

## **COMMUNITY SERVICES KPI TASK FORCE CHARTER**

### **KPI (Key Performance Indicators)**

#### **MEMBERSHIP**

The Community Services KPI Task Force shall consist of:

- Up to three (3) members of the Rossmoor Walnut Creek (RWC) Board of Directors.
- One (1) member from the Finance Committee.
- Up to Two (2) members from Board Resident Advisory Committees (optional).
- Staff, as appropriate, assigned by General Manager.

All members shall be nominated by the RWC Board President and approved by the RWC Board of Directors.

The RWC Board President shall designate one member as Chair and/or Co-Chair to serve for the duration of the Task Force.

The term of service shall begin November 2025 and conclude April 2026, unless extended by the RWC Board.

The Task Force members shall elect their own Vice Chair and any other officers as necessary. Subcommittees may be appointed as needed.

The Task Force shall follow Policy 201.4 regarding open committee meetings and provide a Member Forum at each meeting in which residents may address concerns to the Task Force.

Robert's Rules of Order shall govern all Task Force proceedings.

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#### **PURPOSE AND RESPONSIBILITIES**

The Task Force shall serve in an advisory capacity to the Rossmoor Walnut Creek (RWC) Board of Directors. Its purpose is to support the Board's strategic and operating objectives by developing, evaluating, and recommending Key Performance Indicators that will measure the effectiveness and impact of RWC's community services, programs, and amenities.

In alignment with the SMART Goals adopted for 2025–2026, the Task Force will:

- **Evaluate and determine desired outcomes** based on how amenities, programs, and services are used, ensuring that outcomes are clearly defined and measurable.
- **Identify and recommend tools and methods for data collection** to capture information relevant to those outcomes, including resources, technology, and timelines needed for implementation.
- **Oversee the initiation of data collection** and the preparation of draft reports, which will be reviewed by the Planning and Finance Committees to confirm progress toward the agreed outcomes.
- **Develop a reporting framework** to present relevant data in reports, enabling the Board and its committees to make informed decisions about the allocation of resources, planning of programs, and evaluation of services.

The Task Force's work is intended to ensure that the RWC Board and staff have clear, reliable, and timely information on the performance and effectiveness of community services, enabling informed decisions about transparency, accountability, resource allocation, and long-term planning in alignment with resident needs and organizational priorities.

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## **ADMINISTRATION**

- The Task Force shall receive staff support from the Executive Services Department and relevant operational departments.
  - The Task Force shall have no independent budget nor the authority to incur costs without the approval of the RWC Board.
  - The Task Force will report directly to the RWC Board of Directors.
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## **TERM**

This Task Force is temporary and shall disband upon submission of its final report in April 2026 unless extended by action of the RWC Board of Directors.

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**ADOPTED BY THE ROSSMOOR WALNUT CREEK BOARD OF DIRECTORS ON OCTOBER 30, 2025.**