

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 Tuesday, June 12, 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 TUESDAY, JUNE 12, 2018, AT 9:00 A.M.

1. MEETING CALLED TO ORDER: Robert D. Kelso, President
2. ROLL CALL: Kelso (D), Birdsall (I), Pyle (G), Neff (H), Adams (A), Anderson (C), Brown (B), Coenen (E), Roath (F), and O'Keefe, ex-officio member
3. RESIDENTS' FORUM
4. UNFINISHED BUSINESS
5. NEW BUSINESS
 - a. Review implementation progress of the Rossmoor General Plan. No specific action is required. (Attachment) **Page 1**
6. ANNOUNCEMENTS
 - a. The next end-of-the month regular meeting of the Board will be held on Thursday, June 28, 2018, at 9:00 a.m. in Peacock Hall at Gateway Complex.
7. EXECUTIVE SESSION
 - a. If an executive session is necessary, it will be announced during the regular meeting. Executive session topics are restricted to legal, personnel, and third-party contract matters.
8. RECESS OR ADJOURNMENT

Meeting Date: June 12, 2018

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

REPORT PREPARED BY:

Tim O'Keefe, CEO

REQUESTED ACTION/RECOMMENDATION:

Review implementation progress of the Rossmoor General Plan. No specific action is required. The plan envisioned these annual reviews to “allow present and potential Board members a means to maintain continuity of direction for Rossmoor’s future, as leadership transitions occur.”

BACKGROUND:

After two years of intensive work, including significant consultation with the community, the Ad Hoc Long-Range Planning Task Force, appointed by the GRF Board, delivered a draft of the Rossmoor General Plan. The Golden Rain Foundation Board and community reviewed the draft plan for several months and in April 2011 the final General Plan was approved by the GRF Board.

In April 2015, the GRF Board appointed an Ad Hoc Task Force to review and update the General Plan, as necessary. The Amended General Plan was approved by the GRF Board in October 2016. This is the first review since the Amended Plan was adopted.

The Plan stated that its objectives were as follows:

“The general objective of this Plan is to set a Vision for Rossmoor that is consistent with the Golden Rain Foundation’s mission, and to guide the GRF Board, committees, staff, Rossmoor’s independent Mutuals and residents in administration and planning as they meet the challenges of the next 14 years (from the initial adoption date in 2011).

The Plan aims to identify demographic, lifestyle, and other trends that may impact the Rossmoor community and to guide decisions that are consistent with a framework of long-term goals.

The specific objectives of this Plan are to:

- Identify actions that implement the Vision.
- Prioritize programs and services.
- Prioritize capital fund investments.
- Adopt policies, rules, and procedures that concern development and maintenance of Rossmoor’s programs and physical facilities.

- Regularly reassess and modify the Plan to meet changing conditions that impact the future direction of Rossmoor and regularly assess progress in realizing the Plan's objectives.
- Allow present and potential Board members a means to maintain continuity of direction for Rossmoor's future, as leadership transitions occur."

The Plan covers 13 topical areas. For each topic there are one or more goals, and for each goal there are recommended policies and/or actions. There are 33 total goals, 115 policies and 96 action statements. For easy reference, the goals, policies and actions are aggregated in a matrix in the implementation section of the Plan on pages 74 through 99.

For each policy and action, the implementation matrix indicates the "primary responsible party" and "additional parties involved," and an implementation time frame. 13 of the policies and actions are defined in the Plan as being "major". The Plan determined that the "major" recommendations "have the greatest impact on: 1) protecting and preserving what is good about Rossmoor, 2) providing opportunities for residents to enjoy living here, and 3) attracting new residents."

Because of the extensive number of goals, policies and actions, staff is providing written implementation status statements only for the broad goal categories that have had significant changes or impact since the Amended General Plan was adopted. Staff will be happy to discuss the implementation status of any of the other goals, policies or actions as the Board may wish.

ALTERNATIVES AND OPTIONS:

- Request further information about the status of other policies or actions.

SUBSEQUENT ACTIONS:

- Consider General Plan goals, policies, and actions when discussing and setting Board goals for the 2018-2019 year.

FINANCIAL IMPACT:

- No direct impact.

ATTACHMENT:

Synopsis of implementation status for Amended General Plan goals.

**Attachment
General Plan Implementation Review**

Goal ENV-1: “Conservation of energy and non-renewable resources within Rossmoor.”

There are ongoing efforts throughout GRF to conserve energy and resources. For example, in the past year, lights in several of GRF’s parking lots have been upgraded to LED. Staff are also in the process of testing LED technology on street lights in select locations. In addition, interior LED lighting has been installed in some of the Hillside rooms as well as the Tice Creek pools. As interior lights are replaced throughout community facilities, staff will continue to evaluate whether LED or CFL lighting can be installed to replace much less efficient halogen, fluorescent and incandescent lighting.

GRF explored LEED certification for the renovated Fitness Center. The certification would have cost approximately \$100,000. The Fitness Center was constructed to LEED standards but the Board of Directors did not express interest in spending funds to obtain certification.

In December 2016, GRF entered into a power purchase agreement with a solar company who will install a 1 megawatt solar farm on the south-facing Rockview slope and above the RV lot. The project is still in the planning stages and is expected to be online later this year.

Goal ENV-2: Minimal use of toxic materials throughout the community.”

The Landscaping and Golf Course Maintenance Departments have been actively making efforts to reduce the use of chemical herbicides and fungicides by diluting chemical concentrations and applying spot treatments when feasible (as opposed to blanket spraying). In the first quarter of 2018 alone, the Golf Maintenance Department reduced chemical use by 70% compared to the first quarter of 2017.

Goal ENV-3: “Water conservation throughout the community.”

In the past 2-3 years, there has been extensive changes to the landscape design on both GRF and mutual property to comply with mandatory drought restrictions, which ended in July 2017. These changes have included the removal or reduction of irrigated turf and the installation of drought tolerant planting materials and drip irrigation systems, which have resulted in a significant decline in water use. The golf courses have reduced their irrigated footprint by 13 acres.

All of the GRF managed mutuals and Trust properties are currently using a satellite irrigation controller system that has reduced water consumption by 15%. Turf areas are being upgraded to drought tolerant turf or eliminated where practical. Sprinkler heads are being retrofitted with MP rotator heads reducing water use by 30%.

Goal ENV-6: “Reduce waste generation in Rossmoor through creative solutions to waste management.”

Through a collaboration with Republic Services and Recycle SMART (the City's waste hauler and solid waste authority, respectively), GRF has been helping the mutuals downsize their trash bins and upsize their recycle bins to increase the amount of recycling in Rossmoor (and save money for the mutuals). GRF has also taken initial steps towards "closing the loop" on waste by retaining the services of a consultant to evaluate waste recycling opportunities and the possible conversion and monetization of green and paper waste that could be converted to mulch.

In 2017, staff proposed acquiring upgraded trash and recycling containers for the larger venues to facilitate and encourage recycling but the Board rejected the proposal due to the cost.

Goal OSL-1: "Preserve open space areas that buffer Rossmoor from surrounding development."

GRF and Mutual 8 worked closely last year to monitor the East Bay Regional Park District's proposed hiking trail near the western Rossmoor property boundary to ensure that Rossmoor's interests and concerns were being addressed.

Goal OSL-3: "Well-maintained open space areas."

All the GRF managed mutuals and Trust properties are meeting the Contra Costa Fire Protection District goals regarding defensible space. All open space areas adjacent to Mutual properties have been cleared out to 100' and trees have been limbed up 10'. Mutual properties are surveyed annually by the Landscape Manager and a Mutual representative. Staff meets annually with the Contra Costa Fire Protection District to review Rossmoor's fire protection needs.

Due to residents' concerns about wildfire, GRF has taken several additional steps this past year, which has included joint meetings with the Police Department and Fire Department, which led to a commitment by the civil authorities to conduct a "table top" emergency evacuation exercise for Rossmoor. GRF will also host CCFPD Fire Chief Robert Marshall on June 20 for a community presentation.

Staff have begun the process of obtaining an update to a 2009 report on the creek. The Board should receive a cost estimate for the update later this summer.

Goal OSL-4: "Prioritize landscaping throughout Rossmoor that provides natural beauty, and is both durable and environmentally-friendly."

The Golden Rain Foundation Budget includes line items for landscape upgrades and annual color rotations. Most plant material used is drought tolerant, deer resistant and frost tolerant. The Landscape Manager works with the Director of Mutual Operations and the Landscape Foreman to ensure that the quality of landscape meets the standards set by the General Plan.

In addition, the golf course continues to experiment with a new Bermuda seed that would need less water to survive and be more drought tolerant.

Goal FIN-1: “A fiscally healthy GRF that plans for the future and responds to the needs and desires of Rossmoor residents, consistent with Rossmoor’s standing as a premier adult community, including keeping the Coupon as low as possible.”

With an active and engaged Finance Committee carefully reviewing operating and capital expenditures on a monthly basis, GRF continues to be in excellent financial condition. The Committee and Board review a detailed annual budget in September each year and make modifications as appropriate to keep costs as low as possible.

The Finance Committee recently reviewed the final construction costs for the Fitness Center and recommended obtaining a loan to finance the renovation. The loan was approved in May 2018.

In 2017, GRF also completed a long-range capital forecast that projected capital expenditures and Trust revenue for 20 years. This planning tool was updated in 2018 and will be included in all future budget materials and should help the GRF Board make better-informed capital spending decisions.

For the 2018 GRF budget, the Compensation Committee recommended and the Board adopted a formula that links employee wage increases to the annual increases in the Consumer Price Index (CPI-U) for the Bay Area, which should make it easier to forecast the amount of increase for the staff each year and help ensure that wages remain competitive.

Goal FIN-2: “An organizational culture that continually seeks entrepreneurial opportunities and expanded revenues consistent with the needs and expectations of Rossmoor residents.”

“Outside” revenue from advertising, Sponsored Guest Golf Program, golf pro shop sales and green fees, Handyman Program, independent fitness classes, pursuit of grants and gifts, vendor set-up fees, and bus operations grants reduces the coupon by more than \$2 million per year. In addition, GRF-sponsored entertainment events have generated a gross profit for the last 2 years.

In mid-2016, a new lease was negotiated with the Creekside Grill which capped GRF’s utility payments and increased the restaurant operator’s rental rate annually.

In 2017, staff explored possible opportunities to monetize Rossmoor’s solid waste.

In 2018, golf course fees were increased. Also, a Facility Use Fee was implemented to charge renters for the privilege of enjoying Rossmoor’s amenities. The Board also authorized a Guest Fee for the use of the Tice Creek Fitness Center, which will be implemented later this summer with the activation of the access control system.

Goal FAC-1: “Modern facilities that meet the needs of Rossmoor residents.”

Significant improvements have been made to several facilities in the last 2 years:

- Hillside: replaced burst ceiling pipes, installed kitchen drain line; new paint, floors and acoustic tiles in Diablo Room scheduled for July

- Tice Creek Complex: full renovation of pools, full renovation of Fitness Center
- Gateway: new sound and video enhancements in Fireside Room and Peacock Hall, full renovations of all 3 Multi-Purpose Rooms, planning underway for Studios renovations
- Dollar: minor kitchen remodel, interior painted, planning for accessibility improvements to front and rear of building

All landscape park areas are well maintained and enhanced annually, as needed, to include plant and annual color replacement and upgrades to the irrigation systems.

As noted earlier, staff presented a long-range capital forecast that projected capital expenditures and Trust revenue for 20 years. The Board formed a Planning Committee to evaluate and prioritize future capital projects with the intention that this Committee's recommendations could lead to the development of a Master Plan.

Facilities are accessible with lifts at the pools, more accessible fitness equipment recently added, automatic door openers added at Tice Creek Clubhouse and pools with new doors planned from the locker rooms to the pools, and automated doors added to Gateway in 2017.

The newly renovated Tice Creek Pools were opened in December 2017, followed by the Fitness Center in January 2018.

Goal FAC-3: "Utilities that provide adequate capacity to meet Rossmoor's needs."

In December 2016, GRF entered into a power purchase agreement with a solar company to install a solar farm on Rockview's south facing hillside and above the RV lot. The project is still in the planning phase but has recently passed City review. PGE has indicated that the project could be online in the late Fall or possibly earlier.

In 2017, staff initiated regular meetings with PGE to resolve service issues and improve communications. Staff also initiated meetings with EBMUD and Central Contra Costa Sanitary District to improve communication.

In April 2018, the Board authorized the development of a Feasibility Study for water reclamation to ensure the availability of water for golf course irrigation, thereby preserving the golf course properties as an amenity and a critical fire break for the valley.

Goal TRA-1: "A safe and user-friendly roadway system that provides for vehicle travel in Rossmoor and connects to outside roadways."

The Transportation Department staff attends meetings of local transportation planning agencies and commissions in order to continually seek opportunities for expanded or improved transportation opportunities for Rossmoor residents. The Department applied for and received \$66,000 in annual grant funding to expand operation of the downtown services known as the Green Line.

GRF continues to invest approximately \$500,000 per year to repave and slurry coat roadways.

The Rossmoor News continues to publicize driver training programs.

In 2017, staff explored autonomous car and shuttle technologies. The Ad Hoc Technology Committee is looking at these in further detail to identify possible opportunities for Rossmoor.

Also in December 2017, the GRF Board authorized the installation of 30 electric vehicle charging stations. Installation is expected in summer 2018.

In 2017, staff was able to persuade City officials to repave Rossmoor Parkway from the gate to Tice Valley Road. In 2018, staff also negotiated with the City to replace the median landscaping with drought tolerant materials so that the water could be turned back on on the medians outside the gate. In addition, the City contributed significant funds to the project.

In 2018, the Board authorized safety improvements to the most accident-prone intersections following recommendations from a traffic safety consultant. Improvements include modified striping, relocation and removal of certain crosswalks; and the installation of flashing beacons for pedestrian use at certain intersections. The consultant also recommended installation of dedicated golf cart lanes on Rossmoor Parkway and Golden Rain Road but the proposal was rejected.

Goal TRA-2: “A transit system that provides access for Rossmoor residents within Rossmoor and connections to key outside destinations.”

Downtown service expanded a few years ago with grant funding from Contra Costa County Measure J funding. Ridership on the Downtown service has increased significantly as the service has expanded.

Staff is continually evaluating the fixed routes and schedules in order to provide the most efficient service based on available resources. The GRF Board received the results of a transit study earlier this year, which recommended piloting an On Demand system with the development of a phone app to improve responsiveness and service to residents. GRF has applied for Measure J funding for this project.

Goal SEC-1: “A safe and secure community.”

In October 2011, the Board approved a project for the replacement of the front gate access (barcode) system with a new access system using Radio Frequency Identification (RFID). Systems using RFID read more accurately than barcodes and provide enhanced security controls. This project was fully implemented in June 2012, and barcodes have been transitioned to RFID access tags. In May 2013, the identification card module was integrated with the access system and allows gate personnel to see resident photos as they enter.

Since 2003, at each of the four gate entrances lanes, there have been cameras to monitor vehicles. These cameras were not networked and only viewable at the gate. In

September 2011, a networked closed circuit digital video recording system was installed to monitor the Gateway parking lot and the existing gate cameras were added to the network. This network system enabled remote viewing of the entrance lane and Gateway parking lot cameras.

In mid-2012, four gate entrance lane cameras were upgraded to digital to better capture license plates of entering vehicles. In 2013, cameras were added to the inside and the outside of the Event Center. Then in 2015, five additional cameras were added to the system; one overview of entrance lanes; one for the pedestrian/bicycle walkway; one overview of the exit lanes and exit sidewalk; and two license plate capture cameras, one for each exit lane. In 2016, cameras were added to Rockview to capture vehicular activity entering/leaving the MOD facility. All cameras are viewable at the gate and remotely from authorized computers.

Staff meets with police department officials regularly to ensure that Rossmoor receives an adequate share of police and traffic safety patrols.

Studies were completed that analyzed traffic accident, theft and vandalism data. The studies revealed that there are no patterns to accidents, thefts or vandalism. Securitas and the Public Safety Manager review incidents daily and if patterns are identified, discuss mitigation strategies.

The new gate access system was activated in June 2012, and in 2014, the resident and resident sponsored barcodes transition to RFID devices was completed. All GRF employees and most contractor barcodes have also been transitioned to RFID devices. The barcode readers will remain in place as there are a small number of vehicles that require barcodes as RFID devices do not work. (However, the barcode readers have recently been failing. At month end, staff will present alternatives to the Board.) Access to Rossmoor policies has been revised to conform to the new system. Bicycle and walk-in traffic issues have been addressed by adding a video camera to monitor access.

Goal SEC-2: “An ability to respond to emergencies and disasters.”

The Foundation works closely with and supports all Rossmoor residents and organizations in their emergency and disaster response efforts, and coordinates their efforts with GRF’s response. The Public Safety Manager meets regularly with the City of Walnut Creek and other emergency organizations to ensure Rossmoor has up-to-date information. GRF has hosted Red Cross drills, Rossmoor-only CERT drills and city-wide CERT drills.

In 2013, a back-up emergency power system for the Main Gate was installed. In December 2017, the Board authorized the installation of a backup generator for the IT room at MOD.

All Mutuals are meeting the Contra Costa Fire Protection District goals regarding defensible space. All open space areas adjacent to Mutual properties have been cleared out to 100' and trees have been limbed up 10'. Mutual properties are surveyed at least annually by the Landscape Manager and a Mutual representative.

The Foundation and Securitas partnered to provide the community with magnets displaying all emergency and critical Foundation phone numbers. The Foundation partnered with Walnut Creek Berkshire-Hathaway Real Estate Office and continued the Evac-Pac Program for the residents. The Public Safety Manager regularly attends resident, Mutual and emergency preparedness and CERT meetings, and regularly speaks to community groups about emergency preparedness. In 2014, a “*Rossmoor Resident Emergency Disaster Information*” flyer was distributed to all manors and is now being included in all newcomer packets.

The Foundation has partnered with the Contra Costa County Fire Protection District and sponsored community meetings regarding fire safety, prevention and response. The next scheduled meeting will be held June 20, 2018. In April 2015, the Foundation sponsored an earthquake response and preparedness seminar for the community.

The first version of The Golden Rain Foundation’s Emergency Operations Plan was released in January 2013. This Plan was given to stakeholders within and outside of Rossmoor for review and comment and since then, minor adjustments were made. The Plan was presented to the community at a town hall meeting and rebroadcast on Rossmoor’s TV station. Since then, presentations at smaller resident meetings have taken place.

In the summer of 2018, the Golf Pro Shop will distribute emergency contact stickers for all golf carts to facilitate the summoning of emergency response personnel.

Goal WLN-1: “An environment that supports residents in maintaining their independence as well as their social, emotional, and physical well-being.”

Counseling Services maintains a library of resources to provide information regarding mental health services available to Rossmoor residents from both GRF and outside sources. Counseling Services provides a variety of group programs, in addition to individual counseling on a limited basis. Counseling Services also provides support through publication of articles in the Rossmoor News, and by assisting in the resolution of conflicts between neighbors as well as between residents and their Mutuals. Counseling Services continues to develop and promote its Wellness Series to help residents live happy, healthy and productive lives.

Goal SRP-1: “A wide range of social, cultural, and recreational opportunities appealing to the diversity of Rossmoor residents.”

This policy is being implemented on an on-going basis as the GRF Board makes decisions about the annual operating budget and is always a work in progress.

Such activities as Friday Lunch, our Paratransit buses, StairTrac operation, special fitness and aquatics classes, numerous clubs, and other Recreation Department organized events, directly address programs for the physically challenged.

The Recreation Department continues to promote interesting and diverse entertainment at Rossmoor featuring music, magic and a variety of speakers. Many events continue to be free of charge.

Goal COM-1: “Clear, effective, and timely lines of communication among GRF Board and Committee members, staff, suppliers of materials and services, residents, Mutuels, potential residents, local and State government agencies, and organizations with which Rossmoor works.”

GRF makes every effort to provide timely accurate communication to its constituents. GRF also continues to maintain excellent relationships with local elected officials. In late 2016, GRF contracted with Nixle to provide emergency communication services. To date, more than 4,000 residents have signed up for the free service.

In 2018, Rossmoor began the process of redesigning the website to make it more user friendly and contemporary.

Goal TEC-1: “Use appropriate integrated technology that enhances the lives of residents and improves the convenience and efficiency in the provision of GRF services and facilities.”

This is ongoing. In 2015, we engaged The Broadband Group to assess our broadband infrastructure and help us plan for our future needs, which led to a significantly enhanced cable TV and high speed internet package in 2017, that saved the community nearly \$7 million per year. In addition, wifi was added to the Gateway Studios and Multi-Purpose Rooms as well as the Table Tennis facility.

In 2017, the Board authorized the implementation of a pilot Access Control System at the newly renovated Fitness Center. The system requires the issuance of a new ID fob. The program is still rolling out and is expected to be activated in a few weeks.

In 2017, the Board created an Ad Hoc Technology Committee to plan for technology enhancements that could be beneficial to GRF over the next five years.

Goal GOV-1: “Transparent, representative governance that is responsive to the needs of the Mutuels and Rossmoor residents.”

The Board and staff go to great lengths to keep the community informed by publishing meeting agendas in advance and using the Rossmoor News and Channel 28 to announce meetings, share the results of meetings, recruit volunteers and publicize other events and activities of interest to the community.

The current effective term of the Trust Agreement has been extended due to the location of one or more of the individuals named in Section VI of the Trust Agreement, who were identified as measuring lives for purposes of establishing a termination date pursuant to the rule against perpetuities. The trust termination date is now extended to April 2034.

In 2010, a resident committee was formed to review and revise the Trust Agreement. A structure for the operation of that Committee was put into place in 2011. The Committee completed an initial draft revision of the Trust Agreement to streamline and simplify the current language without materially altering its terms. That document was then subsequently revised based on feedback from residents. The document was eventually submitted for a vote by the Mutuels. At least one Mutual approved the

revision. However, not all Mutuals responded to the request for a vote. Furthermore, Third Walnut Creek Mutual elected to reject any revision unless voting requirements were modified to allow less than a unanimous vote in order to alter the Trust, and unless assurances could be provided that further changes would be made to the document after its approval. The Committee, being incapable of fulfilling such demands, voted to disband after five years of effort.

This goal also requires that a simple governance document is created and communicated to residents regularly. Several versions have been created since the General Plan was adopted. The most recent has appeared in the Rossmoor News for the last two years and is also incorporated into the Welcome Packet for new residents.

Goal GOV-2: "Participation by Rossmoor residents in GRF governance."

Residents are encouraged and welcomed to participate in GRF and mutual governance. Available opportunities are promoted in the newspaper and in presentations by staff to various groups. On major projects, resident input is solicited and evaluated in forums, workshops, committee/board meetings, letters, emails and personal interactions.

Goal HMU-1: "A productive working relationship between GRF and all Mutuals in Rossmoor."

The GRF-Mutual relationship has been collegial and cooperative for some time. Concerns are addressed promptly and feedback is both solicited and appreciated. The CEO and Director of Mutual Operations are sensitive to the needs of the mutuals and respond promptly to issues. MOD strives to promptly address work orders and resolve resident concerns.

GRF and the mutuals continue to collaborate on insurance and other areas that can save money. GRF and the mutuals also recently collaborated on the conceptual design of the Access Control System and Facility Usage Fee.

Goal HMU-2: "Homes that are well-maintained, safe, and retain their value."

GRF (through MOD) and the 17 mutuals, under property management agreements, work closely together to preserve and enhance the residential housing throughout the community. Issues are identified and addressed as promptly as possible. Major work is bid and contracted subject to mutual policies and funding availability. The Rossmoor News is used extensively by the mutuals to communicate issues, activities and announcements.

Landscaping for the 17 mutuals and the Trust is reviewed and coordinated through the Landscape Manager, which helps ensure some continuity throughout the community. Mutual-specific requests, changes and enhancements are carefully reviewed to ensure that the changes are manageable and affordable.

Resident remodeling applications are reviewed by the Alterations Department subject to specific mutual criteria and rules.

In 2016, HR3700 was signed into law, which reinstated the ability of funders to issue reverse mortgages.