



OPEN MEETING

REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE*

**Thursday, December 9, 2021 – 1:30 P.M.
Board Room/Virtual Meeting**

Laguna Woods Village owners/residents are welcome to participate in all open committee meetings and submit comments or questions regarding virtual meetings using one of two options:

1. Join the Committee meeting via a Zoom link at: <https://zoom.us/j/96276504972> or by calling (669) 900-6833; Access Code: 962 7650 4972
2. Via email to meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and unit number must be included.

NOTICE AND AGENDA

This Meeting May Be Recorded

1. Call to Order
2. Acknowledgement of Media
3. Approval of the Agenda
4. Approval of Meeting Report for November 8, 2021
5. Chair's Remarks
6. Department Head Update
7. Member Comments (Items not on the agenda)

Consent:

8. Financial Statement
9. Utilization of Open Activities

Reports: (Receive and File or Provide Recommendations)

10. Revenue Resources Ad Hoc Committee Members
11. Aquadettes 2022 Frozen Fees
12. Equestrian Dressage Court Donation
13. Online Reservation System Disciplinary Protocol

Items for Discussion and Consideration: (Entertain a Motion to)

14. Pool Operating Hours Modification

Items for Future Agendas:

- Golf Greens Committee Update
- Club Insurance
- Compliance Notifications at Garden Centers

Concluding Business:

- Committee Member Comments
- Date of Next Meeting: Thursday, January 13, 2022 at 1:30 p.m.
- Adjournment

*A quorum of the GRF Board or more may also be present at the meeting.

Yvonne Horton, Chair
Brian Gruner, Staff Officer
Telephone: 597-4270

OPEN MEETING

REPORT OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE

Monday, November 8, 2021 – 1:30 p.m.
Board Room/Virtual Hybrid Meeting

MEMBERS PRESENT: Yvonne Horton, Chair, Debbie Dotson, Ryna Rothberg, Anthony Liberatore, Cush Bhada, Annie McCary, Bunny Carpenter, Juanita Skillman, Ajit Gidwani

MEMBERS ABSENT: Pearl Lee, Reza Bastani, Dennis Boudreau

OTHERS PRESENT: None

STAFF PRESENT: Brian Gruner, Jennifer Murphy, Jackie Kupfert

Call to Order

Chair Horton called the meeting to order at 1:31 p.m.

Acknowledgement of Media

There was no press present.

Approval of Agenda

A motion was made, and by consensus, the agenda was approved.

Approval of Committee Report for October 14, 2021

A motion was made, and by consensus, the report was approved.

Chair's Remarks

Chair Horton thanked Director Dotson for running the CAC meeting last month.

Report of the Recreation and Special Events Director

Mr. Gruner reported staff recruitment is a priority for the Recreation Department as staffing levels are at only 65 to 75%. COVID numbers have been trending down at approximately 200 per 100,000 state residents. The Recreation Department emailed the Kourts survey to 11,000 resident emails with 421 completed at this time. Those that have not received due to a possible incorrect email in the system are being sent the survey individually if requested and posters are posted at the facilities with a QR code to link directly to the survey. The survey may also be forwarded to those who have not received it. The Garden Center

maintenance coordinator has resigned and staff is reviewing applications. There is only a part-time staff person working in the Garden Center 2 office on Tuesdays, Thursdays and Fridays, 8 a.m. to noon. Applications for a full-time administrative staff person are being reviewed. The pickleball light project contract has been signed and the project will be handled by the Maintenance and Construction Department. Project completion is anticipated by end of year at the earliest.

Mr. Gruner reported Miguel Magdaleno was promoted to Clubhouse 5/6 supervisor. The Arts and Crafts Bonanza was hosted last weekend with approximately 1500 in attendance on Saturday. He stated Veterans Day is November 11 and is recognized as a staff holiday. Mr. Gruner stated the upcoming events as Monday night movies, November 8 and December 27, Christmas dinner and New Year's Eve at both Clubhouse 5 and the Performing Arts Center. The Thanksgiving dinner is sold out; those interested in dining out may contact Restaurant 19.

Director Skillman stated the Kourts survey went to her spam folder potentially due to the title including the word "survey" and VMS should host a job fair to increase the number of applications as it may not be publicized enough.

Director Liberatore inquired as to pay scale program within a contract to attract those interested. Mr. Gruner stated he is unsure what program is used by Human Resources, but assured the committee that Human Resources does use that type of program.

Director Bhada inquired as to the staffing levels of 65 to 75%. Mr. Gruner stated it was in reference to what percentage the Recreation Department is staffed.

Member Comments (Items Not on the Agenda)

Members were called to speak regarding the following: Kourts online reservation system at tennis, pool 2 and pickleball; resignations of staff; expediting the hiring process; some residents not receiving Kourts survey; use of personal resident survey regarding Kourts online reservation system.

Chair Horton stated the committee is aware of those gaming the system at the pickleball courts and would like to remind all residents to share the amenities.

CONSENT

A motion was made to approve the consent calendar.

Motion passed unanimously.

REPORTS

Revenue Resources Ad Hoc Committee – Chair Horton stated this new GRF approved committee will become a standing committee as the volunteers will meet regularly. The mission is to research and identify revenue resources within the community and make recommendations to the CAC committee and the board for approval. These resources are to enhance the community and not take away from the existing amenities. Ms. Kupfert stated Director Bhada, Brenda Rader and Richard Rader have requested to be volunteers for this committee. Chair Horton stated mutual boards are not required to assign volunteers, but she encourages them to speak with their members to volunteer.

Ms. Kupfert was directed to send her contact information to the CAC committee in order for those interested in volunteering to contact her. She will send the information to Chair Horton for review and a meeting will be set for the committee.

Aquadettes – Ms. Murphy stated the Aquadettes request to have annual costs frozen as they are at present level.

Discussion ensued.

Members were called to speak regarding equipment, costuming and technical support costs; the Aquadettes being an asset to the community; club funds are being depleted due to the aforementioned costs and the club will raise ticket prices for 2022.

Chair Horton stated the committee will take this under advisement and will be discussed at CAC next month.

Golf Greens Committee Update – Director Blackwell stated the Village Greens committee has met since April, 2021 with regular monthly meetings. There are over 2,600 registered golfers with over 400 playing every day. The foreUP online reservation system is working well and three additional features may be added. Mr. McCray has agreed to institute adjustments to the reservation procedure to ensure a shorter wait time of making reservations and to reduce staff time in assisting with reservations. Mr. McCray will prepare a concise explanation with the Korean American club to translate for that portion of the golf community. The pro shop is down 1 to 2 staff members, but are managing well. The driving range will be closed for two months to work on grading and grass issues. The Lake Forest Golf and Practice Center will offer specials of \$40 per month to our residents. Golf course boundaries may be replaced after the rainy season. A course inspection group will review other courses to assist with some new planning in the coming year. The committee would like to continue meeting as it assists Mr. McCray with dissemination of information.

A member was called to speak regarding Mr. McCray's success as the operations manager of the golf course.

ITEMS FOR DISCUSSION AND CONSIDERATION

None.

ITEMS FOR FUTURE AGENDAS

Saddleback Emeritus Institute Contract Update – Mr. Gruner received the redlined contract and will review for presentation to CAC next month.

Club Insurance – Staff was directed to keep this item under Future Agendas.

CONCLUDING BUSINESS

Committee Member Comments

Director Carpenter stated great meeting.

Director McCary stated the Aquadettes do a wonderful job. She stated to keep up the good work and hopes they find ways to continue. Thank you for what you do.

Director Dotson thanked the Aquadettes for coming in and it was great to see them on the Be Positive show. She inquired as to an update on the Saddleback Emeritus contract. Mr. Gruner stated he will be meeting tomorrow with GRF President Carpenter, Mr. Parker and Ms. Foster to discuss.

Director Liberatore stated good meeting.

Chair Horton thanked Director Blackwell for her Village Greens committee update.

Director Rothberg stated the Aquadettes provide publicity which is very important to the community and it is a great show for the community.

Advisor Skillman requested staff to separate the driving range and lessons in the utilization of open activities. She stated Stephen Colbert mentioned the Aquadettes on his show.

Advisor Gidwani thanked the Recreation Department in keeping the amenities open with low staff levels. He stated staff makes themselves available with a smile to assist with resident needs.

Date of Next Meeting

The next regular meeting of the GRF Community Activities Committee will be held both in the board room and virtually at 1:30 p.m. on Thursday, December 9, 2021.

Adjournment

There being no further business, the Chair Horton adjourned the meeting at 2:27 p.m.

____Yvonne Horton____

Yvonne Horton, Chair

Golden Rain Foundation of Laguna Woods
Proforma Recreation Services Summary of Operations
10/31/2021

	Admin	Aquatics/ Fitness	Bar Services	Clubhouses	Equestrian	Garden Centers	Golf	PAC	YTD ACTUAL	YTD BUDGET	VAR\$ B/(W)
Non-Assessment Revenues:											
Golf Green Fees	0	0	0	0	0	0	1,399,276	0	1,399,276	1,262,500	136,776
Golf Operations	0	0	0	0	0	0	273,401	0	273,401	210,760	62,641
Merchandise Sales	0	18	13,563	0	0	0	256,579	0	270,160	202,880	67,280
Clubhouse Rentals and Event Fees	800	(1,010)	0	36,247	8,731	0	4,300	(224)	48,844	458,583	(409,739)
Rentals	0	0	0	0	0	47,689	45,000	0	92,689	91,300	1,389
Miscellaneous	2,759	26,821	134	21,573	92,522	0	40	4,304	148,153	309,243	(161,090)
Total Non-Assessment Revenue	3,559	25,829	13,697	57,820	101,253	47,689	1,978,596	4,080	2,232,521	2,535,266	(302,745)
Expenses:											
Employee Compensation	368,735	269,584	7,369	427,644	199,719	49,258	1,304,200	157,254	2,783,759	3,214,383	430,624
Expenses Related to Employee Compensation	107,283	98,630	2,608	130,851	45,680	27,033	491,032	31,926	935,044	1,055,518	120,475
Materials and Supplies	1,397	65,141	0	39,666	75,808	10,027	205,594	12,326	409,959	461,566	51,607
Cost of Goods Sold	0	0	6,384	0	0	0	173,205	0	179,590	138,100	(41,490)
Community Events	9,229	0	0	10,565	142	0	0	0	19,936	310,648	290,712
Utilities and Telephone	579	122,025	0	460,173	16,779	66,083	542,183	48,360	1,256,182	1,246,666	(9,516)
Professional Fees	0	0	0	0	0	0	0	0	0	1,250	1,250
Equipment Rental	0	22,520	0	0	0	0	39,240	0	61,760	63,704	1,945
Outside Services	17,835	462,874	10	10,270	28,062	1,578	149,361	5,177	675,165	453,849	(221,316)
Repairs and Maintenance	0	5,527	0	6,609	11,740	0	9,807	1,604	35,285	68,086	32,801
Other Operating Expense	13,416	3,433	0	15,525	2,108	480	16,318	2,288	53,565	77,977	24,412
Property and Sales Tax	43	1	1,038	212	0	131	19,471	25	20,920	17,213	(3,707)
Uncollectible Accounts	0	0	0	1,665	0	0	0	0	1,665	0	(1,665)
Total Expenses	518,517	1,049,735	17,409	1,103,180	380,038	154,590	2,950,411	258,960	6,432,829	7,108,960	676,132
Net Cost (before allocations)											
	\$514,958	\$1,023,906	\$3,712	\$1,045,360	\$278,785	\$106,901	\$971,815	\$254,880	\$4,200,308	\$4,573,694	\$373,388
Departments Allocated From	(379,803)	0	0	(31,286)	0	0	0	0	(411,089)	(518,924)	(107,835)
Departments	195,984	130,287	6,782	414,014	38,433	6,533	97,628	84,296	973,958	1,129,946	155,988
Net Cost	\$331,139	\$1,154,193	\$10,494	\$1,428,088	\$317,218	\$113,434	\$1,069,443	\$339,176	\$4,763,177	\$5,184,716	\$421,541

2020/2021 Facility Utilization

	2020 Total	2021-Jan	2021-Feb	2021-March	2021-April	2021-May	2021-June (1-14 only)	2021-June (15-30 only)	2021-July	2021-Aug	2021-Sept	2021-Oct	2021-Nov	Cumulative Total During COVID
Activities														
Tennis	15,105	1,876	2,142	2,222	2,406	2,405	1,177	556	262	464	440	587	2,156	31,798
Pickleball (Outdoor)	14,580	2,188	2,064	2,848	2,740	2,780	1,534	726	158	213	993	1,199	1,294	32,946
Pickleball (Indoor)								119	158	213	260	289	261	1,300
Paddle Tennis	1,873	166	138	344	414	314	160	205	143	239	239	175	152	4,323
Swim	27,905	4,528	4471	4,764	5,901	6,145	3,882	4,779	10,604	12,026	8,264	6,216	7,081	106,566
Lawn Bowling	2,497	331	428	261	395	431	239	239	612	503	398	457	691	7,482
Golf	82,809	11,075	11,355	11,790	11,819	12,078	6,107	6108	12,888	12,261	11,128	11,546	11,609	212,573
Driving Range	36,806	3,175	3,716	1,561	4,607	5,165	2,240	2,241	4,339	4,721	4,176	4,225	4,440	81,412
Lessons	720	58	68	63	55	57	24	24	67	87	53	32	20	1,328
Library-Residents														
Served	2,270	320	402	308	302	457	862	1,076	2,260	2,495	2,385	2,614	2,139	17,890
Bocce Ball	30	2	0	5	0	4	0	91	40	67	95	81	96	511
Fee Based Classes	1,145	780	933	917	906	1,026	506	506	1,030	1,100	1,050	1,158	820	11,877
Fitness								2,136	8,878	9,233	9,061	9,938	9,008	48,254
Clubhouse 4					943	1,429	926	927	2,838	2,815	3,114	3,229	4,667	20,888
Badminton								323	624	539	677	650	566	3,379
Volleyball								120	144	235	245	287	260	1,291
Archery								105	228	117	43	127	169	789
Shuffleboard								20	9	38	22	96	105	290
Billiards							77	130	137	125	369	80	275	1,193
Drop-In Lounge								56	2	110	311	294	682	1,455
Game Rooms								124	185	370	379	318	351	1,727
PC Room								243	534	620	706	724	744	3,571
Mac Room								121	535	553	429	506	360	2,504
Table Tennis								838	1,745	1,651	1,550	1,672	1,566	9,022
Video Lab/Studio								99	160	142	198	193	161	953
Radio Room										25	0	0	0	25
Fitness Room								151	268	471	426	299	308	1,923
Clubhouse 5 Gym								356	723	853	820	660	609	4,021
Bridge Room									1,436	1,602	1,420	1,695	1,382	7,535
Room Reservations														
Community Center										167	108	92	93	460
Clubhouse 1									66	3,477	3,432	1,555	4,297	12,827
Clubhouse 2								866	2,203	3,824	3,861	2,814	866	14,434
Clubhouse 5						21	221	221	2,510	3,805	5,738	5,941	3,484	21,941
Clubhouse 7												105	53	158
Total	185,740	24,499	25,717	25,083	30,488	32,312	17,955	23,506	55,628	64,709	62,340	59,854	60,765	668,596

In July and August respectively, outdoor Pickleball and Paddle Tennis sign in sheets were not being tallied; combined indoor/outdoor Pickleball beginning in September.

Aquadettes – Aqua Follies Water Show
Review of Fixed Dollar Amount

The 2022 Aqua Follies Water Show is slated for September 8, 9 and 10 at Pool 1.

On June 29, 2017 the Aquadettes received approval for the fixed dollar amount of \$1,250 for services rendered; GRF endorsement.

The cost to support the 2019 show was \$3,740.40

GRF subsidizes approximately \$2,490 in event expenses. Lifeguard services have increased from \$24 to \$25.50 per hour and the Apex rental fee increased from \$978.40 to \$1,105.05. Staff estimates a total cost of \$3,904.55 for 2022 services and equipment rentals; an increase of \$164.15.

2019 Staff and Labor Costs					2022 Increases
8/28	Recreation Leader	15 hours	\$22 per hour	\$330	No change
8/29	Recreation Leader	5 hours	\$22 per hour	\$110	No change
9/1	Recreation Leader	11 hours	\$22 per hour	\$242	No change
9/3	Recreation Leader	4 hours	\$22 per hour	\$88	No change
8/21	General Maintenance Worker	2.5 hours	\$48 per hour	\$120	No change
8/29	General Maintenance Worker	5 hours	\$48 per hour	\$240	No change
9/3	General Maintenance Worker	2.5 hours	\$48 per hour	\$120	No change
Premier Lifeguards		25 hours	\$24 per hour	\$600	\$637.50
Facility Maintenance Staff		12 hours	\$48 per hour	\$576	No change
Recreation Supervisor		7 hours	\$48 per hour	\$336	No change
Administrative Assistance - Ticket Sales (Rec Office, Clubhouses 1,2, 5 or 7)				N/A	N/A
Apex Chair Rentals				\$978.40	\$1,105.05
			TOTAL	\$3,740.40	3,904.55 (difference of \$164.15)

Golden Rain Foundation
Community Activities Committee Meeting
June 29, 2017


ENDORSEMENT (to GRF)

Aquadettes 2017 Annual Aqua Follies Water Show

The Committee discussed the Aquadettes' request for a fixed dollar amount of \$1250 for set up including chairs, lifeguards, ticket sales at the recreation office or clubhouses, and allowance for non-resident spectators whose attendance is arranged prior to the performance.

Director Milliman motioned to approve the Aquadettes' request for a fixed dollar amount of \$1250 for their Annual Aqua Follies Water Show. Director Rothberg seconded.

Motion carried unanimously.

	2765 Dow Ave Tustin, CA 92780 www.apextentandparty.com 714-573-2000 Phone 714-573-2001 Fax	Status: Quote Quote #: q7641 Event Beg: Thu 8/25/2022 Event End: Mon 8/29/2022 Operator: Shane McAlister
GOLDEN RAIN FOUNDATION 24351 EL TORO RD LAGUNA WOODS, CA 92637		Customer #: 10774 Phone 949-697-4273 Mobile 949-697-4227
Ordered By: JENNIFER MURPHY 949 597-4482		
Delivery Thu 8/25/2022 CALLE ARAGON LAGUNA WOODS, CA 92637		Pickup Mon 8/29/2022 CALLE ARAGON LAGUNA WOODS, CA 92637
Qty	Items Rented	Each Price
300	WHITE RESIN CHAIR W/PAD SEAT ALL CHAIRS MUST BE COVERED WITH CHAIR BAGS FOR DRIVER ON PICK UP	\$2.70 \$810.00
300	CHAIR SET UP APEX WILL DO A 1X SET UP CUSTOMER WILL MOVE TO PERFECTION	\$0.45 \$135.00
Qty	Items Sold	Each Price
1	DELIVERY / PICK UP FEE Note about Regular Delivery Charge: Please note, that this is for a NON-Time Specific delivery window and will be subject to our truck and route availability on the day of your delivery, and will be subject to delivery anywhere from 8 am to 5pm, Monday through Saturday. The time frames will also be subject to delays despite our best effort to estimate our time of arrival on the day of delivery. If you require a Time Specific, or Time-Window Specific delivery option, please make sure to request this from your Rental Consultant/Sales Person and they will update your contract and inform you of the additional fees accordingly.	\$75.00 \$75.00
Quote valid for 30 days. All Deposits are NON REFUNDABLE.		
Quote If equipment does not function properly notify lessor within 30 minutes of occurrence or no refund or allowance will be made. If this is a reservation, a reservation cancellation fee up to 1/2 of the total amount may be charged if reservation is cancelled within 168 hours of the scheduled "time and date out". A 50% non refundable deposit of this contract's grand total will be charged. All Deposits are NON REFUNDABLE. All merchandise except items must be returned clean and dry or there will be an additional cleaning charge. You will be charged for lost or damaged cartons. Goods must be returned packed in original containers. Additional service charge will be made for repeat deliveries and pick ups if no one is there to accept delivery or pickup unless prior arrangements have been made. You are responsible for any breakage or replacement costs. Items are charged for while out on rental whether they are used or not. If other than lessee, signer represents he is the agent of and authorized to sign for lessee. I certify that I have read and agree to all terms of this contract.		Rental: \$345.00 Delivery Charge: \$75.00 Subtotal: \$1,020.00 CA BUS CHG: \$85.05 Total: \$1,105.05 Paid: \$0.00 Amount Due: \$1,105.05
Signature: _____ GOLDEN RAIN FOUNDATION		
Mon - Fri 9:00 AM to 5:00 PM Saturday 9:00 AM to 1:00 PM Printed On Wed 11/04/2021 10:45AM		Modification #1 Contract-Pattern.rpt (5)



Recreation Committee Request Form

PLEASE NOTE: THIS FORM IS NOT FOR ROUTINE RECREATION REQUESTS

Your request is important to us and will be handled accordingly. Per the policy of the Golden Rain Foundation (GRF), if your request falls outside the scope of the Recreation Department's authority, it will be forwarded to the Community Activities Committee (CAC) for review. If you are unsure whether your request falls into this category, please contact the on-site facility Supervisor or the Recreation Manager at **597-4482** in order to make that determination. If it does, you may receive written confirmation acknowledging receipt of your request. CAC will then review the request and determine the proper course of action. If necessary, CAC will make a recommendation to the GRF Board of Directors for action. You will then be notified of the Committee or Board's decision. Please be patient as this process may take several months.

Print Requestor Name: David Cohen Date: 11/30/21

Print Individual, Club or Organization Name: _____

Manor: 911-C Phone: 908-723-7337 E-mail: dscohen1951@gmail.com

Request (please check one):

☐ Change/Exception to Policy ☒ Donation ☐ Staff Time Request
☐ Equipment Request ☐ Facility Request ☐ Other: _____

Explanation:

Please explain the circumstances of your request. Include approximate cost, dates, times and locations when necessary. Please use reverse side or attach a separate sheet if necessary.

Dressage arena being donated to benefit the horses and riders of the equestrian center. The "court" will provide an opportunity for riders to school exercises that improve muscling and condition of our horses. It also provides structure to better teach riders of all disciplines.

Requestor Signature: David Cohen

Signatures of All Other Individuals/Club Presidents Affected by this Request:

Signature	Manor #	For	Undecided	Against
<u>David Cohen</u>	<u>911-C</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Pam Caskey</u>	_____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Roberta Boyer</u>	_____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Please attach a separate sheet if more signatures are necessary)

PLEASE FORWARD COMPLETED REQUEST FORM TO:

Laguna Woods Village Recreation Department
P.O. Box 2220, Laguna Woods, CA 92637

Debbie Shapiro

☒ ☐ ☐

STAFF REPORT

DATE: December 9, 2021
FOR: Community Activities Committee
SUBJECT: Online Reservation Disciplinary Protocol

RECOMMENDATION

Receive and file the disciplinary actions for misuse of the online reservation systems foreUP (golf tee time reservations), TicketPro (online Performing Arts Center ticket sales) and Kourts (pool 2, tennis and pickleball).

BACKGROUND

In years 2020 and 2021 the Recreation and Special Events Department introduced three online reservation systems to village residents with the intent of improving customer service levels and introducing technological advancements to the community.

Kourts and foreUP are online reservation systems used to reserve golf tee times, a Pool 2 swimming lane or a tennis/pickleball court. In addition, the Performing Arts Center's (PAC) TicketPro is a new ticketing software program allowing residents to purchase performance tickets online for PAC events.

DISCUSSION

With the introduction of these online services, staff and users have observed a small percentage of residents manipulating the reservation systems. The most common forms of manipulations are:

- Extending court reservations by making a singles reservation even though they are playing doubles and then one of the players that is not listed as a singles player making another singles reservation immediately after on the same court, effectively playing for two hours and not allowing others to play during prime time;
- Making a swim lane reservation and not showing up without canceling it;
- Guests paying resident rates for golf do to a resident booking tee times with other resident names.

Residents have expressed to staff the need for disciplinary actions for misuse of the online systems pertaining to exploitation and no-shows. GRF is authorized to take disciplinary action against a member if found to be in violation of established rules and policies.

To establish fair and equitable use of GRF amenities reserved through the online reservation systems, if a resident is found to be in violation, the following disciplinary actions will be imposed:

1. First Offense: Verbal warning;
2. Second Offense: Written warning and final notice;
3. Third Offense: The infraction will be referred to the Compliance Division to initiate the disciplinary process.

FINANCIAL ANALYSIS

There no financial impact.

Prepared By: Jennifer Murphy, Recreation Manager

Reviewed By: Brian Gruner, Recreation and Special Events Director
Francis Gomez, Security Operations Manager
Carlos Rojas, Security Director

ATTACHMENT(S)


Attachment 1 - Golf Facilities Operating Rules, redlined

Attachment 2 - Tennis Operating Rules, redlined

Attachment 3 - Paddle Tennis and Pickleball Operating Rules, redlined

Attachment 4 - Pools, Hot Pools and Locker Rooms, redlined

Attachment 1

OPERATING RULES Golf Facilities	
--------------------------------------------	-----------------------------------------------------------------------------------

A. Introduction

1. The golf facilities are for the use and enjoyment of residents and their guests. The golf course operations/maintenance and all related facilities are under the supervision of the Recreation Department.
2. The golf facilities include:

27 Hole Golf Course	Private and Group Lessons
Pro Shop	Driving Range
Club Storage	Electric Rental Golf Carts
Individual Practice Areas	Pull Cart Rentals
Golf Club Rentals	Nine Hole Par Three Golf Course
Four Golf Professionals Village Greens Meeting Rooms	
Six Practice Putting Greens	

B. The 27 Hole Golf Course

1. The 27 Hole Golf Course (consisting of three separate nine hole courses) is located adjacent to Clubhouse 2 on Moulton Parkway and is accessed through the Village Greens at Gate 12. The course is open every day of the year. The course opens for play daily at 7A.M. During Daylight Savings the Golf Course hours are extended from a 5P.M. closing to a 6P.M. closing. The 19 Restaurant hours are 7A.M. until 8 P.M.). Please check with the café for the most current hours. The irrigation system operates nightly beginning at 7P.M.; therefore, all golfers must be off of the course by that time. The Golf Course is irrigated with reclaimed water. Non-residents must be accompanied by a resident golfer and must be 11 years of age or older. Players under the age of 11 are permitted with an accredited Junior PGA card signed by a PGA Professional. A nine-hole round of golf may be played as follows:
 - a. Course one after Noon
 - b. Course two prior to 8:28 A.M.
 - c. Course three 7A.M. until 8:28 A.M. and 10:44 A.M. until closing

C. Driving Range

1. The Driving Range is located through Gate 16, on Moulton Parkway, and is open daily at 7A.M. (8:30 A.M. on Thursdays) and closes at 4P.M. (hours extended to 5:30 P.M. during Daylight Savings). A practice pitching green and bunker area are also available. Range balls may be purchased using a discounted punch card from the golf shop or at the range shack directly. All residents using the range must provide their resident ID Card when purchasing range balls or range cards. Non-residents must be accompanied by a resident golfer and must be 11 years of age or older. Players under the age of 11 are permitted with an accredited Junior PGA card signed by a PGA Professional.

D. Pro Shop

1. The Pro Shop is located in the Village Greens at the 27 Hole Golf Course. It is open daily from 7 A.M. until 5P.M. (and to 6 P.M. during Daylight Savings). This shop maintains a variety of golf clothing, supplies and equipment. The golf staff will personally assist you in filling your special orders.

E. Golf Carts

1. Golf carts are available for rent at the starter window. Both electric and hand pull carts are available. Privately owned power carts require an annual use permit (trail fee decal) that may be obtained at the Pro Shop for an annual fee. There is a cost of a daily permit for a privately owned power cart. There is a limit of two persons per cart in a private or rental cart. Drivers must be at least 18 years of age. **NEW FOR 2019** In an effort to better care for the golf course it will be required that carts stay on the paved cart paths as much as possible. This will include the use of the 90 Degree Rule at all times when exiting the path to play a shot and then returning to the path for access to the next shot or the next tee. The specific guidelines will be available when you check in to the golf shop. Please seek out the Laguna Woods Golf Professionals if you need any assistance in understanding how to best utilize this system.
2. If you have an electric cart and charge it in your carport you may be subject to an annual electric use decal fee. Such a decal must be obtained from Resident Services in the Community Center.
3. The maintenance of privately owned golf carts is the responsibility of the individual owner. The cart storage garage is not equipped to work on privately owned carts. The cart wash station is available for a minimal fee and the air hose may be used free of charge. No emergency gasoline is available. Emergency electrical re-charge is available under certain circumstances - please check with staff.

F. 9 Hole Par 3 Course

1. The Nine Hole Par Three Golf Course is accessed through Gates 7, 9 or 10 and is bordered by Paseo del Lago. No power golf carts are allowed on this course. No reservations are needed. Pull carts are available for rent. The hours are 7:30 A.M. until 6 P.M. during Daylight Savings, with a 5 P.M. closing for the remainder of the year.
2. There are two putting greens, chipping green, practice bunker and hitting cage at the Par 3 Golf Course, one is located near hole number nine and one is located adjacent to Paseo del Lago West.

G. Reserved Tee Times

1. Reserved tee times are scheduled one week in advance. A lottery drawing is conducted each morning, Thursday through Monday, 6:30 AM sharp, in a designated location, currently the Village Greens Club Rooms Two and Three. Numbers are issued at 6:30 AM. Numbers will be distributed at random and starting times will be assigned in numerical order for that day of the following week. There is only one number issued to each group. Once the lottery has concluded, the unscheduled times may be reserved in person at the Pro Shop or via telephone after 10 A.M. (except Tuesday and

Wednesday which are available the Friday before starting at Noon). A stand-by list is maintained by the Starter for same day play. This is called “going on the rail.” The Starter will fill in from this list for “no shows,” as slots become available. Groups with less than four players are required to accept a player from “the rail” to ensure all available spots are filled.

H. Club Days

1. Tuesday is women’s club day and Wednesday is men’s club day. Open play is available on Tuesdays and Wednesdays when the Golf Operations Manager or Golf Professional approves it.
2. As a courtesy to other golfers wishing to make a reservation, please notify the Pro Shop in person or by telephone as soon as you know you will not be using your reserved time and wish to cancel. Substitutions or name changes are permissible.

I. Course Conditions

1. For golf course conditions and golf cart restrictions, you may call 949-597-4373 any time after 6:30 AM daily.

J. Guest Information

1. When a resident makes a tee time reservation, the resident must identify the names of the guests (if any). All guests must be accompanied by, and play with, a resident. Guests must be 11 years of age or older. Players under the age of 11 are permitted with an accredited Junior PGA card signed by a PGA Professional. Each player must have his/her own clubs. As safety is a prime concern, there is a limit of two persons per golf cart. If you require gate clearance for your guest(s), please ask the Pro Shop to make the arrangements for you.

K. Dress Code

1. While playing on the golf course it is required that all players observe the course dress code. Country Club golf attire shall be worn at all times to include collared shirt, slacks or golf shorts and shoes with soft spikes. Ladies may wear other acceptable country club apparel that may or may not have a collar. Shorts that are no shorter than six inches above the knee are permitted. Jeans are prohibited. Shoes must be worn at all times. The dress code will be enforced.

L. Fees

Schedule of Golf Fees

Adopted by Resolution 90-17-XX

Effective January 4, 2018

Description	2017 Fee	2018 Fee
<i>Carts and Clubs</i>		
Cart Registration, Single use	\$8	\$8
Cart Registration, Annual Pass	\$60	\$60
Cart Rental, 18 Holes	\$15	\$15
Cart Rental, 9 Holes	\$8	\$8
Cart Rental, Hand Pulled	\$1	\$1
Club Rental	\$25	\$25
Club Storage (Locker) Annual	\$45	\$45
Club Rental (locker), Monthly	\$12	\$12
<i>Driving Range</i>		
Large Bucket	\$4	\$4
Medium Bucket	\$2	\$2
Small Bucket	\$1	\$1
<i>Greens Fee, 27 Hole Course 18 Holes</i>		
Residents	\$11	\$16
Guests, Weekday	\$35	\$35
Guests, Weekend and Holidays	\$55	\$55
<i>Greens Fee, 27 Hole Course 9 Holes</i>		
Residents	\$6	\$8
Guests, Weekdays	\$18	\$18
Guests, Weekend and Holiday	\$28	\$28
<i>Greens Fee, Par 3 Course 18 Holes</i>		
Residents	\$8	\$10
Guests	\$16	\$16
<i>Greens Fee, Par 3 Course 9 Holes</i>		
Residents	\$4	\$6
Guests	\$7	\$8

M. Lessons

1. Private and group lessons are scheduled with Golf Professionals by calling 949-597-4336. Lessons with the Golf Operations Manager are \$50 for 45 minutes and the Head and Assistant Golf Professionals are \$40 for 45 minutes. Group and clinic based lessons can be arranged with the instructor of your choice.

N. Course Guidelines

1. All golfers should check-in with the Starter no earlier than 20 minutes prior to their reserved starting time but no later than 15 minutes prior to their starting time. Failure to do so may result in the cancellation of the reservation.
2. Foursome play is the accepted playing format and will have right of way over all other groupings. Fivesomes are permitted when possible.
3. When parking carts to play a shot, particularly at the tees and greens, stay on the cart paths completely with all four wheels. Park on the paved paths and walk to your ball as often as possible. When parking your cart to pay your green fees or to record your score, do not park in the six slots downstairs under the patio of the Village Greens. These spaces are reserved for players making the turn. Power carts are not permitted within 30 yards of the greens, in the fairway, or in the rough, whether or not the area is marked, and never between a green side bunker and the green. Observe cart signs and proceed to the indicated path.
4. For the preservation of the fairways please observe the 90-degree rule. This means driving the golf cart along the cart path or the rough to a point opposite your ball, then driving into the fairway, playing your shot, then driving out to the rough or cart path and repeating this procedure until reaching the green.
5. When raking bunkers, leave the rake in the bunker with the handle sticking out of the lip of the bunker. Repair all ball marks on the greens, yours and any others you may find. Fill all fairway divots with fairway sand provided on rental carts. When playing with your personal cart, please obtain sand from the golf shop staff for you to use in your sand bottles.
6. The flag color indicates the location of the cup on the green. Red is front, white is middle and checkered is back.
7. There are a number of yardage markers in the center of the fairway. Blue is 200 yards, white is 150 yards and red is 100 yards. Yardages are to the center of the green.

O. Ready Golf

1. Play ready golf at all times from the tee through the green, not just on the tee. The player who is ready should hit whether he is “away” or not, as long as he doesn’t interfere with another golfer. After everyone in the group has finished putting, walk off the green briskly thus clearing the way for the next group to hit up. Mark your scorecard at the next tee, not while parked near the green you just played. The group behind you cannot hit until you are out of the way.

2. As you approach your ball, between the tee and green, be thinking about your club selection. Don't wait until you are standing over your ball.
3. After you make your first putt, finish putting out unless you would be standing in the putting line of another player.
4. The maximum time to search for a lost ball is 3 minutes (USGA 2019 rules change). See new course rules sheet for procedure on playing a hole if ball is lost or discovered out of bounds. Provisional balls are not required.
5. You should keep up with the group ahead of you. Play at your own speed but if you see that you are not keeping up with the group in front of you, and the group behind you is kept waiting, it is your own responsibility to ask them if they wish to "play through". Remember you can allow a group to "play through" anywhere, tee through the green, not just the tee.
6. The starting times are set at every eight minutes beginning at 7 A.M.. According to the USGA rating system, 18 holes on the golf course should take no more than four hours and 15 minutes to play, which is approximately 14.25 minutes per hole. Please try to keep up!
7. Players shall play holes in successive order and may not change from one course to another. Play must be in regular sequence as assigned by the Starter.
8. The Player Assistants are responsible for monitoring the pace of play and enforcing regulations. They are authorized to issue warnings, write citations, or remove players from the course for violations or improper conduct. CITATIONS WILL BE FORWARDED TO GRF FOR POSSIBLE DISCIPLINARY ACTION.

P. Local Rules

1. Please refer to the golf course Local Rules Sheet.

Q. Important Telephone Numbers

Pro Shop	597-4336
19 Restaurant	206-1525
Starter	597-4276
Golf Course Weather Conditions	597-4373
Driving Range	268-2419
Par Three Golf Course	597-4334
Golf Operations Manager/Pro	597-4350
Golf Maintenance Manager	597-4248
Recreation Department	597-4273

R. In Case of Emergency

1. If you have an emergency while on the golf course, the following communication tools are available to you:
 - a. Please use your cell phone to call 911. Then call the Pro Shop at the number on the score card 597-4336.
 - b. The Player Assistants who patrol the course are each equipped with a hand held radio that has direct contact with the Pro Shop.


S. Miscellaneous

1. Please remember golf course etiquette. If in doubt, any of the staff or the Golf Professional will be happy to answer your questions. Etiquette is also covered in Section One of the USGA Rules of Golf.
2. Pedestrians, cyclists, roller-skaters and rollerbladers are not permitted on the Golf Course. Non-golfers are permitted to use the perimeter path paralleling El Toro Road and Moulton Parkway.
3. No pets are allowed on the Golf Course. No pets, except service animals, are allowed in the Village Greens golf building or its patios and terraces.
4. The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.
5. In the event a resident is gaming the online foreUP tee reservation system the following disciplinary process will ensue:
 - a. Verbal warning;
 - b. Written and final notice;
 - c. The infraction will be referred to the Compliance Division to initiate the disciplinary process.
 - ~~4.d.~~

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Attachment 2

OPERATING RULES Tennis	
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A. General Rules:

1. The tennis courts are used only for playing tennis.
2. Everyone must sign in upon entering the facility.
3. Proper tennis attire must be worn. Jogging or walking shoes that mark the courts or injure the surface are prohibited.
4. Prime time for tennis play is defined as play between the hours of 7:00 AM and 12:00 PM.
5. After 4:30 PM all of the lighted courts are governed by the rules for the reserved courts. Use the Tennis Clubhouse chalkboard to sign up.
6. Tennis Club tournaments and league matches must be scheduled and posted one week in advance and cannot be scheduled prior to 10:30 AM (some exceptions may apply) except the Tennis Club tournament in October of each year that may be scheduled anytime and use up to eight courts. Team practice sessions are prohibited during prime time and are limited to four courts.
7. Guests of residents may use one court only and the resident must be present.
8. Guests under 6 years of age are not permitted to use the facility.
9. Only 1 guest is permitted during prime time hours and up to 3 guests are permitted all other hours.
10. No pets are allowed at the tennis facility.

The Recreation Department reserved the right to review and adjust the operating rules to accommodate the needs of the community.

B. Kourts Online Advance Reservations:

- a. Tennis courts may be reserved in advance via Kourts online reservation system.
- b. Advance bookings are limited to residents only.
- c. Players are allowed seven advance bookings per week; two per day.
- d. Players who are unable to keep their reservation time must cancel their booking.
- e. Players who are found in violation will be subject to the following disciplinary actions:
 - Verbal warning
 - One week suspension from Kourts
 - 30 day suspension from Kourts Verbal warning
 - Written and final notice One-week suspension from Kourts

iii. The infraction will be referred to the Compliance Division to initiate the disciplinary process.

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B.C. Rules Governing Use of Challenge Court (Court 1):

1. No more than five minutes are allowed for warm up prior to starting a set.
2. The flip-over cards must be used to show waiting players the score of the set in progress and it must be updated at each change-over.
3. Two names are required on the challenge court board for a legitimate challenge.
4. Two teams play one set. There is a tiebreak at 6-6.
5. Winners stay on the court and play the next waiting team.
6. If the same team wins again, both teams leave the court.
7. The next two teams take the court.
8. The losers may sign up at the end of the challenge list.
9. If no one is playing on the challenge court, four people may play one set, but must be aware that they could be challenged by another twosome signed up on the challenge board.

E.D. Rules Governing Use of the "Pick-Up" Courts (Courts 2 thru 4):

1. Players wishing to use courts 2, 3 or 4 may sign-up on the board located outside of the club house wall. The sign-up board consists of two areas, one for waiting players and one for players already occupying courts 2 thru 4. Before occupying one of those courts, erase your name from the waiting list and add it to the court you will occupy.
2. Court priority rules for courts 2 thru 4 are shown in Table 1, "Court Priority Rules". As shown in the table, courts 2, 3 and 4 may be used by 2, 3 or 4 players for one set if courts are available. A single player may also use courts 2, 3 or 4, but only if 2, 3 or 4 players do not want to play on it. If they do, and they sign up for the court, the one player must vacate the court, even if other courts are available.
3. The score tubes must be brought up to date at every cross-over so that waiting players are alerted to the nearing of a set's completion. Time to complete cross-overs may not exceed 2 minutes when other players are waiting to use the courts. Tie breakers are played at 6 games each and are played to seven points, but must be won by at least two points.
4. When one set is completed, an audible signal is given immediately (voice from court 2, horn from court 3 or 4) that can be heard from the club house area, and a minimum of two minutes allowed for the waiting players to acknowledge their availability and reach the court. If no players are waiting, another set may be played to completion.

5. Players may not dominate a court by starting another set when others are waiting and listed on the sign-up board, but rather must give the waiting players time to reach the court. Waiting players also must remain alert when a set is nearing completion.

DE. Rules Governing Use of the Reserved Courts (Courts 5 thru 10) Prime Time:

1. Players signed up for play on the “pick-up” courts may not be signed up on the “reserved” courts.
2. Courts five through 10 may be reserved for 1.5 hours by signing up on the boards controlling these courts. On and off times cannot be changed, however play may continue until a new group of players claim the court. Sign-up times are based on the clocks on the courts, not on members’ watches. No more than a five-minute variance is permitted for sign-up times and no variance is permitted for off time. Clock time does not commence until the court is playable (water and/or debris is removed).
3. During “prime time” doubles play has priority on courts five through eight. Singles play has priority on courts nine and 10.
4. If prior to the expiration time, one or more of the original players does not wish to continue play, a substitute may fill in for the balance of the reserved time.
5. One person can reserve one court for a group by entering four names on the waiting list. When the next open court becomes available, all players must be present at the tennis facility; otherwise that group forfeits its position to the next waiting group.

EE. Rules Governing Court Eight, Nine, Ten and Ball Machine (Non-Prime Time)

1. Players practicing with the ball machine, using the backboard, or practicing serving must give way to doubles play during “prime time”. With others waiting, practice with the ball machine is limited to 60 minutes. Ball machine users on court nine have priority during ball machine hours (after 11:00 AM daily).
2. Instruction is required in order to practice with the ball machine. Classes are held at 12:00 Noon the second Tuesday and fourth Friday of each month. Ball machine instruction takes precedence over all ball machine use and tennis play on court nine after 11:00 AM. Upon completion of the class you will be added to an approved list of ball machine users.
3. You must leave a valid picture ID when you pick up the key and remote at the Clubhouse 7 front desk. The resident’s name must be on the list of those who took the ball machine class and are approved to use the ball machine.
4. Lessons may be given only with the Recreation Department’s approval. Scheduled instructions by the Tennis Instructors are on a varied schedule. The Tennis Instructors will post the time of the lessons 48 hours in advance. Lessons may not be scheduled prior to 11:00 (Monday thru Saturday) and all day Sunday. Lessons may only be taught on courts 1 and 8.
5. Practice courts available on courts 9 and 10, after 11:00 AM daily. The ball machine is also available on courts 9 and 10.
6. Ball machine use is available after 11 AM, daily.

Table 1: Court Priority Rules

(Please remember to be courteous whenever possible)

A court is "available" if no one is signed up on the signup board for that court, even if someone is occupying it. To occupy an available court, players must have their names on the court signup board.						
	PRIME TIME (7am - noon)			NON-PRIME TIME		
	COURTS			COURTS		
	2 thru 4	5 thru 8 ¹	9 thru 10	2 thru 4	5 thru 8 ¹	9 thru 10
Do doubles players have priority on the court waiting list over 1, 2 or 3 players?	YES	YES	NO	NO	NO	NO
Do ball machine users have priority on the court waiting list from 11 AM on?	NO	NO	YES	NO	NO	YES
Must ball machine users sign up for courts 9 or 10 before getting the ball machine key?	N/A	N/A	YES	N/A	N/A	YES
Can doubles players take a court from 1, 2 or 3 signed in players if other courts are open?	NO	NO	NO	NO	NO	NO
Do singles players have priority on the waiting list?	NO	NO	YES	NO	NO	NO
Can one player occupy an available court?	YES ²	YES	YES	YES	YES	NO
Can 1, 2 or 3 players take over a court from doubles players who are signed in for the court?	NO	NO	NO	NO	NO	NO
How long can 2, 3 or 4 players occupy a court for which they are signed in?	1 SET	1.5 HR	1.5 HR	1 SET	1.5 HR	1.5 HR
If a group is not signed up on a court, may a group wanting the court take it over?	YES	YES	YES	YES	YES	YES

¹ Instructions provided by the club teaching professionals have court priorities on court 1 and court 8 all day Sunday and after 11:00 AM on other days. The club teaching professionals will post the lesson time 24 hours in advance.

² On courts 2-4, one player must give up the court if 2, 3 or 4 players want to use it, even if other courts are available.

Attachment 3



- A. All residents and guests must sign in upon arrival at the Paddle Tennis/Pickleball facility.
- B. The facility is for playing paddle tennis and pickleball.
- C. Guests must be at least six years of age to enter the facility and must be accompanied by a resident at all times.

D. Guests may only occupy one court with their resident sponsor.

E. Kourts Online Advance Reservations – Pickleball

- A. Pickleball courts may be reserved in advance via Kourts online reservation system.
- B. Advance bookings are limited to residents only.
- C. Pickleball players are allowed three advance bookings per week; one per day.
- D. Pickleball players who are unable to keep their reservation time must cancel their booking.
- E. Pickleball players who are found in violation will be subject to the following disciplinary actions:
 - i. Verbal warning
 - ii. Written and final notice One-week suspension from Kourts
 - iii. The infraction will be referred to the Compliance Division to initiate the disciplinary process
 - D. 30 day suspension from Kourts

E.F. Proper tennis attire and footwear are required. Shoes that mark the court or injure the surface are prohibited.

F.G. Skateboards, roller skates, and bicycles are prohibited on the courts.

G.H. No pets are allowed on the courts.

H.I. Unless someone is waiting to play, players may play as long as desired.

I.J. If someone is waiting to play, players may only play one game

J.K. Walking into a court before play has stopped is prohibited.

K.L. A 15-minute default time adheres to both Pickleball and Paddle tennis. If the reserved group does not arrive 15 min past the reservation time, the court becomes available to a new group of players.

L.M. Priority of Courts:

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Pickleball: Monday, Wednesday and Friday Mornings
Tuesday Evenings
Second and Fourth Saturdays
Paddle Tennis: Tuesday and Thursday Mornings
Wednesday Evenings
First and Third Saturdays

If a court is unoccupied, either sport can play until the priority sport players arrive to play.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

Effective: ~~December~~ November 2021

Attachment 4

OPERATING RULES Pools, Hot Pools and Locker Rooms	
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A. General Information

1. Swimming pools are open only when a lifeguard is on duty.
2. Residents and guests must sign in upon entering the pool deck. Residents must show their Laguna Woods Village ID card to the lifeguard. Residents must accompany their guests for the entire duration of their guests stay.
3. Appropriate swimming attire is required.
4. Eating and drinking while in the pool is prohibited.
5. Smoking and alcoholic beverages are prohibited.
6. Registered service dogs are permitted.
7. No running.
8. No glass containers.
9. Flotation devices are prohibited unless specifically designed for exercise or therapeutic use. Fins and snorkels may be used by adults.
10. Toys are provided by the Recreation Department during the Summer Children's Swim program. Outside toys are prohibited.
11. Organized pool games may be played if they do not interfere with other pool uses such as lap swimming.
12. Lockers may be used on a daily basis only. Residents and guests must supply their own locks in order to secure their belongings. Locks and personal items must be removed when the resident and guest leaves the facility.
13. Showers are limited to 10 minutes per person per day.
14. No chairs or other GRF property may be moved into the locker room or shower stalls.
15. Please shower before entering the pool or hot pool.
16. According to the State of California Health and Safety Code Manual, any resident with an open sore or cut may be excluded from all pools. Residents and guests with a bandage or visible open cut or sore may not enter the water.
17. Lap swimmers swimming the length of the pool have the right of way.
18. Locker rooms open 15 minutes prior to when the pool opens and close 15 minutes after the pool closes.
19. When there is thunder or lightning, all pools will be cleared of swimmers. Swimmers will not be allowed back into the water until at least 30 minutes following the last sighting of lightning or sound of thunder.
20. The swimming pool hours of operation vary according to the time of year, holidays and scheduled maintenance. Please check the hours of operation located at the clubhouses, Recreation office and pools.
21. Pool and hot pool temperatures are maintained as closely as possible to the following temperatures:
 - a. Pools 1, 5 and 6, between 82 and 84 degrees.
 - b. Pool 2, between 80 and 82 degrees.
 - c. Pool 4, between 84 and 86 degrees.
 - d. All hot pools, between 102 and 104 degrees.
22. Each pool is renovated and preventative maintenance is performed annually. The process takes approximately six-weeks per pool beginning in November and concluding by Memorial Day weekend. Pool 6 is closed October 1 until the

Effective: ~~December 2021~~ ~~October 2019~~

Saturday of Memorial Day weekend. If a pool is undergoing major renovations the six-week maintenance schedule may be prolonged, as deemed necessary.

23. Loud music on the pool deck is prohibited.
24. The guard shack phone is for business use only; use by anyone other than an employee is prohibited.
25. Lifeguards are not responsible for lost or stolen items; if anyone finds a lost item or wishes to report a stolen item, contact Security at 949-597-4435.
26. Emeritus students may utilize the pool deck and locker rooms 15 minutes prior to the start of class and may enter the pool no more than 5 minutes prior. Students must leave the facility within 15 minutes of the end of the class.
27. A designated area remains open for swimmers during Recreation coordinated programs.

B. Hot Pool

1. The recommended time limit in a hot pool is five minutes. After an extended period of time the lifeguard may request that the person exit.
2. Strenuous exercise in the hot pools is prohibited.
3. Children under 16 years of age are not permitted in the hot pools.

C. Guests and Children's Swim

1. Guests must be accompanied by a resident for the entire duration of their stay.
2. The number of guests entering the pool is regulated by the lifeguard on duty with a limit of five guests per resident at any one time.
3. Lifeguards have the authority to prohibit a child from entering the pool.
4. Guests 15 years of age or younger are considered to be children. Children are permitted to swim daily at a designated pool. Starting Saturday of Memorial Day weekend and continuing through October 1, Children's Swim is four hours, from noon until 4:00 p.m. at Pool 6. The remainder of the year it is two hours (noon until 2:00 p.m.) at Pool 2.
5. Children must vacate the pool area within 15 minutes of the end of the Children's Swim Program.
6. Children unable to swim must wear a Coast Guard Certified flotation device, including those built into swimsuits.
7. Resident or their adult guest must accompany and remain in the pool with their children who are novice swimmers.
8. Children may use toys provided by the Recreation Department. Children may not use kickboards; run on the pool deck; make excessive noise, play rough, including pushing and splashing; ride on another person's back or shoulders; jump or dive into the shallow end of the pool; slide down or hang on railings and ladders; play on stairs; climb out of pool without using ladder or stairs; perform back dives, etc.

D. Lap Swim Usage

1. No swimming across lap lanes unless entering or exiting the pool from the side.
2. Lap lanes are for lap swimming or aquatic exercise only (unless otherwise designated).
3. If all lanes are taken, swimmers must share the lane, up to two swimmers per lane.
4. Hanging on the lane dividers is prohibited.

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5. No diving or jumping from or into the 4 feet deep "shallow section"; diving into the pool is allowed only in the area 5 feet or deeper.
6. No diving into crowded lanes.
7. Equipment such as pull buoys, masks, fins, snorkels, and paddles may be used by adults.
8. Youth swimmers ages 11-15 may use the lap lanes with provision of card from the Recreation Department for identification.

E. Lap Swim Schedule

1. Pool 2 has 4 lane lines from opening until 11:00 a.m. and 3 lane lines from 11:00 a.m. until closing. On Wednesdays, due to maintenance, lane lines are not set up until 9:00 a.m.
2. Pool 5 has 4 lane lines from opening until 10:30 a.m. and 2 lane lines from 10:30 a.m. until closing. On Thursdays, due to maintenance, lane lines are not set up until 9:00 a.m. There are no lane lines during scheduled Emeritus classes.

F. Lap Swim Etiquette

1. Swim to the right of the lane at all times.
2. When passing another swimmer, pass to the person's left, down the middle of the lane at full speed. Once you have finished passing, swim to the right of the lane again.
3. When being passed, slow down until the overtaking swimmer has completely passed you.
4. If someone is at your heels when you reach the wall, pause to let that person pass.
5. When swimming into the wall, keep to the right (not the middle or left) so that if a person is passing you at the end of a lane they will have space to turn.
6. When standing at the wall of a lane, stand to the left (when facing the wall) whenever possible allow space for the incoming swimmers.
7. If you want to stretch out or do other exercises in the water, please move to the proper swim lane reserved for recreation/social swimming.
8. If a problem should arise, inform the lifeguard and/or front desk staff.

G. ~~G. Swim Lessons~~ Kourts Online Advance Reservations – Pool 2

1. Lane lines may be reserved in advance via Kourts online reservation system.
2. Advance bookings are limited to residents only.
 - i. Swimmers are allowed two advance bookings per week.
 - ii. Swimmers who are unable to keep their reservation time must cancel their booking.
 1. Swimmers who are found in violation will be subject to the following disciplinary actions:
 - a. Verbal warning
 - b. Written and final notice
 - c. The infraction will be referred to the Compliance Division to initiate the disciplinary process

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Effective: December 2021 ~~October 2019~~

H. Swim Lessons

1. Residents are notified through the newspaper, flyers, and postings at the pools regarding the swim class schedule for the upcoming season. Generally swim lessons are available during the summer. Each resident is charged for a series of ½ hour group lessons.
2. Lessons are available to residents only.
3. Residents must pre-register, pay for the swim lesson and sign a waiver prior to entering the pool.

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Effective: December 2021~~October 2019~~

STAFF REPORT

DATE: December 9, 2021
FOR: Community Activities Committee
SUBJECT: Pool Operating Hours and Lifeguard Services Modification

RECOMMENDATION

Review and discuss the proposed modifications to pool operating hours and lifeguard services (Attachments 1 and 2) to enhance pool operating efficiencies. The estimated annual cost savings of the alternatives range from \$117,230 and \$201,000.

BACKGROUND

Laguna Woods Village has four large community pools (Pools 1, 2, 3, 4) and one small community pool (Pool 6) providing ample swimming opportunities for Village residents. In January 2017, lifeguard services were outsourced to Premier Aquatics at a current annual cost of \$460,000.

In August 2021, when considering budget savings ideas, the VMS board directed staff to review pool operations, including the current Premier Aquatics contract, and utilization data (Attachment 3) to identify options to reduce aquatic expenditures. Many ideas were presented and discussed including the elimination of and/or reduction in lifeguard services.

On October 27, 2021, the VMS board/staff recommended a pool operation proposal (option 1) with an annual cost savings of approximately \$201,000 be considered by the Golden Rain Foundation (GRF) and Community Activities Committee (CAC) since pool operations are under GRF purview.

DISCUSSION

As a next step, Recreation and Special Events staff met with the CAC Chair and GRF President to review and discuss the proposed modification to pool operating hours, lifeguard services and resulting cost savings. Through discussion, the Chair and President indicated that the proposal may adversely affect pool users and requested staff develop another alternative (option 2). Staff calculated a new pool operating proposal with the following parameters:

1. Reduce hours of operation at Pool 1 and Pool 4 by two hours per day (\$37,230 savings);
and
2. Have no lifeguard present at Pool 2 (\$80,000 savings).

If GRF were to use option 1 (VMS board/staff alternative), the difference between the \$201,000 savings and the \$117,230 savings is derived from a dual summer/winter schedule as opposed option 2's (GRF/staff alternative) proposal of a single year-round schedule with allowing pools to open without a lifeguard present. The total annual operating hour difference is 1,738 hours (option 2 total operating hours is 14,174 and option 1 is 12,436 hours).

Table 1: Comparison of Option 1 (VMS board/staff) with Option 2 (GRF/staff)

Pool #	Option 1	Option 2	
	Year-Round Hours	Winter Hours	Summer Hours
Pool 1	8 a.m. to 5 p.m.	8 a.m. to 5 p.m.	7 a.m. to 7 p.m.
Pool 2	7 a.m. to 6 p.m. No Lifeguard	7 a.m. to 6 p.m. No Lifeguard	7 a.m. to 6 p.m. No Lifeguard
Pool 4	8 a.m. to 9 p.m.	8 a.m. to 9 p.m.	7 a.m. to 10 p.m.
Pool 5	6 a.m. to 4 p.m.	6 a.m. to 6 p.m.	6 a.m. to 9 p.m.
Pool 6	12 p.m. to 6 p.m. (summer only)	Closed	12 p.m. to 6 p.m. (summer only)
Subtotal - Hours	12,436	8,126	6,048
Total – Annual Hours	12,436	14,147	

Modifying the current pool operating hours and reducing the amount of lifeguard hours would enhance pool operation efficiency by streamlining pool operating hours based on utilization data while reducing the cost of lifeguard services.

Pool 2 was identified as the least utilized pool, averaging 9,000 uses per year. In addition, it's a designated lap pool by design and use, making it the ideal pool to implement the elimination of a lifeguard as people who generally swim there are serious lap swimmers and tend to be in good physical health. The no lifeguard concept at Pool 2 will be reviewed on a monthly basis to ensure a smooth transition and to analyze and mitigate any problems that may arise.

Legally, the pools do not require a lifeguard as long as proper signage is placed on the pool deck and entry gates, clearly indicating that no lifeguard is present and that swimmers swim at their own risk. In addition, all pools have the necessary rescue equipment such as rescue rings, poles, and an emergency phone to call 911 in the event of an emergency.

Staff also contacted GRF's insurance broker and casualty team who reached out to the general liability insurance company's underwriter to make sure there are no insurance requirements and/or concerns. The insurance company stated that *"not having life guards has no immediate impact on premium in that they don't rate for the exposure. However, if risk control visited the property and made a recommendation that the insured have lifeguards at the pools, and the insured did not comply, that could have future impact on premium or available credits"* (Attachment 4).

FINANCIAL ANALYSIS

With the elimination of lifeguard services at Pool 2 and the modified pool operating hours at Pool 1 and Pool 4, GRF would yield an approximate operating savings of \$117,230 (\$37,230 + \$80,000). Using the VMS/staff analysis by having a single year-round schedule, reduced hours of operation and opening without a lifeguard would result in a potential \$201,000 savings

Prepared By: Brian Gruner, Recreation and Special Events Director

Reviewed By: Siobhan Foster, Chief Operating Officer
Jose Campos, Interim Financial Services Director
Dan Yost, Risk Manager

ATTACHMENT(S)

- ATT 1: Current and Proposed Pool Operating Schedule with Cost Savings Estimate
- ATT 2: Aquatic Lifeguard Services Recommendation
- ATT 3: Pool Utilization Data
- ATT 4: GRF Insurance Underwriter e-mail response

Attachment 1

Current hours of operation and costs

Pool #	Current Winter Hours	Current Summer Hours
Pool 1	7 a.m. to 6 p.m.	7 a.m. to 7 p.m.
Pool 2	7 a.m. to 6 p.m.	7 a.m. to 7 p.m.
Pool 4	7 a.m. to 10 p.m.	7 a.m. to 10 p.m.
Pool 5	6 a.m. to 6 p.m.	6 a.m. to 9 p.m.
Pool 6	Closed	12 p.m. to 6 p.m.

Winter Hours: October 1 to Memorial Day Weekend

Summer Hours: Memorial Day Weekend to September 30

Proposed modified hours of operation

Pool #	Proposed Winter Hours	Proposed Summer Hours	Cost Savings
Pool 1	8 a.m. to 5 p.m.	7 a.m. to 7 p.m.	\$18,615
Pool 2	7 a.m. to 6 p.m. (No Lifeguard)	7 a.m. to 7 p.m. (No Lifeguard)	\$80,000
Pool 4	8 a.m. to 9 p.m.	7 a.m. to 10 p.m.	\$18,615
Pool 5	6 a.m. to 6 p.m.	6 a.m. to 9 p.m.	N/A
Pool 6	Closed	12 p.m. to 6 p.m.	N/A
			Total Savings: \$117,230

Winter Hours: October 1 to Memorial Day Weekend

Summer Hours: Memorial Day Weekend to September 30

Attachment 2

10/18/2021

Aquatic Lifeguard Services Recommendation

In a cost savings effort, board members and staff have determined that the following pool operation modifications are recommended for fiscal year 2022 to reduce the \$460,000 lifeguard contract agreement by \$200,000 or more.

1) Modified hours of operation

Pool #	Current Hours	New Proposed Hours
Pool 1	7 a.m. to 6 p.m.	8 a.m. to 5 p.m.
Pool 2	7 a.m. to 6 p.m.	7 a.m. to 6 p.m. (No Lifeguard)
Pool 4	7 a.m. to 10 p.m.	8 a.m. to 9 p.m.
Pool 5	6 a.m. to 6 p.m.	6 a.m. to 4 p.m.
Pool 6	12 p.m. to 6 p.m. (Summer Only for Kids Swim)	12 p.m. to 6 p.m. (Summer Only for Kids Swim)

A two-hour reduction in the hours of operation at Pools 1, 4 and 5 as proposed would yield a savings of \$56,000.

2) No lifeguard at Pool 2

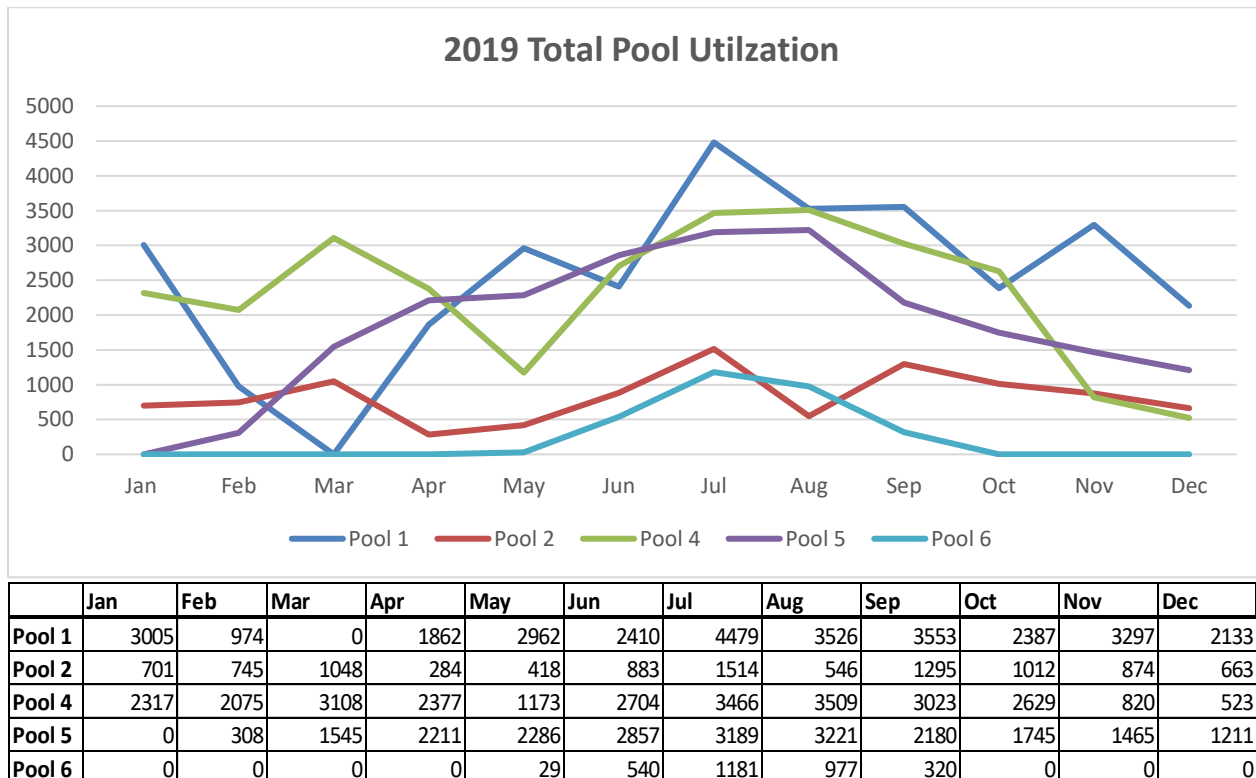
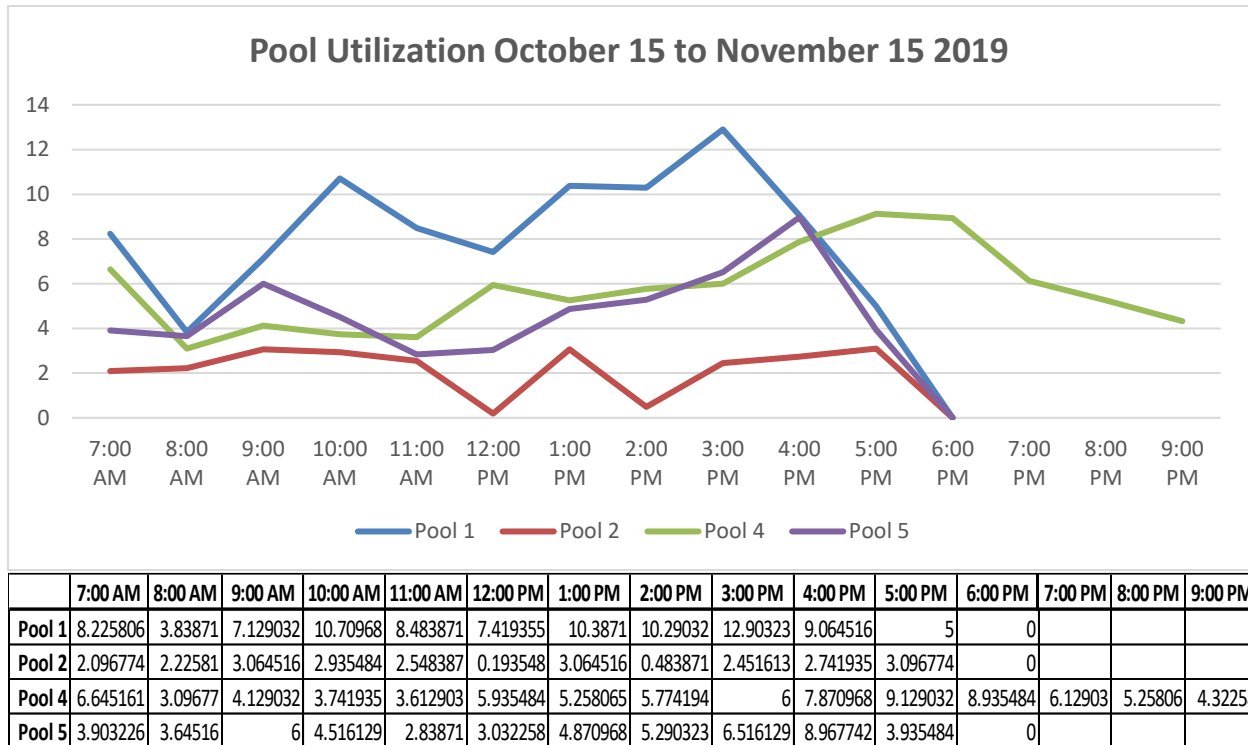
Pool 2 is the primary lap pool and the least utilized pool throughout the year, averaging only 9,200 swimmers annually. Those utilizing the pool tend to be active lap swimming residents to complete a workout and not as recreational use. Those who are more physically active tend to be healthier and less prone to health-related incidents such as heart attacks and strokes while swimming. Leaving Pool 2 open with no lifeguard provides an \$80,000 savings.

After reviewing the utilization data, additional savings of \$65,000 can be realized by having lifeguards start an hour after the pool opens with the exception of Pool 4 when a lifeguard would come in three hours after it opens at 8 a.m.

Under the proposed plan no new additional staff would be needed to assist with the aquatics operation.

Total Estimated Savings: \$201,000

Attachment 3



Attachment 4

From:
Sent: Wednesday, September 1, 2021 3:42 PM
To:
Cc:
Subject: RE: Life Guards at LWV Pools

Hi Dan,

Here is the underwriter's response to our Casualty Team regarding the Life Guards:
"She advised that having or not having life guards has no immediate impact on premium in that they don't rate for the exposure. However, if risk control visited the property and made a recommendation that the insured have lifeguards at the pools, and the insured did not comply, that could have future impact on premium or available credits. She advised we discuss risk management impact this may have. Have there been any instances where the lifeguard was needed? We will also want to make sure other controls are in place such as proper signage and lifesaving tools readily available and ensuring that the pools are gated and locked during off hours."
You can see their questions in the second paragraph, as well as the issues around risk control inspections for future inspections.

Thanks,

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