already include limited automation through features such as lane assist, advanced collision warning, and adaptive cruise control. However, as an emerging technology, AV technology in transit vehicles remains in the early stages of testing and has not yet been implemented in vehicle offerings. A 2015 survey of seven major U.S. bus manufacturers found that no manufacturers offered AV technology. Since this survey, several smaller companies have begun manufacturing autonomous shuttle vehicles: Easy Mile, NAVYA, and Local Motors. These companies are producing, testing, and beginning to deploy 12-15 seat electric and self-driving vehicles.

Although most current applications are international, Local Motors currently has a demonstration project in Baltimore, Maryland, and Navya participated in a pilot project in Las Vegas, Nevada in early



2017. Locally, the Contra Costa Transportation Authority will soon commence testing of a autonomous shuttle pilot program, initially at the former Concord Naval Weapons Station, then on private roads at the Bishop Ranch Office Park in San Ramon (**Image 10**).



Image 10: Autonomous bus pilot program at Bishop Ranch in San Ramon, CA. Source: County Connection

While the future of autonomous transit vehicles remains uncertain and their deployment may take years or decades depending on a variety of technical and policy factors, shifting to an on-demand transit platform represents the first step toward becoming AV-compatible. An on-demand transit platform could be integrated with an autonomous shuttle or taxi pilot, similar to the program available at The Villages Golf and Country Club in San Jose. While an AV taxi program could help attract new riders, it may not be appropriate for serving the

accessibility needs of all Rossmoor residents – many of whom do not own cell phones or need ADA-accessible vehicles. Over the long term, there is substantial uncertainty around the cost, safety, liability, and maintenance of autonomous transit. Moreover, AVs will not alleviate the need for Rossmoor’s bus drivers, who serve a range of roles in supporting the well-being of Rossmoor’s residents.

Next Steps: *Continue to monitor progress of autonomous vehicle implementation and consider participation in pilot programs with CCTA and technology firms.*

Stops and Street Facilities

Buses stop anywhere that is safe and legal within Rossmoor; consequently, riders access the bus as pedestrians in a range of locations. The primary challenges for pedestrian safety within Rossmoor include lack of signed crosswalks consistent with the California Manual on Uniform Traffic Control Devices (MUTCD), lack of directional curb ramps, long crosswalks across multiple lanes without median refuges on Rossmoor Parkway and Upper Golden Rain Road, and unmarked crosswalks across wide streets throughout the community. Continued investments in traffic calming and pedestrian crossings help riders safely access bus service. A traffic analysis by the Public Safety Department identifies improvement opportunities.

At key stop locations such as the Gateway Clubhouse and Rossmoor Shopping Center, GRF may consider enhanced signage, shelters, maps, and information kiosks to provide real-time arrival information.

Appendix

A1: 2016 Service Summary

A2: Ridership Maps

A3: Rider Survey

10a-47

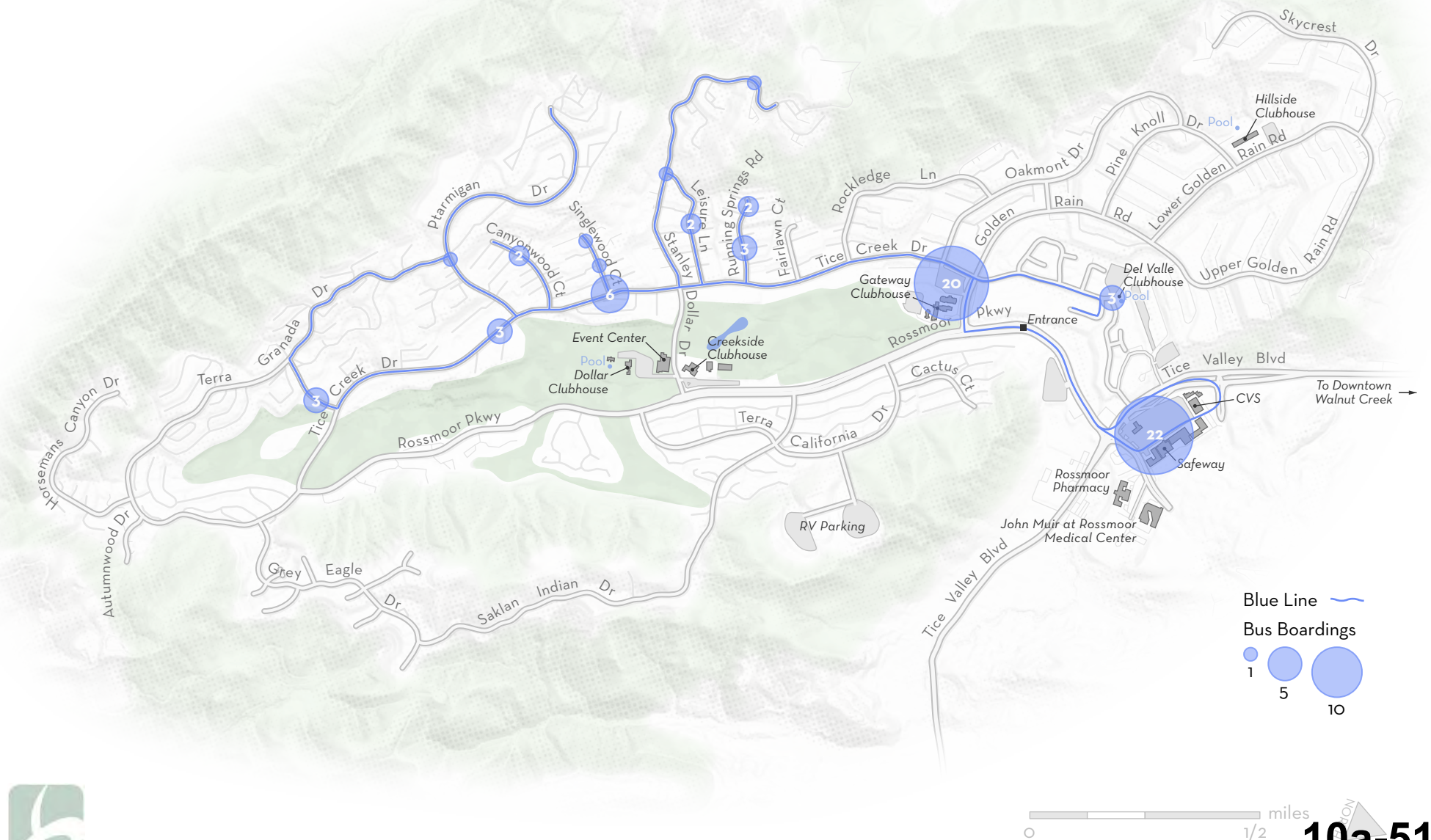
Appendix A1: 2016 Service Summary

Appendix A1: 2016 Service Summary

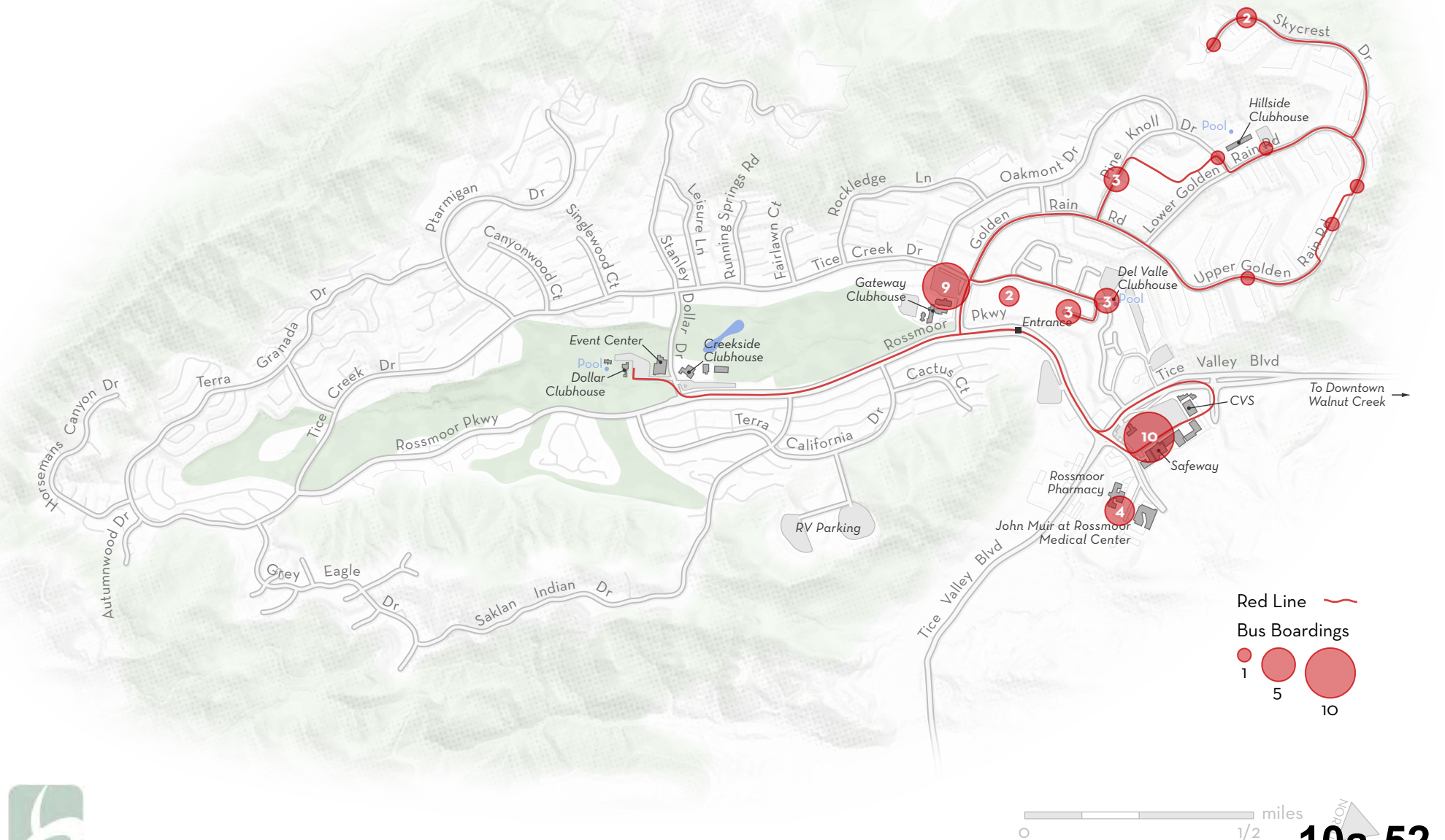
Service	Route	Annual Service (Estimated)			Daily Service (Estimated)			Productivity (Estimated)		Cost (Estimated)		
		Ridership	Mileage	Hours	Ridership	Mileage	Hours	Passengers per Mile	Passengers per Hour	Annual Cost	Cost per passenger	Cost per hour
Fixed Route & Shuttles	Red Line	14,708	20,746	1,773	59	83	8	0.7	8.3	\$ 113,966	\$7.75	\$64.28
	White Line	7,503	23,119	1,761	30	92	8	0.3	4.3	\$ 113,163	\$15.08	\$64.28
	Blue Line	17,661	21,599	1,778	70	86	8	0.8	9.9	\$ 114,271	\$6.47	\$64.28
	Green Line	19,024	20,541	2,027	76	82	8	0.9	9.4	\$ 130,261	\$6.85	\$64.28
	Yellow Line	17,887	17,948	1,776	71	72	8	1.0	10.1	\$ 114,159	\$6.38	\$64.28
Dial-A-Bus	Weekday AM	6,158	9,876	584	25	39	3	0.6	10.6	\$ 37,512	\$6.09	\$64.28
	Weekday PM	2,551	8,452	859	10	34	3	0.3	3.0	\$ 55,183	\$21.63	\$64.28
	Saturday	5,228	8,927	1,207	99	168	23	0.6	4.3	\$ 98,295	\$18.80	\$81.45
	Sunday	4,251	7,259	1,047	82	140	20	0.6	4.1	\$ 85,260	\$20.06	\$81.45
	Holiday	1,049	1,505	196	105	151	20	0.7	5.4	\$ 12,583	\$11.99	\$64.28
Para-transit	Weekday	5,148	15,210	2,225	21	61	9	0.3	2.3	\$ 223,034	\$43.32	\$82.08
Specials	n/a	759	795	69	n/a	n/a	n/a	n/a	n/a	\$ 4,429	\$5.84	\$64.28
Weekday Subtotal		90,640	137,491	12,781	354	537	50	0.7	7.1	\$ 901,549	\$9.95	\$67.92
Weekend / Holiday Subtotal		10,528	17,691	2,449	92	154	21	0.6	4.0	\$ 196,137	\$18.63	\$80.08
Total		101,927	155,977	15,299	278	426	42	0.7	6.5	\$ 1,102,115	\$10.81	\$69.79
Notes: 1. Estimates based on a review of 2016 ridership, service, and cost information for planning purposes only. Actual ridership, service characteristics, and cost may vary by route or service.												

Appendix A2: Ridership Maps

BLUE LINE BUS BOARDINGS ROSSMOOR



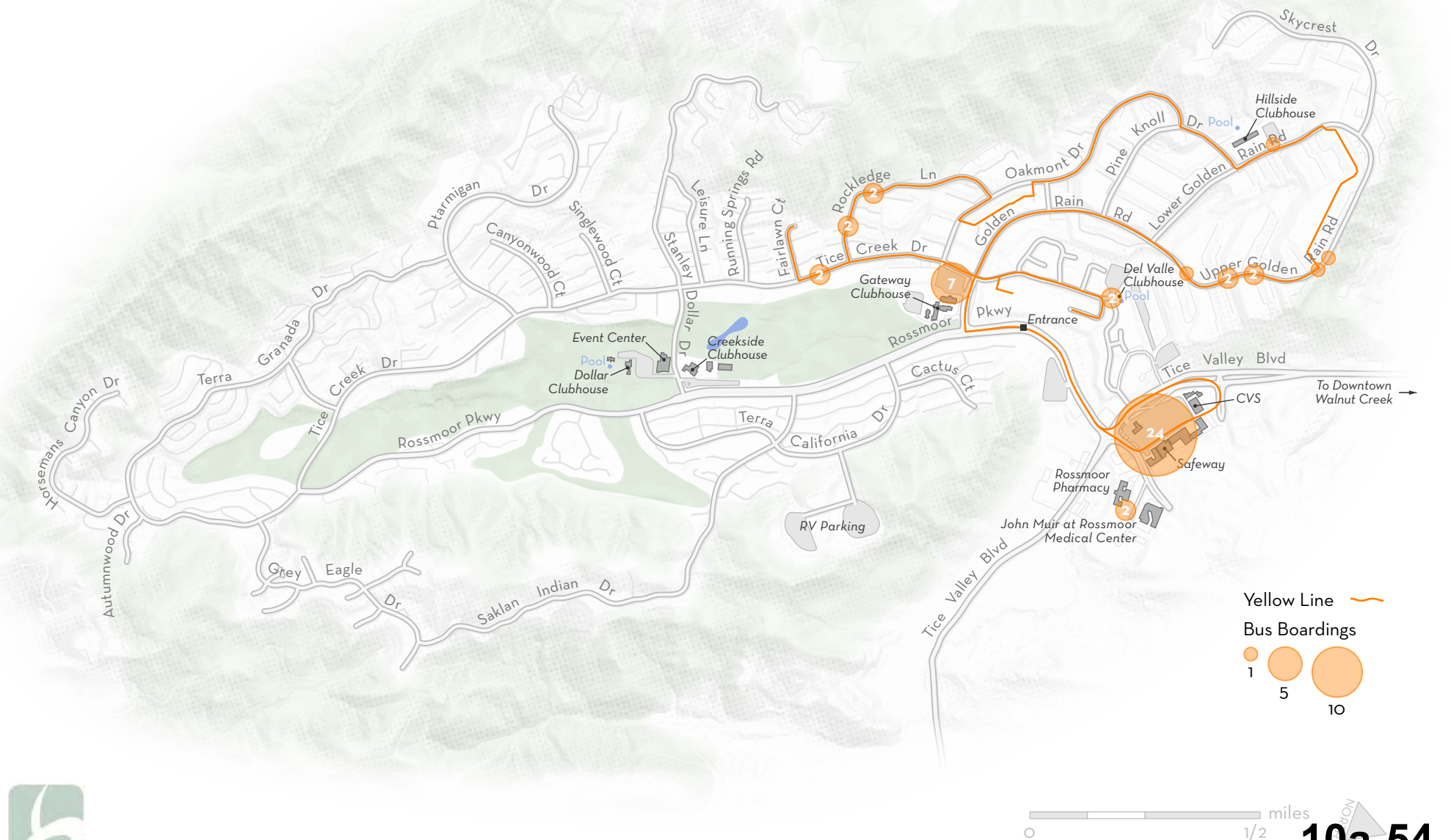
RED LINE BUS BOARDINGS ROSSMOOR



WHITE LINE BUS BOARDINGS ROSSMOOR



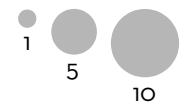
YELLOW LINE BUS BOARDINGS ROSSMOOR



SATURDAY BUS BOARDINGS ROSSMOOR



Bus Boardings



0 1/2 1 miles

10a-55

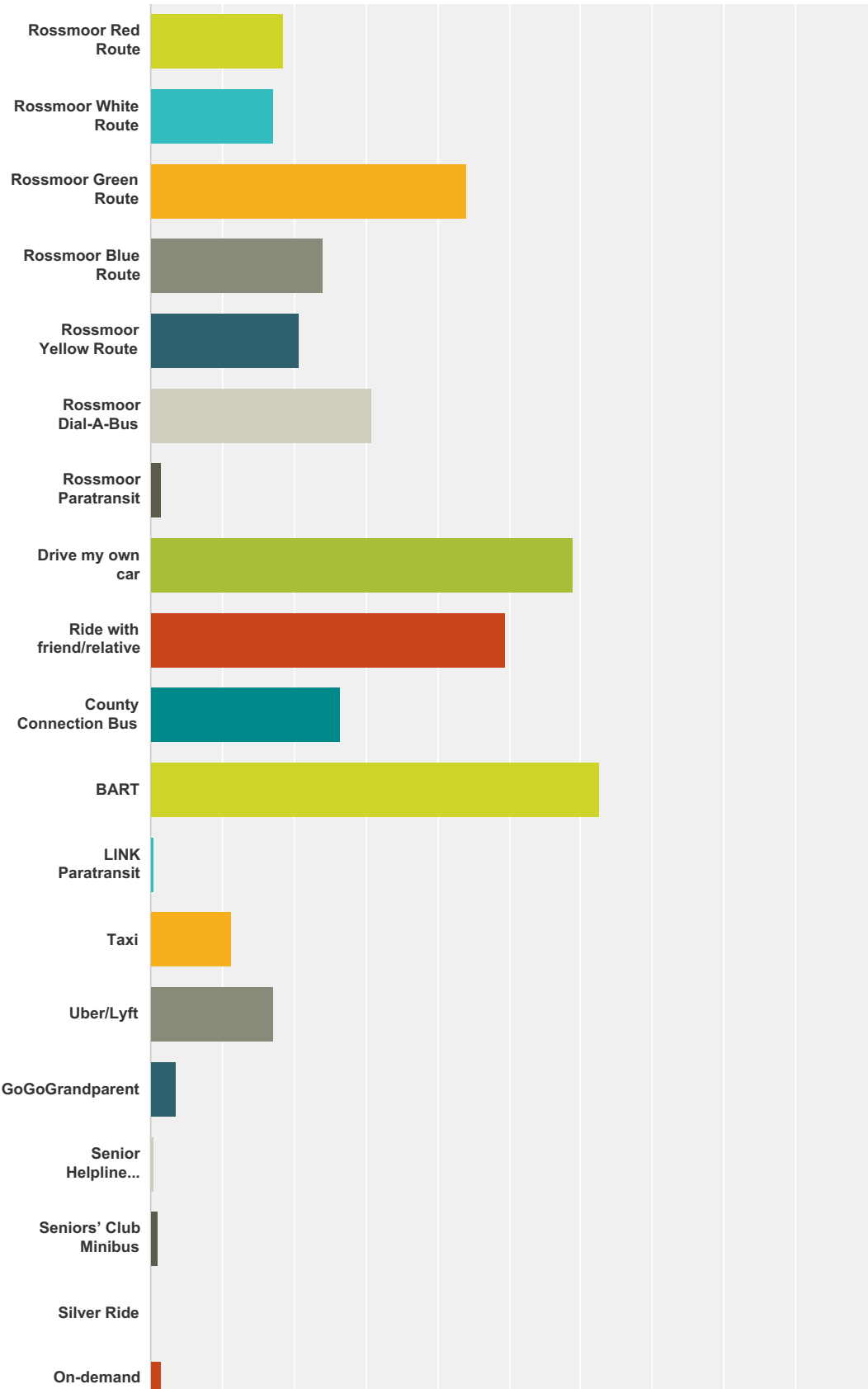
SUNDAY BUS BOARDINGS ROSSMOOR

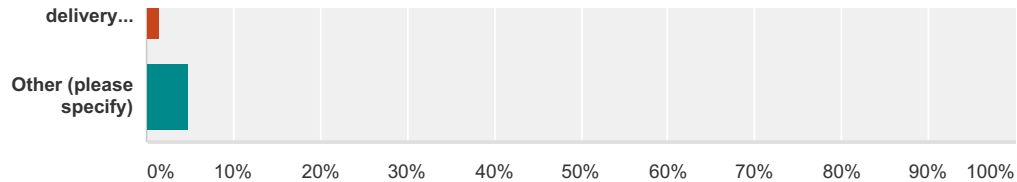


Appendix A3: Rider Survey

Q1 What forms of transportation did you use last month? (select all that apply)

Answered: 275 Skipped: 6





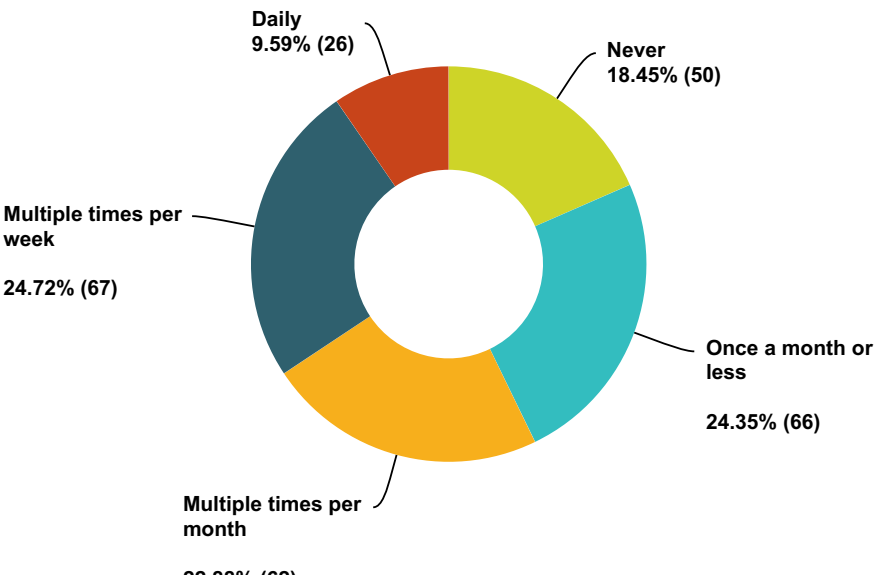
Answer Choices	Responses
Rossmoor Red Route	18.55% 51
Rossmoor White Route	17.09% 47
Rossmoor Green Route	44.00% 121
Rossmoor Blue Route	24.00% 66
Rossmoor Yellow Route	20.73% 57
Rossmoor Dial-A-Bus	30.91% 85
Rossmoor Paratransit	1.45% 4
Drive my own car	58.91% 162
Ride with friend/relative	49.45% 136
County Connection Bus	26.55% 73
BART	62.55% 172
LINK Paratransit	0.36% 1
Taxi	11.27% 31
Uber/Lyft	17.09% 47
GoGoGrandparent	3.64% 10
Senior Helpline services	0.36% 1
Seniors' Club Minibus	1.09% 3
Silver Ride	0.00% 0
On-demand delivery services (Instacart, Postmates, etc.)	1.45% 4
Other (please specify)	4.73% 13
Total Respondents: 275	

#	Other (please specify)	Date
1	golf cart	6/5/2017 2:47 PM
2	Leisure Living	6/5/2017 12:50 PM
3	Eldercare, drivers, interim drivers for doctors. I don't have a credit card. I don't trust them	6/2/2017 10:41 AM
4	Front page missing	6/1/2017 9:47 PM
5	Scanned copy cut off response	6/1/2017 9:34 PM
6	Scanned copy cut off responses	6/1/2017 9:29 PM
7	Shuttle	6/1/2017 10:00 AM
8	my personal golf cart	5/29/2017 12:55 PM

9	I don't normally ride the bus as I drive. But many friends here use only the bus and don't drive.	5/29/2017 9:42 AM
10	bike, walk	5/28/2017 4:08 PM
11	Rossmoor downtown Walnut Creek	5/27/2017 12:02 PM
12	volunteer exchange	5/26/2017 3:49 PM
13	Countless gracious, kind residents of Ross moor who give me rides when I ask. I ask all the time. I also use Caring Hands..	5/25/2017 2:36 PM

Q2 How often do you ride the Rossmoor bus? (select one)

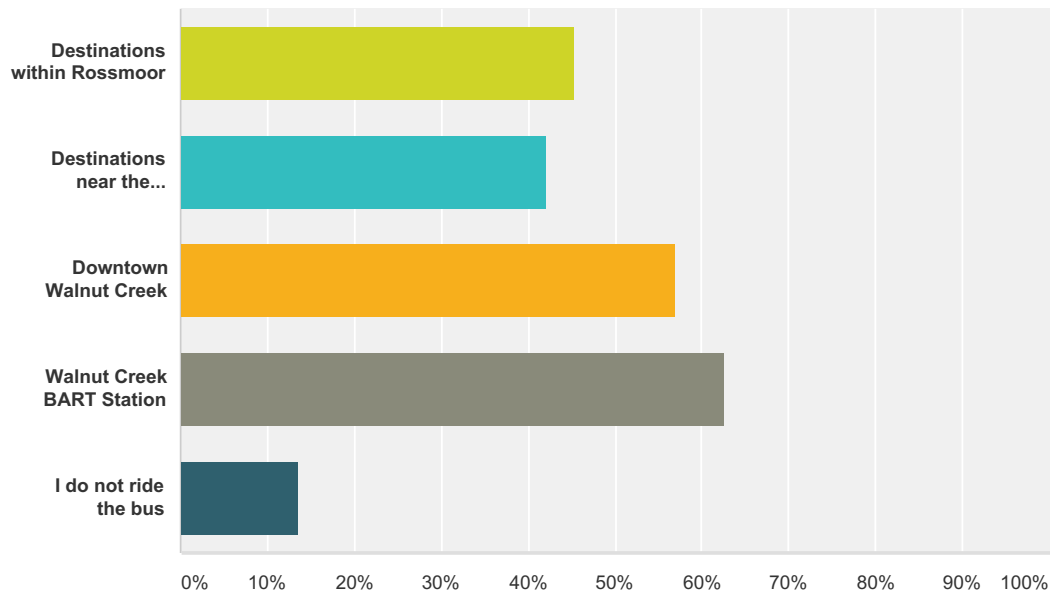
Answered: 271 Skipped: 10



Answer Choices	Responses	
Never	18.45%	50
Once a month or less	24.35%	66
Multiple times per month	22.88%	62
Multiple times per week	24.72%	67
Daily	9.59%	26
Total		271

Q3 Where do you ride the bus to? (select all that apply)

Answered: 249 Skipped: 32



Answer Choices	Responses
Destinations within Rossmoor	45.38% 113
Destinations near the Rossmoor Shopping Center	42.17% 105
Downtown Walnut Creek	57.03% 142
Walnut Creek BART Station	62.65% 156
I do not ride the bus	13.65% 34
Total Respondents: 249	

#	Other (please specify)	Date
1	I want to ride to Walnut Creek to shops.	6/6/2017 1:41 PM
2	John Muir Hospital to La Casa Via	6/6/2017 1:37 PM
3	Sometimes I ride bus going and come home with Uber if I go more than one place I don't know where to wait to come home. Maybe a map would help?	6/6/2017 1:25 PM
4	Crossroads/Sun Valley. Would like to go to Stoneridge	6/5/2017 1:54 PM
5	Acalanes	6/5/2017 12:40 PM
6	I broke my wrist, rode every day 2 years ago. Now I don't use it.	6/5/2017 10:57 AM
7	St Annes Church	6/5/2017 10:46 AM
8	to work	6/5/2017 10:40 AM
9	Scanned copy cut off responses	6/1/2017 9:40 PM
10	Alamo... (Scanned copy cut off responses)	6/1/2017 9:34 PM
11	Scanned copy cut off responses	6/1/2017 9:29 PM

12	Scanned version cut off responses	6/1/2017 9:24 PM
13	Shededlaceds (illegible)	6/1/2017 9:09 PM
14	Sun Valley Mall - Crossroads. Any chance of going to Stoneridge? And the Willow Pass mall (where Fry's is)? Can you go to Lafayette BART? Pleasant Hill BART?	6/1/2017 8:49 PM
15	Mano Care	6/1/2017 3:44 PM
16	Target, Kaiser	6/1/2017 10:27 AM
17	Crossroads/Sun Valley	6/1/2017 9:13 AM
18	Take it only 3X a week, from Fitness Center home.	5/30/2017 1:24 PM
19	Kaiser	5/26/2017 3:51 PM
20	St. Anne's church, Kaiser	5/26/2017 3:48 PM
21	Sun Valley Mall and Cross Road Mall	5/26/2017 3:43 PM
22	county connection bus	5/26/2017 2:42 PM
23	Kaiser	5/26/2017 1:57 PM
24	Grace Presbyterian Church	5/26/2017 1:48 PM
25	back home from the Rossmoor Shopping Center	5/12/2017 10:41 AM
26	The Rossmoor bus gives me that can not drive anymore the liberty to travel anywhere once I get to Bart and connect to County Connection. I also use the buses for all kinds of functions within our complex. Freedom is the correct word for people who can not drive anymore.	5/12/2017 7:52 AM

Q4 If you do not ride the bus, please explain why:

Answered: 80 Skipped: 201

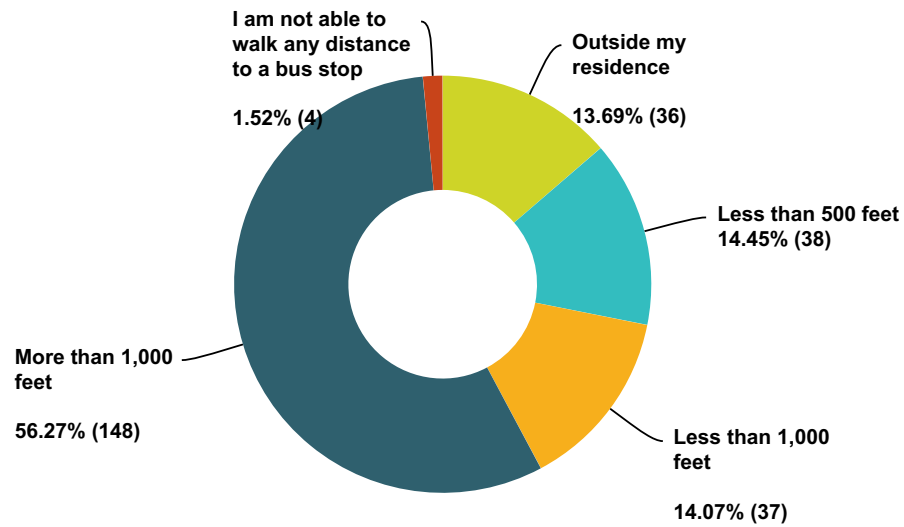
#	Responses	Date
1	Rode one time only - too stressful! Too much trouble. I want to attend St. Mary's Catholic Church but cannot get there.	6/6/2017 1:41 PM
2	timing	6/5/2017 1:26 PM
3	I can still legally drive my car. In a year or two I may really need the buses.	6/5/2017 12:43 PM
4	I don't need "yet"... + asthma/allergies are more prevalent on big bus esp waiting on benches outside	6/5/2017 11:04 AM
5	Routes take too much time. Frustrating because I would use it if it zipped up and down main streets.	6/5/2017 10:57 AM
6	Schedules do not coincide with need, especially for BART and not early enough for me.	6/5/2017 10:53 AM
7	We were both able to drive, but now my husband has died - and it is merely a period of time before I will need to depend on the bus.	6/5/2017 10:49 AM
8	At present, I drive my car. In future, my health or the lack there of, may prevent my driving....then I use the Rossmoor Bus service.	6/1/2017 9:58 PM
9	Just begun	6/1/2017 9:29 PM
10	Because I didn't have a car. I never drive.	6/1/2017 4:30 PM
11	My daughter needs to accompany me and she works.	6/1/2017 10:27 AM
12	I do most of driving	5/30/2017 1:24 PM
13	We both can still drive, and we have two cars. We will undoubtedly use the buses more when/if that changes.	5/29/2017 4:49 PM
14	Please do not reduce the bus service. I want it there for my old age. I bought my unit in Rossmoor because of the bus service. At this point I am still driving, but in 10 years I'll be using the bus every day.	5/29/2017 4:17 PM
15	No need at this point.	5/29/2017 4:10 PM
16	We use our own cars at this time	5/29/2017 9:53 AM
17	I drive except for the freeway at night.	5/29/2017 9:42 AM
18	Convenience	5/29/2017 9:22 AM
19	I don't ride much yet because I still drive. I am pleased the bus is here for when I no longer drive.	5/29/2017 8:42 AM
20	Connections outside of Rossmoor are not good	5/29/2017 7:30 AM
21	I drive my own car	5/28/2017 10:59 PM
22	The schedule is too limited.	5/28/2017 10:51 PM
23	I can drive at night.	5/28/2017 10:01 PM
24	I would use the bus more often if it ran more often.	5/28/2017 9:51 PM
25	Drive my own car.	5/28/2017 9:19 PM
26	I can still drive but when I cannot drive anymore I will take the bus that is one of the reasons I live in Rossmoor	5/28/2017 9:13 PM
27	I can still drive my own car but. When I no longer can I will use the bus that is one of the reasons I live in Rossmoor	5/28/2017 9:09 PM
28	It is easier to get to my car than to the bus stop.	5/28/2017 8:05 PM
29	I find it more convenient to drive to wherever I need to go since driving is not a problem for me.	5/28/2017 7:46 PM
30	Have been on travel out of the country!	5/28/2017 7:26 PM
31	Since I still drive and work, the extra time the bus requires makes it less attractive than driving my own car.	5/28/2017 6:35 PM
32	I walk or bike within Rossmoor. I take Lyft or drive to Bart. If it's raining I take my own car	5/28/2017 6:17 PM

33	Too long to wait, too slow. I use Uber to Bart, unless I can go late enough in the day to park at Bart. I drive everywhere else	5/28/2017 6:08 PM
34	Still able to drive	5/28/2017 5:44 PM
35	Takes to long making so many stops at many entries even though no on or offs	5/28/2017 5:10 PM
36	Faster to use my car	5/28/2017 4:58 PM
37	Not useful to me	5/28/2017 4:57 PM
38	Husband retired 4 years ago so is available to drive me. Previous 8 years I took Rossmoor bus and BART to appointments about twice a month	5/28/2017 4:31 PM
39	I drive.	5/28/2017 4:23 PM
40	Haven't checked schedule, use a bike or walk	5/28/2017 4:08 PM
41	my husband drives or my friends give me a lift home vice versa.	5/28/2017 4:03 PM
42	Drive my own car	5/28/2017 3:57 PM
43	No need	5/28/2017 3:56 PM
44	steep steps. no evening service. takes over an hour to get to other places in Rossmoor	5/26/2017 4:21 PM
45	Not frequent enough to meet my needs, especially green line	5/26/2017 4:14 PM
46	I drive my own car	5/26/2017 4:07 PM
47	I drive my own car, but giving up my independence soon, so will be riding buses.	5/26/2017 4:02 PM
48	I am fairly new to Rossmoor, and have not tried it out yet. hope to do so soon	5/26/2017 4:00 PM
49	There used to be more time between the white and blue lines which made it easier to connect to other lines	5/26/2017 3:59 PM
50	I am still driving my car	5/26/2017 3:47 PM
51	Very able to drive my own car	5/26/2017 3:45 PM
52	I have a car	5/26/2017 3:31 PM
53	It does not stop at my entry. It did go down Main St but changed the route in Walnut Creek	5/26/2017 3:29 PM
54	It takes too long. I would take the bus downtown, but when I get back into Rossmoor, I have to wait 30 min for the Blue Line to come and take me home.	5/26/2017 3:23 PM
55	I still can drive- use bus when have to park	5/26/2017 3:21 PM
56	White takes 35 min from Gateway to Horsemans Canyon	5/26/2017 3:19 PM
57	It takes too long to get anywhere on the bus	5/26/2017 3:16 PM
58	I drive my own car and use Uber to go to BART.	5/26/2017 3:14 PM
59	no need	5/26/2017 3:10 PM
60	have to plan in advance	5/26/2017 3:07 PM
61	The last bus of the day takes an hour to get home. I avoid it if possible.	5/26/2017 2:46 PM
62	I can still drive. Bus steps are difficult especially the last step to the street.	5/26/2017 2:39 PM
63	Would ride more often if more comfortable, and/or more frequent.	5/26/2017 2:17 PM
64	I drive my own car	5/26/2017 2:10 PM
65	I use my car or Uber	5/26/2017 2:09 PM
66	I use my car or Uber	5/26/2017 2:07 PM
67	Inconvenient times and connections	5/26/2017 2:06 PM
68	not convenient to my schedule. bus steps are steep and I use a cane. It is difficult to carry packages/purchases to/on bus.	5/26/2017 1:55 PM
69	Most places I go to outside of Rossmoor, the busses are not scheduled to go to.	5/25/2017 3:06 PM
70	The busline is too slow to get to and from Gateway or other locations. I could walk faster.	5/25/2017 9:23 AM

71	The last time I rode the Rossmoor bus it went down the Golden Rain hill at 45 mph. When I told the last GRF CEO, he said: Is that too fast? If GRF approves speeding, no wonder we have a traffic problem.	5/24/2017 6:18 PM
72	I drive a car!	5/24/2017 2:02 PM
73	As long as I can drive, I prefer to do so. I would take the bus to BART if it were direct, nonstop back and forth....and more frequent. I can dream!	5/20/2017 2:54 PM
74	At this point in my life, it is not terribly convenient; wait times are longer than I want to wait. I would ride the bus to and from Bart if they ran more often.	5/20/2017 7:49 AM
75	Takes too long to wait for bus to where I want to go.	5/17/2017 5:51 PM
76	I would ride it more often if it were more frequent	5/17/2017 4:27 PM
77	Bus unavailable during lunch hour when meetings end. Infrequent schedule.	5/14/2017 6:34 PM
78	If anyone can not use the bus they are without a doubt losing out. Even if you drive the hassle of parking is terrible with the bus it is easier.	5/12/2017 7:52 AM
79	Too infrequent and long drives to destination. Archaic system that needs updated.	5/11/2017 9:16 PM
80	It is too time consuming and or inconvenient.	5/11/2017 12:08 PM

Q5 How far are you able to walk to a bus stop? (select one)

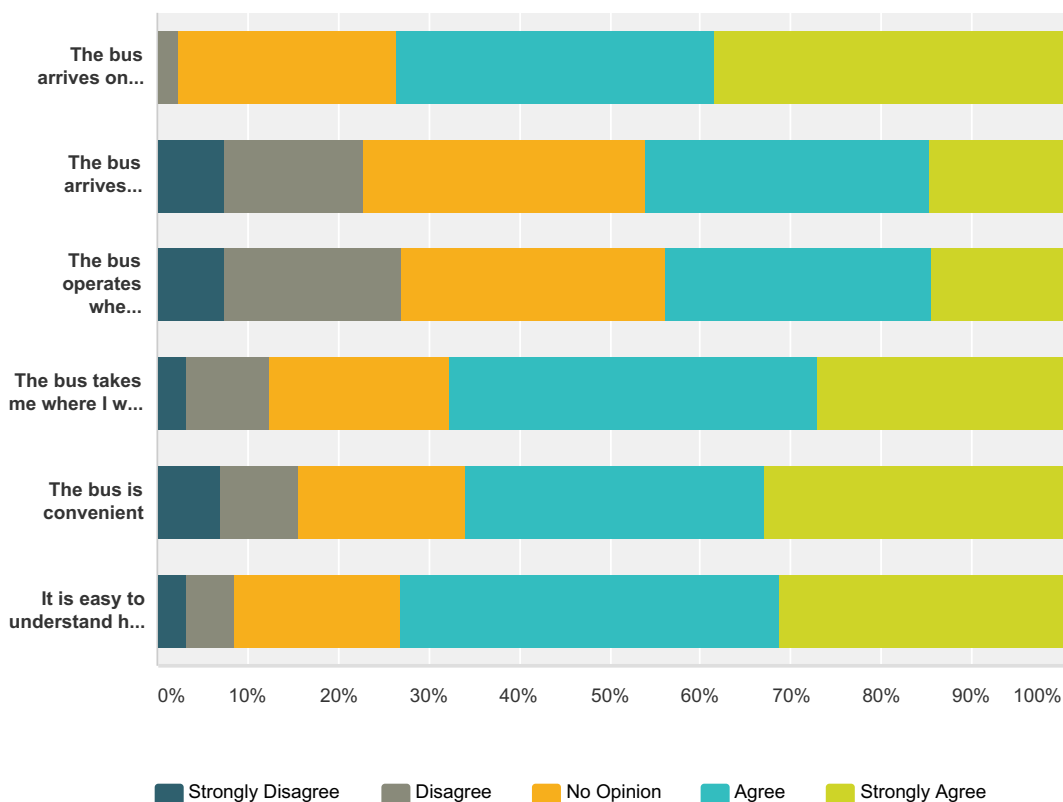
Answered: 263 Skipped: 18



Answer Choices	Responses	
Outside my residence	13.69%	36
Less than 500 feet	14.45%	38
Less than 1,000 feet	14.07%	37
More than 1,000 feet	56.27%	148
I am not able to walk any distance to a bus stop	1.52%	4
Total		263

Q6 How would you rate the Rossmoor bus service with regards to the following statements? (select one per row)

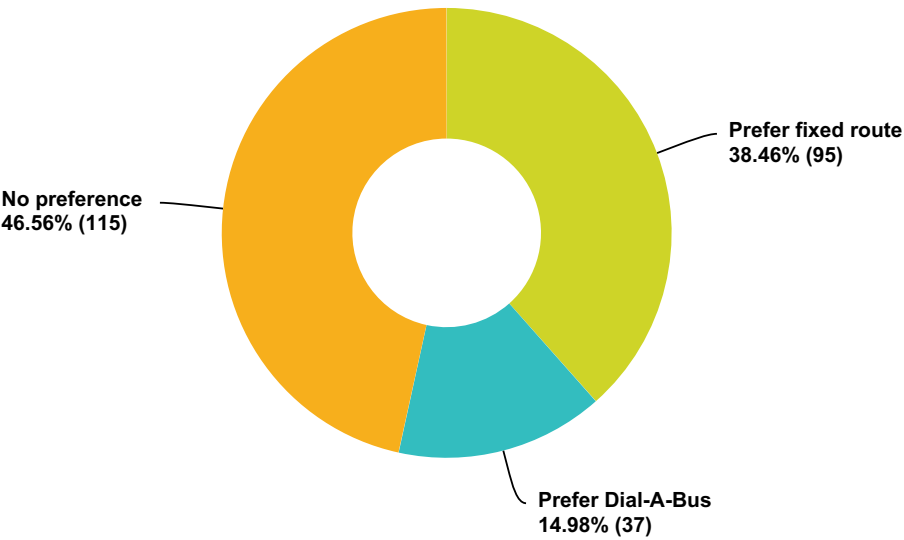
Answered: 260 Skipped: 21



	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree	Total
The bus arrives on schedule	0.00% 0	2.33% 6	24.12% 62	35.02% 90	38.52% 99	257
The bus arrives frequently	7.35% 18	15.51% 38	31.02% 76	31.43% 77	14.69% 36	245
The bus operates when I need it	7.45% 19	19.61% 50	29.02% 74	29.41% 75	14.51% 37	255
The bus takes me where I want to go	3.19% 8	9.16% 23	19.92% 50	40.64% 102	27.09% 68	251
The bus is convenient	7.03% 18	8.59% 22	18.36% 47	33.20% 85	32.81% 84	256
It is easy to understand how to ride the bus	3.13% 8	5.47% 14	18.36% 47	41.80% 107	31.25% 80	256

Q7 Do you prefer the fixed route or Dial-A-Bus services? (select one)

Answered: 247 Skipped: 34



Answer Choices	Responses	
Prefer fixed route	38.46%	95
Prefer Dial-A-Bus	14.98%	37
No preference	46.56%	115
Total		247

Q8 Are there any other comments you would like to provide to the Rossmoor bus?

Answered: 208 Skipped: 73

#	Responses	Date
1	When Rossmoor buses only run once an hour and timing from the Green bus to intra Rossmoor buses don't mesh you bet Uber is a better option. I am willing to wait a half hour for a Rossmoor bus but when I get back to Walnut Creek BART I may have to wait for the Rossmoor Green bus. It departs Walnut Creek within five minutes of the County Connection. Is there any reason that schedule couldn't be changed so we could get back to Rossmoor either by the County Connection or the Rossmoor bus? And why does the Green bus arrive at the Gateway transit center just a few minutes after the White bus departs making a connection impossible? What about increasing the Rossmoor bus system to once every half hour instead of once an hour? We are ACTIVE seniors. We don't want to sit around and wait and wait and wait.	6/6/2017 5:03 PM
2	You need to give new residents a class to get around the area. I am trapped at home. The maps you print are terrible.	6/6/2017 1:43 PM
3	Dial-a-bus is ok for weekends and evenings. White line should run more frequently like every half and hour.	6/6/2017 1:38 PM
4	I can't get home at night from Hillside Clubhouse. All doctor's offices not available near Ignacio. I can't get a handle on downtown and where to get the bus to come home. I can't drive at night.	6/6/2017 1:30 PM
5	The bus service was one of the amenities that attracted me to Rossmoor. As I age I will be using it more and more.	6/5/2017 5:37 PM
6	Should stop on Broadway Plaza	6/5/2017 2:18 PM
7	(Referring to previous question): I don't need bus that often.	6/5/2017 2:17 PM
8	lower the music	6/5/2017 2:10 PM
9	(Referring to previous question): I use both. (Additional comments): For Dial-A-Bus ask people to call 1 hr 15 min prior.	6/5/2017 2:05 PM
10	(Referring to "The bus arrives on schedule"): [agree] but the schedule needs adjustments. (Referring to "The bus arrives frequently"): There is a long wait between Gateway and Shopping center at "lunch time." (Referring to "The bus operates when I need it"): Need bus after 8:30 p.m. (Referring to "The bus takes me where I want to go"): Bus go to Lafayette or Pl. Hill Bart? (Referring to previous question): Less waiting with fixed schedule. (Additional comments): Run Crossroads/Sun Valley on a weekday. Too much waiting and missed connections.	6/5/2017 2:00 PM
11	The bus is great.	6/5/2017 1:50 PM
12	The operators are friendly, helpful usually with a good sense of humor. Please dedicate a bus for apartments outside of Rossmoor - Contra Costa County. I would like to see a dial-a-bus that would take me to doctor's appointments, PT, OT, dentist that is outside of Walnut Creek, but within Contra Costa County. As it is when I have appointments. It is a 3.5 -5 hour journey (connecting buses - waiting for buses plus the appointment!)	6/5/2017 1:20 PM
13	We ride to BART. Coming home we always miss the bus. We see it pull away when we come down the escalator at BART.	6/5/2017 1:11 PM
14	Lower music	6/5/2017 1:07 PM
15	(Referring to previous question): I use both for different needs. (Additional comments): More buses to BART & back more often. Same with Kaiser.	6/5/2017 1:03 PM
16	(Referring to previous question): To go/use on off time. I'm glad it's available. THX (Additional comments): Drivers are helpful & gracious.	6/5/2017 12:59 PM
17	Vital to elderly -- after all, this is what Rossmoor is supposed to be for in the first place.	6/5/2017 12:47 PM
18	Connections between Green Route and other buses need improving. Missed connections result in long waits, and is hard on me and other seniors	6/5/2017 12:41 PM
19	The Green Line schedule is not well-coordinated with the Blue Line and with BART train arrivals. When coming home from the WC BART the Green Line usually arrives at Gateway after the Blue Line bus has left and I then have to wait over an hour for the next one, if there is in fact a next one (sometimes I miss the last Blue Line bus of the day).	6/5/2017 12:40 PM
20	Drivers are unfailingly courteous & helpful.	6/5/2017 12:36 PM

Rossmoor Bus Survey

10a-71

21	(Referring to previous question): It's easier to know when I will arrive home & to my destination. (Additional comments):It would be helpful if the Green bus & inside Rossmoor bus schedules were coordinated in the afternoons.	6/5/2017 12:33 PM
22	I appreciate having the service available, but I don't like driving much anymore, except to Safeway & CVS - will need it more in time.	6/5/2017 12:07 PM
23	(Referring to previous question): Both are good source of transportation. (Additional comments): I totally depend on the Rossmoor Bus. They do an excellent job. That's why I live in Rossmoor. P.S. They do more than drive us around, help w/ packages. They are an extended family to me. I wish they could be more included in Rossmoor, so they can feel more welcome here.	6/5/2017 12:03 PM
24	(Referring to previous question): I have used both. (Additional comments):It's a great asset to community and one of the reasons I choose to live here. I believe a resident should learn to use the bus system and understand it before they give up driving.	6/5/2017 11:59 AM
25	(Referring to previous question): I know when it is going to be there. (Additional comments): Blue & white lines run too close together.	6/5/2017 11:52 AM
26	(Referring to "The bus arrives frequently"): There is a long wait from Green Line at Gateway until Blue Lines picks up for BART. (Referring to previous question): Both are helpful. I wish more seniors would use these buses instead of trying to drive their cars! (Additional comments): I appreciate the bus service immensely	6/5/2017 11:20 AM
27	Dial-a-bus schedule often too long away from my intended departure time	6/5/2017 11:10 AM
28	(Referring to previous question): A few of your drivers tend to drive too fast esp. when leaving or returning to MOD. (Additional comments): Yes - it is wonderful. My Aunt Ruth Flaherty loved your service.	6/5/2017 11:06 AM
29	(Referring to previous question): Prefer fixed route but please just zip frequently along main streets. (Additional comments): Please fix system; faster routes, more frequent.	6/5/2017 11:00 AM
30	We rode the bus so we would become familiar with routes to BART and downtown knowing "that day" would come!	6/5/2017 10:50 AM
31	(Referring to previous question): Both are good	6/5/2017 10:46 AM
32	(Referring to previous question): I use dial-a-bus more frequently for my work schedule. Use green-line mostly, on my days off. (Additional comments): Great drivers. They are helpful, kind and courteous.	6/5/2017 10:43 AM
33	Hello this is Joan Van Kaschnitz speaking and I'm on Stanley Drive and I'd like to take the bus but I have found that those steps to get on to the bus very steep and it would be most helpful if something and I don't think it would be a big thing to have something to make those steps less steep. I've seen I'm not the only one who's pulling herself up to step on to the bus. I think that would be extremely helpful if an intermediate step could be installed so that one can easily get onto the bus. I would really appreciate that and my telephone number is 705-7892. I am a new resident -fairly new resident of Rossmoor- I have been here four months. Thank you bye bye.	6/2/2017 11:46 AM
34	(Voicemail): Yes I wanna make a comment about the transportation survey. The people that I have met that do drive the buses have been lovely people -- but I wanna tell you that some of your bus drivers drive way way way too fast. I mean my mouth drops open. That's in Rossmoor and that's also in the Safeway shop, not a lot but -- I'm always shocked when I see how fast some of them drive. That's not all of them but it's certainly worth you saying something to all of them. Thank you for listening.	6/2/2017 10:56 AM
35	(Referring to previous question): Dial-A-Bus you have to ask way ahead of time. (Additional comments): I would like the Rossmoor bus to stop in front of Macy's and Nordstrom like it used. Because the County Connection bus - the free bus- stops there. Why don't you ask Gretchen Hanson - she'll tell you how to get them to do it. I want to be able to go to Nordstrom and Macy's and not have to walk miles out of my way to get to a bus stop.	6/2/2017 10:51 AM
36	(Voicemail): I want to state that the reason I moved to Rossmoor 13 years ago in November was because I lived in Moraga and it took me 40 minutes to walk to bus from my house in the hills. And then I'd have to take a taxi to get back if I had packages. I just didn't want to be driving anymore as I was getting older. I notice the options you have with Uber, Link, and others. I have not gone to the event center yet because when I'd be interested at night I find it hard to get a lift and I don't like credit cards. I do not use that many of the services because I live at Waterbird, and I use the services there. However I use the Red and Yellow line and sometimes the Green. I just want to state that that's why I moved to Rossmoor, that's why I live in Rossmoor. When i need something I take a taxi but these new things - I don't have or want a credit card. That's what makes Rossmoor attractive because many of these younger people don't realize that they're going to get old and they won't be able to drive as much. I think we need are buses and the more the better, and 30 minutes would be even better especially for the Red and Yellow lines. And I don't use the internet. I drove for 50 years but I don't drive anymore. I don't have a smart phone or a cell phone I'm too old for that. The drivers have always been polite when I take the bus, which is about once or twice a week right now because I have an assistant. Especially with summer here I am going to start getting on the bus more and if you want to do something during this transportation - get us a bus to Alamo, Alamo Safeway. they're very good if you want to do something for us. Thank you.	6/2/2017 10:36 AM

37	Drivers are very friendly and helpful.	6/2/2017 10:10 AM
38	It's a great service for the Rossmoor community.	6/1/2017 10:01 PM
39	(Referring to previous question): The fixed route suits my need best. Would most likely use Dial-A-Bus if necessary. (Additional comments): I think we are fortunate to have the bus system we have. I think most people are also grateful for the Green Line, Bart-Targe shopping etc.	6/1/2017 9:50 PM
40	Put in for Senior Bus grants to save money	6/1/2017 9:36 PM
41	wind protection on benches.	6/1/2017 9:30 PM
42	I would like them not to all be at Safeway at the same time.	6/1/2017 9:26 PM
43	(Referring to previous question): Fixed route is fine during the week. I prefer dial-a-bus Sunday when I need to go to Bart or early in the day in the WC area. (Additional comments): I want to press my great appreciation for the drivers who are responsive & helpful with loads & my cart. My only concern is that the green and blue lines are not always coordinated time-wise.	6/1/2017 9:12 PM
44	(Referring to previous question): Straight to my destination rather than connect at Gateway. (Additional comments): Uber coordinated after hours as in subsidy that you could part the large buses.	6/1/2017 9:03 PM
45	(from front page): If Rossmoor did not provide the bus service I would not live here. It's an essential service. Thank you. (Referring to previous question): I am glad we have Dial-A-Bus but it is a big time waster for the rider (have to be at bus stop early). (Additional comments): Have more Event Center shows run from 7:00-8:30 pm and not two or more hours - and advertise this - so bus riders can go to more shows. Right now, we either have to leave in the middle of the show or worse, not go at all. Prefer to do shopping mall trips on a weekday, not a Saturday. The wait between Gateway Shopping Center and back again during 11:45am - 2:00pm is too long. Please add a couple of runs; and color bus. (on the back page): The bus drivers are great. Get them an outgoing, visionary boss who'll lead them into the 21st century.	6/1/2017 8:55 PM
46	1. It would be nice if the internal buses could be scheduled at Gateway for after the Green Line returns. I usually have a 45 minute wait. I can walk home but on a hot afternoon it is a strain. 2. A 8:30 am Dial-A-bus on Sat, Sun & holidays would be nice.	6/1/2017 8:40 PM
47	(Referring to previous question): To know when to get the bus.	6/1/2017 8:35 PM
48	(Referring to previous question): Lets me know when available.	6/1/2017 8:24 PM
49	(Referring to previous question): know the times on fixed routes. However Dial-A-Ride is perfect during non-fixed route (used to BART). (Additional comments): A shuttle to City of Lafayette would be nice.	6/1/2017 8:21 PM
50	(Referring to previous question): predictable/flexible (Note: It is very helpful/convenient that presently we can use both fixed route & Dial-A-Bus. (Additional comments): Personally, I am very satisfied with the present bus service. It is convenient and easy to use; also I appreciate the friendly, helpful & professional attitude of the drivers. We are very lucky to have this needed service...I am thankful for it. Keep up the great service!	6/1/2017 8:17 PM
51	nothing	6/1/2017 8:10 PM
52	No	6/1/2017 8:07 PM
53	bus to Sun Valley should be during week Mon-Fri. bus drivers are courteous.	6/1/2017 8:05 PM
54	(Referring to previous question): Because I need the Rossmoor bus service. I never drive. If Rossmoor bus can prefer fix route or other areas, we can go W/C Downtown Shopping Center. Shopping trip to buy our foods. (Additional comments): I would like to suggest to provide to the Rossmoor bus at least once or twice a month to the Sun Valley/Crossroads shopping trip or other city trip. Thank you.	6/1/2017 4:34 PM
55	(Referring to previous question): I can adjust my schedule to coordinate with most bus schedules. On the week end I use Dial-A-Bus.	6/1/2017 4:25 PM
56	(Referring to previous question): Reliable	6/1/2017 4:23 PM
57	Having to dial a bus during the week is not acceptable for us older residents who do not have a car and use the bus daily. Please do not change this service.	6/1/2017 4:21 PM
58	(Referring to "It is easy to understand how to ride the bus"): Takes time to learn stops that are not on the schedule. (Referring to previous question): Run more frequently than Dial-A-Bus. (Additional Comments): 1. Yes, the Green Line needs more pick-ups after 5:00 PM. A pick-up at 6:00 would close the 2 hour gap between 5:00 and 7:00 PM. 2. Dial-A-Bus weekend needs more service to the downtown area and shopping center. 3. Drivers are wonderful. They are friendly, helpful, polite & caring. They are cautious and professional drivers. I appreciate them all!	6/1/2017 4:17 PM
59	You have a "great" bunch of people working.	6/1/2017 4:10 PM

60	(Referring to previous question): Convenient haven't try the Dial-A-Bus yet (Additional comments): To have bus ride on Sat & Sun.	6/1/2017 4:08 PM
61	(Referring to previous question): Fixed Route gives structure. Dial-A-Bus allows for flexible transport. (Additional comments): It would be a lot more convenient if the Rossmoor Van at Walnut Creek BART ran on the half-hour. The County #1 Bus now runs same time as Rossmoor Van so if you miss either it is a 45-55 minute wait until next bus. Need Rossmoor BART Van to run on 1/2 hour.	6/1/2017 4:05 PM
62	(Referring to previous question): Use only Red and Yellow bus service. Never use Dial a bus. (Additional Comments): I live at the Waterford and depend on the Red and Yellow bus service. I ride to the Shopping Center for Safeway, CVS, Wells Fargo, Sparking Cleaners, etc. About five times a week. I am able bodied but my shopping is limited to what I can carry home on the buses.	6/1/2017 3:59 PM
63	(Referring to previous question): Because I (k)now what bus to take to be on time. (Additional comments): The drivers has been very helpful, and nice helping with my waker (walker?) and bags, than (thank?) you. I will suggest the green line add at least two stops a day at John Muir Hospital lobby. So many people at Rossmoor have friends or family patients to visit there, thank you.	6/1/2017 3:54 PM
64	(Referring to previous question): More coverage. (Additional comments): Need more special event coverage, particularly in the evening, i.e. concerts, etc.	6/1/2017 11:32 AM
65	The route has been extended too much - You need an hour most of the time to get at your destination. I would like to shop at Macy's if I can get closer with my transportation. Going from Container store to Macy's is a long walk for someone in her 90's. Miss not going to Broadway Plaza.	6/1/2017 11:28 AM
66	(Referring to previous question): Don't go in circle. (Additional comments): Good drivers.	6/1/2017 11:23 AM
67	(Referring to previous question): The bus is convenient.	6/1/2017 11:20 AM
68	(Referring to previous question): No need to call ahead.	6/1/2017 11:14 AM
69	(Referring to previous question): White Line too long...should be split into 2 routes instead of one. Therefore, Dial-A-Bus better. (Additional Comments): 1. Should run every 30 minutes! 2. Should have evening service later as events get out later than 8:30 pm...perhaps pick up until 10 pm. 3. Bus drivers are wonderful here at Rossmoor and I appreciate them! :)	6/1/2017 11:12 AM
70	(Referring to previous question): I use them all. Love our bus drivers. (Additional comments): They are wonderful. I keep my car in case of emergency. Keep our abrivers (illegible)	6/1/2017 11:08 AM
71	(Referring to previous question): It's reliable.	6/1/2017 11:02 AM
72	(Referring to previous question): I use the fixed route Mon to Fri and Dial-A-Bus on weekends. (Additional Comments): I am thankful that we have bus service here in Rossmore. The bus drivers are always nice and helpful, and is a good way to get around and not get stuck in your place.	6/1/2017 10:55 AM
73	(Referring to previous question): When I need it. (Additional comments): All excellent.	6/1/2017 10:50 AM
74	Thank you for the shuttle service.	6/1/2017 10:46 AM
75	(Referring to previous question): Dial-A-Bus only after hours. (Additional comments): fabulous service & wonderful people	6/1/2017 10:36 AM
76	The connection between downtown service and Gateway route service is not great. If you miss your route (entry connection) the wait between buses is 30-50 minutes.	6/1/2017 10:28 AM
77	(Referring to previous question): It takes me where I want to go. (Additional comments): I would like to see more weekends to Concord Shopping Center and Crossroads. Thank you (Comments from front page):It's a great system, keep it going. It's like having youre own limo.	6/1/2017 10:21 AM
78	(Referring to previous question): Easier to schedule (Additional comments): Drivers are great!	6/1/2017 10:14 AM
79	(Referring to "The Bus operates when I need it to." Not early on bus stop when I need early to exercise. (Referring to previous question): Too troublesome to call at least one hour ahead where if for five times per week can not just call one time need to call everyday. (Additional comments): When I take Green Line (usually stuck in traffic) back to Gateway sometimes I miss Blue Line to go home. I like Zumba class or Tai chi class but no bus at that time to bring me to fitness center for these classes (early class starts 8:30 or 9 AM)	6/1/2017 10:11 AM
80	(Referring to previous question): That's [Dial-A-Bus] basically all I've used. (Additional Comments): Great service. Have used it to commute to work, to Bart etc. Will expand using it when I retire.	6/1/2017 10:02 AM
81	(Referring to previous question): Depends when and why I need bus. (Additional Comments): Add earlier Green Line service i.e. 750, 850	6/1/2017 9:55 AM

82	(Referring to previous question): Need Both (Additional Comments): Bus service is essential to me. I appreciate it so much!	6/1/2017 9:51 AM
83	(Referring to previous question): Prefer the mix. Would like another line that goes to Lafayette too.	6/1/2017 9:45 AM
84	I wish they would run longer hours and weekends.	6/1/2017 9:29 AM
85	(Notes on the Disagree/Agree): "The bus arrives frequently." - Except on Weekends "The bus operates when I need it." - Schedules do not hook up with county bus #1 "The bus is convenient." - Except on weekends, Dial-A-Bus (Referring to Previous Q): I like both, weekday Dial-A-Bus is very good fixed route I like as well - wish we could have a fixed route for early Saturday morning for Safeway Shopping from 7:00 AM to 9:00 AM (Or a early Sat morning Dial-A-Bus for Safeway shoppers)	6/1/2017 9:25 AM
86	So far, I think the service is marvelous, as well as the drivers, which I find very friendly and very patient w/some passengers!	5/30/2017 1:28 PM
87	Please extend the bus service into the evening for people attending evening performances. Could you have a bus that waits outside the performance? I am Pres of the Dem Club and am aware that many people do not attend because they cannot get home at night.	5/29/2017 4:19 PM
88	need bus later in the day to Bart and downtown Walnut Creek	5/29/2017 12:56 PM
89	I am still pretty mobile by myself, but I know that that will change. I am a "public transportation" person, and really enjoy taking the bus when I do.	5/29/2017 11:09 AM
90	Please consider extending the end time by an hour or so within Rossmoor so that those who don't drive or don't drive at night would be able to attend the many evening functions within Rossmoor.	5/29/2017 9:59 AM
91	I would like to see the buses go later so people can attend evening functions. I might even consider taking the bus then.	5/29/2017 9:44 AM
92	Drivers could be more helpful.	5/29/2017 9:40 AM
93	You map is not readable. Picking "white" for a route makes it difficult to show that route on maps or apply the color to the bus.	5/29/2017 9:23 AM
94	Several times I have returned from bart on the CC #1 Rossmoor, only to have the blue line leave RSC without me, when the #1 was perfectly visible arriving.	5/29/2017 8:51 AM
95	I know people who want to attend Rossmoor events at night but have no ride home. Dial-a-Bus for late night would be helpful.	5/29/2017 8:44 AM
96	I would use the bus more often if it came from BART about 8 45 or if it went to Walnut Creek in time to go to an evening event.	5/29/2017 8:22 AM
97	Better link-ups to outside transportation. More frequent routes to BART, downtown WC, add Alamo and Danville	5/29/2017 7:32 AM
98	Rossmoor bus pick up from BART WC. Stagger times different from County Connection. e.g; 5:30 pm; 6:30 pm. Later hours so non drivers can attend evening functions at Gateway, Event Center, etc.	5/29/2017 5:55 AM
99	It would be helpful if it ran late enough for residents to use it to return home from evening events in Rossmoor.	5/28/2017 10:53 PM
100	Have busses after evening events at the Events Center.	5/28/2017 10:15 PM
101	I think the bus system is a great and necessary amenity. It should run later at night so all residents can attend the wonderful evening programs. The previous question I, Do you prefer the fixed route or Dial-A-Bus is a bad question. Each would be appropriate for different services.	5/28/2017 9:56 PM
102	It is very important that the bus be here especially after concerts so many people cannot drive at night keep the bus until 9	5/28/2017 9:17 PM
103	Yes, three comments. 1) I'd like to be able to get to BART earlier in the a.m., say by 9 a.m. on a fixed route. 2) Would like to stay in SF for an evening dinner or concert and have a Rossmoor bus at BART for pickup at 9pm and 10 pm. 3) Rossmoor BART buses should arrive and depart BART at the half hour or 20 minutes after the hour rather than 5 minutes before the hour, since County Connection buses do so 10 minutes before the hour. Currently the two arrive/depart BART 5 minutes apart, which means if one misses the Rossmoor bus, one has to wait nearly an hour until the next County Connection or Rossmoor bus. Terrible planning!!!!	5/28/2017 8:56 PM
104	I can't walk back from the bus stop to my manor as it is uphill. It is easier to get to the bus stop than from it.	5/28/2017 8:07 PM
105	The bus should run late enough to take people home from evening events like the chamber music evenings	5/28/2017 7:41 PM
106	Please consider providing later service so Rossmoorians can attend events. We would gladly go to events if that were so. THANK YOU	5/28/2017 7:28 PM

107	A later-in-the-evening bus for people attending evening performances at the Event Center or Performing Arts Studio (or other) would be very helpful.	5/28/2017 6:59 PM
108	Ride is very noisy - shocks are tight Non-service animals should probably not be on the buses due to allergies really miss the purple route - blue and white lines take a very circuitous route to get to Terra Granada	5/28/2017 6:46 PM
109	I use the green line to go to or from BART. I find that it rarely serves my purpose since the regular service doesn't start until 10 and returns end at 5, not nearly often or late enough. I tried dial-a-bus from BART one evening recently for a 7 PM pick up. By the time I got to the pick up location at 7:04, the bus had come and gone. I think considering that we are seniors, I think a little more flexibility is in order.	5/28/2017 6:46 PM
110	I would love to be able to ride the bus to BART without having to transfer. It would be very helpful to have the bus run later in the evenings--to 9:30 or 10:00 to enable people to attend evening events.	5/28/2017 6:37 PM
111	The service should run later than 8:30 pm when events are on in the evening in Rossmoor.	5/28/2017 6:18 PM
112	bus on demand. install signal buttons at all stops that transmit signal to central station that a rider is waiting. Go to stops only for actual pickup or dropoff. The technology exists (almost, look at how parking meters work and adapt it)	5/28/2017 5:13 PM
113	Evening bus availability would be helpful to many people who cannot drive AT NIGHT. Thank You	5/28/2017 5:02 PM
114	Buses to BART connection could be useful to me	5/28/2017 5:01 PM
115	Needed: Service in the evenings after Rossmoor events end so people can attend who don't drive	5/28/2017 4:33 PM
116	had a bad experience when the dial a bus did not turn up & it started to rain. phoned but responser hung up, phoned again he told me I shouted at him ... it was raining heavy & loud, I was soaked, so I must have raised my voice in a panic. BUT NO EMPLOYEE SHOULD EVER HANG UP ON A RESIDENT regardless of what the employees feel or think. In this situation it was both being stressed, drenched, being rainy & noisy ... but employee being inside the office or in the bus does not know how terrible it can be in this situation. Every situation for residents is different . NO EMPLOYEES SHOULD EVER HANG UP ON RESIDENTS REGARDLESS !!!!!!! So since this terrible incident four years ago, I dare not use dial a bus. BESIDES THIS INCIDENT OF EMPLOYEE HANGING UP ON RESIDENT ...another incident involved the landscape manager who did also hang up on me when I interrupted her rather long info about what she does, ignoring my question/s which is why I called. I phoned her but she did not apologize for her rudeness. AGAIN, I LIKE TO EMPHASIZE NO ONE SHOULD EVER HANG UP ON RESIDENTS. SUCH CARELESS RUDENESS EMPLOYEES/PEOPLE DO NOT KNOW HOW TO WORK WITH SENIORS !!! THANK YOU !!! Since you know my email and who I am ... contact me if need be.	5/28/2017 4:29 PM
117	No	5/28/2017 4:23 PM
118	This is a great service, and the drivers are very helpful and well-trained.	5/28/2017 4:16 PM
119	I do not ride the bus but I've heard elderly people complain about the times between pick up and drop off	5/28/2017 3:59 PM
120	sorry, I never use the Rossmoor bus. I hope you work out the issues for people who find it difficult to get home at night.	5/28/2017 3:57 PM
121	1) I think the buses should run a little later at night, until about 9:30, in order to get home from events on campus. 2) better coordination with County Connection from BART	5/28/2017 3:15 PM
122	I hope the bus will run continually from Gateway to Del Valle during construction. as there are not enough parking spaces now at Del Valle.	5/27/2017 12:04 PM
123	Drivers are very friendly and helpful.	5/26/2017 5:31 PM
124	The bus would be extremely convenient if it ran more frequently. Also, as someone mentioned in the forum, it would be better if the bus did NOT leave BART (or other stops) at the same time as the city bus. If you coordinate, riders would be accommodated every half hour instead of every hour.	5/26/2017 4:28 PM
125	thoughtful drivers plus outstanding service. paratransit should go to trader joes	5/26/2017 4:23 PM
126	Most polite and helpful drivers I have ever met	5/26/2017 4:20 PM
127	There should be services before/after events	5/26/2017 4:18 PM
128	The last bus coming back from BART should be later (6 pm)	5/26/2017 4:16 PM
129	the schedule needs to be updated to be more frequent	5/26/2017 4:14 PM
130	The route downtown for the green bus would be more useful if it went down Broadway	5/26/2017 4:13 PM
131	Excellent service, plus more ecological than driving	5/26/2017 4:12 PM
132	service unfairly favors first, second, and fourth WC mutuals	5/26/2017 4:10 PM

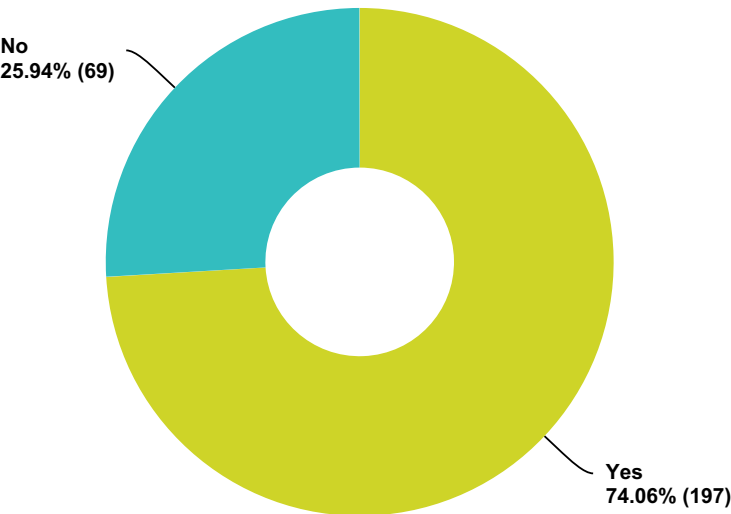
133	I love the bus because parking is impossible	5/26/2017 4:09 PM
134	The last bus from the BART should run later	5/26/2017 4:07 PM
135	Love the convenience and the drivers.	5/26/2017 4:06 PM
136	I take the Green line to BART, would like to take when traveling to SFO	5/26/2017 4:05 PM
137	Someday soon I will need the bus	5/26/2017 4:02 PM
138	It is a wonderful service.	5/26/2017 4:01 PM
139	Green line needs to resume route along Broadway Plaza, as it used to. The county connection does.	5/26/2017 3:59 PM
140	It takes awhile to get the bus, especially for new drivers	5/26/2017 3:57 PM
141	Drivers are careful, cheerful and helpful	5/26/2017 3:56 PM
142	Inconvenient times before/after events, and terrible weekend hours	5/26/2017 3:55 PM
143	excellent service, great drivers	5/26/2017 3:53 PM
144	The bus drivers add to the comfort and pleasure of the bus rides. They are an outstanding group of compassionate, polite, and caring employees.	5/26/2017 3:52 PM
145	Drivers are wonderful; helpful, pleasant	5/26/2017 3:48 PM
146	Pick up after events	5/26/2017 3:47 PM
147	Please teach the drivers care and courtesy for the residents.	5/26/2017 3:46 PM
148	The evening bus stopped too early, I often get to BART from SF and have missed the last bus pick up. It would be safer if there was a later bus option.	5/26/2017 3:44 PM
149	Would like "Dial-A-Bus" to start much earlier than 9 am	5/26/2017 3:41 PM
150	Bus drivers are good, helpful	5/26/2017 3:38 PM
151	I think that it's a wonderful service and use it whenever I can.	5/26/2017 3:37 PM
152	When car was being repaired, I rode Rossmoor bus- it was a very good experience.	5/26/2017 3:34 PM
153	keep the schedules the way that they are	5/26/2017 3:30 PM
154	Please go back to old route down Main St. There are more stores and convenient shops near Macy's.	5/26/2017 3:29 PM
155	I rely on the bus as I feel uncomfortable about driving.	5/26/2017 3:28 PM
156	Wish that the bus from BART can take me directly to gateway without circling walnut creek	5/26/2017 3:25 PM
157	better connection between green line and going home on blue line.	5/26/2017 3:23 PM
158	I liked the old bus option routes and times	5/26/2017 3:22 PM
159	I wish the white route was shorter	5/26/2017 3:19 PM
160	I would like a direct bus back from BART.	5/26/2017 3:18 PM
161	The current system is outdated. I often see empty buses driving by, a big waste of money. I hope that we will get on-demand self-driving cars soon.	5/26/2017 3:17 PM
162	There should be a bus to Alamo Mall	5/26/2017 3:15 PM
163	would like service to Central Lafayette, say Whole Foods or Safeway shopping center.	5/26/2017 3:13 PM
164	keep the service open- we all get older.	5/26/2017 3:07 PM
165	Buses- all lines could alternate direct to downtown WC without a stop at Safeway plaza. stops at Safeway could be less frequent.	5/26/2017 3:05 PM
166	Dial-A-Bus could allow for smaller vehicles = less cost.	5/26/2017 2:41 PM
167	I'd be stuck without it.	5/26/2017 2:38 PM
168	important service!	5/26/2017 2:24 PM
169	much needed service	5/26/2017 2:23 PM
170	provides independence for older residents.	5/26/2017 2:22 PM

171	excellent drivers	5/26/2017 2:21 PM
172	I often take Uber home from BART, Rossmoor bus doesn't come straight back. Real wish is a way to get home quickly from BART.	5/26/2017 2:20 PM
173	Grateful for the service. Wish it had longer hours and more comfortable seats.	5/26/2017 2:17 PM
174	Drivers have to be nicer to residents.	5/26/2017 2:15 PM
175	PM green bus should go to BART; then back to gateway. WC free bus covers shopping.	5/26/2017 2:14 PM
176	I know I will not always be able to drive my own car, but I do not look forward to using the bus.	5/26/2017 2:11 PM
177	It is obsolete for the most part- switch to Uber/Lyft	5/26/2017 2:09 PM
178	It would be good if the Rossmoor bus operated 1/2 hour after the county connection bus.	5/26/2017 2:01 PM
179	always on time, very convenient	5/26/2017 1:57 PM
180	I would use it more if it ran evenings and weekends, and had a reverse direction loop as well.	5/26/2017 1:56 PM
181	I am so very happy with the bus services, and the drivers are wonderful.	5/26/2017 1:49 PM
182	It would be wonderful if there was a bus that went to Shadelands. Many medical offices are located there and if a person cannot drive there, it would be a very helpful addition.	5/25/2017 3:09 PM
183	I would like Dial a Bus to accept phone calls between 5 and 530. I would like Dial a Bus to provide service later at night at least within the community. I would like drivers to be given continuous customer service training. I would like the meandering up and down streets on the Blue line to be eliminated. Perhaps a Dial a Bus like service could help prevent much inefficient use of time. Then maybe buses could run every 50-55 minutes. I would like shopping center buses to arrive at Safeway so that I do not have to wait 30 minutes to leave for Bart and then at least an additional 10 minutes wait at Bart while I wait to travel outside the parameters of our service. I would like the Dial a Bus phone service evaluated. Drivers should not be driving and answering the phone at the same time. I would like shuttles to go the larger John Muir medical area near John Muir hospital. I came to Rossmoor for the transportation because I do not drive. The bus system has been such a source of angst for me. The system is only good for those who are not dependent on it. I am not able to pay for Uber on a regular basis. One more thing. More people would use the buses if they understood how it works, how great it is for Bart and Walnut Creek (re parking), and if the scheduling was improved.	5/25/2017 2:52 PM
184	I believe that the bus service in Rossmoor is underutilized because of the delivery system. It is a waste of money to have the buses drive around and around Rossmoor with very few residents using the service compared to the number of residents who live here. The dial-a-bus service hours are too limited. The buses in operation are too big for most residents wanting a ride. Suggest smaller vehicles and on-call ride service, similar to calling an uber for residents without special transportation needs. Replace current buses for van size vehicles for residents with disabilities needing special assistance - make this service on-call as well with drivers trained to assist residents on and off the van, if needed.	5/25/2017 9:35 AM
185	Ridiculous to see all the different buses line up at the shopping center at the same time when there could be "shuttle bus service" between the shopping center and Gateway every 10-15 minutes.	5/24/2017 9:19 PM
186	All (!) buses should make full stops at STOP signs and obey speed limits.	5/24/2017 6:20 PM
187	Quest 5 hard to answer. I can walk on the level but not on a steep hill which requires me to use PT. PT is great but I think there is room for some improvement in the rules. Current rules allow only 1 rt ride per day. So if a rider needs to go to Gateway and Safeway they have to go on two different days. Allowing them to take a fixed route bus between Gateway and Safeway and do it in one day seems to be more efficient	5/24/2017 1:08 PM
188	I would like to see more frequent service to BART and service later in the day. It stops too early for an evening in the city.	5/23/2017 4:33 PM
189	Trish McClure is a keeper. Very Helpful!	5/22/2017 10:10 AM
190	need more service after 5 pm. GRF must consider needs of changing demographic here. Younger residents are more active in the evening than the older residents and thus need evening bus service.	5/21/2017 10:23 PM
191	Eliminating the Purple line has made the bus service much less convenient. Rossmoor should explore future electric and/or self-driving shuttles for within Rossmoor.	5/21/2017 5:46 PM
192	I would like the bus to return to Rossmoor later in the evening on the weekends	5/20/2017 8:46 AM
193	I would like to see some coordination between CCC and Rossmoor buses. Too often I have missed the 6:55PM CCC bus and the Rossmoor bus leaving Bart for Rossmoor. It would be great if they could coordinate so the wait in between was not an hour. So I now take Lyft if I miss the 5:55PMPM or 6:55 bus	5/20/2017 7:52 AM

194	The Green Line schedule should be changed so that it is more useful. The Green Line runs at almost the same time between Bart and Rossmoor as the #1 CC bus. Since both run only once an hour, that means if you miss them you have to wait another hour at the BART station to get home. That has happened to me a couple of times. The CC bus runs approx on the hour. If the Green Line ran on the half hour it would be helpful.	5/19/2017 9:46 AM
195	One of the reasons I moved to Rossmoor was the availability of this service to residents. Every resident such use this service in order to be comfortable with it before they have to give up driving.	5/18/2017 7:29 PM
196	Service to/from WC BART should be more frequent, direct, and be available into evening hours. Parking at both local BART stations is unavailable in morning hours, and there is currently no Rossmoor bus service returning in the evening.	5/18/2017 11:35 AM
197	Later hours so that people can go to events at the Event Ctr. Dial a bus service increased and reduce fixed route. The buses have very few riders and have very long routes. I quit riding when it took 40 minutes to go home from the Fitness Ctr to my home on Rossmoor Pkwy. I could walk it in that amount of time. I have resorted to begging for rides from passerbys.	5/18/2017 11:31 AM
198	We don't use the bus often, but it is a reason we moved to Rossmoor. At the ages we are now, it is predictable that someday we will not be able to drive as well or as often. We are grateful for the service that we will use more in the future.	5/17/2017 6:46 PM
199	We are active seniors and don't want to sit around waiting and waiting and waiting more. The Rossmoor bus and the County Connection at BART should depart at different times	5/17/2017 4:28 PM
200	why don't you compare the service with internal bus service in Leisure World Maryland (another Rossmoor)? It is very successful and popular.	5/14/2017 6:36 PM
201	scheduling from BART to Rossmoor should be staggered, not the same as, the County Connect #1 bus. Now, if you miss one by 3 minutes you have to wait an hour or more for the next bus	5/12/2017 4:28 PM
202	I don't understand why every bus line goes to all the same places -- can't we centralize around gateway as a transfer center to cut down on traffic, cost and nearly empty buses? It seems this would especially make sense for the Del Valle clubhouse and the shopping center.	5/12/2017 10:47 AM
203	The buses are a convenient way of traveling especially for people who can no longer drive a car. We can travel anywhere without the hassle of driving or parking a car. Making connections to Bart or the County Connection buses is a plus. Take the bus and leave the driving to them.	5/12/2017 8:07 AM
204	The millions spent on this bus system could be reduced and provide a much better service via Uber-like system.	5/11/2017 9:19 PM
205	We need to evaluate the cost of the bus system with vouchers for Uber or Lyft.	5/11/2017 12:09 PM
206	I'm an early retiree without mobility issues. I could drive my car everywhere, but I like how using the Rossmoor bus saves gas and wear on my car. It's especially convenient for getting to spots within Rossmoor and BART.	5/11/2017 11:26 AM
207	more downtown times for the weekend	5/11/2017 8:21 AM
208	I typically use Dial A Bus to get to Bart when I am going to airport for travel. That is usually earlier in the morning and I like that I do not have to change buses then	5/10/2017 7:03 PM

Q9 Do you or someone in your household own a vehicle?

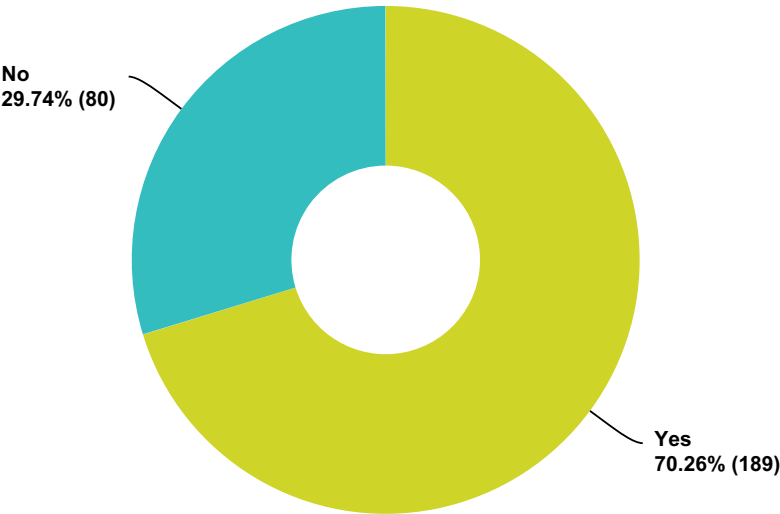
Answered: 266 Skipped: 15



Answer Choices	Responses	
Yes	74.06%	197
No	25.94%	69
Total		266

Q10 Are you able to drive?

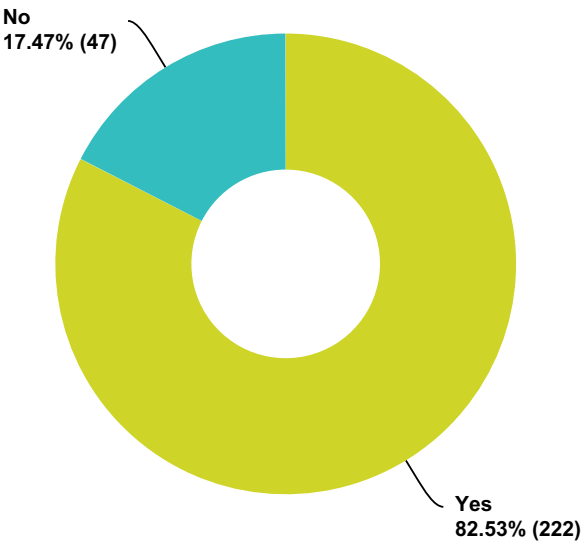
Answered: 269 Skipped: 12



Answer Choices	Responses	
Yes	70.26%	189
No	29.74%	80
Total		269

Q11 Do you use the internet?

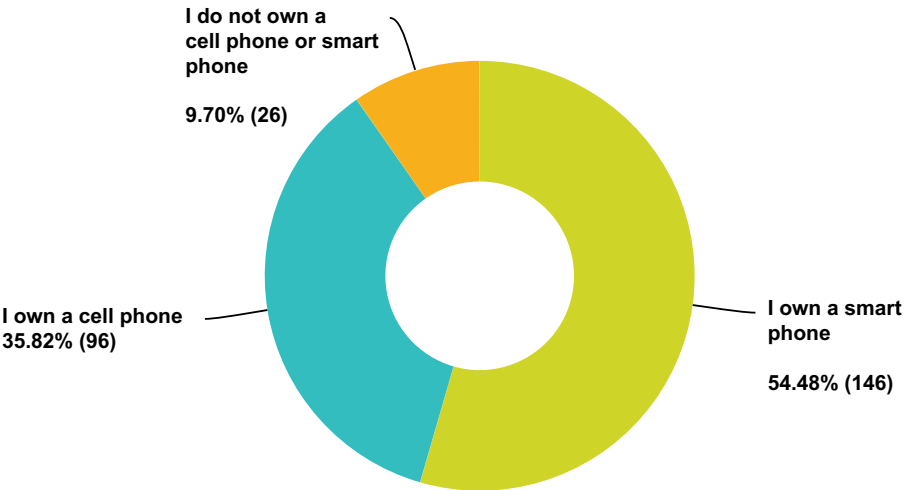
Answered: 269 Skipped: 12



Answer Choices	Responses	
Yes	82.53%	222
No	17.47%	47
Total		269

Q12 Do you own a cell phone or smartphone?

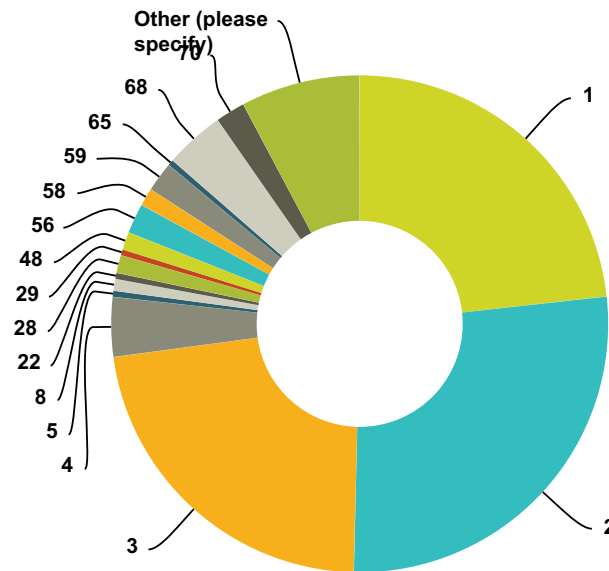
Answered: 268 Skipped: 13



Answer Choices	Responses	
I own a smart phone	54.48%	146
I own a cell phone	35.82%	96
I do not own a cell phone or smart phone	9.70%	26
Total		268

Q13 Which mutual do you live in?

Answered: 258 Skipped: 23



Answer Choices	Responses	
1	23.26%	60
2	27.13%	70
3	22.48%	58
4	3.88%	10
5	0.39%	1
8	0.78%	2
22	0.39%	1
28	1.16%	3
29	0.39%	1
30	0.00%	0
48	1.16%	3
56	1.94%	5
58	1.16%	3
59	1.94%	5
65	0.39%	1
68	3.88%	10
70	1.94%	5
Other (please specify)	7.75%	20

Total	258
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#	Other (please specify)	Date
1	Waterford N.	6/5/2017 10:47 AM
2	Waterbird	6/2/2017 10:36 AM
3	10	6/2/2017 10:10 AM
4	co-op	6/1/2017 9:37 PM
5	Red bus	6/1/2017 9:21 PM
6	23	6/1/2017 4:10 PM
7	The Waterford 2143	6/1/2017 4:00 PM
8	1302	6/1/2017 3:55 PM
9	21	6/1/2017 11:23 AM
10	live on Tice Creek #3-5	6/1/2017 10:51 AM
11	Entry 9 (illegible)	6/1/2017 10:12 AM
12	Rockledge Lane	6/1/2017 9:30 AM
13	No complaints and hope transportation stays the way it is today.	5/30/2017 1:30 PM
14	Live in Pleasant Hill	5/30/2017 12:32 PM
15	61	5/29/2017 9:24 AM
16	ALSO, a good idea to have dial a bus to end later in the evening due to events, concerts, etc which do sometimes end after say, 9pm..... so residents who do not drive have a ride home in the dark. I doubt I will ever use dial a bus but for the sake of other residents, I think it will be beneficial. THANK YOU.	5/28/2017 4:29 PM
17	not a resident	5/28/2017 3:57 PM
18	11	5/26/2017 4:23 PM
19	waterford	5/26/2017 4:18 PM
20	61	5/26/2017 3:35 PM



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10a-85

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Meeting Date: February 22, 2018

SUMMARY REPORT
GOLDEN RAIN FOUNDATION BOARD OF DIRECTORS

REPORT PREPARED BY:

Jeff Matheson, Director of Resident Services

REQUESTED ACTION/RECOMMENDATION:

Consider adopting resolution authorizing the filing of a grant application for Measure J line 20(a) grant funds for the implementation of a pilot On Demand transit program.

BACKGROUND:

The voters of Contra Costa County have supported several sales tax measures that support transportation improvements in the county. A small portion of the funds collected are designated for senior and disabled transit services provided by non-governmental agencies. The Golden Rain Foundation has applied for funding to help support the operation of the downtown Green Line service since 2014.

A new call for projects was recently released for fiscal years 2018/19 and 2019/20. Staff has again submitted an application for continued funding to support the Green Line. Staff has also submitted an application to purchase the software, hardware, and licensing necessary to implement a pilot On Demand transit service to replace the existing dial-a-bus, paratransit, and White Line service. The grant funds of \$63,400 will cover the initial cost of the system as well as the second year of the license. Costs to operate the service will be covered in the existing approved Operating Budget for Transit.

On Demand utilizes software technology to enable passengers to request a ride through an APP, phone call to a dispatcher, or PC. The software matches the ride request with the closest bus in service and routes the bus to allow for point-to-point service while aggregating rides in close proximity. The service reduces drive time, provides for quicker response to ride requests, allows users to track location of the bus and estimated pick-up times, and improves system productivity. Separate bus service for paratransit is no longer needed as special requests that take additional time for loading can be programmed. The On Demand service can increase productivity and efficiency of the operation without increasing overall operating cost for the service.

ATTACHMENTS:

Resolution supporting the filing of a grant application

CRITERIA	Project:
Financial Impact	The grant is for \$63,400 to purchase the software license, hardware and service to implement a pilot On Demand Transit Service.
Operational Efficiencies	The On Demand system will improve operation efficiency by reducing ride time and wait times for passengers
Dependencies	Initial implementation of the service is dependent on successful award of grant funding.
Subsequent Actions	Recommendations for improvements to the bus service will be presented. The On Demand pilot program would begin in the fall of 2018 if grant funding is awarded.
Alternatives/Options	The Board can decide not to support the filing of the grant application
Time-Frame	The grant is for a two year cycle, 2018/19 and 2019/20
Advantages/Benefits	The funding would cover the cost to implement the On Demand service.
Disadvantages/Risks	Many transit riders are very dependent on the service. Any changes may be difficult for those that have become accustomed to the current service model.

Board of Directors
Approval of Golden Rain Foundation of Walnut Creek
Application for Measure J Funding

**A RESOLUTION OF THE GOLDEN RAIN FOUNDATION OF
WALNUT CREEK BOARD OF DIRECTORS SUPPORTING THE
FILING OF A GRANT APPLICATION FOR A PILOT ON
DEMAND TRANSIT SERVICE.**

WHEREAS, Golden Rain Foundation of Walnut Creek operates a bus service for the nearly 10,000 senior and disabled residents residing in Rossmoor of Walnut Creek, and

WHEREAS, the Board of Directors recently authorized a study to evaluate the service, and

WHEREAS, the consultant recommended the implementation of an On Demand Transit Service to replace existing paratransit and dial a bus service, and

WHEREAS, the Board supports the On Demand service to better serve the senior and disabled population by reducing wait times, reducing ride times, and improving overall system efficiency.

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of Golden Rain Foundation of Walnut Creek; that the CEO is authorized to file an application for funding from the Measure J Line 20a Funds for Additional Transportation Services for Seniors and People with Disabilities

PASSED AND ADOPTED by the Board of Directors of Golden Rain Foundation of Walnut Creek, State of California, on this 22nd Day of February, 2018.

President of the Board

Meeting Date: February 22, 2018

SUMMARY REPORT
GOLDEN RAIN FOUNDATION BOARD OF DIRECTORS

REPORT PREPARED BY:

Jeff Matheson, Director of Resident Services

REQUESTED ACTION/RECOMMENDATION:

Update regarding the Gateway Studio project and discussion of next steps

BACKGROUND:

In January of 2016 the Board authorized an agreement with ELS Architecture and Urban Design to complete some space planning and overall evaluation of the studios at Gateway Clubhouse. ELS met collectively with the clubs as well as individually with each club to discuss their operation and evaluate options for improving the space without expanding the overall footprint of the buildings. Based on input from each club, ELS developed several options for each studio. The main improvements involved:

- Updating the lighting in all spaces
- New flooring
- Remove unnecessary doors
- Reorganize interior spaces to provide better flow
- Utilize the storage area in the mechanical building for Ceramics expansion
- Expand the Woodshop into the existing Dark Room
- Improvements to dust collection system

In August 2016, the Board was presented some basic design plans and asked to approve a second phase of the project, which involved more specific planning and the development of a cost estimate. ELS continued to refine the design options based on input from the clubs. A lighting designer developed a plan for each studio and a cost estimate for construction was developed. The cost estimate for all identified improvements was \$1.5 million.

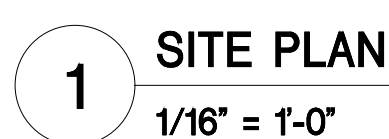
As part of the Board goals for the 2017-18 Board year, the Board voted to continue work on the Studio project. Further work has been on hold until completion of the Tice Creek Fitness Center. The next steps would involve hiring an architectural firm to complete the final design and prepare construction documents. Once permitted, staff would seek competitive bids. Construction could be done all at once, phased by wing or by individual studio, or by specific improvement such as lighting. Phasing a project will likely result in higher overall costs.

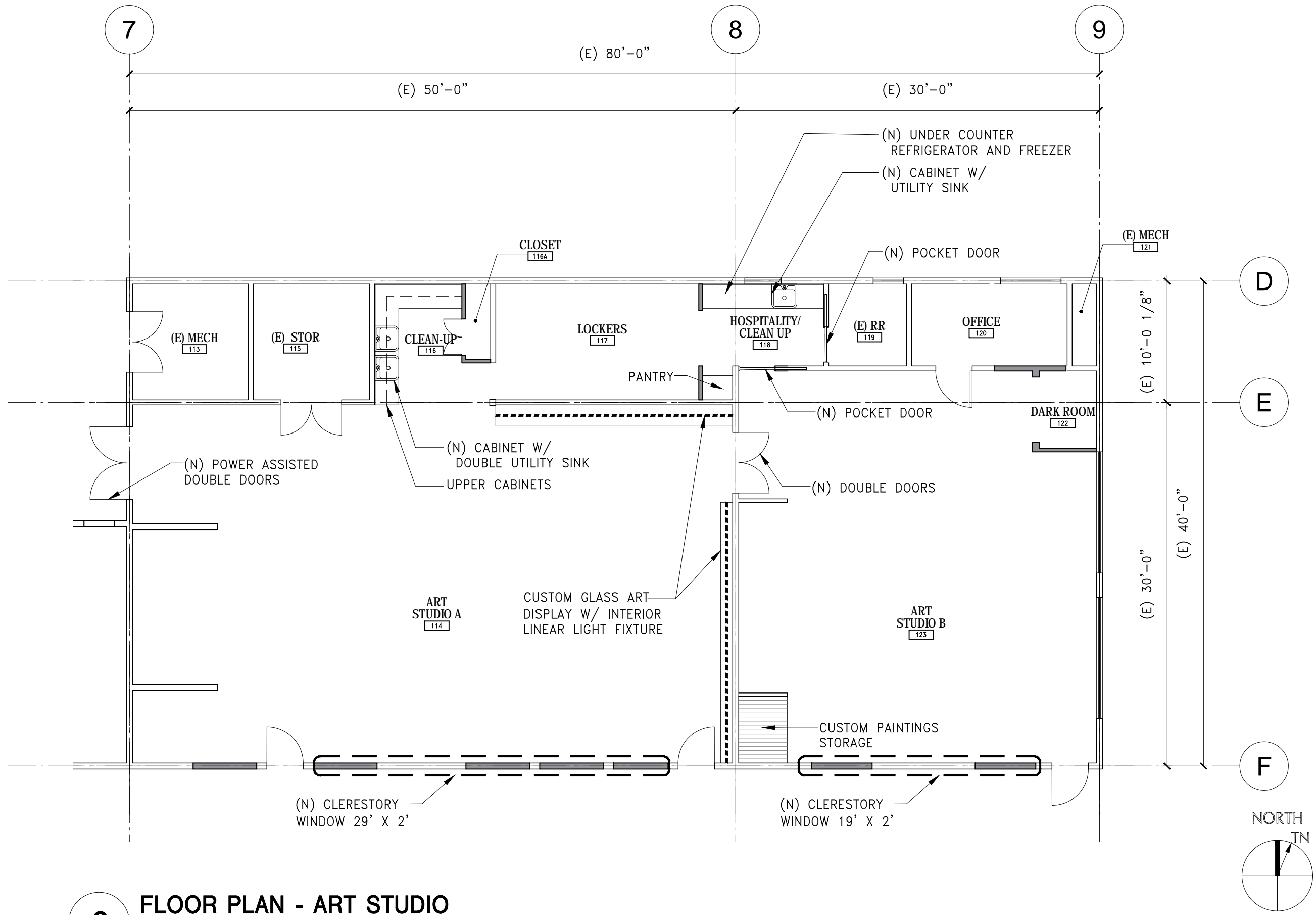
ATTACHMENTS:

Design options prepared by ELS

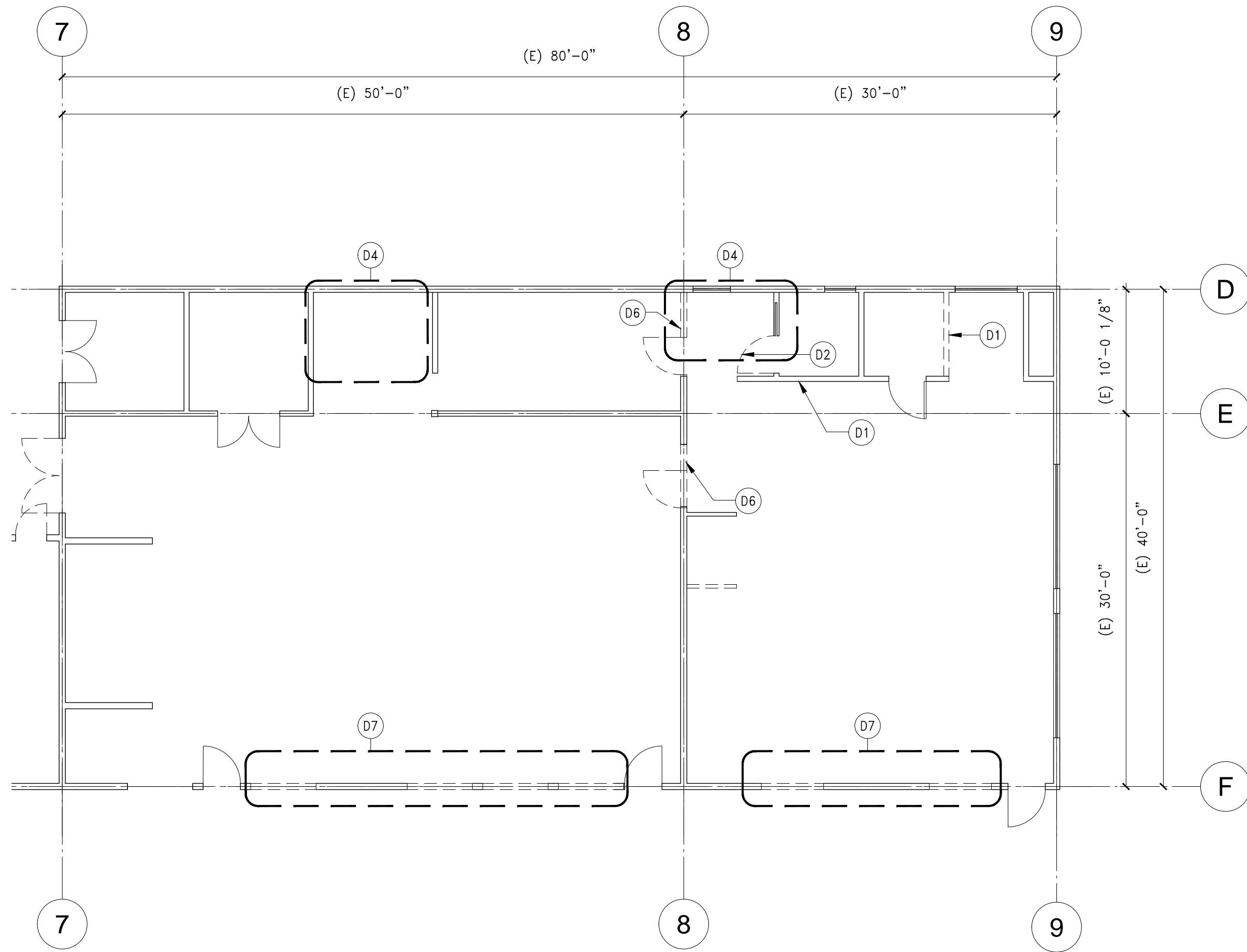
CRITERIA	Project:
Financial Impact	The estimate to complete the project is \$1.5 million
Operational Efficiencies	NA
Dependencies	The Board will need to consider the timing for moving forward on this project in relation to the current construction loan for the Fitness Center
Subsequent Actions	If the Board decides to move forward, staff will seek proposals from design firms to complete the plans. Once plans are permitted, staff will seek competitive bids for construction.
Alternatives/Options	The studio improvements can be phased or individual projects completed over time such as updating lighting, replacing flooring, etc.
Time-Frame	Final design and preparation of construction documents will take approximately six months. Construction will depend on final design.
Advantages/Benefits	The studios are a well-used amenity. The spaces have been modified over time based on the growing needs of each club. Clubs have asked GRF for assistance in making the studio spaces more functional to meet the growing demand.
Disadvantages/Risks	The cost to complete the renovations is estimated to be \$1.5 million. These improvements must be considered along with other projects funded by the Trust Estate Fund.

GENERAL NOTES			PROJECT TITLE			DRAWING INDEX																																																																																																																																																																																																																																																																																																																																																													
<div>1. (E) BUILDING INFORMATION AND DIMENSIONS ARE BASED UPON DOCUMENTS PROVIDED BY CITY OF WALNUT CREEK. DRAWINGS SETS FOR THE ORIGINAL CONSTRUCTION OF THE BATH HOUSE ARE AVAILABLE FOR REFERENCE FROM THE CITY.</div> <div>2. THE CONTRACTOR SHALL VISIT THE SITE TO ACQUAINT HIM/HERSELF WITH THE JOB CONDITIONS AND SHALL CAREFULLY STUDY ALL DRAWINGS & SPECIFICATIONS PERTAINING TO THE WORK. THE CONTRACTOR SHALL INSPECT THE SITE TO DETERMINE EXISTING CONDITIONS AFFECTED BY THE WORK PRIOR TO BIDDING. ALL CONDITIONS AND DIMENSIONS SHALL BE CONFIRMED IN THE FIELD AND THE CITY NOTIFIED IF THERE IS ANY VARIATION FROM WHAT IS DESCRIBED IN THE PROJECT DOCUMENTS. IF ANY OF THE WORK</div> <div>3. THE DOCUMENTS ARE COMPLEMENTARY; WHAT IS CALLED FOR BY ONE IS AS BINDING AS IF CALLED FOR BY ALL. IT IS THE INTENT OF THE DRAWINGS AND SPECIFICATIONS TO DESCRIBE A FUNCTIONALLY COMPLETE PROJECT. ANY WORK, MATERIALS OR EQUIPMENT THAT MAY REASONABLY BE INFERRED FROM THE REQUIREMENTS OF THE DOCUMENTS OR FROM PREVAILING CUSTOM OR TRADE USAGE AS BEING REQUIRED TO PRODUCE THE INTENDED RESULT SHALL BE FURNISHED AND PERFORMED WHETHER OR NOT SPECIFICALLY CALLED FOR.</div> <div>4. ALL WORK AND MATERIALS SHALL BE IN ACCORDANCE WITH THE LATEST RULES AND REGULATIONS OF ALL APPLICABLE STATE AND LOCAL CODES, LAWS, ORDINANCES, STATUTES AND REGULATIONS. NOTHING IN THE DRAWINGS OR SPECIFICATIONS SHALL BE CONSTRUED AS REQUIRING OR PERMITTING WORK CONTRARY TO THESE RULES, REGULATIONS, AND CODES; THOUGH, WHERE NOTED, THIS WORK MAY EXCEED MINIMUM CODE REQUIREMENTS. APPLICABLE CODES:<div>2013 CALIFORNIA BUILDING CODE2010 CALIFORNIA ENERGY CODE2013 CALIFORNIA MECHANICAL CODE2013 CALIFORNIA FIRE CODE2013 CALIFORNIA PLUMBING CODE2013 CALIFORNIA GREEN BUILDING CODE2013 CALIFORNIA ELECTRICAL CODE2013 NFPA 13CITY OF WALNUT CREEK MUNICIPAL CODE</div></div> <div>5. THE CONTRACTOR SHALL CAREFULLY STUDY AND COMPARE ALL CONTRACT DOCUMENTS, (AND ABOVE REFERENCED RELATED DOCUMENTS), WITH EACH OTHER AND SHALL AT ONCE REPORT TO THE CITY & THE ARCHITECT ERRORS, INCONSISTENCIES OR OMISSIONS DISCOVERED. IF THE CONTRACTOR PERFORMS ANY CONSTRUCTION ACTIVITY KNOWING IT INVOLVES AN ERROR, INCONSISTENCY OR OMISSION IN THE CONTRACT DOCUMENTS, THE CONTRACTOR SHALL ASSUME RESPONSIBILITY FOR SUCH PERFORMANCE AND SHALL BEAR THE FULL AMOUNT OF THE COSTS FOR CORRECTION.</div>			<div>6. FOR PURPOSES OF PREPARING A BID, IN CASE OF CONFLICTING INSTRUCTIONS, THE CONTRACTOR SHALL ALLOW FOR THE ONE INVOLVING THE HIGHER COST OR LONGER CONSTRUCTION TIME.</div> <div>7. THE DRAWINGS INDICATE LOCATIONS, DIMENSIONS AND TYPICAL DETAILS OF CONSTRUCTION. THE DRAWINGS DO NOT ILLUSTRATE EVERY CONDITION; WORK NOT EXPRESSLY DETAILED SHALL BE OF CONSTRUCTION SIMILAR TO PARTS THAT ARE DETAILED.</div> <div>8. WRITTEN DIMENSIONS TAKE PRECEDENCE OVER ANY APPEARANCE OF SCALE IMPLIED BY DRAWINGS, WHETHER OR NOT NOTED "NOT TO SCALE". DIMENSIONS ARE TO FACE OF FINISH, TO FACE OF CONCRETE, OR TO CENTERLINE UNLESS OTHERWISE NOTED. DO NOT SCALE DRAWINGS. IF WRITTEN DIMENSIONS ARE LACKING, NOTIFY THE ARCHITECT.</div> <div>9. LIMIT OF WORK LINES ARE SHOWN FOR CONTRACTOR'S CONVENIENCE. WORK SHOWN OR SPECIFIED OUTSIDE THE LIMIT OF WORK LINES IS EQUALLY A PART OF THIS PROJECT.</div> <div>10. ASSUME ALL MATERIALS CALLED OUT ON THE DRAWINGS ARE NEW UNLESS SPECIFICALLY NOTED AS EXISTING.</div> <div>11. EXISTING CONDITION DIMENSIONS ARE FOR REFERENCE ONLY AND MUST BE VERIFIED IN FIELD.</div> <div>12. UPON COMPLETION OF THE WORK CONTRACTOR SHALL REMOVE ALL CONSTRUCTION DEBRIS, CLEAN ALL SURFACES OF CONSTRUCTION MATERIALS, CLEAN ALL WINDOWS, REPAIR ANY SURFACES MARRED BY THE TRADESMEN OR MATERIALS UNDER CONTRACTOR'S SUPERVISION, AND SURFACES LEFT BROOM CLEAN.</div> <div>13. PRODUCT DATA AND SHOP DWGS SHALL BE SUBMITTED FOR ALL NEW MATERIALS USED ON THE PROJECT AND DESCRIBED IN THE DRAWINGS AND SPECIFICATIONS. SUBMIT FOR REVIEW BY THE CITY/DESIGN TEAM.</div> <div>14. CONTRACTOR SHALL PROVIDE A POOL ENCLOSURE DURING CONSTRUCTION COMPLYING WITH CBC 3119B.</div> <div>15. AS SOON AS POSSIBLE DURING MOBILIZATION, CONTRACTOR SHALL<ul style="list-style-type: none">REMOVE A SAMPLE OFEXISTING GLAZED MASONRY UNIT FOR ARCHITECT TO BEGIN COLOR MATCHING WITH MANUFACTURER.VERIFY EXISTING FLOOR SLOPES IN THE AREA OF FLOOR DRAINS TO REMAIN TO CONFIRM THE EXTENT OF SLOPES THAT VARY FROM 1/4" PER FOOT.</div>			<div>A100COVER SHEET</div> <div>A101SITE PLAN</div> <div>ARCHITECTURAL</div> <div>A201ART STUDIO-DEMOLITION, PROPOSED & INTERIOR ELEVATIONS</div> <div>A202WOODSHOP-DEMOLITION, PROPOSED & INTERIOR ELEVATIONS</div> <div>A203LAPIDARY STUDIO-DEMOLITION, PROPOSED & INTERIOR ELEVATIONS</div> <div>A204CERAMIC STUDIO-DEMOLITION, PROPOSED & INTERIOR ELEVATIONS</div> <div>A205SEWING STUDIO-DEMOLITION, PROPOSED & INTERIOR ELEVATIONS</div>																																																																																																																																																																																																																																																																																																																																																													
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<div><div><div>3</div><div>TITLE</div><div>SCALE</div></div><div>DRAWING TITLE</div></div> <div><div><div>N2</div><div></div></div><div>GRID LINE REFERENCE</div></div> <div><div><div>A</div><div>elev</div><div>sheet</div><div>B</div></div><div>INTERIOR ELEVATION</div></div> <div><div><div>sectn</div><div>sheet</div></div><div>SECTION KEY</div></div> <div><div><div>plan#</div><div>sheet</div></div><div>DETAIL PLAN KEY</div></div>			<div><div><div>6</div><div></div></div><div>SHEET NOTE</div></div> <div><div><div>300</div><div></div></div><div>DOOR NUMBER SEE DOOR SCHEDULE SHEET A403</div></div> <div><div><div>A</div><div></div></div><div>DATUM / WORK CONTROL POINT</div></div> <div><div><div>xxx</div><div></div></div><div>SIGN TYPE, SEE 4/A402</div></div> <div><div><div>xxx</div><div></div></div><div>ACCESSORY TYPE SEE 4/A401</div></div> <div><div><div>1</div><div></div></div><div>REVISIONS DELTA</div></div> <div><div><div>NORTH</div><div></div></div><div>NORTH ARROW</div></div>			<div>"EXISTING TO REMAIN" MEANS TO PROTECT INDICATED CONSTRUCTION, ITEMS OR MATERIALS AGAINST DAMAGE AND SOILING DURING WORK.</div> <div>"PROVIDE" MEANS TO FURNISH AND INSTALL.</div> <div>"RECONSTRUCT" MEANS TO REPRODUCE IN THE EXACT FORM AND DETAIL A STRUCTURE, OR OBJECT. OR PART THEREOF, AS IT APPEARED IN ORIGINAL CONDITION.</div> <div>"REMOVE" MEANS TO REMOVE AND DISPOSE OF OFF SITE, UNLESS OTHERWISE NOTED, AND PREPARE EXISTING SURFACES TO RECEIVE NEW CONSTRUCTION.</div> <div>"REMOVE AND REINSTALL" MEANS TO REMOVE, CLEAN AND SERVICE AND OTHERWISE PREPARE FOR REUSE. STORE AND PROTECT AGAINST DAMAGE. REINSTALL IN THE SAME LOCATION OR LOCATION INDICATED.</div> <div>"REMOVE AND SALVAGE" MEANS IDENTIFIED ITEMS SHALL BE REMOVED IN THE MOST CAREFUL MANNER POSSIBLE TO AVOID DAMAGE. ITEMS INDICATED TO BE REMOVED AND SALVAGED REMAIN THE PROPERTY OF THE OWNER. REMOVE, CATALOG, CLEAN AND STACK OR CRATE TO PROTECT ITEMS AGAINST DAMAGE. ITEMS TO BE STORED IN AN AREA DESIGNATED BY OWNER.</div> <div>"REPAIR" MEANS TO PATCH, PIECE-IN, SPLICE, CONSOLIDATE, OR OTHERWISE REINFORCE OR UPGRADE DETERIORATED OR MISSING PARTS OF A FEATURE OR ELEMENT WHEN THERE ARE SURVIVING ELEMENTS OF THE SAME DESIGN; ALSO INCLUDES LIMITED REPLACEMENT IN KIND OR WITH COMPATIBLE SUBSTITUTE MATERIALS AS SPECIFIED OR AS APPROVED BY ARCHITECT.</div> <div>"REPLACE" MEANS TO REPLACE AN ENTIRE FEATURE OR ELEMENT WITH NEW MATERIAL (IN KIND OR WITH COMPATIBLE SUBSTITUTE MATERIALS AS SPECIFIED OR AS APPROVED BY ARHITECT) WHEN THE LEVEL OF DETERIORATION OR DAMAGE TO EXISTING MATERIALS PRECLUDES REPAIR.</div>			<table><tr><td>@</td><td>AT</td><td>F.D.</td><td>FLOOR DRAIN</td><td>MTD.</td><td>MOUNTED</td><td>SF</td><td>SQUARE FOOT, SQUARE FEET</td></tr><tr><td>#</td><td>POUND, NUMBER</td><td>FDN.</td><td>FOUNDATION</td><td>MTL.</td><td>METAL</td><td>S.E.D.</td><td>SEE ELECTRICAL DRAWINGS</td></tr><tr><td>AFF</td><td>ABOVE FINISH FLOOR</td><td>F.E.C.</td><td>FIRE EXTINGUISHER CABINET</td><td>(N)</td><td>NEW</td><td>SHT.</td><td>SHEET</td></tr><tr><td>ARCH.</td><td>ARCHITECT</td><td>F.F.</td><td>FINISH FLOOR</td><td>N.</td><td>NORTH</td><td>SH.</td><td>SIMILAR</td></tr><tr><td></td><td></td><td>FIN.</td><td>FINISH</td><td>N.I.C.</td><td>NOT IN CONTRACT</td><td>S.L.D.</td><td>SEE LANDSCAPE. DRAWINGS</td></tr><tr><td></td><td></td><td>FIXT.</td><td>FIXTURE</td><td>NO.</td><td>NUMBER</td><td>S.M.</td><td>SHEET METAL</td></tr><tr><td>BD.</td><td>BOARD</td><td>FLR.</td><td>FLOOR</td><td>N.T.S.</td><td>NOT TO SCALE</td><td>S.M.D.</td><td>SEE MECH. DRAWINGS</td></tr><tr><td>BLDG.</td><td>BUILDING</td><td>FLASH.</td><td>FLASHING</td><td></td><td></td><td>S.N.D.</td><td>SANITARY NAPKIN DISPENSER</td></tr><tr><td>BLK.</td><td>BLOCK</td><td>FDN.</td><td>FOUNDATION</td><td></td><td></td><td>S.N.R.</td><td>SANITARY NAPKIN RECEPTACLE</td></tr><tr><td>BLKG.</td><td>BLOCKING</td><td>F.O.</td><td>FACE OF</td><td>O.C.</td><td>ON CENTER</td><td>SPEC.</td><td>SPECIFICATION</td></tr><tr><td>BM.</td><td>BEAM</td><td></td><td></td><td>OD.</td><td>OVERFLOW DRAIN</td><td>S.P.R.</td><td>SINGLE-PLY ROOFING</td></tr><tr><td>BOT.</td><td>BOTTOM</td><td></td><td></td><td>OFF.</td><td>OUTSIDE DIAMETER</td><td>SO.</td><td>SQUARE</td></tr><tr><td></td><td></td><td>GA.</td><td>GAUGE</td><td>OPNG.</td><td>OFFICE</td><td>S.S.</td><td>STAINLESS STEEL</td></tr><tr><td>CALC.</td><td>CALCULATION(S)</td><td>GALV.</td><td>GALVANIZED</td><td>O.H.</td><td>OVERHEAD</td><td>S.S.D.</td><td>SEE STRUCTURAL DRAWINGS</td></tr><tr><td>CCR</td><td>CAL CODE RESTRICTION</td><td>G.I.</td><td>GALVANIZED IRON</td><td>OPNG.</td><td>OPENING</td><td>STD.</td><td>STANDARD</td></tr><tr><td>CEM.</td><td>CEMENT</td><td>G.F.I.</td><td>GROUND FAULT INTERRUPTER</td><td>OPP.</td><td>OPPOSITE</td><td>STL.</td><td>STEEL</td></tr><tr><td>CFC</td><td>CALIFORNIA FIRE CODE</td><td>G.F.R.C.</td><td>GLASS FIBER REINF. CONC.</td><td></td><td></td><td>STOR.</td><td>STORAGE</td></tr><tr><td>C.I.</td><td>CAST IRON</td><td>GSM.</td><td>GALVANIZED SHEET METAL</td><td>PLUMB.</td><td>PLUMBING</td><td>STRUCT.</td><td>STRUCTURAL</td></tr><tr><td>C.J.</td><td>CONTROL JOINT</td><td>GWB.</td><td>GYPSPUM WALL BOARD</td><td>PL.</td><td>PLATE</td><td>SUSP.</td><td>SUSPENDED</td></tr><tr><td>CL</td><td>CENTERLINE</td><td>GYP.</td><td>GYPSPUM</td><td>PLYWD.</td><td>PLYWOOD</td><td></td><td></td></tr><tr><td>CLR.</td><td>CLEAR</td><td></td><td></td><td>PT</td><td>PAPER OR POINT</td><td>T.C.</td><td>TOP OF CURB</td></tr><tr><td>CONC.</td><td>CONCRETE</td><td>H.</td><td>HIGH OR HEIGHT</td><td>P.T.D.</td><td>PAPER TOWEL DISPENSER</td><td>T & G</td><td>TONGUE AND GROOVE</td></tr><tr><td>CMU</td><td>CONCRETE MASONRY UNIT</td><td>H.B.</td><td>HOSE BIBB</td><td></td><td></td><td>THK.</td><td>THICK</td></tr><tr><td>CONT.</td><td>CONTINUOUS</td><td>H.C.</td><td>HOLLOW CORE</td><td>(R)</td><td>REMOVE</td><td>T.O.</td><td>TOP OF</td></tr><tr><td>CORR.</td><td>CORRIDOR</td><td>H.M.</td><td>HOLLOW METAL</td><td>R.D.</td><td>ROUGH DRAIN</td><td>T.O.C</td><td>TOP OF CONCRETE</td></tr><tr><td>CTR.</td><td>CENTER</td><td>HR.</td><td>HORIZONTAL</td><td>REF.</td><td>REFERENCE</td><td>T.O.S.</td><td>TOP OF STRUCTURE</td></tr><tr><td></td><td></td><td>HT.</td><td>HEIGHT</td><td>REINF.</td><td>REINFORCED</td><td>T.P.D.</td><td>TOILET PAPER DISPENSER</td></tr><tr><td>DEMO.</td><td>DEMOLISH</td><td>JAN.</td><td>JANITOR</td><td>REQ'D</td><td>REQUIRED</td><td>T.O.W.</td><td>TOP OF WALL</td></tr><tr><td>DET.</td><td>DETAIL</td><td>JT.</td><td>JOINT</td><td>RESIL.</td><td>RESILIENT</td><td>TYP.</td><td>TYPICAL</td></tr><tr><td>DIA.</td><td>DIAMETER</td><td></td><td></td><td>REV.</td><td>REVISION, REVISED</td><td></td><td></td></tr><tr><td>DIAG.</td><td>DIAGONAL</td><td>LAM.</td><td>LAMINATE</td><td>RM.</td><td>ROOM</td><td>U.O.N.</td><td>UNLESS OTHERWISE NOTED</td></tr><tr><td>DIM.</td><td>DIMENSION</td><td>LAV.</td><td>LAVATORY</td><td>R.O.</td><td>ROUGH OPENING</td><td>VEST.</td><td>VESTIBULE</td></tr><tr><td>DN.</td><td>DOWN</td><td>LT.</td><td>LIGHT</td><td>RWD.</td><td>REDWOOD</td><td>V.I.F.</td><td>VERIFY IN FIELD</td></tr><tr><td>DWG.</td><td>DRAWING</td><td>M.</td><td>MEN'S</td><td>R.W.L.</td><td>RAIN WATER LEADER</td><td>V.T.R.</td><td>VENT THROUGH ROOF</td></tr><tr><td>D.S.</td><td>DOWN SPOUT</td><td>MACH.</td><td>MACHINE</td><td>S</td><td>SOUTH</td><td>W.</td><td>WIDE OR WOMEN'S</td></tr><tr><td>(E)</td><td>EXISTING</td><td>MAX.</td><td>MAXIMUM</td><td>S.C.</td><td>SOLID CORE</td><td>W</td><td>WEST</td></tr><tr><td>E.</td><td>EAST</td><td>MECH.</td><td>MECHANICAL</td><td>SAT</td><td>SUSPENDED ACOUSTICAL TILE</td><td>W/</td><td>WITH</td></tr><tr><td>ELECT.</td><td>ELECTRICAL</td><td>MEMB.</td><td>MEMBRANE</td><td>S.C.D.</td><td>SEAT COVER DISPENSER/</td><td>W.C.</td><td>WATER CLOSET</td></tr><tr><td>EL.</td><td>ELEVATION</td><td>MFR.</td><td>MANUFACTURER</td><td></td><td>SEE CIVIL DRAWINGS</td><td>WIN.</td><td>WINDOW</td></tr><tr><td>EQ.</td><td>EQUAL</td><td>MIN.</td><td>MINIMUM</td><td>SCHED.</td><td>SCHEDULE</td><td>WD.</td><td>WOOD</td></tr><tr><td>EQUIP.</td><td>EQUIPMENT</td><td>MISC.</td><td>MISCELLANEOUS</td><td>S.D.</td><td>SOAP DISPENSER</td><td>WP.</td><td>WATERPROOF</td></tr><tr><td>EXT.</td><td>EXTERIOR</td><td>M.O.</td><td>MASONRY OPENING</td><td>SECT.</td><td>SECTION</td><td>WR</td><td>WATER RESISTANT</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>WT.</td><td>WEIGHT</td></tr></table>			@	AT	F.D.	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STEEL	CFC	CALIFORNIA FIRE CODE	G.F.R.C.	GLASS FIBER REINF. CONC.			STOR.	STORAGE	C.I.	CAST IRON	GSM.	GALVANIZED SHEET METAL	PLUMB.	PLUMBING	STRUCT.	STRUCTURAL	C.J.	CONTROL JOINT	GWB.	GYPSPUM WALL BOARD	PL.	PLATE	SUSP.	SUSPENDED	CL	CENTERLINE	GYP.	GYPSPUM	PLYWD.	PLYWOOD			CLR.	CLEAR			PT	PAPER OR POINT	T.C.	TOP OF CURB	CONC.	CONCRETE	H.	HIGH OR HEIGHT	P.T.D.	PAPER TOWEL DISPENSER	T & G	TONGUE AND GROOVE	CMU	CONCRETE MASONRY UNIT	H.B.	HOSE BIBB			THK.	THICK	CONT.	CONTINUOUS	H.C.	HOLLOW CORE	(R)	REMOVE	T.O.	TOP OF	CORR.	CORRIDOR	H.M.	HOLLOW METAL	R.D.	ROUGH DRAIN	T.O.C	TOP OF CONCRETE	CTR.	CENTER	HR.	HORIZONTAL	REF.	REFERENCE	T.O.S.	TOP OF STRUCTURE			HT.	HEIGHT	REINF.	REINFORCED	T.P.D.	TOILET PAPER DISPENSER	DEMO.	DEMOLISH	JAN.	JANITOR	REQ'D	REQUIRED	T.O.W.	TOP OF WALL	DET.	DETAIL	JT.	JOINT	RESIL.	RESILIENT	TYP.	TYPICAL	DIA.	DIAMETER			REV.	REVISION, REVISED			DIAG.	DIAGONAL	LAM.	LAMINATE	RM.	ROOM	U.O.N.	UNLESS OTHERWISE NOTED	DIM.	DIMENSION	LAV.	LAVATORY	R.O.	ROUGH OPENING	VEST.	VESTIBULE	DN.	DOWN	LT.	LIGHT	RWD.	REDWOOD	V.I.F.	VERIFY IN FIELD	DWG.	DRAWING	M.	MEN'S	R.W.L.	RAIN WATER LEADER	V.T.R.	VENT THROUGH ROOF	D.S.	DOWN SPOUT	MACH.	MACHINE	S	SOUTH	W.	WIDE OR WOMEN'S	(E)	EXISTING	MAX.	MAXIMUM	S.C.	SOLID CORE	W	WEST	E.	EAST	MECH.	MECHANICAL	SAT	SUSPENDED ACOUSTICAL TILE	W/	WITH	ELECT.	ELECTRICAL	MEMB.	MEMBRANE	S.C.D.	SEAT COVER DISPENSER/	W.C.	WATER CLOSET	EL.	ELEVATION	MFR.	MANUFACTURER		SEE CIVIL DRAWINGS	WIN.	WINDOW	EQ.	EQUAL	MIN.	MINIMUM	SCHED.	SCHEDULE	WD.	WOOD	EQUIP.	EQUIPMENT	MISC.	MISCELLANEOUS	S.D.	SOAP DISPENSER	WP.	WATERPROOF	EXT.	EXTERIOR	M.O.	MASONRY OPENING	SECT.	SECTION	WR	WATER RESISTANT							WT.	WEIGHT
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2 FLOOR PLAN - ART STUDIO
1/8" = 1'-0"



1 DEMOLITION PLAN - ART STUDIO
1/8" = 1'-0"

GENERAL NOTES

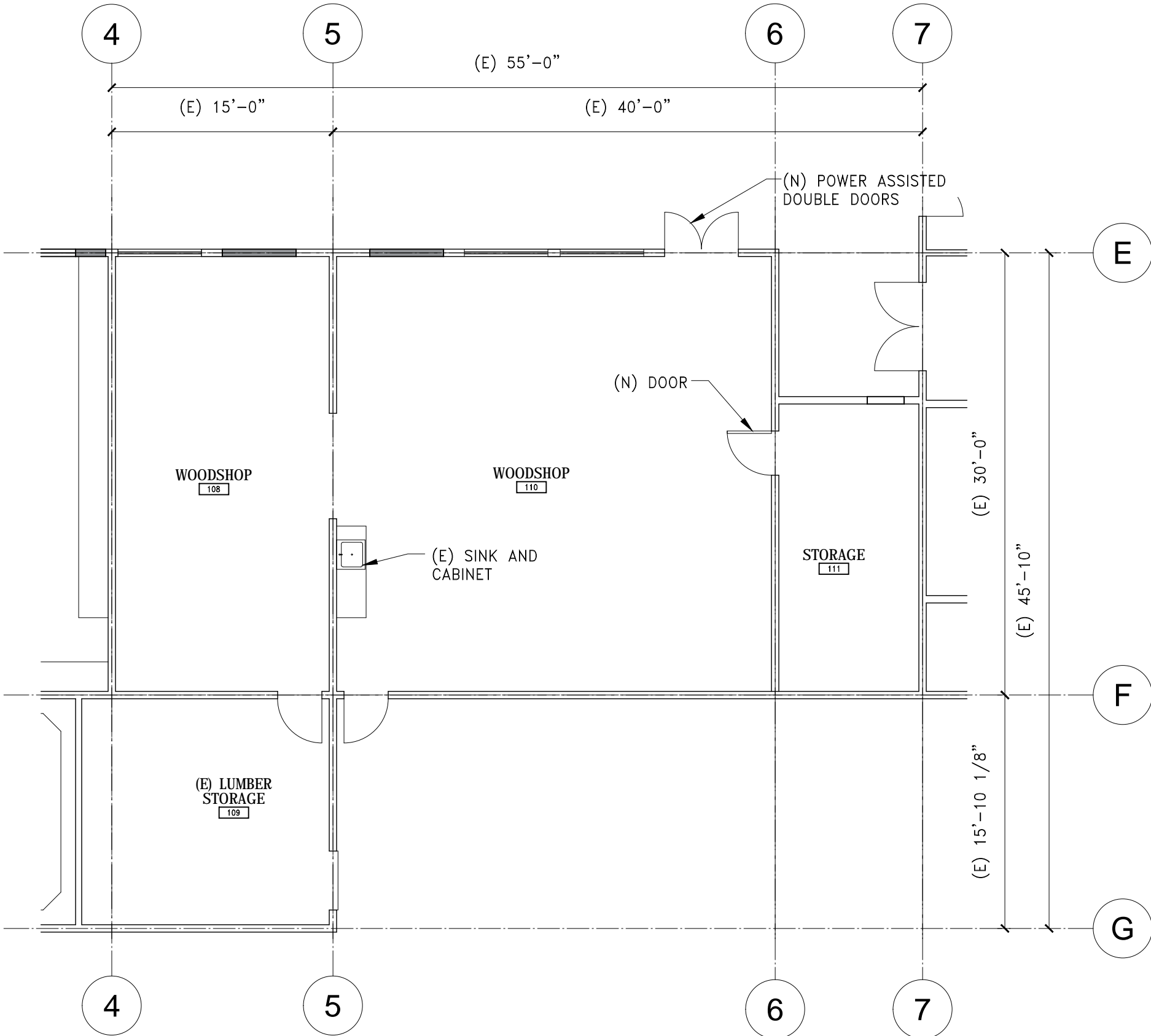
1. GENERAL LIGHTING UPGRADE
2. (E) FLOOR TO REMAIN. PATCH AFFECTED AREAS BY DEMOLITION TO MATCH EXISTING
3. EXISTING CONDITION DIMENSIONS ARE FOR REFERENCE ONLY AN MUST BE VERIFIED IN FIELD

LEGEND

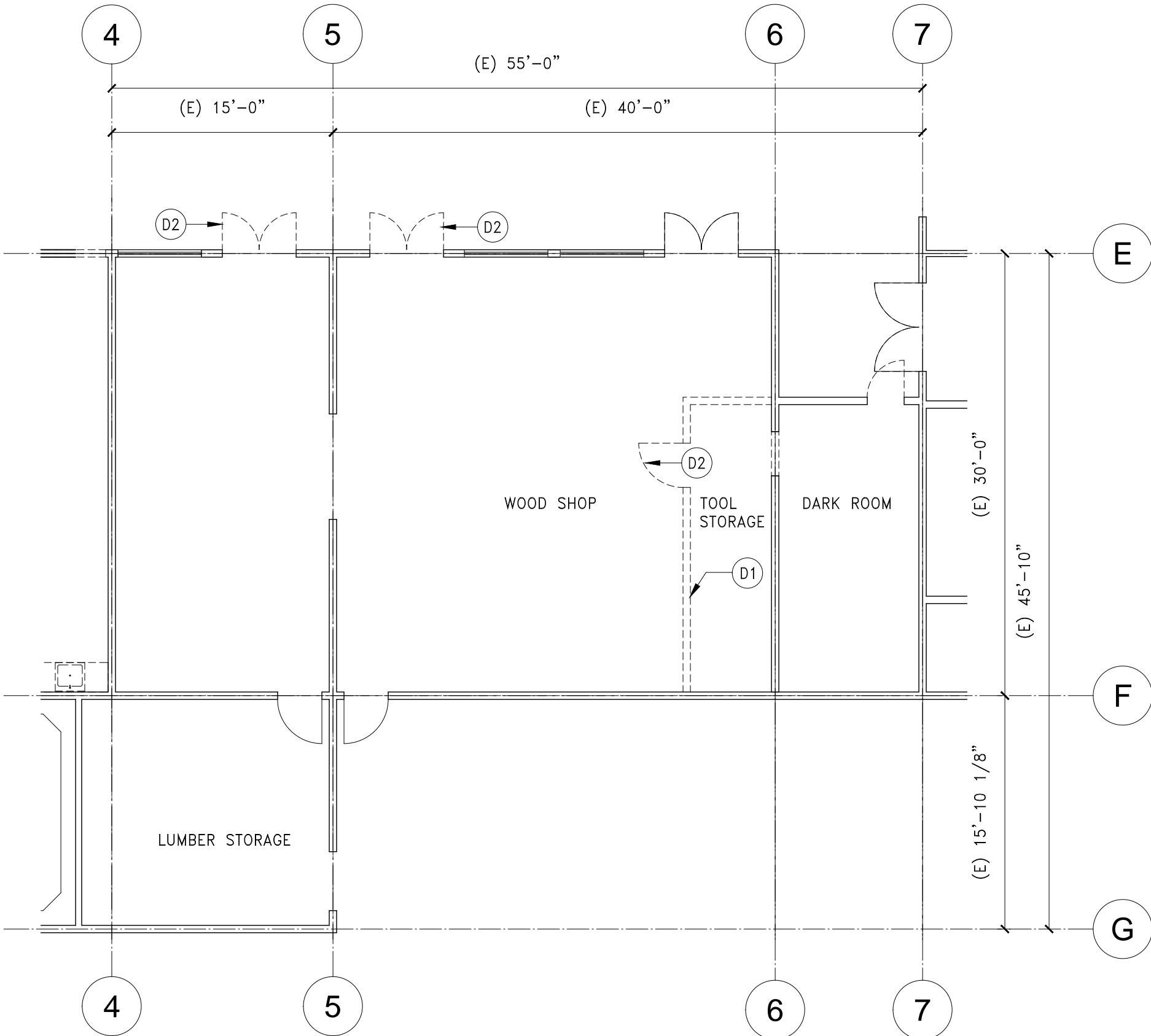
NEW STUD WALL

DEMOLITION NOTES

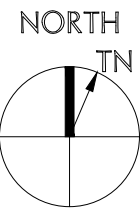
- D1 REMOVE (E) WALL
- D2 REMOVE (E) DOOR AND FRAME
- D3 NOT USED
- D4 REMOVE (E) KITCHENETTE
- D5 NOT USED
- D6 REMOVE (E) PARTITION WITH DOOR
- D7 REMOVE (E) WINDOWS. REPLACE WITH CLERESTORY WINDOWS



2 FLOOR PLAN - WOODSHOP
1/8" = 1'-0"



1 DEMOLITION PLAN - WOODSHOP
1/8" = 1'-0"



GENERAL NOTES

1. GENERAL LIGHTING UPGRADE
2. ELECTRICAL LOAD UPGRADE. PROVIDE WITH ADDITIONAL 220V OUTLETS
3. DUST COLLECTION SYSTEM NEEDS TO BE RE-ENGINEERED
4. CEILING TO BE REPLACED BY ACOUSTICAL TILE
5. REMOVE AND REPLACE (E) FLOORING WITH WOOD FLOOR
6. EXISTING CONDITION DIMENSIONS ARE FOR REFERENCE

LEGEND

NEW STUD WALL

DEMOLITION NOTES

- D1 REMOVE (E) WALL
- D2 REMOVE (E) DOOR AND FRAME.
- D3 REMOVE (E) SINK AND COUNTER
- D4 REMOVE (E) PARTITION WITH DOOR

ELS

ARCHITECTURE AND URBAN DESI
2040 ADDISON STREET, BERKELEY, CA 94
P 510.549.2929 F 510.843.3304
WWW.ELSARCH.COM

PROJECT:

GATEWAY CLUBHOUSE
WORKSHOPS INTERIOR
RENOVATION

1001 GOLDEN RAIN ROAD
WALNUT CREEK, CALIFORNI
94595

PROJECT NUMBER:

201504.02

CLIENT:

GOLDEN RAIN
FOUNDATION (GRF)

800 ROCKVIEW DRIVE, WALNUT CREE
CALIFORNIA 94595

CONSULTANTS:

KEY PLAN:

ISSUE:

SPACE PLANNING COST

ESTIMATE SET

DATE:

11/21/2016

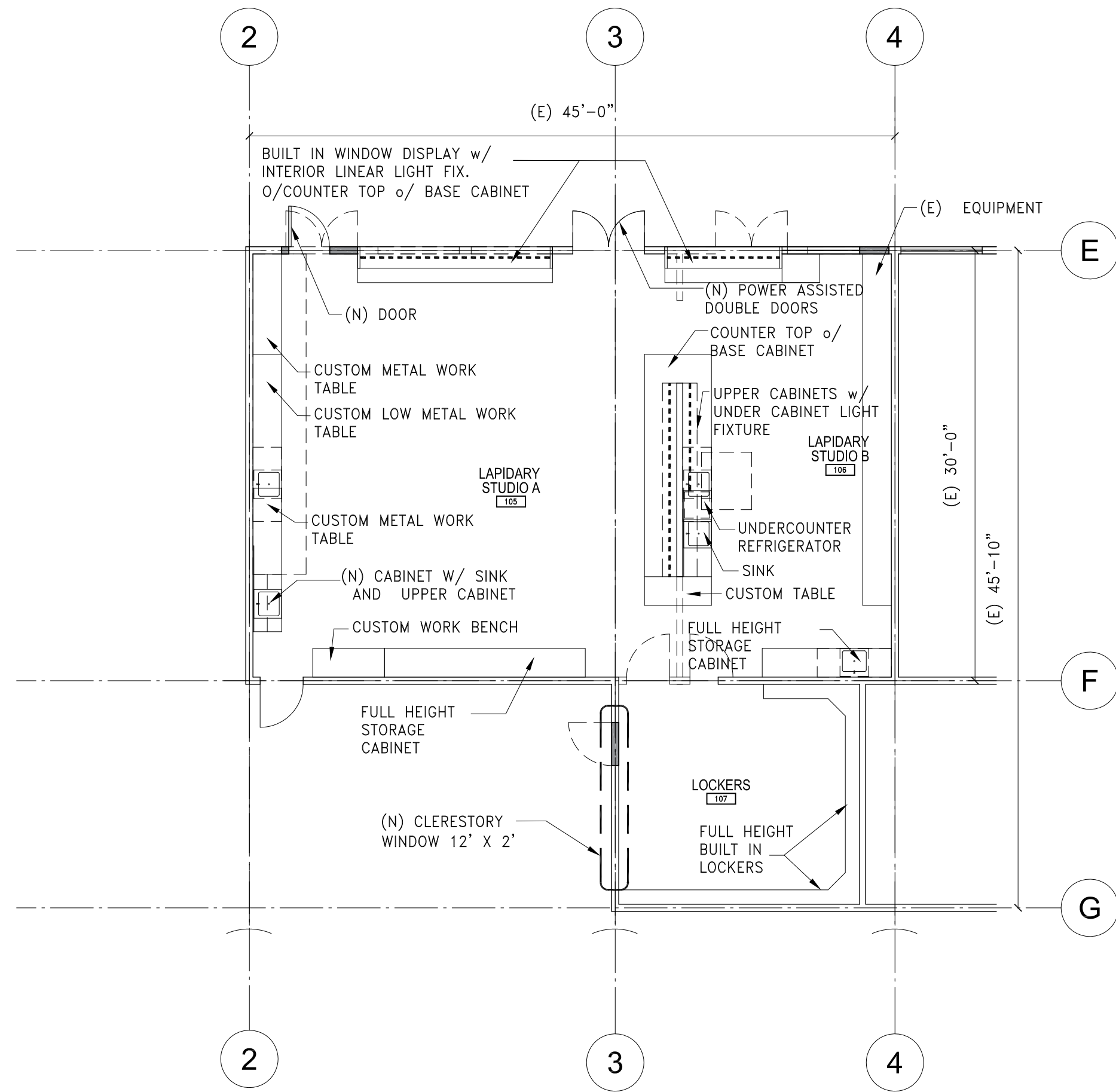
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WOODSHOP

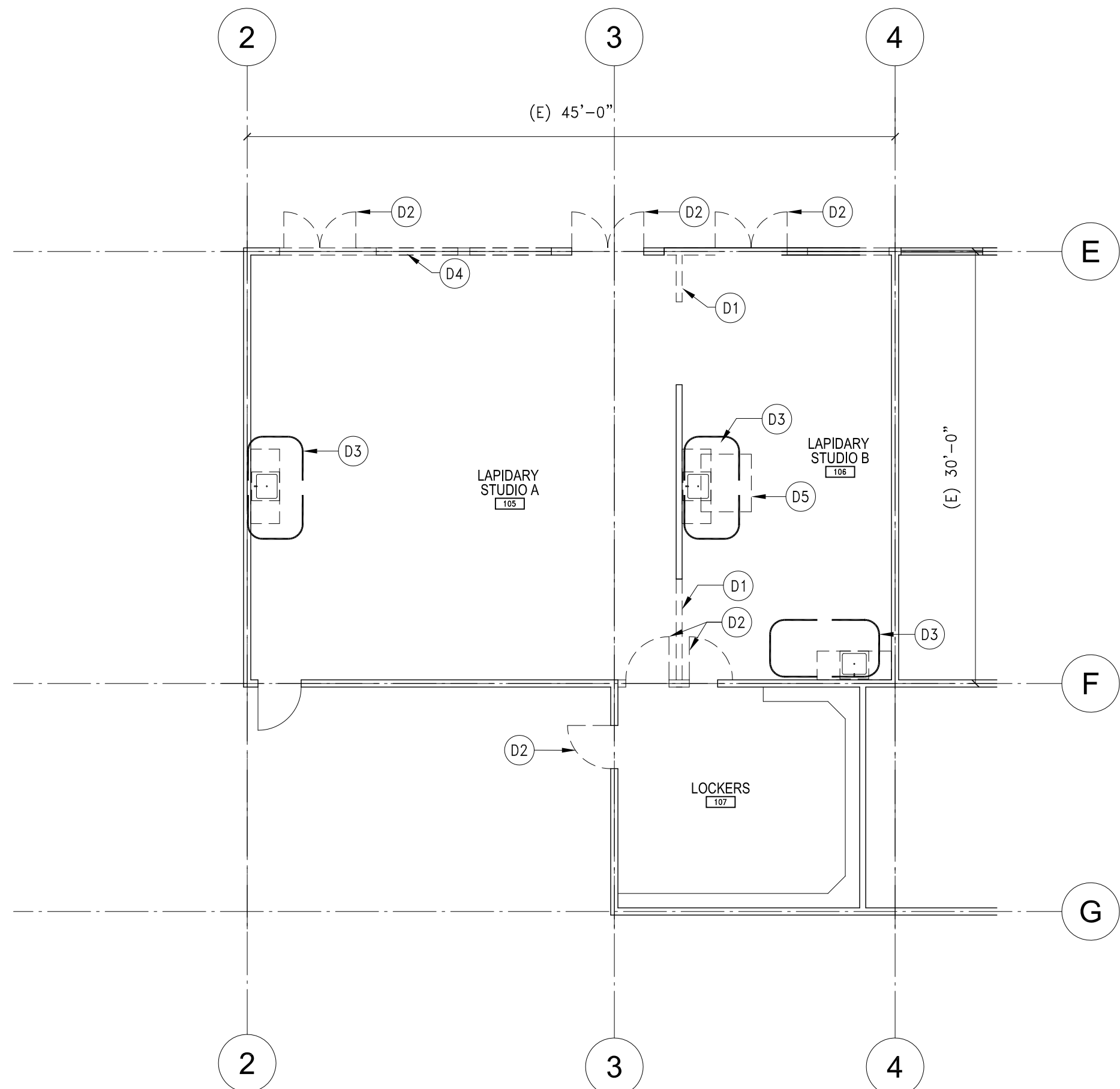
DEMOLITION, PROPOSED
INTERIOR ELEVATIONS

SHEET NUMBER:

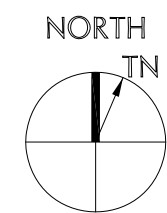
A202 10c-6



2 FLOOR PLAN - LAPIDARY STUDIO
1/8" = 1'-0"



1 DEMOLITION PLAN - LAPIDARY STUDIO
1/8" = 1'-0"



GENERAL NOTES

1. GENERAL LIGHTING AND ELECTRICAL UPGRADE
2. REMOVE POPCORN CEILING, REPLACE WITH ACOUSTICAL CEILING
3. REMOVE AND REPLACE (E) FLOOR WITH CERAMIC TILE
4. RELOCATE MECHANICAL EQUIPMENT AT LAPIDARY STUDIO B
5. EXISTING CONDITION DIMENSIONS ARE FOR REFERENCE ONLY AN MUST BE VERIFIED IN FIELD

LEGEND

NEW STUD WALL

DEMOLITION NOTES

- (D1) REMOVE (E) WALL
- (D2) REMOVE (E) DOOR AND FRAME.
- (D3) REMOVE (E) SINK AND COUNTER
- (D4) REMOVE (E) WINDOWS
- (D5) RELOCATE (E) MECHANICAL EQUIPMENT TO ROOF

PROJECT:
**GATEWAY CLUBHOUSE
WORKSHOPS INTERIOR
RENOVATION**

**1001 GOLDEN RAIN ROAD
WALNUT CREEK, CALIFORNIA
94595**

PROJECT NUMBER:
201504.02

CLIENT:
**GOLDEN RAIN
FOUNDATION (GRF)**
800 ROCKVIEW DRIVE, WALNUT CREEK,
CALIFORNIA 94595

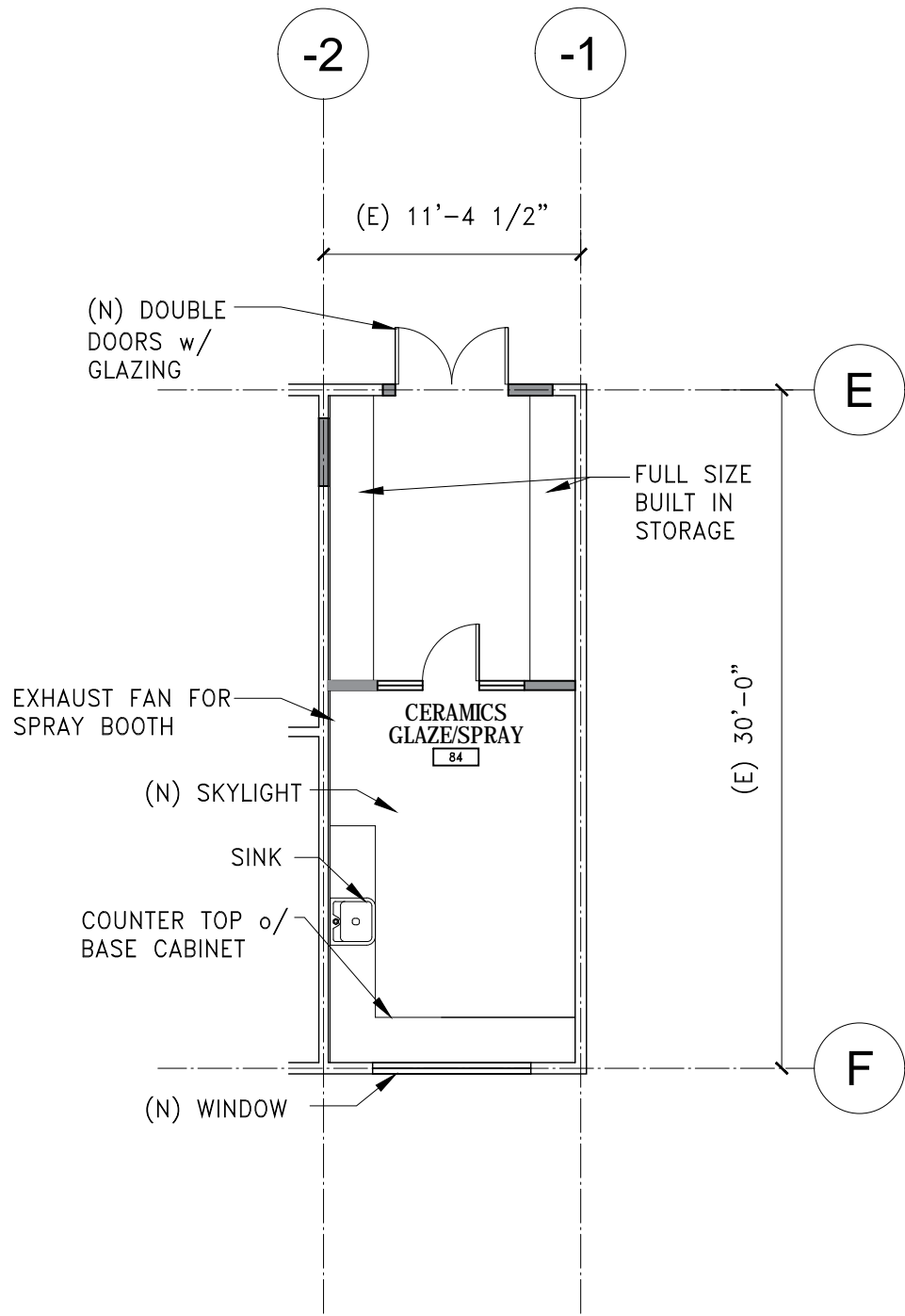
CONSULTANTS:

KEY PLAN:

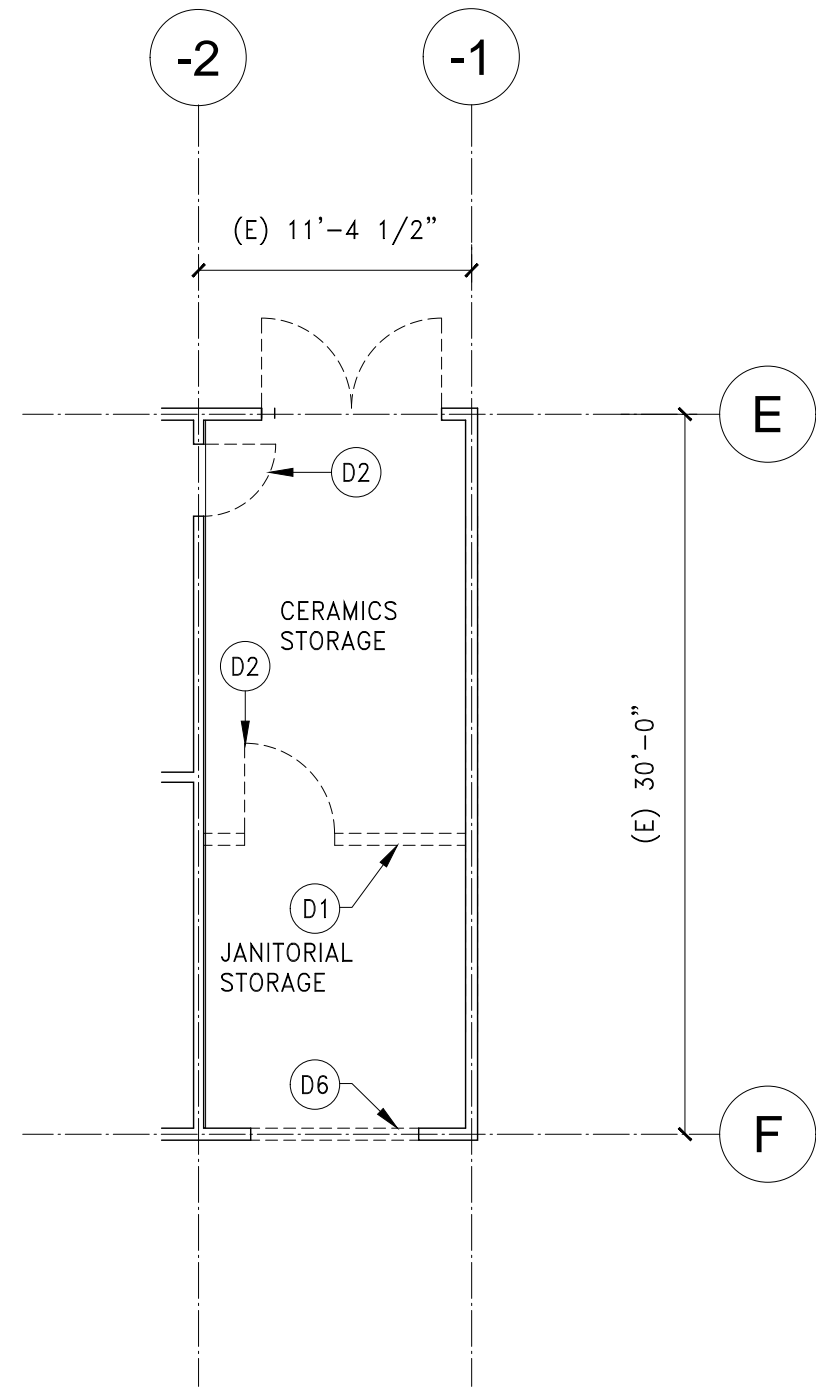
ISSUE:
**SPACE PLANNING COST
ESTIMATE SET**
DATE:
11/21/2016

SHEET TITLE:
**LAPIDARY STUDIO
DEMOLITION, PROPOSED &
INTERIOR ELEVATIONS**

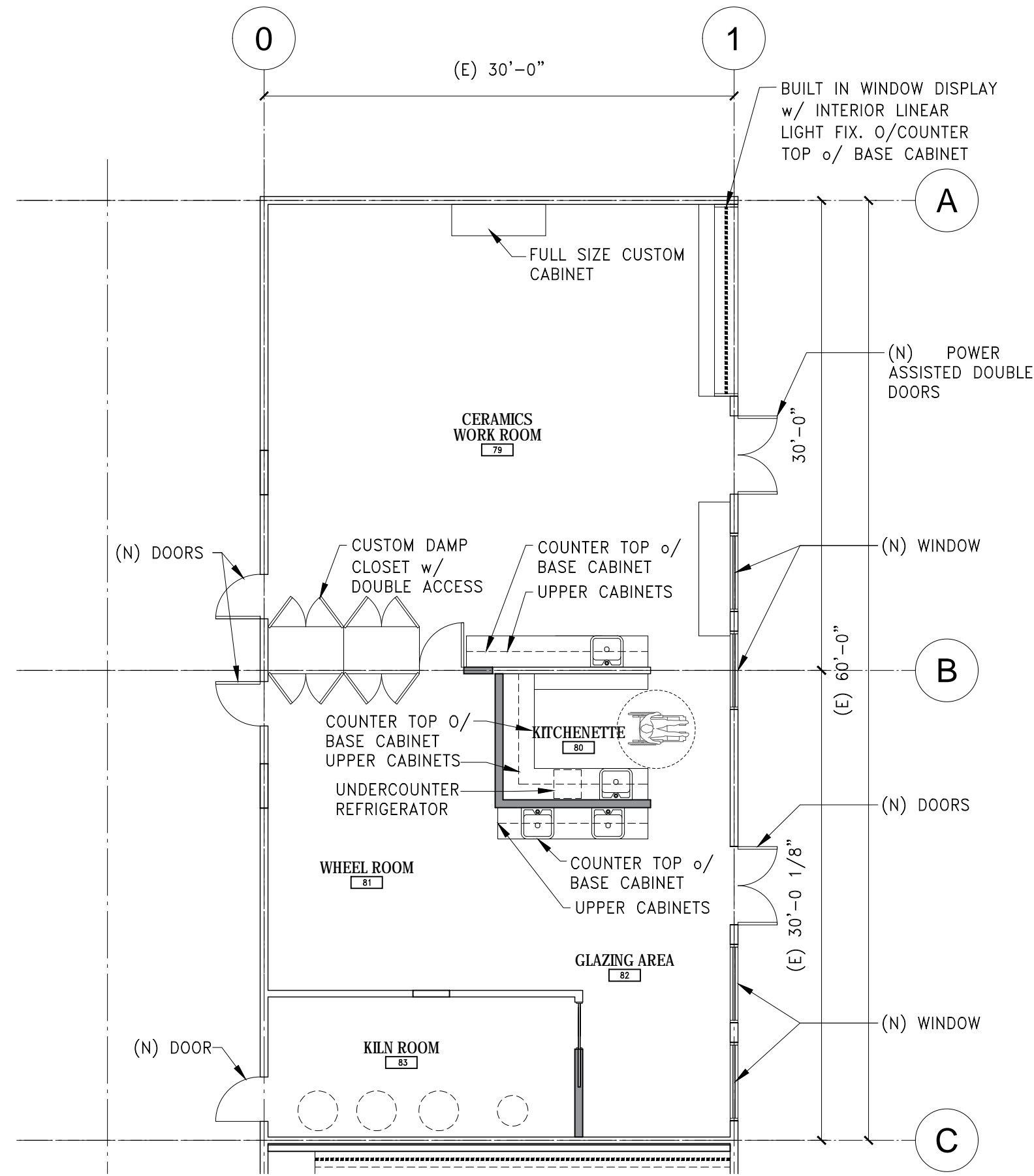
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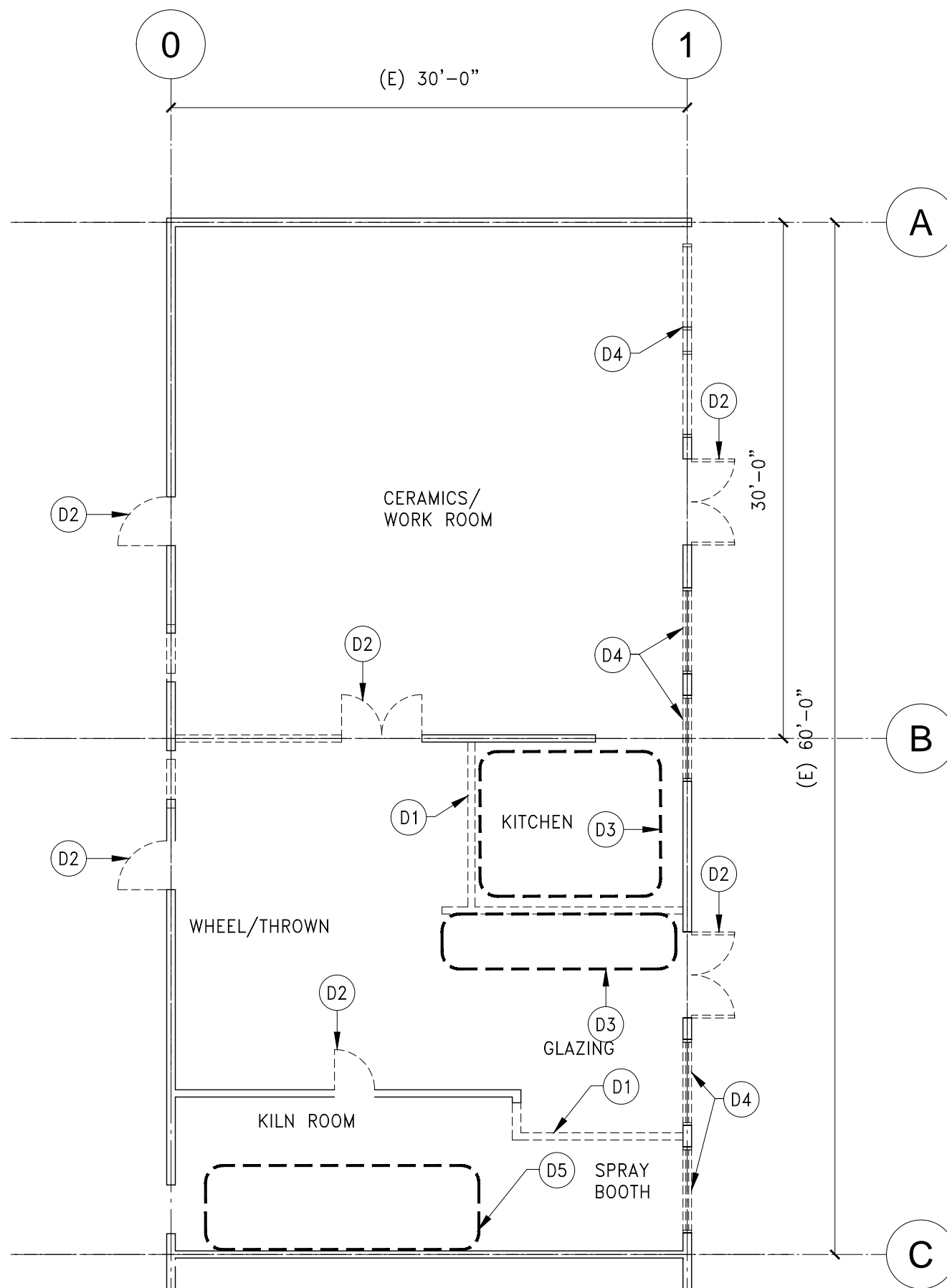
4 FLOOR PLAN - CERAMIC STUDIO B
1/8" = 1'-0"



3 DEMOLITION PLAN - CERAMIC STUDIO B
1/8" = 1'-0"



2 FLOOR PLAN - CERAMIC STUDIO A
1/8" = 1'-0"



1 DEMOLITION PLAN - CERAMIC STUDIO A
1/8" = 1'-0"

GENERAL NOTES

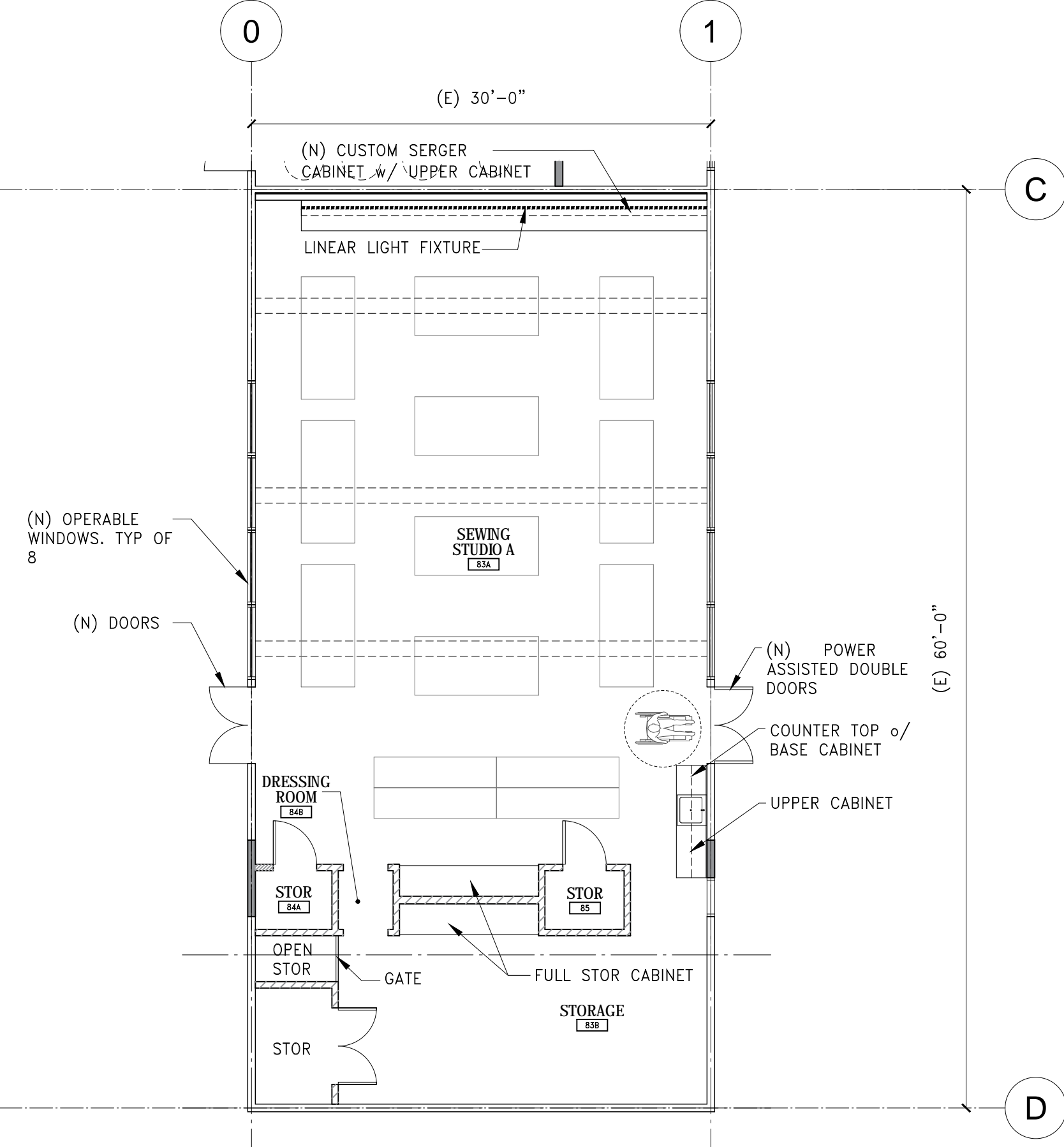
- GENERAL LIGHTING AND ELECTRICAL UPGRADE
- REMOVE POPCORN CEILING. REPLACE WITH ACOUSTIC CEILING
- REMOVE AND REPLACE (E) FLOORING WITH CERAMIC TILE.
- ADD CERAMIC TILE OVER THE (E) CONCRETE FLOOR ON ROOM 84
- BRUSHED CONCRETE FINISH @ KILN ROOM
- EXISTING CONDITION DIMENSIONS ARE FOR REFERENCE ONLY AN MUST BE VERIFIED IN FIELD
- (E) WALL AT GRID -2 ON CERAMIC STUDIO B TO RECEIVE ACOUSTIC FURRING

LEGEND

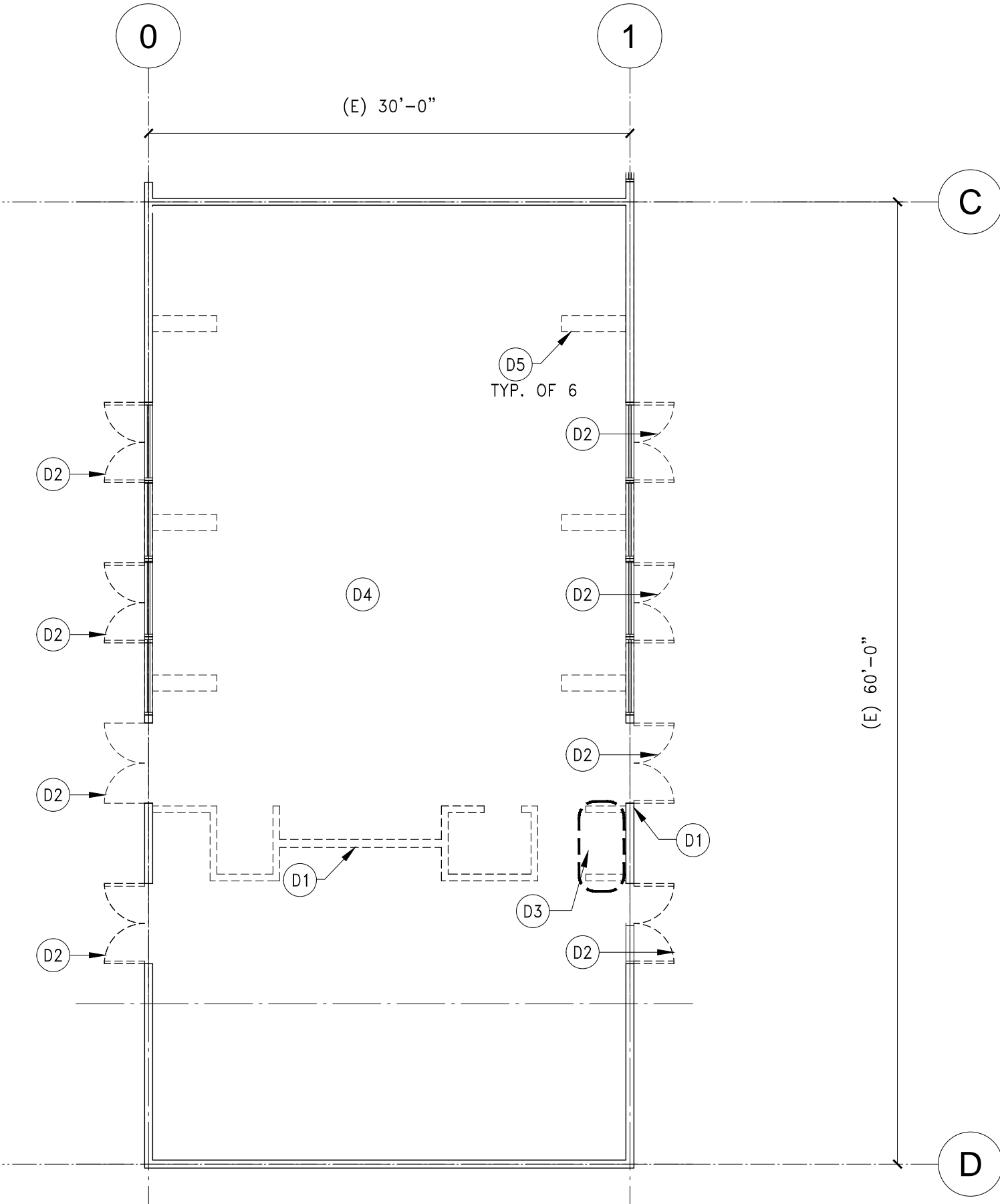
NEW STUD WALL

DEMOLITION NOTES

- (D1) REMOVE (E) WALL
- (D2) REMOVE (E) DOOR AND FRAME.
- (D3) REMOVE (E) SINK AND COUNTER
- (D4) REMOVE (E) WINDOWS AND REPLACE WITH DOUBLE PANE WINDOWS U.O.N.
- (D5) RELOCATE KILNS AND VENTILATION TO MEET MANUFACTURE RECOMMENDATIONS
- (D6) CUT OPENING ON (E) WALL FOR WINDOW. PATCH AS NEEDED



2 FLOOR PLAN - SEWING STUDIO
1/8" = 1'-0"



1 DEMOLITION PLAN - SEWING STUDIO
1/8" = 1'-0"

GENERAL NOTES

1. GENERAL LIGHTING AND ELECTRICAL UPGRADE
2. REMOVE AND REPLACE (E) FLOOR WITH WOOD FLOOR
3. EXISTING CONDITION DIMENSIONS ARE FOR REFERENCE ONLY AN MUST BE VERIFIED IN FIELD

LEGEND

- NEW STUD WALL
- NEW PARTIAL WALL @ 7'-10" HEIGHT U.O.N

DEMOLITION NOTES

- (D1) REMOVE (E) WALL
- (D2) REMOVE (E) DOOR AND FRAME.
- (D3) REMOVE (E) SINK AND COUNTER
- (D4) REPLACE FLOORING
- (D5) REMOVE (E) DECORATIVE BRACES AT BEAM
- (D6) CUT OPENING ON (E) WALL FOR WINDOW. PATCH AS NEEDED

Meeting Date: February 22, 2018

SUMMARY REPORT
GOLDEN RAIN FOUNDATION BOARD OF DIRECTORS

REPORT PREPARED BY:

Tim O'Keefe, CEO

REQUESTED ACTION/RECOMMENDATION:

Discuss a process for service level review

BACKGROUND:

During my tenure at Rossmoor, Board members have mentioned on several occasions their concerns that there is not enough time between the mid-September two-day budget meeting and the final budget vote at the end of the September to make any changes to the service level of any given GRF service or amenity. Effectively, the Board packet is distributed 1-2 weeks following the mid-September budget meeting leaving very little time to conduct any meaningful analysis or make any substantive changes. Any study or survey of an increase or decrease in service, or research into new methods or technologies to improve or enhance service, could take weeks or months to fully evaluate. The budget has to be adopted by late September because the mutuals are mandated by law to distribute their budgets by November 1st. GRF's portion of the coupon has to be incorporated into the mutual coupons.

The budget process starts each year in June when the Board provides guidance on the staff wages and benefits. Staff directors work on their budgets over the summer and the final staff reviews occur in late August. The budget binders are assembled the last week of August and first few days of September. The Board and the Finance Committee review the budgets on the second Tuesday and Wednesday of September.

The budgets generally provide the cost to deliver the current level of service for a given amenity, department or program. The budget narrative provides an explanation for each material line item needed to deliver the agreed upon service level. For example, over the years, the community has agreed to operate its own cable TV channel and weekly newspaper. The budget that is submitted each year outlines the costs (labor, materials, supplies, etc.) and revenues needed to deliver both these services.

A service level review would analyze the current service level, how and why it evolved as it did, and provide an understanding of who uses the service/amenity and how those users might be impacted by any change in the service level. A service level review could lead to discussions of alternative means of delivering the service and changes in the service level for a future budget.

There are a number of different ways to conduct a service level review. The Board could:

- Review all departments/services/amenities every year. This is estimated to take 30-40 hours.
- Review 1/3 of the departments/services/amenities annually so that by the end of a Board member's 3 year term, they would have reviewed all departments/services/amenities. It is estimated that this could take at least 1-2 full days each year.
- Identify annually which departments/services/amenities it wanted to review in the next year. The reviews could occur all at once or scattered over the course of the year.

There are certainly other modifications of these options that can be discussed. These reviews could occur during regular Board meetings, in special Board meetings or in workshops. It is recommended that, if scheduled annually, the Board decide on the departments/services/amenities it wishes to review following the adoption of the annual budget in September. The actual review could occur in the Feb - April time frame in the following year or it could occur at meetings or workshops held throughout the following year.

ATTACHMENTS:

None

CRITERIA	Project:
Financial Impact	None
Operational Efficiencies	N/A
Dependencies	None
Subsequent Actions	If approved, staff will setup the process based on the Board's directives
Alternatives/Options	See above
Time-Frame	N/A
Advantages/Benefits	Could improve the Board members' and residents' understandings of the services provided by GRF
Disadvantages/Risks	Would require additional preparation by staff and attendance by Board members at additional meetings

Meeting Date: February 22, 2018

**SUMMARY REPORT
GOLDEN RAIN FOUNDATION BOARD OF DIRECTORS**

REPORT PREPARED BY:
Anthony Grafals, General Counsel

REQUESTED ACTION/RECOMMENDATION:
Consider Establishment of Reserves for Geologic Hazards in Rossmoor

BACKGROUND:

In May of 2016, GRF was notified by counsel for Mutual 68 of ongoing earth subsidence occurring in Mutual 68 at two addresses on Grey Eagle Drive. Counsel for Mutual 68 suggested that the subsidence within Mutual 68 may have been related to subsidence on GRF Trust property adjacent to the imperiled Mutual 68 property. If that assertion could have been proven, GRF may have borne some of the liability for any damages to the property in Mutual 68. Over the course of the next twenty months, the situation deteriorated and resulted in the total destruction of the two homes in Mutual 68 and a \$17,000 assessment imposed on each residence in Mutual 68. Fortunately, the property insurance policy covering GRF and the Mutuels in place at the time of the event causing the destruction of the two homes included coverage for land subsidence, and the carrier honored the claim for loss, thereby relieving both Mutual 68 and GRF of any direct liability and avoiding costly litigation.

As a result of this multi-million dollar loss, it is probably not unreasonable to anticipate that insurance policies negotiated in the future may either exclude earth subsidence, or provide coverage at a much greater cost. Therefore, the Board may want to consider some alternatives to third party insurance, to protect against losses due to earth subsidence in the future. Staff has investigated some of the most likely options, including self-insurance through a separately established reserve within the GRF Trust, self-insurance through a separately established trust reserve, establishment of a Geologic Hazard Abatement District within Rossmoor; or annexation into an existing Geologic Hazard Abatement District. Each of these options is discussed in more detail below.

I. Self-Insurance through a Segregated Fund within the GRF Trust. The GRF Trust allows for establishment of reserves for annual operational costs as well as repair and replacement of Trust property. Since insurance is an operational cost, and remediation of earth subsidence on GRF property would meet the definition of repair to Trust property, it should be permissible under the terms of the GRF Trust, to establish a reserve within the GRF Trust to protect against future damages due to earth subsidence on Trust property. The Board could accomplish this by resolution at a Board meeting. Funding of the reserve would be accomplished annually by inclusion of an amount in each annual

budget thereafter, until the fund is deemed fully funded by the standards established by the Board.

The primary advantages of this method are:

- Least costly set-up, since no additional financial or legal obligations would trigger;
- Least costly build-up, since coupon payments could be the funding mechanism;
- GRF would retain control over funds;
- Funds would remain on GRF's balance sheet and could be considered as assets when borrowing from lenders in the future;
- Funds could be reallocated to cover other emergencies if needed;

The primary disadvantages of this method are:

- 100% of the funds would come from payments by the Mutuals, who would in turn pass their costs along to residents;
- The appropriate amount of the reserve might be difficult to determine since future losses are indeterminable;
- GRF, and in turn the Mutuals, would bear all investment risks of the fund amount;
- It may take many years to build up an adequate reserve, during which time the Trust may be exposed to risk;
- Subsequent Boards could, by resolution, discontinue funding the reserve or perhaps even reallocate reserve funds to other non-emergency projects;

II. Self-Insurance through a Separately Established Trust. GRF is a distinct legal entity. In its capacity as Trustee for the GRF Trust, GRF has the power to spend money or donate property, or otherwise use Trust assets in any manner that it reasonably believes to be in the best interests of the GRF Trust. Protecting the Trust against unforeseen losses through the purchase of insurance, or establishment of reserves may be prudent, and taking steps to protect such reserves from future misappropriation may also be prudent. Therefore, the Board could create a separate reserve through the establishment of a segregated trust, expressly limited to use to cover losses due to earth subsidence, or expanded to cover other unforeseen catastrophic losses to the extent not covered by insurance. The costs of establishing the separate trust would be minimal and could largely be borne through normal operating costs. Other advantages would be the same as those listed in option I. (above). The disadvantages would be the same as those listed in option I. (above); except that unlike option I, the funds would not be exposed to the risk that subsequent Boards could reallocate funds for other non-emergency projects.

III. Establishment of a Rossmoor GHAD. The acronym GHAD stands for Geologic Hazard and Abatement District. These are state-level independent public agencies established to oversee hazards due to earth movement within a defined geographic area. The GHAD oversees hazard prevention, mitigation, abatement and control. Geologic hazards include actual or threatened landslides, land subsidence, soil erosion, earthquake, fault movement, or any other natural or unnatural movement of land or earth. There are presently more than 35 GHADs in California. The Beverly Act of 1979 provided

the framework for the establishment of GHADs in California. GRF would not own/control a GHAD since a GHAD is a separate entity unto itself. However, GRF could initiate the planning and creation of the GHAD.

In order to establish a GHAD, there must be an affirmative vote of the residents in the affected area(s) and a team of experts must be assembled to prepare a plan addressing the areas of:

- Engineering
- Geology
- Legal
- Management

There are presently many firms in California experienced in each of these fields with expertise in creating a GHAD. The process involves 3 steps:

Step 1: Planning

- Define GHAD boundaries
- Establish GHAD responsibilities and limitations
- Assess whether to create a new GHAD or annex to an existing GHAD

Step 2: Formation

- Create a plan of Control – what will the GHAD do?
- Determine the structure of the Board of Directors of the GHAD

Step 3: Financing

- Typically funded by property tax assessments based on number of units in the GHAD boundaries
- Engineer's report provides the basis for a budget
- Revenue stream is divided into operations and reserve accumulation

According to the California Association of GHADs, the primary advantages of GHADs include:

- Ability to focus resources on prevention;
- Rapid response capabilities;
- Alternative to costly, time-consuming litigation;
- Covers absence of insurance for earth movement;
- Broader range of remedial measures;
- Locally autonomous;
- Exempt from local permitting requirements;
- Increases public safety;

In addition to the foregoing general benefits of a GHAD, advantages to Rossmoor may include:

- Once established, operates completely independently from GRF;
- Funds protected from reallocation by future Boards;
- Self-funding through property tax assessments, not included in GRF coupon;
- Management and oversight responsibilities fall on an independent Board;
- Reduces or eliminates the need for insurance against many geologic risks;
- Investment risk falls on GHAD, not GRF;
- GHADs may raise additional funds through issuance of bonds;
- GHAD can span larger area and/or non-contiguous areas;
- It may be possible to recoup the costs of establishment from the GHAD;

The primary disadvantages of establishing a GHAD include:

- Costs of establishment are high, potentially six figures;
- Complexity of establishment requires reliance on many outside professionals;
- Time required to establish may be many months or even more than a year;
- No ability to recoup investment costs and not an asset of GRF

IV. Annexation of Rossmoor into an existing GHAD

Because there are so many GHAD's already in existence throughout California, many existing GHADs not only welcome but encourage additional areas to annex into or join the existing GHAD. The principal advantage of this is that the initial costs can be greatly reduced, and the homeowners benefit from an existing experienced Board and already established processes and procedures. This avoids many of the mistakes of a learning curve for a newly created GHAD. Additionally, an established GHAD already has a reserve built up, so the benefits of the GHAD may be realized immediately.

The Canyon Lakes GHAD located primarily in the Alamo/Blackhawk area is said to be open to considering additional areas for possible annexation. Since the covered area need not be contiguous, Rossmoor could be annexed into this nearby already existing GHAD.

A vote of the residents in the area to be annexed would still be required.

V. Establishment of a Community Facilities District

The Mello-Roos Community Facilities Act of 1982 permits the California Statewide Communities Development Authority (CSCDA) to establish a Mello-Roos Community Facilities Districts (a “CFD”) which allows for financing of public improvements and services. The services and improvements that Mello-Roos CFDs can finance include streets, sewer systems and other basic infrastructure, police protection, fire protection, ambulance services, schools, parks, libraries, museums and other cultural facilities.

CFDs can be established to create a reserve for contingencies such as earth subsidence through assessments added to property taxes. However, this is merely a financing vehicle. All funds are held by the State and administration is handled through state agencies.

To obtain funding, an application and need must be provided to the CSCDA, and if approved, a public vote is required through a ballot measure.

ATTACHMENTS: None

CRITERIA	Project:
Financial Impact	Depends upon course of action selected
Operational Efficiencies	Depends upon course of action selected
Dependencies	Depends upon course of action selected
Subsequent Actions	Depends upon course of action selected
Alternatives/Options	<ul style="list-style-type: none"> • Take no action • Pursue one of the courses of actions recommended • Pursue some other course of action
Time-Frame	Depends upon course of action selected
Advantages/Benefits	Depends upon the course of action selected
Disadvantages/Risks	Depends upon the course of action selected

Meeting Date: February 22, 2018

**SUMMARY REPORT
GOLDEN RAIN FOUNDATION BOARD OF DIRECTORS**

REPORT PREPARED BY:

Paulette Jones, Senior Manager, Executive Services

REQUESTED ACTION/RECOMMENDATION:

Approve, as recommended by the President, the following Board Committee and Board representative Committee appointments, effective immediately, to fill the vacancies caused by the death of Mary Lou Delpech and to serve until May 2018: Sue DiMaggio Adams, Policy Committee; Mary K. Neff, Planning Committee; and Stephen D. Roath, Golf Advisory Committee.

BACKGROUND:

As stipulated in the Policy Committee, the Planning Committee, and the Golf Advisory Committee Charters, the President recommends and the Board approves the appointment of members to the Committees.

Due to the recent death of Mary Lou Delpech, whose terms on the Policy Committee, the Planning Committee, and the Golf Advisory Committee expire in May 2018, there are vacancies on the Committees, which need to be filled.

ATTACHMENTS: None

CRITERIA	Project:
Financial Impact	None
Operational Efficiencies	N/A
Dependencies	N/A
Subsequent Actions	If approved, Sue Adams DiMaggio will begin serving as a member of the Policy Committee, Mary K. Neff will begin serving as a member of the Planning Committee, and Stephen D. Roath will begin serving as a member of the Golf Advisory Committee, effective immediately
Alternatives/Options	Not approve the appointments of Sue DiMaggio Adams to the Policy Committee, Mary K. Neff to the Planning Committee, and Stephen D. Roath to the Golf Advisory Committee.
Time-Frame	If approved, the appointments will be effective February 22, 2018.

Advantages/Benefits	The Policy and Planning Committees will have the maximum number of members, and the Golf Advisory Committee will have a Board representative on the Committee.
Disadvantages/Risks	The Policy and Planning Committees' will not have the maximum number of members, and the Golf Advisory Committee will not have a Board representative on the Committee.