



OPEN MEETING

REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL LANDSCAPE COMMITTEE*

**Thursday, June 6, 2024 at 9:30 a.m.
24351 El Toro Road, Laguna Woods, CA
Board Room and Virtual with Zoom**

Laguna Woods Village owners/residents can participate in all open committee meetings in-person and virtually. To submit comments or questions virtually for committee meetings, please use one of the following options:

1. Join the committee meeting via Zoom by clicking this link:
<https://zoom.us/j/92325659805>
2. Email meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the committee's name in the email's subject line. Name and unit number must be included.

NOTICE AND AGENDA

This Meeting May Be Recorded

1. Call Meeting to Order
2. Approval of the Agenda
3. Approval of the Meeting Report from May 2, 2024
4. Remarks of the Chair
5. Member Comments
6. Response to Member Comments
7. Department Head Update
 - a. Project Log
 - b. Slope Schedule
 - c. Bahia Blanca Schedule
 - d. Tree Work Status Report
 - e. Quarterly KPI's
8. Guest Speaker- Matt Davenport, Monarch Environmental, Inc.
9. Consent: *All matters listed under the Consent Calendar are considered routine and will be enacted by the committee by one motion. In the event that an item is removed from the Consent Calendar by members of the committee, such item(s) shall be the subject of further discussion and action by the committee.*
 - a. None
10. Items for Discussion and Consideration

- a. 2195-C Landscape Alteration Request
 - b. Gate 11& 14 Advisor
 - c. PPRP Schedule/Oversight
 - d. Slope Failure Plant Material
 - e. Front Yard Design Project
 - f. AB 1572 Strategy
 - g. Service Tickets
 - h. Staff Efficiency
 - i. Mulching Status
11. Future Agenda Items: *All matters listed under Future Agenda Items are items for a future committee meeting. No action will be taken by the committee on these agenda items at this meeting.*
- a. Ficus Tree Removals
12. Committee Member Comments
13. Next Meeting Date: Thursday, July 11, 2024 at 9:30 a.m.
14. Adjournment

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

Mark Laws, Chair
Kurt Wiemann, Staff Officer
Megan Feliz, Landscape Administrative Assistant
Telephone: 949-268-2565



OPEN MEETING

**REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL
LANDSCAPE COMMITTEE**

Thursday, May 2, 2024 at 9:30 a.m.

BOARD ROOM/VIRTUAL MEETING

Laguna Woods Village Community Center, 24351 El Toro Road

REPORT

COMMITTEE MEMBERS PRESENT: Chair- Ira Lewis, Brad Rinehart, Reza Karimi, S.K. Park, David Veeneman

COMMITTEE MEMBERS ABSENT: None

OTHERS PRESENT: None

ADVISORS PRESENT: None

STAFF PRESENT: Kurt Wiemann, Megan Feliz

1. Call Meeting to Order

Chair Lewis called the meeting to order at 9:32 a.m.

2. Approval of Agenda

Chair Lewis requested item #8a be removed from the agenda. Hearing no objection, the agenda was unanimously approved as amended.

3. Approval of the April 4, 2024 Report

Director Veeneman made a motion to approve the meeting report. Director Karimi seconded. The committee was in unanimous support.

4. Remarks of the Chair

None.

5. Department Head Update

Mr. Wiemann was asked to look into problematic Ficus Trees. He informed the committee that Great Scott found 80 problematic Ficus Trees. These trees were located close to sidewalks, walkways, and driveways. Great Scott quoted an average of \$4,500 per tree to remove, totaling \$360,000. Mr. Wiemann asked for direction from the committee. The committee discussed the issue among themselves. The committee directed staff to add the item to the budget presentation for Third Mutual.

a. Project Log

Mr. Wiemann notified the committee that he will have a PPRP schedule at the next meeting. He reminded the committee that turf reductions and the Bahia Blanca project are both on hold at this moment based on direction from the committee due to AB 1572. The slope schedule and the HRS project are on track. Mr. Wiemann updated the committee on the front yard design project, letting them know he is waiting on an updated rendering.

b. Tree Work Status Report

Mr. Wiemann stated the tree work is moving along. The staff has not planted any trees as we are waiting to do so with turf reduction locations for AB 1572 rebates.

c. Greenius Training

Chair Ira commented that the staff is becoming more knowledgeable.

d. Quarterly KPI's

Mr. Wiemann informed the committee that this presentation would be moved to the June meeting.

6. Member Comments

A member comment was made, regarding turf reduction at Gate 11 and 14.

7. Response to Member Comments

Chair Lewis addressed the member's comments and answered their questions.

8. Consent

a. 5500-3E Tree Removal Request

Director Veeneman made a motion to approve the request. Director Karimi seconded. The committee was in unanimous support.

b. 5584-A Tree Removal Request

Director Veeneman made a motion to remove this item from the consent calendar and table the item until the resident returns from vacation. Director Karimi seconded the motion, which passed unanimously.

9. Items for Discussion and Consideration

a. AB 157 Strategy

Mr. Wiemann presented a plan for AB 1572 and explained that after mapping Gate 14, portions of the turf could be kept for informal recreation and gathering areas. The committee directed staff to keep this item on the agenda going forward.

b. Quality Control Presentation

Mr. Wiemann presented a PowerPoint presentation on the new quality control software and answered questions from the committee.

10. Items for Future Agendas

- PRPP Schedule
- Quarterly KPI's
- AB 1572 Strategies
- Ficus Tree Removals

11. Committee Member Comments

Various comments were made.

12. Date of Next Meeting: Thursday, June 6, 2024, at 9:30 a.m.

13. Recessed at 11:10 a.m.

Ira Lewis

Ira Lewis (May 6, 2024 10:18 PM)

Ira Lewis, Chair

Kurt Wiemann, Staff Officer

Megan Feliz, Landscape Administrative Assistant

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Third Mutual Landscape Project Log June 2024									
Project	Contractor	Description	Status	Estimated Completion	Completion	Budget Status	Budget	YTD*	Balance
Tree Maintenance	Great Scott Tree Services, Inc.	The annual program, a combination of contracted work and in-house staff, working on a 6 year species-based trim cycle. Contractor performs mainly scheduled annual maintenance and isolated removals. Staff crew focuses on customer service.	Contracted tree crews trimmed 485 trees, removed 9 and planted 1 tree.	Annual Program	25%	13%	\$578,588	\$77,758	\$500,830
	In-House Tree Crew		As of April 30, 2024, the in-house crew trimmed 128 trees and removed 39 trees.		35%	25%	\$401,600	\$101,230	\$300,370
Landscape Modernization	Staff	Elimination of highest water using turf areas; replacing with water efficient landscapes. Replacing old, end of useful life plant material using drought tolerant where appropriate	On-going annual project using in-house crews.	Annual Program	29%	29%	\$200,293	\$57,555	\$142,738
Turf Reduction	Nuvis	Turf Reduction/Front Yard Designs	Typical Front Yard Concept Plans; work on hold per Committee direction 4/24. Received final concepts.	June 2024	10%	4%	\$254,594	\$10,150	\$244,444
	David Voilz Design	Bahia Blanca Designs	Consultant is finalizing construction plans	August 2024	65%	43%	\$90,604	\$38,514	\$52,090
Slope Maintenance Outsourced	Mission Landscape	Annual Maintenance	In progress, one month ahead of schedule.	Annual Program	42%	31%	\$568,152	\$178,437	\$389,715
Prior To Paint Program	TBD	Annual Maintenance	Contract Awarded; Preconstruction meeting 5/6/24	Annual Program	5%	0%	\$1,750,000	\$0	\$1,750,000
Fire Risk Reduction	Mission Landscaping/FRS/Staff	Project includes the removal of vegetation with a high risk of fire.	Ongoing - Selective grow-kills in progress.	Annual Program	25%	13%	\$180,000	\$23,261	\$156,739

*Completion based upon invoices recieved to-date, 5/7/2024. In-House Expenses as of 03/31/2024.

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2024 Third Slopes (Rotation 1)

Location#	Sec.	Work Type	Location	SF.	estimated Start Date	start date	Completion
Third 1	5	Maintenance	3092 Along Santa Maria to 3108 (CDS 312 314 315)	61,500	1/1/2024	1/2/2024	1/12/2024
Third 2	5	Maintenance	4012-4015 Back Slope (CDS 406)	60,480	1/2/2024	1/2/2024	1/12/2024
Third 114	5	2024 Renovation	4010-4011 Behind Slope	26,000	1/2/2024	1/3/2024	1/12/2024
Third 3	5	Maintenance	3067-3073 Back (CDS 316)	42,440	1/3/2024	1/3/2024	1/12/2024
Third 115	5	2024 Renovation	Side Slope 3072-3073 (N36)	4,000	1/3/2024	1/8/2024	1/19/2024
Third 4	5	Maintenance	4003 Side Slope (CDS 402)	42,000	1/4/2024	1/9/2024	1/19/2024
Third 116	5	2024 Renovation	Side slope 3077-3080 (N37)	7,000	1/4/2024	1/8/2024	1/19/2024
Third 5	5	Maintenance	3045-3049 Front (Meter 3043, CDS 306)	40,000	1/5/2024	1/9/2024	1/19/2024
Third 117	5	2024 Renovation	Side Slope 3086-3087 (N38)	6,000	1/5/2024	1/15/2024	1/26/2024
Third 6	5	Maintenance	4025-4026 Back Slope (CDS 407)	35,520	1/8/2024	1/10/2024	1/26/2024
Third 7	5	Maintenance	4006-4010 Carports (CDS 403&404)	34,000	1/9/2024	1/10/2024	1/26/2024
Third 118	5	2024 Renovation	Back Slope 3064-3066 (N39)	6,000	1/9/2024	1/15/2024	1/26/2024
Third 8	5	Maintenance	4001-4002 (CDS 401)	32,200	1/10/2024	1/16/2024	1/26/2024
Third 9	5	Maintenance	3084-3086 Behind (CDS 316)	29,500	1/11/2024	1/16/2024	1/26/2024
Third 10	5	Maintenance	3205-3201 Behind (CDS 320)	26,600	1/12/2024	1/16/2024	1/26/2024
Third 11	5	Maintenance	32100204 Back (CDS 320)	25,725	1/15/2024	1/17/2024	2/2/2024
Third 12	5	Maintenance	3059-3064 Behind (CDS 305)	25,500	1/16/2024	1/18/2024	2/2/2024
Third 13	5	Maintenance	3041-3044 Back Slope (Meter 3047, CDS 306)	22,000	1/17/2024	1/22/2024	2/2/2024
Third 14	5	Maintenance	3085-3083 (CDS 307)	21,250	1/18/2024	1/22/2024	2/2/2024
Third 15	5	Maintenance	3119-3122 Back (CDS 313)	19,500	1/19/2024	1/22/2024	2/2/2024
Third 16	5	Maintenance	3097-3101 Back Slope (CDS 317)	16,800	1/22/2024	1/23/2024	2/2/2024
Third 17	5	Maintenance	4011 Front & 4025 Side (GRF&Third)	16,800	1/23/2024	1/24/2024	2/2/2024
Third 18	5	Maintenance	3054-3055 Behind (CDS 306)	16,415	1/24/2024	1/25/2024	2/2/2024
Third 19	5	Maintenance	3055-3066 Back (CDS 306)	16,275	1/25/2024	1/29/2024	2/9/2024
Third 20	5	Maintenance	3115-3117 (CDS 307)	12,000	1/26/2024	1/29/2024	2/9/2024
Third 21	5	Maintenance	3050-3053 Behind (CDS 306)	10,500	1/29/2024	1/30/2024	2/9/2024
Third 22	6	Maintenance	3215-Gate 9 Slope along El Toro Rd.	176,700	1/30/2024	1/31/2024	2/9/2024
Third 23	6	Maintenance	Gate 9 Slope around to San Amadeo	50,400	2/9/2024	2/6/2024	2/9/2024
Third 119	6	2024 Renovation	Back Slope 3306-3308, Side 3306 IN14I	8,000	2/9/2024	2/5/2024	2/9/2024
Third 24	6	Maintenance	5376-5378 Behind and Side of 5378	15,000	2/12/2024	2/6/2024	2/16/2024
Third 120	6	2024 Renovation	Back Slope 3248-3254 (NIS)	22,000	2/12/2024	2/7/2024	2/16/2024

Third 25	6	Maintenance	3210-3212 Slope along Carrizo	11,400	2/13/2024	2/13/2024	2/16/2024
Third 121	6	2024 Renovation	Back and Side slopes 3242-3244 {N16}	40,000	2/13/2024	2/12/2024	2/16/2024
Third 26	6	Maintenance	5396-5417 Behind	87,000	2/14/2024	2/14/2024	2/16/2024
Third 122	6	2024 Renovation	Back slope 3268-3270 {N17}	6,500	2/14/2024	2/12/2024	2/16/2024
Third 27	6	Maintenance	5474-5484 Behind	60,000	2/22/2024	2/15/2024	2/23/2024
Third 123	6	2024 Renovation	Back slope 3232-3235 {N18}	11,000	2/22/2024	2/19/2024	2/23/2024
Third 28	6	Maintenance	Slope along Paseo Del Logo East; Across from 55175518	39,600	2/29/2024	2/20/2024	2/23/2024
Third 29	6	Maintenance	3103-3104 Carports Slope behind	32,625	3/1/2024	2/20/2024	2/23/2024
Third 124	6	2024 Renovation	Back slope 3202-3204 {N19}	8,000	3/1/2024	2/19/2024	3/1/2024
Third 30	6	Maintenance	5391-5429 Behind	74,000	3/3/2024	2/26/2024	3/1/2024
Third 125	6	2024 Renovation	Back Slope 3306-3308, Side 3306 (N14I)	9,000	3/3/2024	2/26/2024	3/1/2024
Third 31	6	Maintenance	CDS 374 Surrounding Slope	45,000	3/5/2024	3/5/2024	3/8/2024
Third 32	6	Maintenance	3281-3276 Slope along San Amadeo	41,440	3/7/2024	3/6/2024	3/8/2024
Third 126	6	2024 Renovation	Back Slope 3320-3325 (N20)	26,000	3/7/2024	3/4/2024	3/8/2024
Third 33	6	Maintenance	3312-3317 Slope behind Manors	22,000	3/14/2024	3/6/2024	3/8/2024
Third 34	6	Maintenance	3306-3308 Slope behind Carrizo	18,000	3/16/2024	3/6/2024	3/8/2024
Third 35	6	Maintenance	Behind 3302 & carports 3098-3102	18,000	3/25/2024	3/7/2024	3/15/2024
Third 36	6	Maintenance	3241-3244 Slopes along San Amadeo	8,800	3/26/2024	3/8/2024	3/15/2024
Third 37	7	Maintenance	3487-3490	79,100	3/27/2024	3/8/2024	3/15/2024
Third 127	7	2024 Renovation	Behind 5219-5289 {N1}	36,000	3/27/2024	3/11/2024	3/15/2024
Third 38	7	Maintenance	5347-5358	69,344	3/28/2024	3/12/2024	3/15/2024
Third 128	7	2024 Renovation	5190 Along Perimeter Wall to 5275 IN2I	14,000	3/28/2024	3/18/2024	3/22/2024
Third 39	7	Maintenance	West Creek - 5290-5296	49,630	3/29/2024	3/20/2024	3/22/2024
Third 129	7	2024 Renovation	Behind 5200-5209 {N3}	5,600	3/29/2024	3/18/2024	3/22/2024
Third 40	7	Maintenance	3421-3422	47,160	4/2/2024	3/20/2024	3/22/2024
Third 130	7	2024 Renovation	Behind 5243-5249 {N4}	8,000	4/2/2024	3/18/2024	3/22/2024
Third 41	7	Maintenance	3425-3429	42,768	4/8/2024	3/21/2024	3/29/2024
Third 131	7	2024 Renovation	Behind 5099-5150 {NS}	18,500	4/8/2024	3/18/2024	3/29/2024
Third 42	7	Maintenance	3419-3420	37,500	4/11/2024	3/26/2024	3/29/2024
Third 43	7	Maintenance	3493-3495	36,960	4/15/2024	3/27/2024	3/29/2024
Third 132	7	2024 Renovation	Along Perimeter wall 5014-5041 (N6)	37,700	4/15/2024	4/29/2024	5/23/2024
Third 44	7	Maintenance	5162-5172, 5184-5190	35,650	4/17/2024	3/28/2024	4/5/2024
Third 133	7	2024 Renovation	Behind 3448-3480 (N7)	4,600	4/17/2024	3/25/2024	4/5/2024
Third 45	7	Maintenance	5120-5139, 5076-5078 & side, 5081-5082, 5071-5073	35,230	4/19/2024	4/2/2024	4/12/2024
Third 46	7	Maintenance	3435-3436, 3440-3444	28,688	4/23/2024	3/21/2024	4/5/2024

Thirid 134	7	2024 Renovation	Slope Across from 3424-3428 (N28)	10,000	4/23/2024	4/1/2024	4/12/2024
Thirid 47	7	Maintenance	3447-3448, 3454-3456, 3459-3460, 3465-3466	28,560	4/25/2024	4/4/2024	4/12/2024
Thirid 48	7	Maintenance	3482-3485	25,000	4/29/2024	4/9/2024	4/12/2024
Thirid 135	7	2024 Renovation	Side Slope 3424 (N9)	1,700	4/29/2024	4/8/2024	4/12/2024
Thirid 49	7	Maintenance	5319-5326	23,625	4/29/2024	4/9/2024	4/12/2024
Thirid 136	7	2024 Renovation	Barbara Lake Addition (N40)	7,500	4/30/2024	4/8/2024	4/12/2024
Thirid 50	7	Maintenance	5316-5317, 5042-5049	22,775	4/30/2024	4/9/2024	4/12/2024
Thirid 137	7	2024 Renovation	Drains Areas at "The Bowl" (N41)	5,000	4/30/2024	4/8/2024	4/12/2024
Thirid 51	7	Maintenance	5109-5117	21,070	5/1/2024	4/9/2024	4/12/2024
Thirid 52	7	Maintenance	3486	19,845	5/1/2024	4/10/2024	4/19/2024
Thirid 53	7	Maintenance	3423-3424	19,705	5/2/2024	4/10/2024	4/19/2024
Thirid 54	7	Maintenance	5269-5274	18,970	5/3/2024	4/10/2024	4/19/2024
Thirid 55	8	Maintenance	Building 3367 Back Slope	18,000	5/6/2024	4/10/2024	4/19/2024
Thirid 56	7	Maintenance	El Toro Water Tower/Bahia Blanca	17,850	5/7/2024	4/11/2024	4/19/2024
Thirid 57	7	Maintenance	5338-5343	11,750	5/8/2024	4/11/2024	4/19/2024
Thirid 58	7	Maintenance	5265-5268	7,840	5/8/2024	4/11/2024	4/26/2024
Thirid 59	7	Maintenance	3470-3471	7,500	5/8/2024	4/11/2024	4/26/2024
Thirid 60	7	Maintenance	3472-3474	6,875	5/9/2024	4/12/2024	4/26/2024
Thirid 61	7	Maintenance	5276-5278	6,480	5/9/2024	4/12/2024	4/26/2024
Thirid 62	7	Maintenance	3430-3431	5,500	5/9/2024	4/12/2024	4/26/2024
Thirid 63	7	Maintenance	3436-3438	3,200	5/9/2024	4/12/2024	4/26/2024
Thirid 64	7	Maintenance	5301-5309	15,314	5/10/2024	5/2/2024	5/10/2024
Thirid 65	7	Maintenance	5049-5054	20,000	5/10/2024	4/12/2024	5/10/2024
Thirid 66	7	Maintenance	Below buildings on Bahia Blanca 5333- 5337 along Santa maria	17,500	5/10/2024	4/12/2024	5/10/2024
Thirid 67	7	Maintenance	5323-5337 Slope along Santa Maria	42,000	5/13/2024	3/22/2024	3/29/2024
Thirid 68	7	Maintenance	Behind Slope 3439	3,250	5/14/2024	3/22/2024	3/29/2024
Thirid 69	7	Maintenance	Behind Slope 3433	6,650	5/14/2024	4/15/2024	4/26/2024
Thirid 70	7	Maintenance	Slope Behind 3473-3477	6,250	5/14/2024	4/16/2024	4/26/2024
Thirid 71	8	Maintenance	3335-3337,5318,5370	91,350	5/15/2024	4/17/2024	4/26/2024
Thirid 138	8	2024 Renovation	Front Slope 3395-3396 (N21)	9,300	5/15/2024	4/15/2024	4/26/2024
Thirid 72	8	Maintenance	5544-5556 Back Slope	77,445	5/17/2024	4/24/2024	5/3/2024
Thirid 139	8	2024 Renovation	Back Slope 3377-3378 (N22)	5,000	5/17/2024	4/22/2024	5/3/2024
Thirid 73	8	Maintenance	5569-5579 Back Slope	56,720	5/21/2024	4/24/2024	5/3/2024
Thirid 140	8	2024 Renovation	Side Slope 5557 (N23)	1,400	5/21/2024	4/22/2024	5/3/2024
Thirid 74	8	Maintenance	5368	55,500	5/22/2024	4/24/2024	5/3/2024
Thirid 75	8	Maintenance	3412-3417	52,650	5/27/2024	4/25/2024	5/3/2024
Thirid 141	8	2024 Renovation	Side Slope 5544 (N24)	1,000	5/27/2024	4/22/2024	5/12/2024
Thirid 76	8	Maintenance	5557-5568 Back Slope	49,385	5/28/2024	4/25/2024	5/12/2024

Third 142	8	2024 Renovation	Side Slope 5557 (N25)	1,000	5/28/2024	4/23/2024	5/12/2024
Third 77	8	Maintenance	5368 Side Slope	41,400	5/28/2024	4/26/2024	5/12/2024
Third 143	8	2024 Renovation	Side Slope 5556 (N26)	800	5/29/2024	4/23/2024	5/12/2024
Third 78	8	Maintenance	5369	37,675	5/29/2024	4/26/2024	5/12/2024
Third 144	8	2024 Renovation	Side Slope 5579 (N27)	800	5/30/2024	4/23/2024	5/12/2024
Third 79	8	Maintenance	3371 Side Slope	34,375	5/30/2024	5/2/2024	5/10/2024
Third 145	8	2024 Renovation	Side Slope 5588 (N28)	2,000	5/31/2024	5/1/2024	5/10/2024
Third 80	8	Maintenance	3334-3353	24,025	5/31/2024	5/2/2024	5/10/2024
Third 81	8	Maintenance	3327-3330	21,860	5/31/2024	5/3/2024	5/10/2024
Third 146	8	2024 Renovation	Side Slope 5598 (N29)	600	6/3/2024	5/1/2024	5/10/2024
Third 82	8	Maintenance	3338	19,150	6/3/2024	5/3/2024	5/10/2024
Third 147	8	2024 Renovation	Side Slope 3502 (N30)	800	6/3/2024	5/1/2024	5/10/2024
Third 83	8	Maintenance	3405-3407 Side, Back	19,020	6/3/2024	5/7/2024	5/17/2024
Third 148	8	2024 Renovation	Side Slope 3503 (N31)	800	6/4/2024	5/6/2024	5/17/2024
Third 84	8	Maintenance	3354-3359	18,225	6/4/2024	5/7/2024	5/17/2024
Third 149	8	2024 Renovation	Side Slope 3516 (N32)	1,500	6/4/2024	5/6/2024	5/17/2024
Third 85	8	Maintenance	3367	18,080	6/4/2024	5/7/2024	5/17/2024
Third 150	8	2024 Renovation	Side Slope 5589 (N33)	1,000	6/5/2024	5/6/2024	5/17/2024
Third 86	8	Maintenance	3360-3362	14,625	6/5/2024	5/8/2024	5/17/2024
Third 151	8	2024 Renovation	Side Slope 5580 (N34)	500	6/5/2024	5/6/2024	5/17/2024
Third 87	8	Maintenance	3399 Back Slope	12,000	6/5/2024	5/8/2024	5/17/2024
Third 88	8	Maintenance	3395-3396	9,960	6/6/2024	5/8/2024	5/17/2024
Third 152	8	2024 Renovation	Side Slope 5569 (N35)	1,200	6/6/2024	5/7/2024	5/17/2024
Third 89	8	Maintenance	3382	9,640	6/6/2024	5/8/2024	5/24/2024
Third 90	8	Maintenance	5580-5588 Back Slope	43,120	6/7/2024	5/9/2024	5/24/2024
Third 91	8	Maintenance	3508-3509	34,000	6/10/2024	5/9/2024	5/24/2024
Third 92	8	Maintenance	3511 Monte Hermoso	32,880	6/11/2024	5/10/2024	5/24/2024
Third 93	8	Maintenance	5589-5595	31,650	6/12/2024	5/10/2024	5/24/2024
Third 94	8	Maintenance	3524-3527	29,700	6/13/2024	5/13/2024	
Third 95	8	Maintenance	3501-3502, 3508-3509	28,500	6/13/2024	5/13/2024	
Third 96	8	Maintenance	3512-3516	24,160	6/14/2024	5/13/2024	
Third 97	8	Maintenance	3518-3523	17,480	6/14/2024	5/14/2024	
Third 98	8	Maintenance	3363 & Carport 3119	11,865	6/17/2024	5/15/2024	
Third 99	8	Maintenance	CH 5 Side Slope	4,750	6/17/2024	5/16/2024	
Third 100	8	Maintenance	3503-3507	29,000	6/18/2024	5/16/2024	
Third 101	8	Maintenance	3364-3366	24,300	6/19/2024	5/20/2024	
Third 102	8	Maintenance	3511 Side of Unit	23,450	6/20/2024	5/22/2024	
Third 103	8	Maintenance	3528-3532	22,600	6/21/2024	5/23/2024	
Third 104	8	Maintenance	3363 Back Slope	13,560	6/24/2024	5/24/2024	
Third 105	8	Maintenance	On El Toro Rd West of Gate 9 (5527)	21,000	6/24/2024		
Third 106	8	Maintenance	5591-5594 Slope Along Perimeter Fence	60,000	6/25/2024		

Third 107	8	Maintenance	3500-5598 Slope Along Bahia Blanca	49,541	6/26/2024		
Third 108	8	Maintenance	5596-5598 Along Vista Del Mar	31,721	6/27/2024		
Third 109	5	Maintenance	3000-3004 behind slope	9,000	6/27/2024		
Third 110	6	Maintenance	Slope below 3243 & 3244	24,000	6/27/2024		
Third 111	7	Maintenance	Back slope at 5002-5007	6,000	6/28/2024		
Third 112	7	Maintenance	Back slope 5106-5108 & 5154	6,000	6/28/2024		
Third 113	6	Maintenance	Behind slope 5418-5429 & side 5418	24,000	6/28/2024		

2024 Third Slopes (Rotation 2)

Location#	Sec.	Work Type	Location	SF.	estimated Start Date
Third 1	5	Maintenance	3092 Along Santa Maria to 3108 (CDS 312,314,315\	61,500	7/18/2024
Third 2	5	Maintenance	4012-4015 Back Slope (CDS 406)	60,480	7/19/2024
Third 114	5	Maintenance	4010-4011 Behind Slope	26,000	7/19/2024
Third 3	5	Maintenance	3067-3073 Back (CDS 316)	42,440	7/22/2024
Third 115	5	Maintenance	Side Slope 3072-3073 (N36)	4000	7/22/2024
Third 4	5	Maintenance	4003 Side Slope (CDS 402)	42,000	7/23/2024
Third 116	5	Maintenance	Side slope 3077-3080 (N37	7000	7/23/2024
Third 5	5	Maintenance	3045-3049 Front (Meter 3043, CDS 306\	40,000	7/24/2024
Third 117	5	Maintenance	Side Slope 3086-3087 (N38)	6,000	7/24/2024
Third 6	5	Maintenance	4025-4026 Back Slope (CDS 407)	35,520	7/25/2024
Third 7	5	Maintenance	4006-4010 Carports (CDS 403&404)	34,000	7/26/2024
Third 118	5	Maintenance	Back Slope 3064-3066 (N39)	6,000	7/26/2024
Third 8	5	Maintenance	4001-4002 (CDS 401)	32,200	7/29/2024
Third 9	5	Maintenance	3084-3086 Behind (CDS 316)	29,500	7/30/2024
Third 10	5	Maintenance	3205-3201 Behind (CDS 320)	26,600	7/31/2024
Third 11	5	Maintenance	32100204 Back (CDS 320)	25,725	8/1/2024
Third 12	5	Maintenance	3059-3064 Behind {CDS 305}	25,500	8/2/2024
Third 13	5	Maintenance	3041-3044 Back Slope (Meter 3047, CDS 306\	22,000	8/5/2024
Third 14	5	Maintenance	3085-3083 (CDS 307)	21,250	8/6/2024
Third 15	5	Maintenance	3119-3122 Back (CDS 313)	19,500	8/7/2024
Third 16	5	Maintenance	3097-3101 Back Slope (CDS 317)	16,800	8/8/2024
Third 17	5	Maintenance	4011Front & 4025 Side (GRF & Third)	16,800	8/9/2024

Third 18	5	Maintenance	3054-3055 Behind (CDS 306)	16,415	8/12/2024
Third 19	5	Maintenance	3055-3066 Back (CDS 306)	16,275	8/13/2024
Third 20	5	Maintenance	3115-3117 (CDS 307)	12,000	8/14/2024
Third 21	5	Maintenance	3050-3053 Behind (CDS 306)	10,500	8/15/2024
Third 22	6	Maintenance	3215-Gate 9 Slope along El Toro Rd.	176,700	8/16/2024
Third 23	6	Maintenance	Gate 9 Slope around to San Amadeo	50,400	8/19/2024
Third 119	6	Maintenance	Back Slope 3306-3308, Side 3306 (N14)	8,000	8/19/2024
Third 24	6	Maintenance	5376-5378 Behind and Side of 5378	15,000	8/20/2024
Third 120	6	Maintenance	Back Slope 3248-3254 (NIS)	22,000	8/22/2024
Third 25	6	Maintenance	3210-3212 Slope along Carrizo	11,400	8/26/2024
Third 121	6	Maintenance	Back and Side slopes 3242-3244 (N16)	40,000	8/27/2024
Third 26	6	Maintenance	5396-5417 Behind	87,000	8/28/2024
Third 122	6	Maintenance	Back slope 3268-3270 (N17)	6,500	8/28/2024
Third 27	6	Maintenance	5474-5484 Behind	60,000	9/4/2024
Third 123	6	Maintenance	Back slope 3232-3235 (N18)	11,000	9/4/2024
Third 28	6	Maintenance	Slope along Paseo Del Logo East; Across from 55175518	39,600	9/6/2024
Third 29	6	Maintenance	3103-3104 Carports Slope behind	32,625	9/9/2024
Third 124	6	Maintenance	Back slope 3202-3204 (N19)	8,000	9/9/2024
Third 30	6	Maintenance	5391-5429 Behind	74,000	9/10/2024
Third 125	6	Maintenance	Back Slope 3306-3308, Side 3306 (N14)	9,000	9/12/2024
Third 31	6	Maintenance	CDS 374 Surrounding Slope	45,000	9/12/2024
Third 32	6	Maintenance	3281-3276 Slope along San Amadeo	41,440	9/16/2024
Third 126	6	Maintenance	Back Slope 3320-3325 (N20)	26,000	9/17/2024
Third 33	6	Maintenance	3312-3317 Slope behind Manors	22,000	9/17/2024

Third 34	6	Maintenance	3306-3308 Slope behind Carrizo	18,000	9/17/2024
Third 35	6	Maintenance	Behind 3302 & carports 3098-3102	18,000	9/18/2024
Third 36	6	Maintenance	3241-3244 Slopes along San Amadeo	8,800	9/19/2024
Third 37	7	Maintenance	3487-3490	79,100	9/19/2024
Third 127	7	Maintenance	Behind 5219-5289 (N1)	36,000	9/23/2024
Third 38	7	Maintenance	5347-5358	69,344	9/25/2024
Third 128	7	Maintenance	5190 Along Perimeter Wall to 5275 (N2)	14,000	9/27/2024
Third 39	7	Maintenance	West Creek - 5290-5296	49,630	10/1/2024
Third 129	7	Maintenance	Behind 5200-5209 (N3)	5,600	10/1/2024
Third 40	7	Maintenance	3421-3422	47,160	10/2/2024
Third 130	7	Maintenance	Behind 5243-5249 (N4)	8,000	10/2/2024
Third 41	7	Maintenance	3425-3429	42,768	10/3/2024
Third 131	7	Maintenance	Behind 5099-5150 (NS)	18,500	10/4/2024
Third 42	7	Maintenance	3419-3420	37,500	10/9/2024
Third 43	7	Maintenance	3493-3495	36,960	10/10/2024
Third 132	7	Maintenance	Along Perimeter wall 5014-5041 (N6)	37,700	10/11/2024
Third 44	7	Maintenance	5162-5172, 5184-5190	35,650	10/11/2024
Third 133	7	Maintenance	Behind 3448-3480 (N7)	4,600	10/11/2024
Third 45	7	Maintenance	5120-5139, 5076-5078 & side, 5081-5082, 5071-5073	35,230	10/14/2024
Third 46	7	Maintenance	3435-3436, 3440-3444	28,688	10/15/2024
Third 134	7	Maintenance	Slope Across from 3424-3428 (N28)	10,000	10/15/2024
Third 47	7	Maintenance	3447-3448, 3454-3456, 3459-3460, 3465-3466	28,560	10/15/2024
Third 48	7	Maintenance	3482-3485	25,000	10/17/2024
Third 135	7	Maintenance	Side Slope 3424 (N9)	1,700	10/17/2024
Third 49	7	Maintenance	5319-5326	23,625	10/17/2024
Third 136	7	Maintenance	Barbara Lake Addition (N40)	7,500	10/18/2024
Third 50	7	Maintenance	5316-5317, 5042-5049	22,775	10/18/2024
Third 137	7	Maintenance	Drains Areas at "The Bowl" (N41)	5,000	10/18/2024

Third 51	7	Maintenance	5109-5117	21,070	10/21/2024
Third 52	7	Maintenance	3486	19,845	10/21/2024
Third 53	7	Maintenance	3423-3424	19,705	10/22/2024
Third 54	7	Maintenance	5269-5274	18,970	10/23/2024
Third 55	8	Maintenance	Building 3367 Back Slope	18,000	10/24/2024
Third 56	7	Maintenance	El Toro Water Tower/Bahia Blanca	17,850	10/25/2024
Third 57	7	Maintenance	5338-5343	11,750	10/28/2024
Third 58	7	Maintenance	5265-5268	7,840	10/29/2024
Third 59	7	Maintenance	3470-3471	7,500	10/29/2024
Third 60	7	Maintenance	3472-3474	6,875	10/29/2024
Third 61	7	Maintenance	5276-5278	6,480	11/2/2024
Third 62	7	Maintenance	3430-3431	5,500	11/2/2024
Third 63	7	Maintenance	3436-3438	3,200	11/2/2024
Third 64	7	Maintenance	5301-5309	15,314	11/4/2024
Third 65	7	Maintenance	5049-5054	20,000	11/5/2024
Third 66	7	Maintenance	Below buildings on Bahia Blanca 5333-5337 along Santa Maria	17,500	11/6/2024
Third 67	7	Maintenance	5323-5337 Slope along Santa Maria	42,000	11/7/2024
Third 68	7	Maintenance	Behind Slope 3439	3,250	11/11/2024
Third 69	7	Maintenance	Behind Slope 3433	6,650	11/11/2024
Third 70	7	Maintenance	Slope Behind 3473-3477	6,250	11/11/2024
Third 71	8	Maintenance	3335-3337, 5318, 5370	91,350	11/12/2024
Third 138	8	Maintenance	Front Slope 3395-3396 (N21)	9,300	11/13/2024
Third 72	8	Maintenance	5544-5556 Back Slope	77,445	11/14/2024
Third 139	8	Maintenance	Back Slope 3377-3378 (N22)	5,000	11/15/2024
Third 73	8	Maintenance	5569-5579 Back Slope	56,720	11/15/2024
Third 140	8	Maintenance	Side Slope 5557 (N23)	1,400	11/15/2024
Third 74	8	Maintenance	5368	55,500	11/18/2024
Third 75	8	Maintenance	3412-3417	52,650	11/19/2024
Third 141	8	Maintenance	Side Slope 5544 (N24)	1,000	11/20/2024
Third 76	8	Maintenance	5557-5568 Back Slope	49,385	11/20/2024
Third 142	8	Maintenance	Side Slope 5557 (N25)	1,000	11/21/2024
Third 77	8	Maintenance	5368 Side Slope	41,400	11/21/2024
Third 143	8	Maintenance	Side Slope 5556 (N26)	800	11/21/2024
Third 78	8	Maintenance	5369	37,675	11/22/2024

Third 144	8	Maintenance	Side Slope 5579 (N27)	800	11/22/2024
Third 79	8	Maintenance	3371 Side Slope	34,375	11/25/2024
Third 145	8	Maintenance	Side Slope 5588 (N28)	2,000	11/25/2024
Third 80	8	Maintenance	3334-3353	24,025	11/25/2024
Third 81	8	Maintenance	3327-3330	21,860	11/26/2024
Third 146	8	Maintenance	Side Slope 5598 (N29)	600	11/26/2024
Third 82	8	Maintenance	3338	19,150	11/26/2024
Third 147	8	Maintenance	Side Slope 3502 (N30)	800	11/27/2024
Third 83	8	Maintenance	3405-3407 Side, Back	19,020	11/27/2024
Third 148	8	Maintenance	Side Slope 3503 (N31)	800	11/27/2024
Third 84	8	Maintenance	3354-3359	18,225	11/28/2024
Third 149	8	Maintenance	Side Slope 3516 (N32)	1,500	11/28/2024
Third 85	8	Maintenance	3367	18,080	11/28/2024
Third 150	8	Maintenance	Side Slope 5589 (N33)	1,000	11/29/2024
Third 86	8	Maintenance	3360-3362	14,625	11/29/2024
Third 151	8	Maintenance	Side Slope 5580 (N34)	500	11/29/2024
Third 87	8	Maintenance	3399 Back Slope	12,000	11/29/2024
Third 88	8	Maintenance	3395-3396	9,960	12/2/2024
Third 152	8	Maintenance	Side Slope 5569 (N35)	1,200	12/2/2024
Third 89	8	Maintenance	3382	9,640	12/3/2024
Third 90	8	Maintenance	5580-5588 Back Slope	43,120	12/3/2024
Third 91	8	Maintenance	3508-3509	34,000	12/4/2024
Third 92	8	Maintenance	3511 Monte Hermosa	32,880	12/5/2024
Third 93	8	Maintenance	5589-5595	31,650	12/6/2024
Third 94	8	Maintenance	3524-3527	29,700	12/9/2024
Third 95	8	Maintenance	3501-3502, 3508-3509	28,500	12/10/2024
Third 96	8	Maintenance	3512-3516	24,160	12/11/2024
Third 97	8	Maintenance	3518-3523	17,480	12/12/2024
Third 98	8	Maintenance	3363 & Carport 3119	11,865	12/12/2024
Third 99	8	Maintenance	CH 5 Side Slope	4,750	12/13/2024
Third 100	8	Maintenance	3503-3507	29,000	12/13/2024
Third 101	8	Maintenance	3364-3366	24,300	12/16/2024
Third 102	8	Maintenance	3511 Side of Unit	23,450	12/17/2024
Third 103	8	Maintenance	3528-3532	22,600	12/18/2024
Third 104	8	Maintenance	3363 Back Slope	13,560	12/18/2024
Third 105	8	Maintenance	On El Toro Rd West of Gate 9 (5527)	21,000	12/19/2024

Third 106	8 Maintenance	5591-5594 Slope Along Perimeter Fence	60,000	12/20/2024
Third 107	8 Maintenance	3500-5598 Slope Along Bahia Blanca	49,541	12/24/2024
Third 108	8 Maintenance	5596-5598 Along Vista Del Mar	31,721	12/25/2024
Third 109	5 Maintenance	3000-3004 behind slope	9000	12/26/2024
Third 110	6 Maintenance	Slope below 3243 & 3244	24,000	12/26/2024
Third 111	7 Maintenance	Back slope at 5002- 5007	6000	12/27/2024
Third 112	7 Maintenance	Back slope 5106-5108 & 5154	6000	12/30/2024
Third 113	6 Maintenance	Behind slope 5418- 5429 & side 5418	24,000	12/31/2024

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Bahia Blanca West, Laguna Woods Village

Primary Column	Column2	Column3	Q3			Q4			Q1			Q2			Q3		
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Task 1 - Project Initialization	08/03/23	10/20/23															
Task 2 - Concept Plans	10/23/23	12/29/23															
Task 3 - Design Development	11/13/23	12/29/23															
3.01 Design Development	11/13/23	12/29/23															
a. Develop Materials Schedule																	
b. Resource Log																	
3.02 Mobile Field Data Collection Application	05/15/24	06/06/24															
a. Develop Mobile/Tablet-based (Esri) Application to Capture Irrigation Connections an																	
b. Develop Mobile/Tablet-based (Esri) Application for Tree Audit to Capture Existing Tr																	
c. Photo Storage on Amazon Web Services (AWS) S3 Buckets, Accessible via Online ^																	
3.03 GIS Data Processing and Conversion	12/18/23	12/29/23															
3.04 Present Concept Plans to Mutual Board	01/01/24	01/05/24															
Task 4 - Construction Documents (90% Submittals)	05/13/24	06/24/24															
4.01 Prepare Construction Drawings	05/13/24	06/24/24															
4.02 Prepare Technical Specifications	06/10/24	06/24/24															
4.03 Prepare Construction Cost Budgets	06/10/24	06/24/24															
4.04 Submittal/ Review at 90% Plans	06/21/24	06/24/24															
Task 5 - Final Construction Documents	07/15/24	07/26/24															
5.01a Client Review of 90% Plans	06/25/24	07/12/24															
5.01b Village Project Team Review of Work-to-date	07/15/24	07/16/24															
5.02 Update Construction Drawings per Village Comments	07/15/24	07/26/24															
5.03 Internal Quality Control Review	07/15/24	07/25/24															
5.04 Turnover of Original Plans and specifications	07/24/24	07/26/24															

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Third Mutual Off Schedule Tree Work

Date	Manor	Description	Tree Type	Labor Hours	Reason	Decision Level	Replacement Tree	Location of Replacement
4/22/2024	2332	Clearance	Star Pine	2	Clear, Endweight	Staff		
4/22/2024	5560	Removal	Orchid Tree	3	In decline	Staff		TBD
4/25/2024	3015	Trim	Dactylifera Date Palm	4	Full trim	Staff		
4/25/2024	3011	Trim	Dactylifera Date Palm	4	Full trim	Staff		
4/25/2024	3035	Trim	Dactylifera Date Palm	4	Full trim	Staff		
4/25/2024	3005	Trim	2 Dactylifera Date Palms	8	Full trim	Staff		
4/25/2024	3272	Removal	Cajeput Tree	5	In decline	Staff		TBD
4/25/2024	5415	Trim	Cajeput Tree	4	Full trim	Staff		
4/26/2024	3421	Trim	Lemon Scented Gub	6.5	Full trim	Staff		
4/26/2024	3241	Trim	Canary Island Pine	6.5	Full trim	Staff		
4/26/2024	3241	Trim	Canary Island Pine	6.5	Full trim	Staff		
4/26/2024	3241	Clearance	Canary Island Pine	2	Clear, Endweight	Staff		
4/26/2024	3241	Trim	Canary Island Pine	6.5	Full trim	Staff		
4/30/2024	5207	Trim	california Pepper	8	Full trim	Staff		
4/30/2024	3531	Trim	Yew Pine	4	Full trim	Staff		
4/30/2024	5472	Trim	Edible Loquat	3	Full trim	Staff		
4/30/2024	2196	Removal	Peach	4	Resident Request	Staff		
5/1/2024	2254	Removal	Star Pine	9	In decline	Staff		TBD
5/3/2024	3241	Trim	Canary Island Pine	12	Full trim	Staff		
5/3/2024	2256	Clearance	Canary Island Pine	3	Clear, Endweight	Staff		
5/10/2024	2319	Removal	Magnolia	6	In decline	Staff		
5/10/2024	3077	Clearance	Pittosporum	2	Clear, Endweight	Staff		
5/10/2024	5240	Trim	Camphor Tree	4	Full trim	Staff		
5/10/2024	5190	Removal	Acacia	8	Outgrown Area	Staff		
5/10/2024	2254	Removal	Mulberry	10	In decline	Staff		TBD
5/14/2024	5281	Removal	Mexican Fan Palm	8	Outgrown Area	Staff		
5/14/2024	5560	Trim	Little Gem	3	Full trim	Staff		
5/14/2024	5560	Trim	Camphor Tree	12	Full trim	Staff		
5/14/2024	5560	Trim	New Zealand	5	Full trim	Staff		
5/14/2024	3512	Removal	Silk Oak	8	In decline	Staff		TBD
5/15/2024	2256	Clearance	Canary Island Pine	5	Clearance trim	Staff		
5/15/2024	3045	Trim	Fern Pine	7	Full trim	Staff		
5/15/2024	2265	Removal	Pittosporum	4	In decline	Staff		TBD
5/16/2024	5460	Trim	Orchid Tree	4	Full trim	Staff		
5/16/2024	5460	Trim	Magnolia	3	Full trim	Staff		
5/16/2024	5463	Trim	Orchid Tree	2	Full trim	Staff		
5/17/2024	5464	Trim	Bottlebrush	2	Full trim	Staff		
5/17/2024	5437	Trim	Chinese elm	12	Full trim	Staff		
5/17/2024	5435	Trim	Carrotwood	4	Full trim	Staff		
5/17/2024	5462	Trim	Olive Tree	3	Full trim	Staff		
5/17/2024	5462	Trim	Liquid Ambar	6	Full trim	Staff		
5/17/2024	5461	Removal	Dracaena	4	In decline	Staff		TBD
5/20/2024	3366	Hanger	Lemon Scented Gub	4	Hanger in Canopy	Staff		
5/20/2024	5155	Removal	Bottlebrush	6	In decline	Staff		TBD
5/20/2024	5155	Removal	Monterey Pine	20	In decline	Staff		TBD
5/21/2024	3346	Removal	Schefflera	4	In decline	Staff		TBD
5/22/2024	3287	Removal	robeline palm	3	In decline	Staff		TBD
5/22/2024	3202	Removal	Pyracantha	3	In decline	Staff		TBD

5/22/2024	5481	Removal	Bottlebrush	5	In decline	Staff		TBD
5/22/2024	2352	Clearance	Loquat	5	Clear, Endweight	Staff		
5/22/2024	3137	Clearance	Magnolia	2	Clear, Endweight	Staff		
5/22/2024	3137	Clearance	Bottlebrush	2	Clear, Endweight	Staff		
5/22/2024	5448	Clearance	Magnolia	2	Clear, Endweight	Staff		
5/23/2024	5462	Trim	Chinese elm	2	Full trim	Staff		



Village Management Services, Inc.

Landscaping Services

Kurt Wiemann, Director of Field Operations

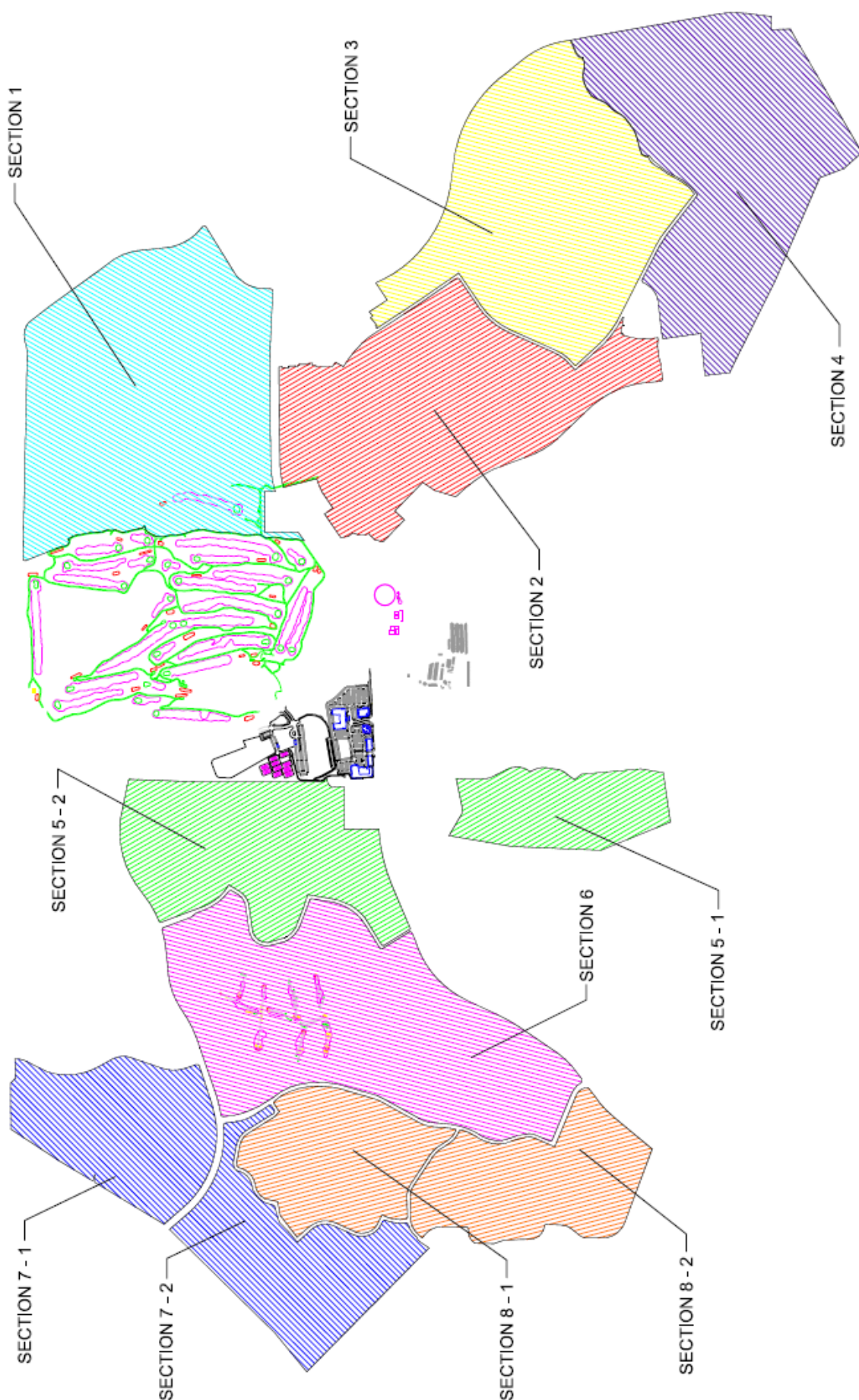
June 6, 2024



Landscaping Services Overview

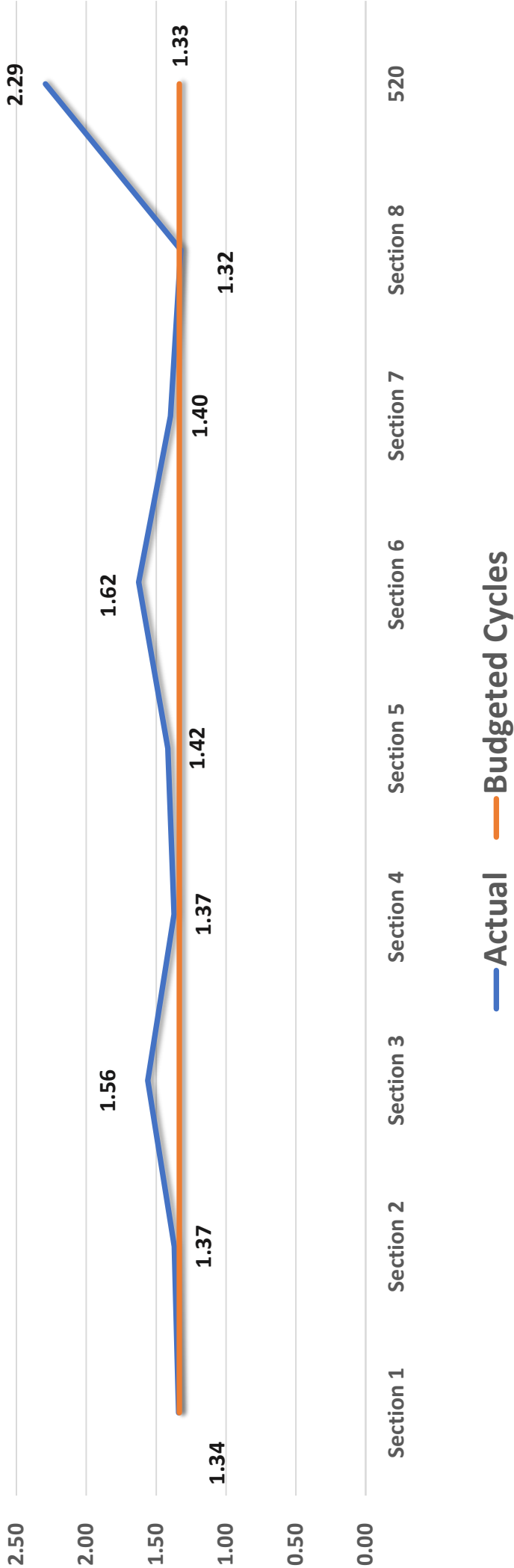
Landscape Department Maintained Acreage						
	Turf	Shrubs	Slopes	Total Acres	Edging (miles)	Trees
Third	165.0	83.1	118.7	366.8	67.5	15,456
United	138.0	75.1	23.5	236.7	84.5	18,303
GRF	7.5	12.4	27.6	47.5	0.6	4,569
Total	310.5	170.7	169.9	651.1	152.0	38,328

Landscaping Services Overview

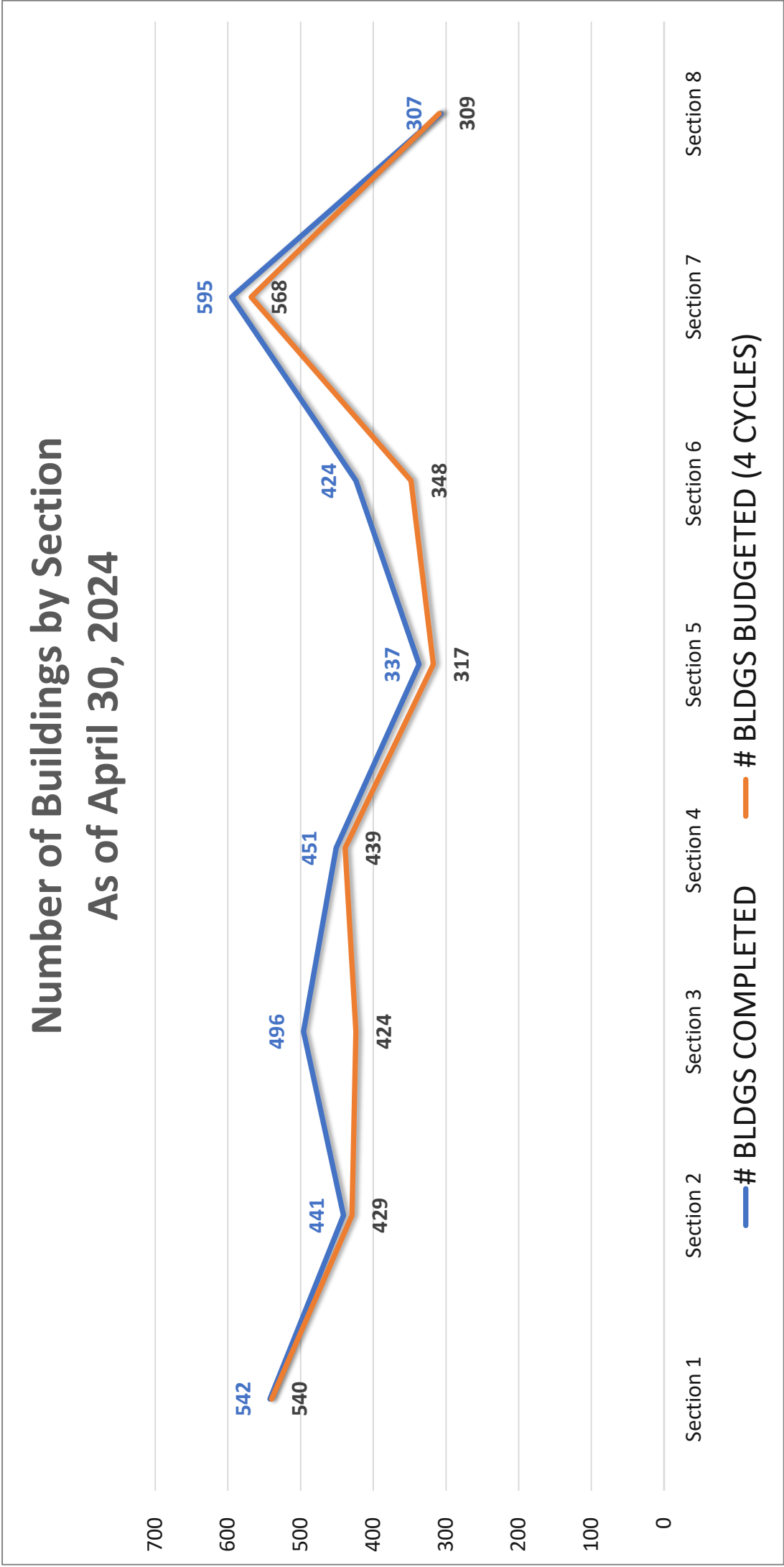


Grounds Maintenance

Complete Trim Cycles by Section As of April 30, 2024



Shrub-Bed Maintenance



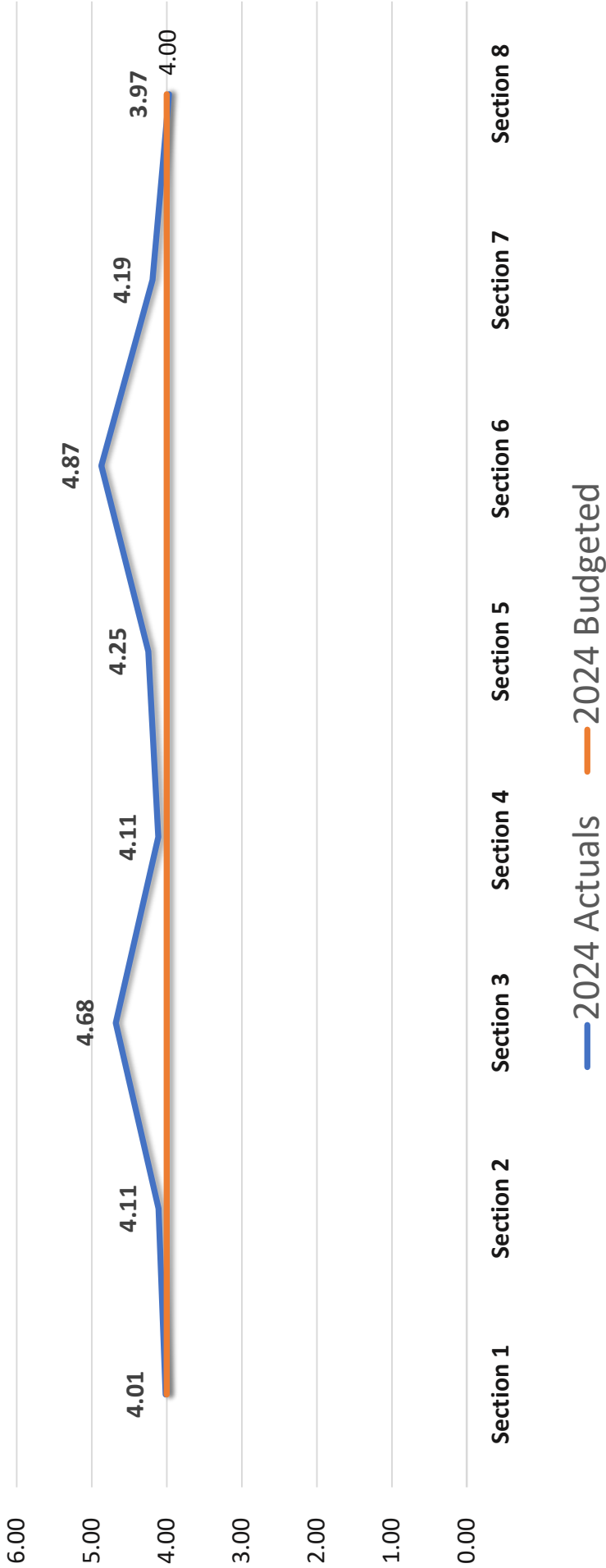
Trim Labor Hours Per Cycle



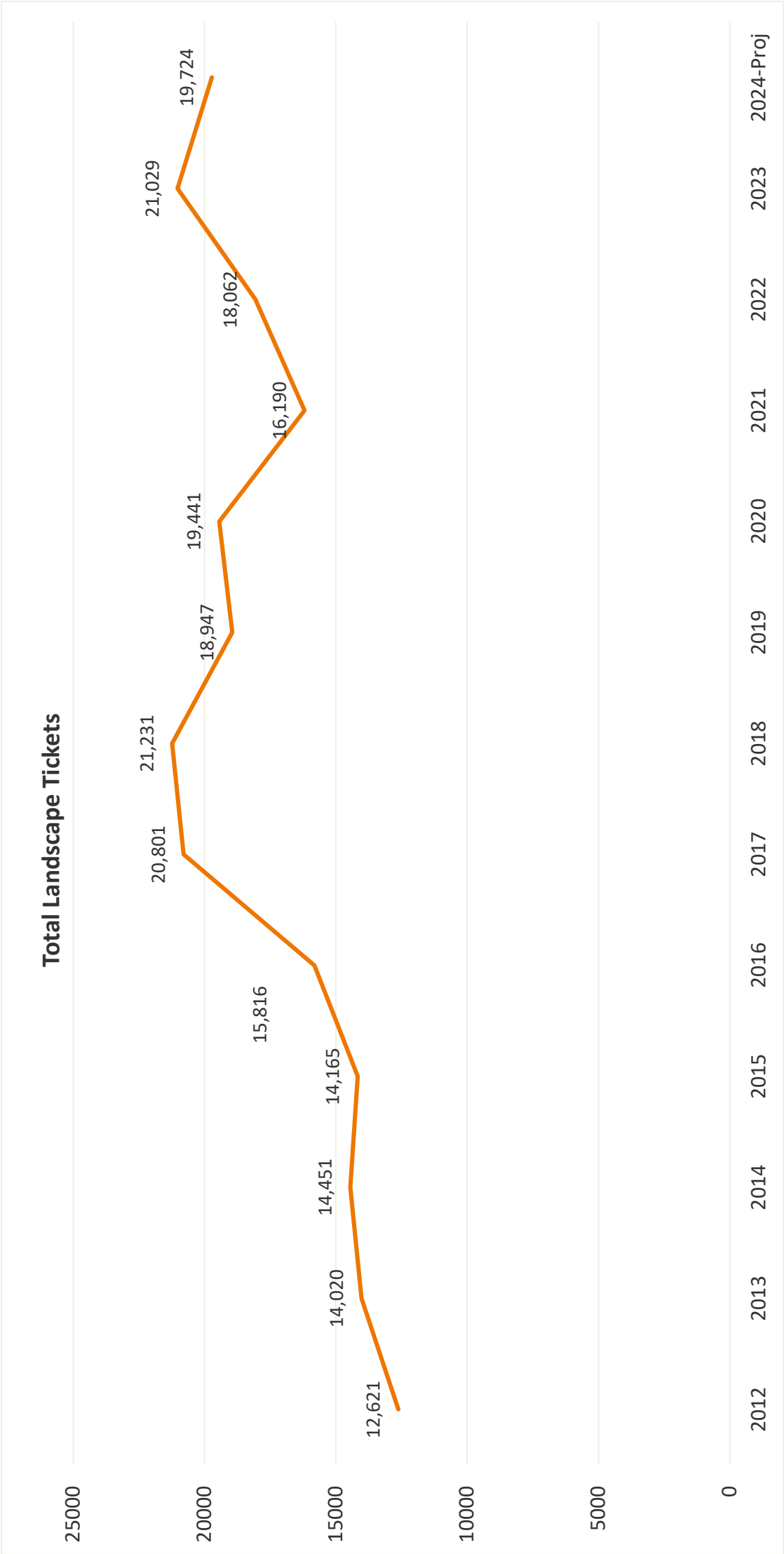
*2023 YTD

Total Projected Cycles

Seasonally Adjusted Trim Cycles by Section
April 2024

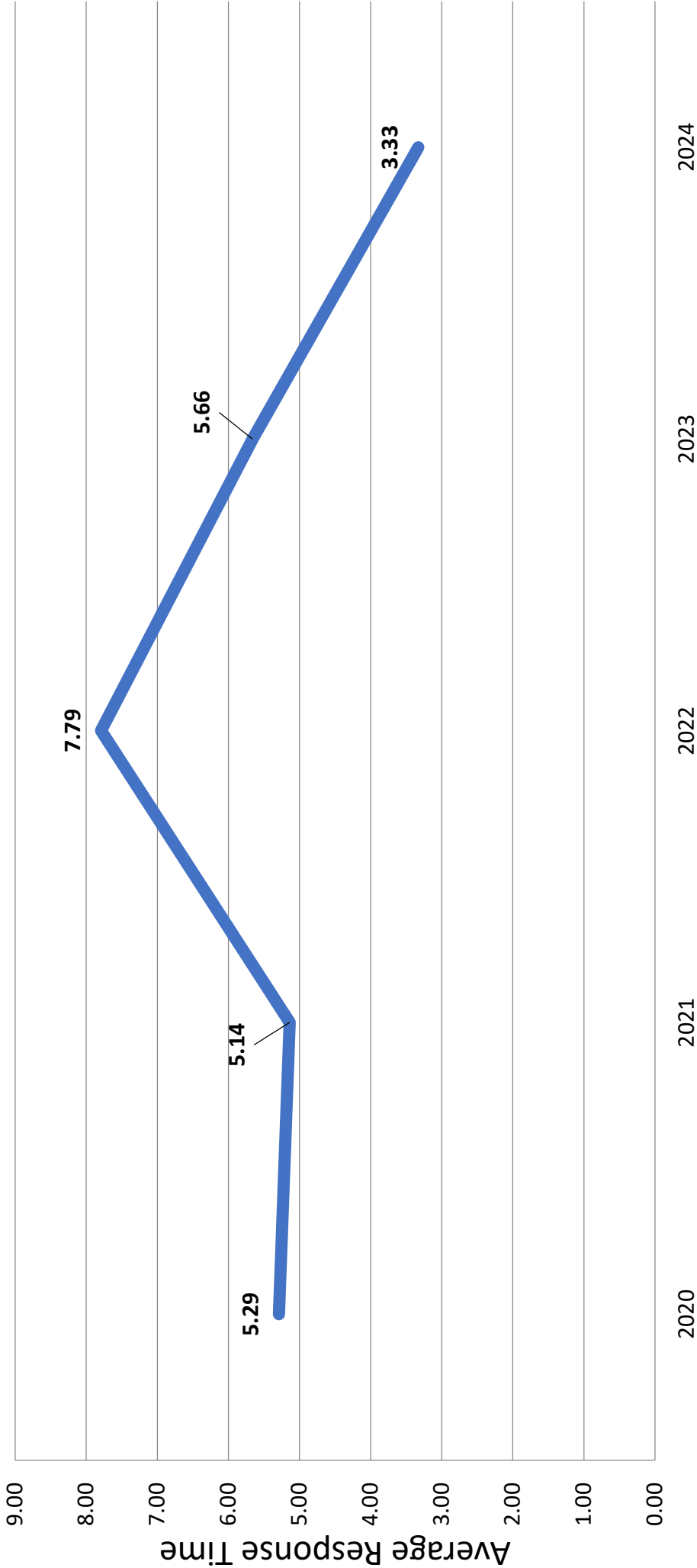


Total Landscape Tickets - All Mutuals

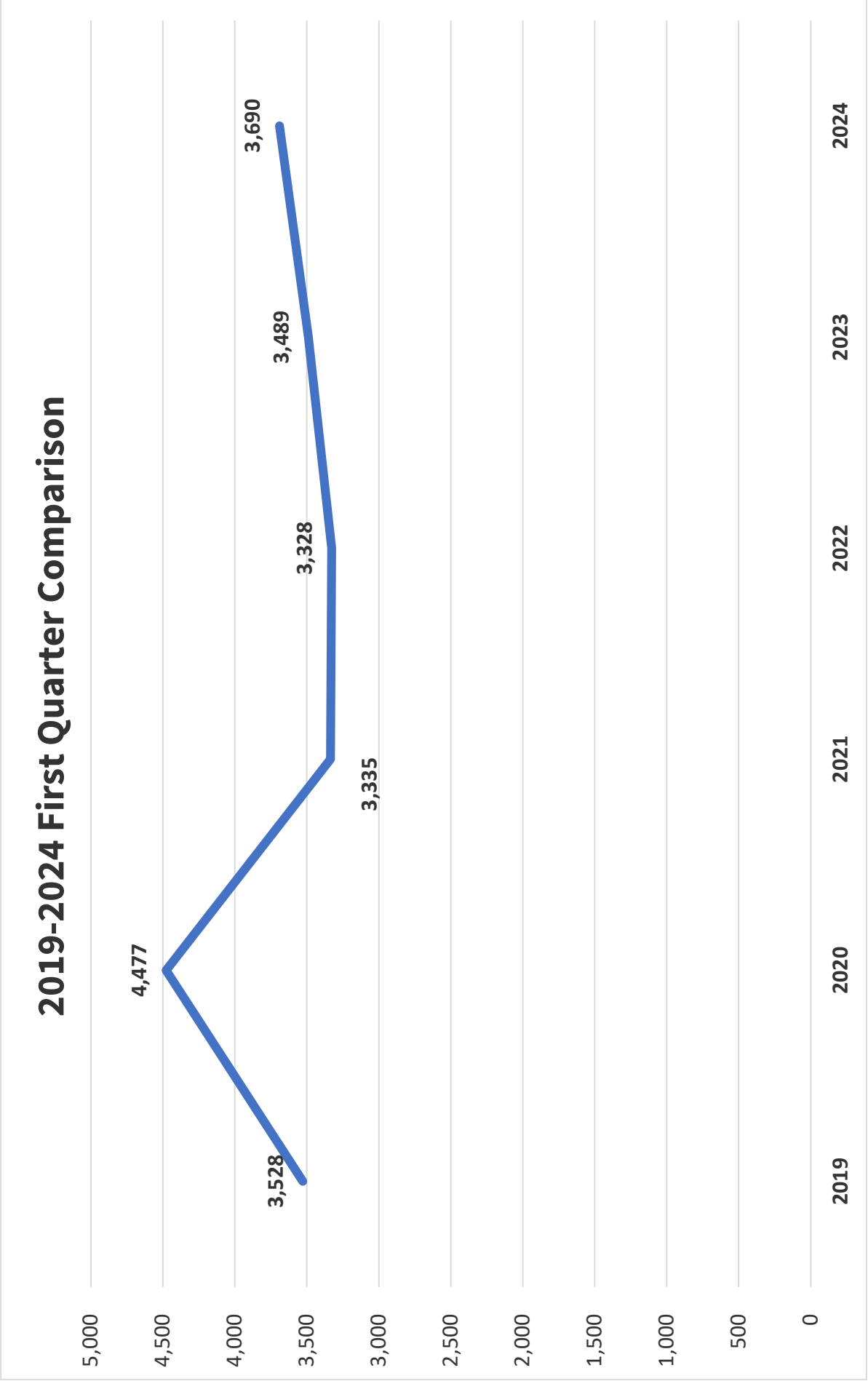


Grounds Maintenance

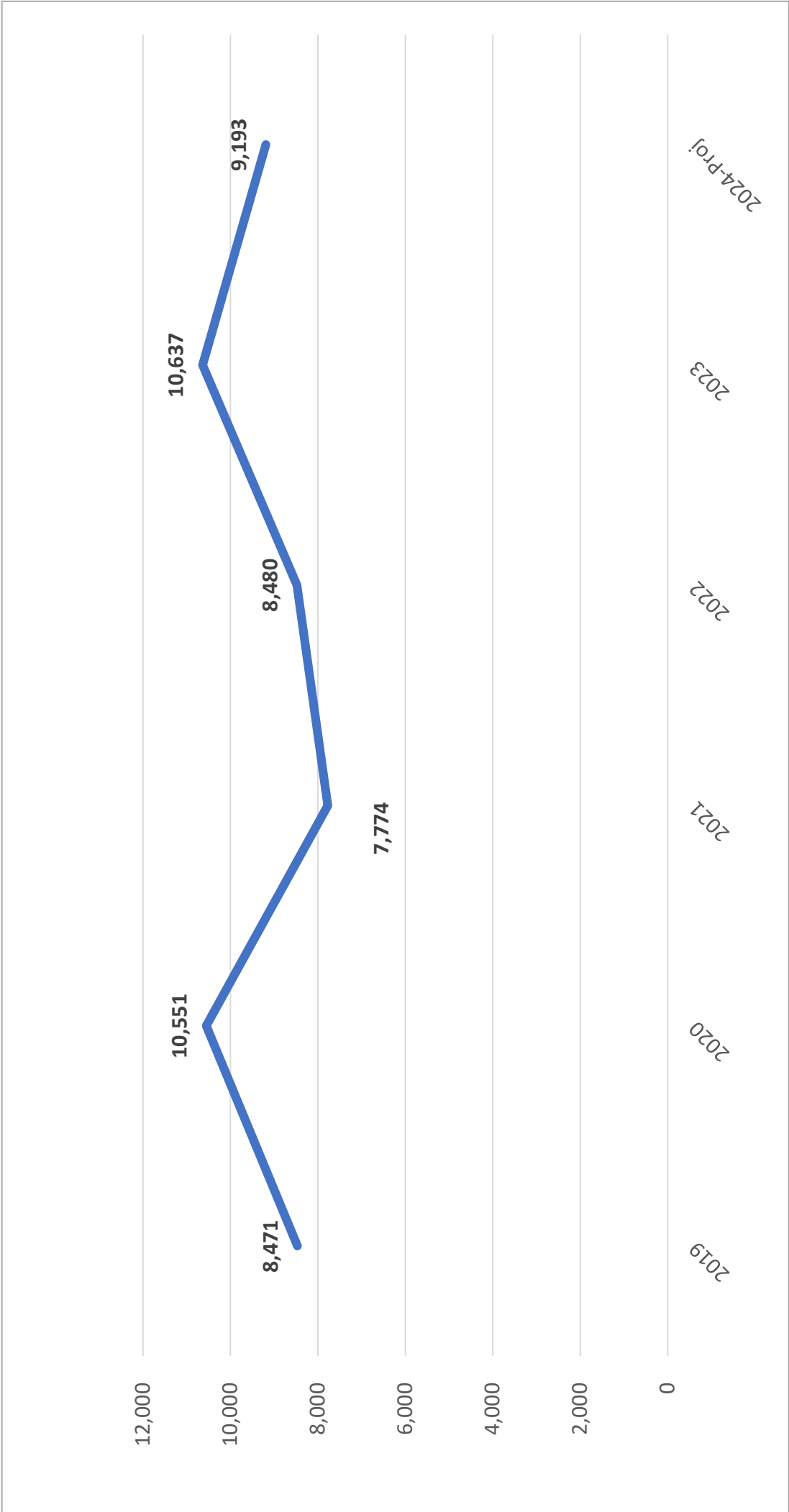
**Average Response Time For Key Tickets
First Quarter 2020-2024**



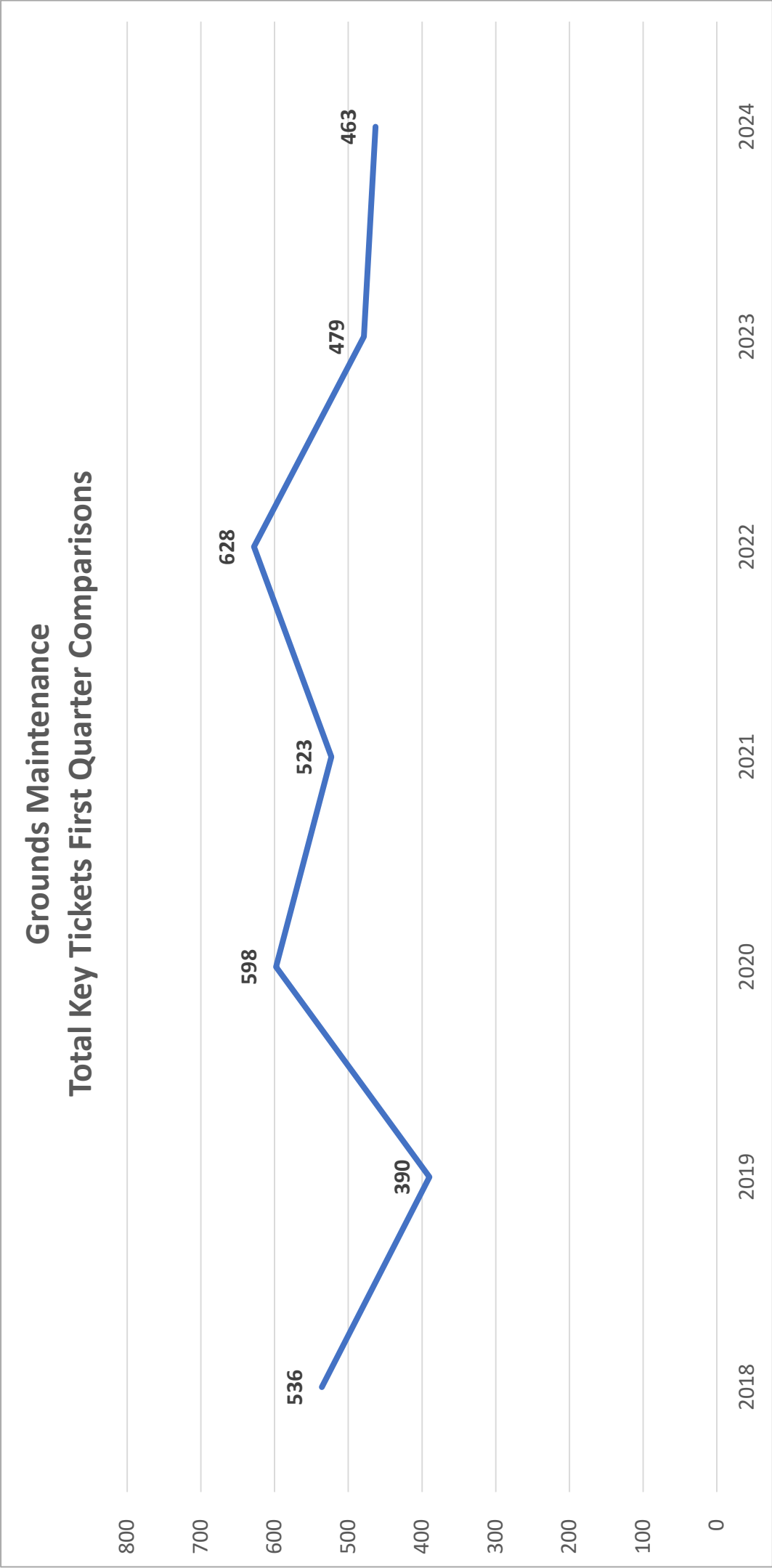
Total Landscape Tickets



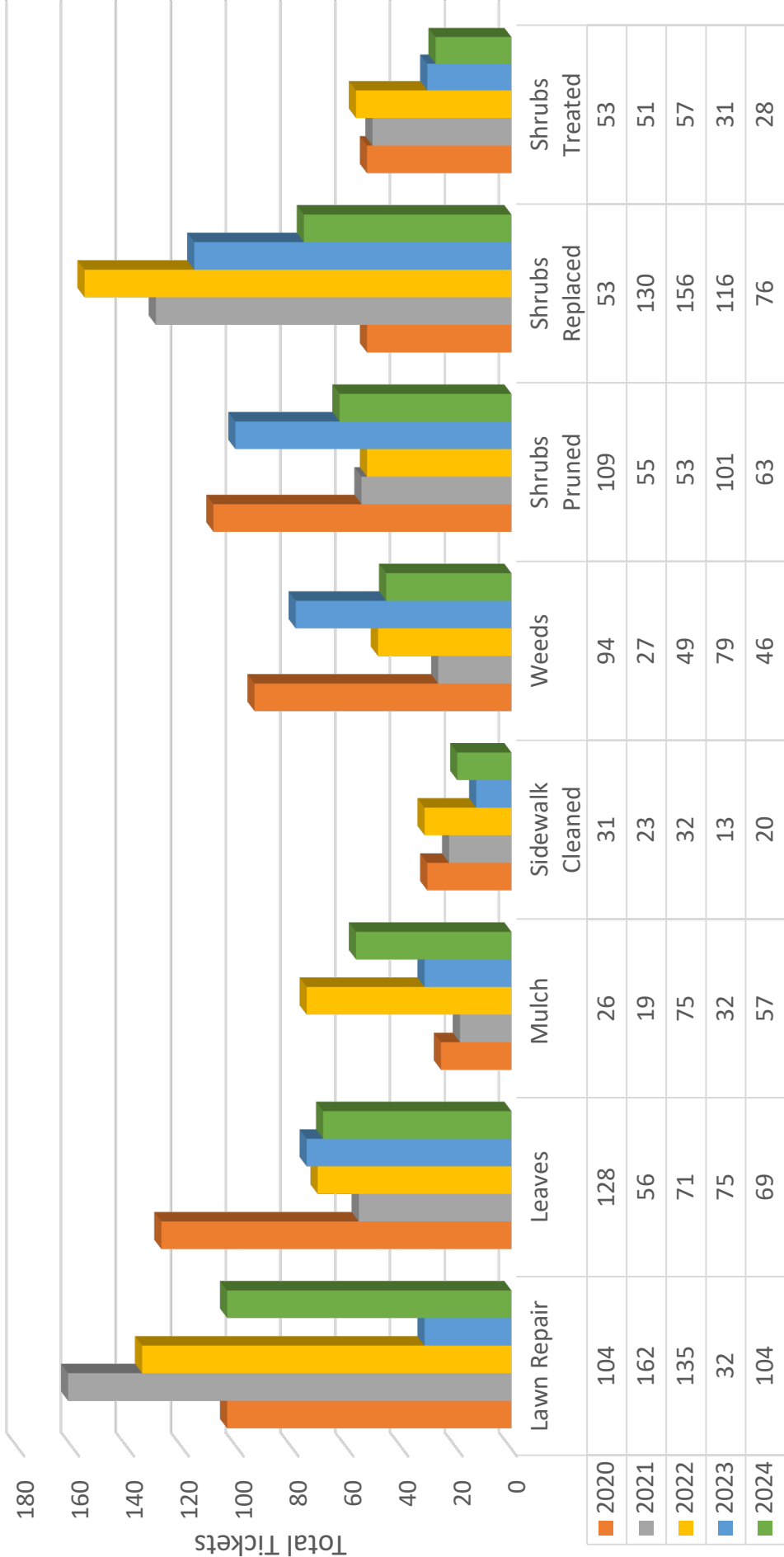
Total Landscape Tickets – Third Mutual



Third Mutual - Total Tickets



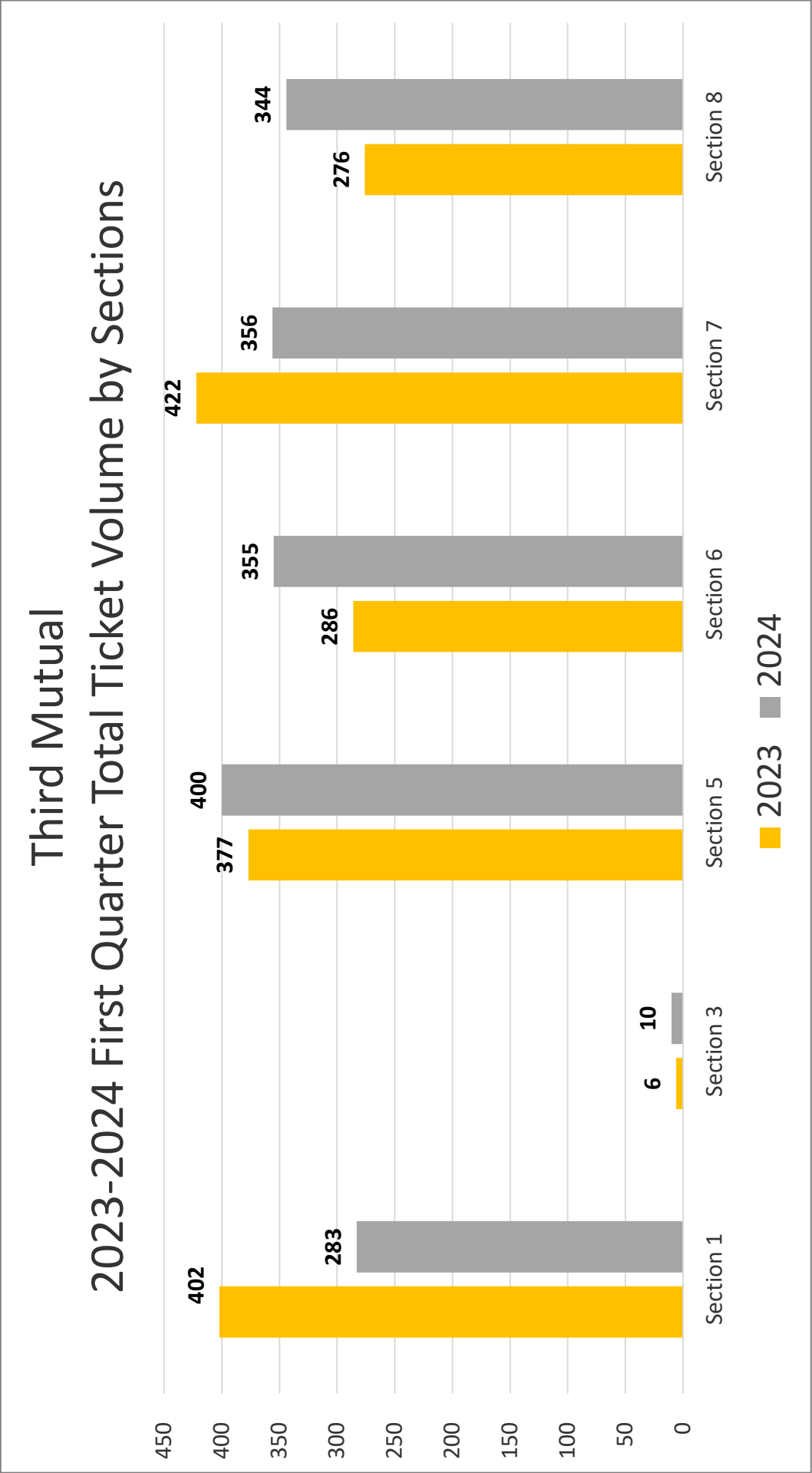
2020-2024 First Quarter Key Tickets



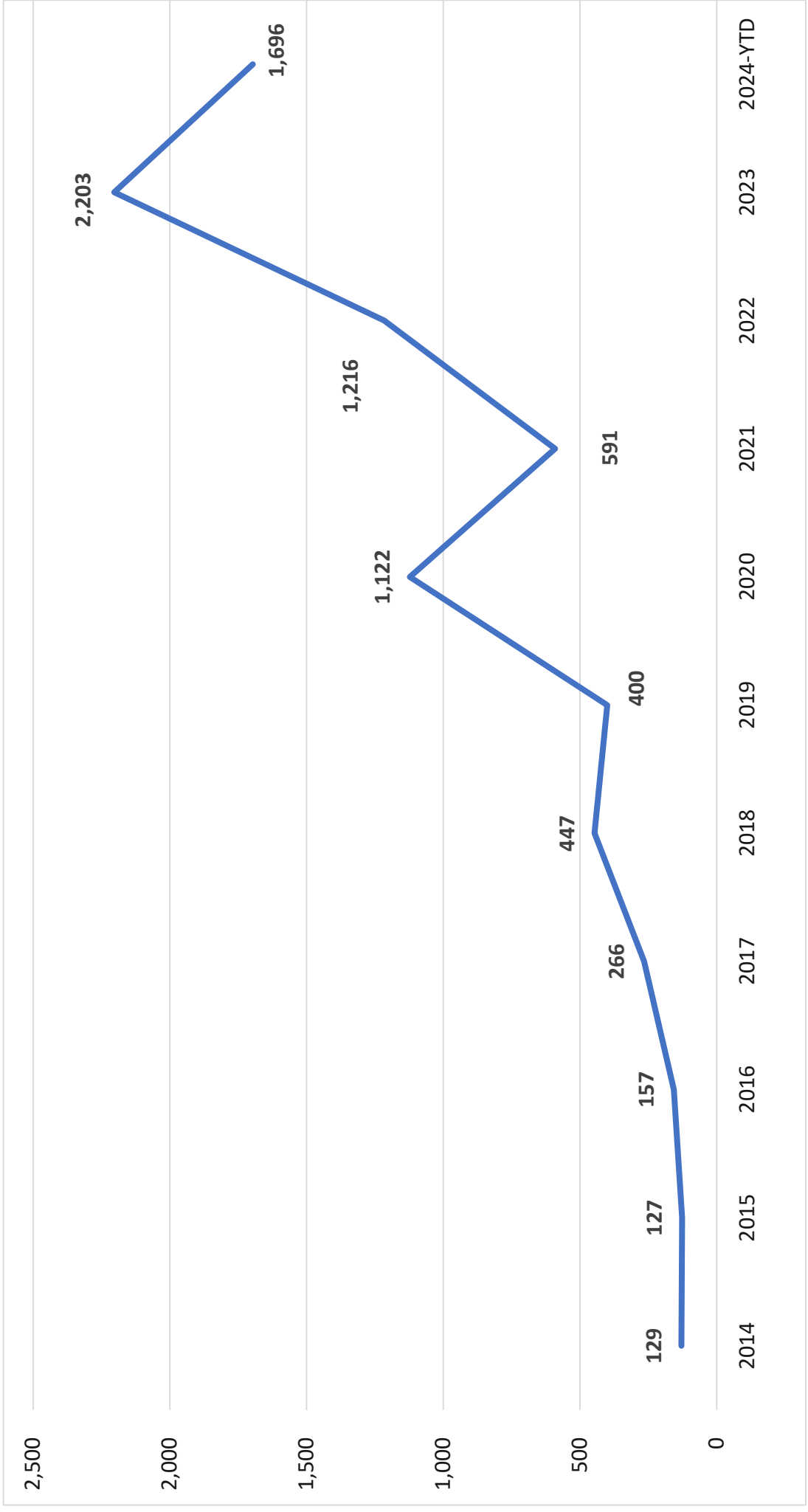
2023 – 2024 Difference

Lawn Repair	Leaves	Mulch	Sidewalk Cleaned	Weeds	Shrubs Pruned	Shrubs Replaced	Shrubs Treated
72	(6)	25	7	(33)	(38)	(40)	(3)

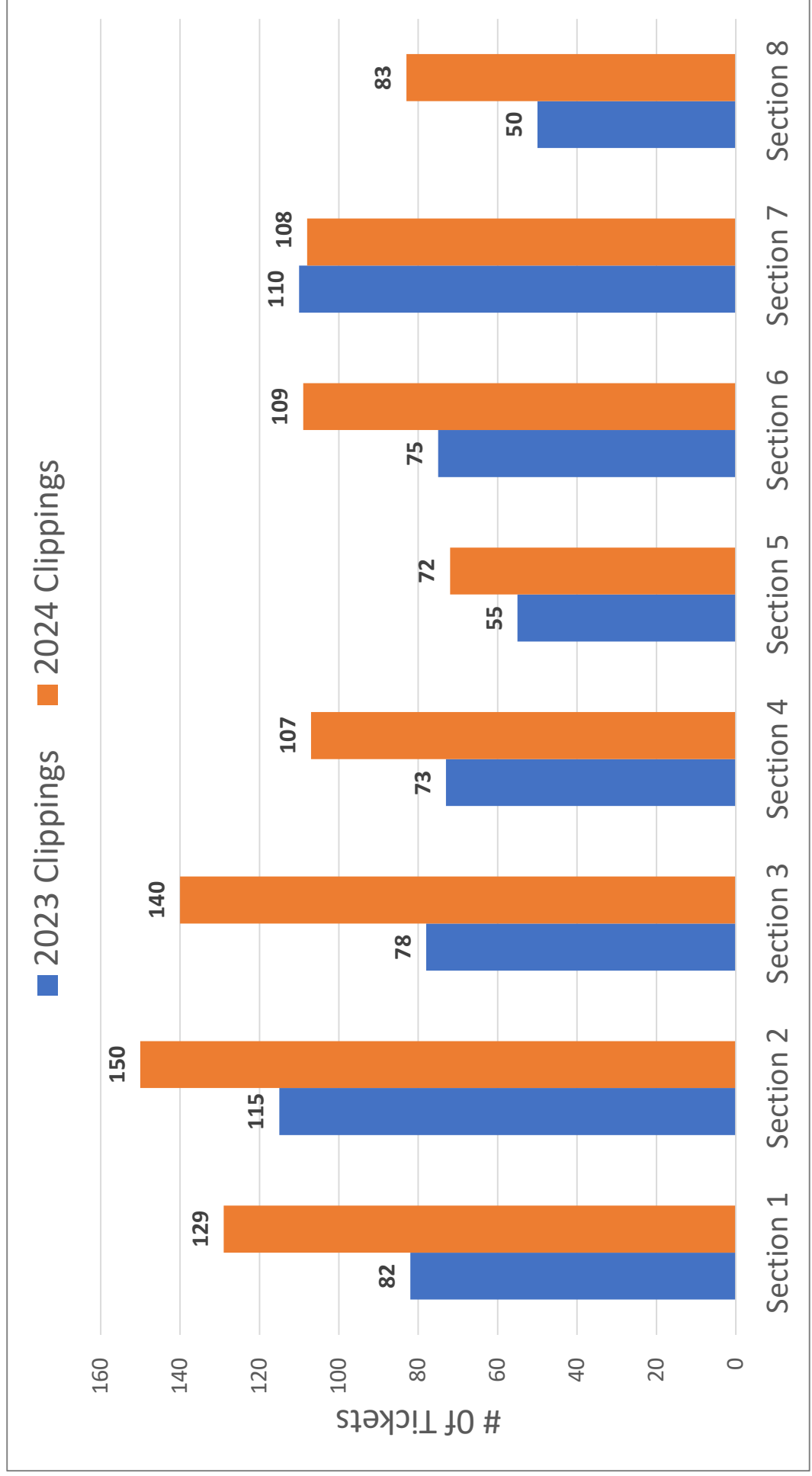
Total Tickets



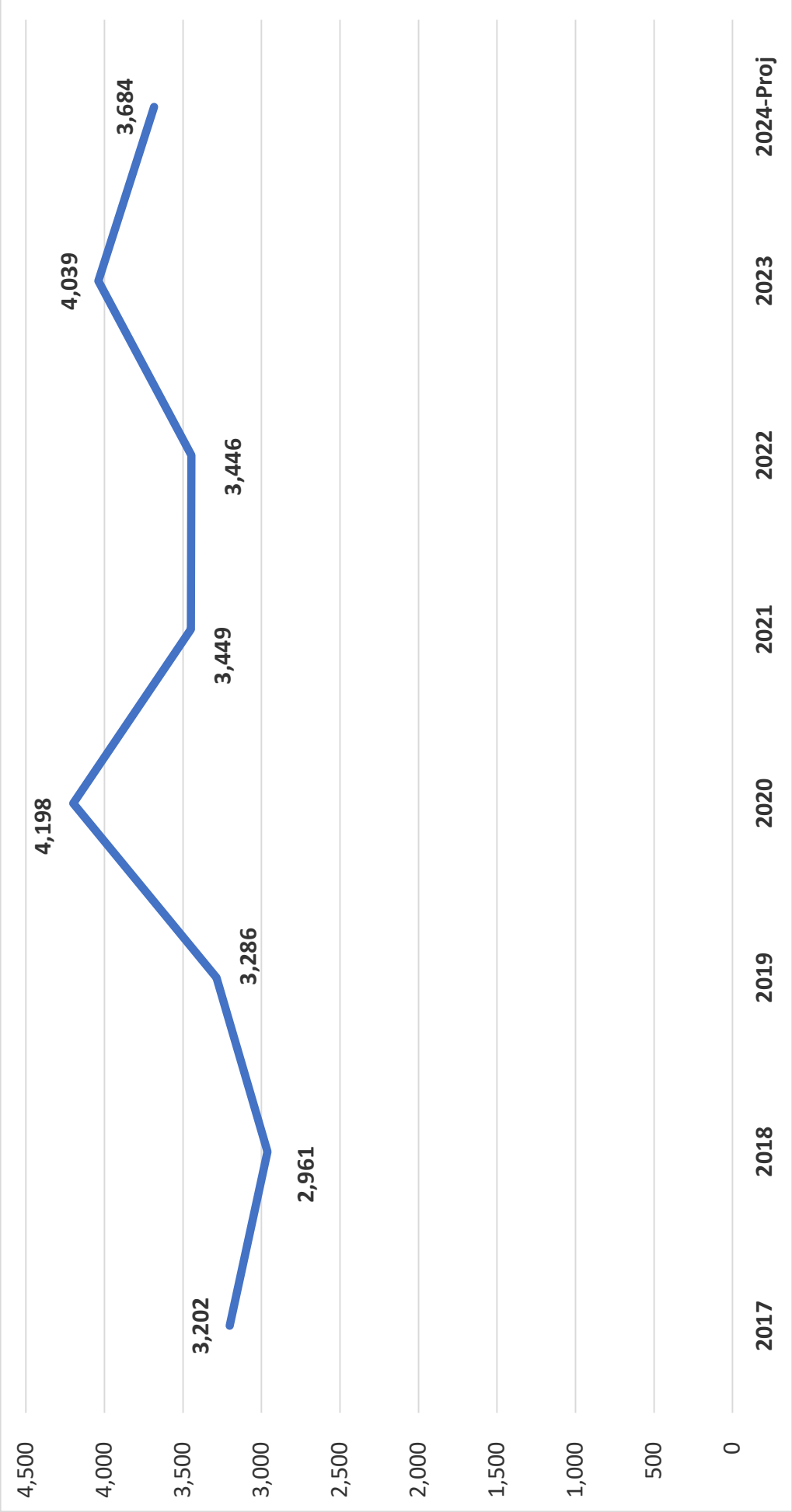
Clipping Tickets - Projected Third



First Quarter Clippings Tickets



Total Landscape Complaint Tickets

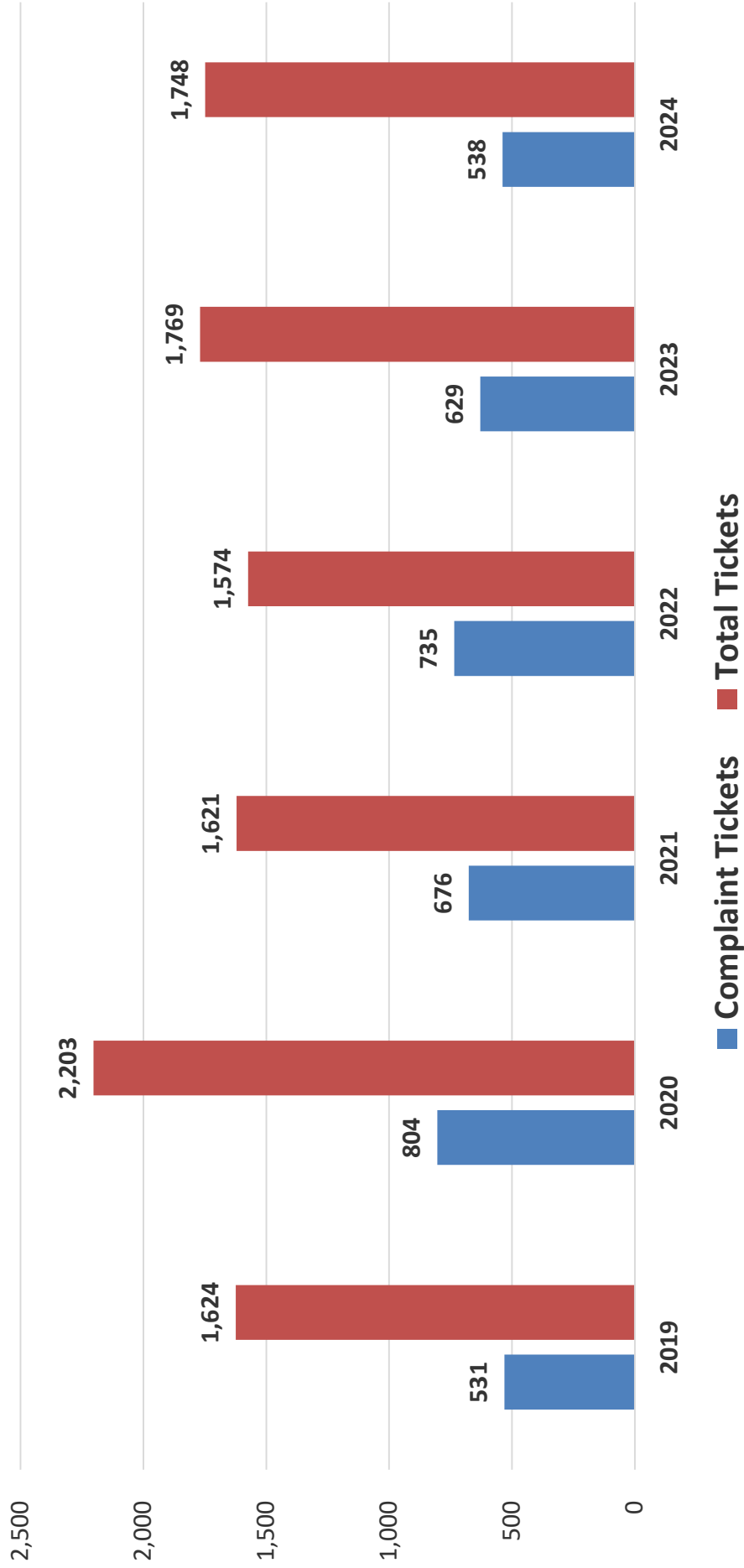


Top Complaint Tickets

- Shrub Replacement
- Shrub Sick / Dying
- Shrubs Reported Too Dry
- Sprinkler Adjustment Requested
- Sprinkler Reported Stuck
- Tree Problem
- Tree Pruning Requested
- Weeds
- Drainage Problem Reported
- Irrigation Not Working
- Lawn Repair
- Lawn Reported Too Dry
- Lawn Reported Too Wet
- Pesticide Opposition/Complaint
- Shrub Prune Requested



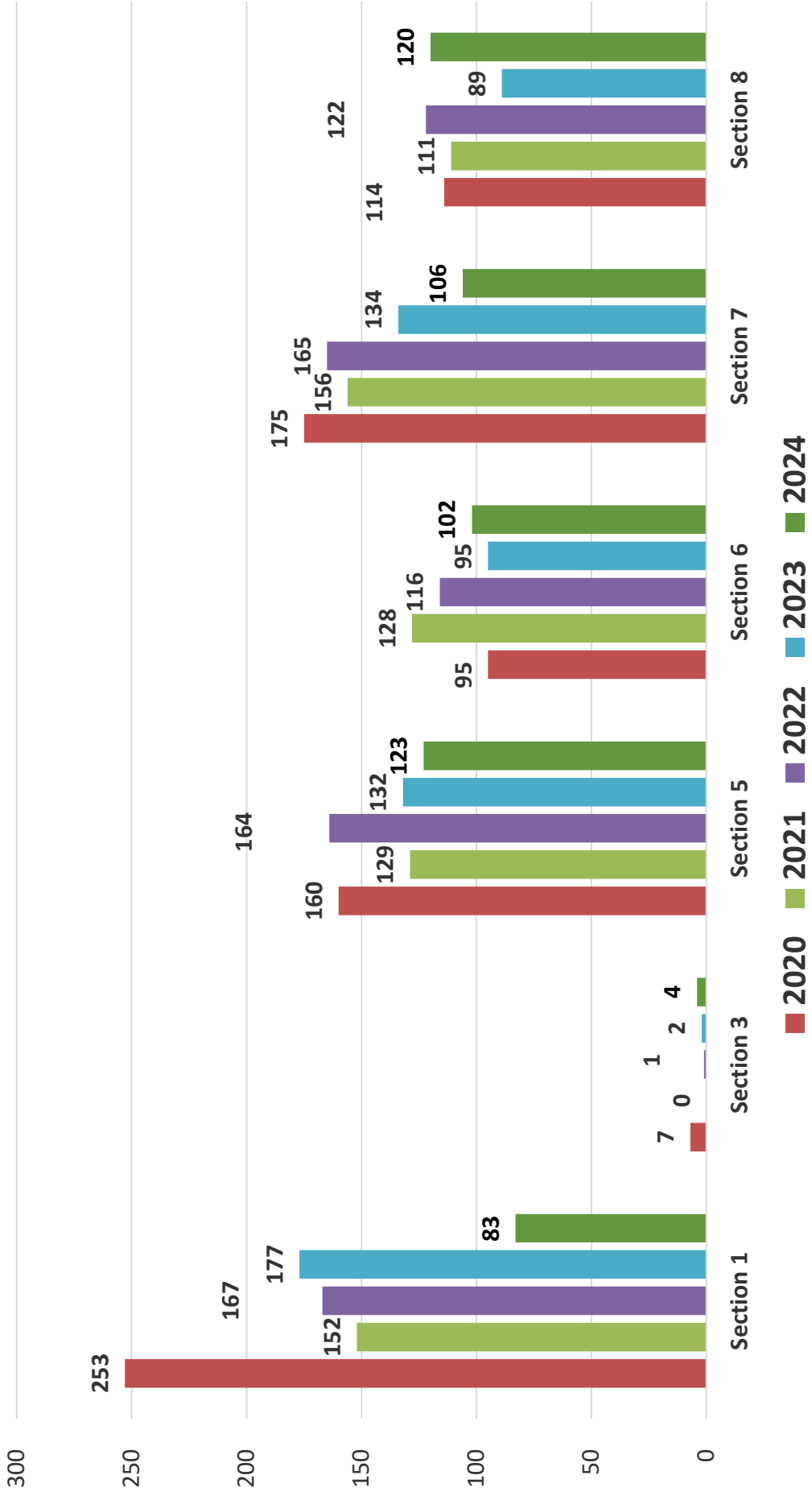
Third Mutual 2019-2024 First Quarter Comparison



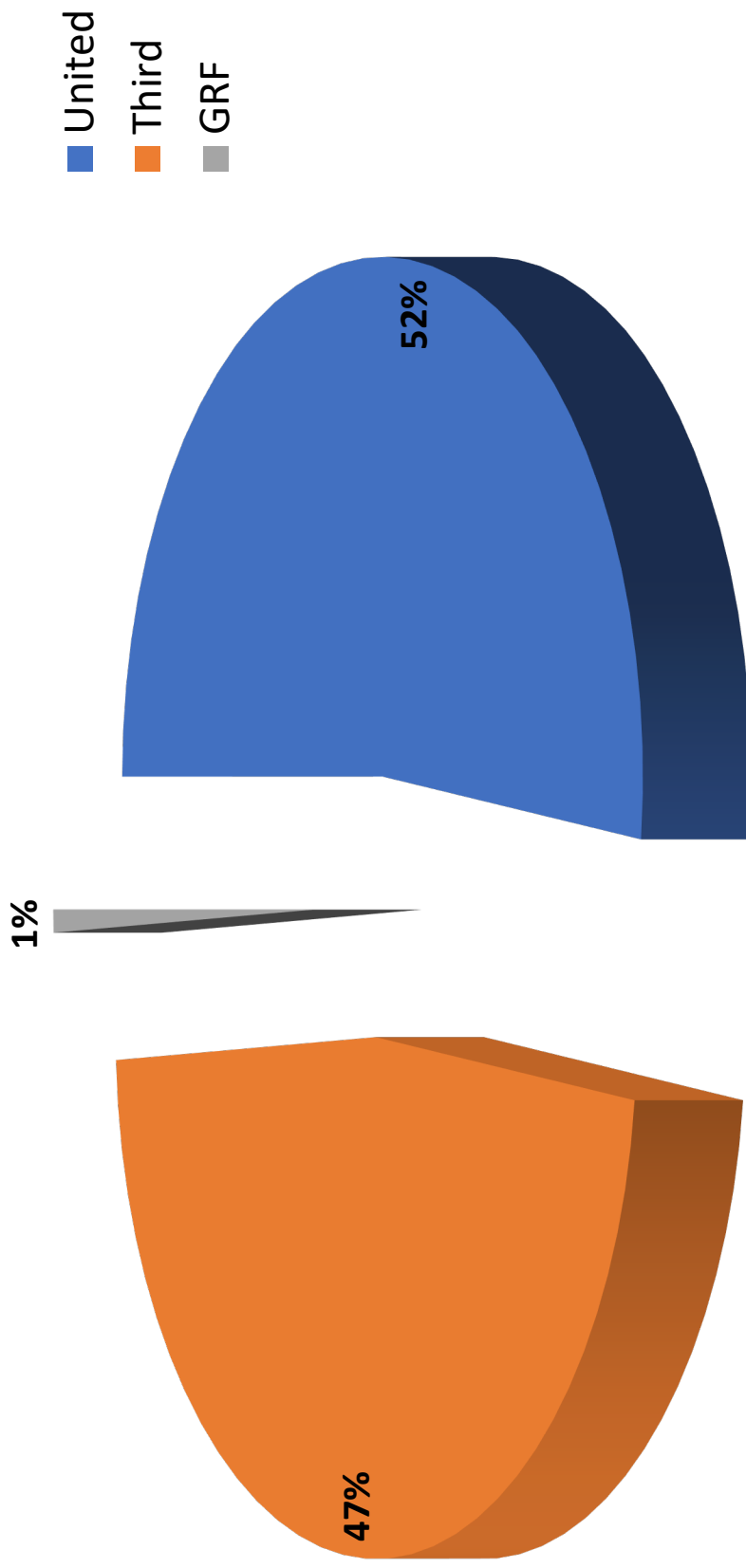
2019	2020	2021	2022	2023	2024
32.70%	36.50%	41.70%	46.70%	35.56%	30.78%

Third Mutual

2020-2024 First Quarter Complaint Tickets



Landscape Division 2024 Total Ticket Volume - First Quarter





Village Management Services, Inc.

Questions



STAFF REPORT

DATE: June 6, 2024
FOR: Landscape Committee
SUBJECT: Landscape Request: 2195-C Via Mariposa E

RECOMMENDATION

Deny the request for stepping stones next to the stairs located at 2195-C Via Mariposa.

BACKGROUND

The unit was purchased in May 2022. The resident is requesting permission to place stepping stones in the dirt area next to the stairs (Attachment 1). The landscape request form states that the stepping stones help the residents walk and avoid the stairs.

DISCUSSION

The resident requests that stepping stones be placed in the shrub bed area in front of the unit, adjacent to the steps/walkway leading to the exclusive-use courtyard. The member has two additional signatures in favor of placing the items.

Resolution 03-23-122, approved October 17, 2023, states “§2.1 2.1 Stepping stones shall not be used to create a new path across common area for access to exclusive use patios, courtyards or parking areas.”

Additionally, staff inspected the area and found it sloped at approximately 11%; approving stepping stones installed on a slope that far exceeds ADA limits would be a liability to Third Mutual.

FINANCIAL ANALYSIS

There is no cost to the mutual for placing the stepping stones.

Prepared By: Megan Feliz, Department Administrative Assistant

Reviewed By: Kurt Wiemann, Director of Field Operations

ATTACHMENT(S)

Attachment 1: Mutual Landscape Request Form
Attachment 2: Photographs
Attachment 3: Plan
Attachment 4: Resolution 03-23-122

BY: C.N.

Laguna Woods Village

MUTUAL LANDSCAPE REQUEST FORM

PLEASE NOTE: THIS FORM IS NOT INTENDED FOR ROUTINE MAINTENANCE REQUESTS

For all non-routine requests, please fill out this form. Per the policy of your Mutual, if your request falls outside the scope of the managing agent's authority, it will be forwarded to the Mutual's Landscape Committee for review. If you are unsure whether your request falls into this category, first contact Resident Services at 597-4600 in order to make that determination.

PLEASE RETURN COMPLETED REQUEST FORM TO RESIDENT SERVICES.

Resident/Owner Information

You must be an owner to request non-routine Landscape requests.

2195 Via Mariposa E unic
Address

4-18-24
Today's Date

Mei Wang & Douglas Pierce
Resident's Name

[REDACTED]
Telephone Number

Non-Routine Request

Please checkmark the item that best describes your request. If none apply, please checkmark "Other" and explain.

- ☐ Tree Removal ☐ New Landscape ☐ Off-Schedule Trimming
☐ Other (explain): _____

Reason for Request

Please checkmark the item(s) that best explain the reason for your request.

- ☐ Structural Damage ☐ Sewer Damage ☐ Overgrown ☐ Poor Condition
☐ Litter/Debris ☐ Personal Preference
☐ Other (explain): _____

GUIDELINES:

- Structural/Sewer Damage: Damage to buildings, sidewalks, sewer pipes, or other facilities may justify removal if corrective measures are not practical.
- Overgrown/Crowded: Trees or plants that have outgrown the available space may justify removal.
- Damaged/Declining Health: Trees or plants that are declining in health will be evaluated for corrective action before removal/replacement is considered.
- Litter and Debris: Because all trees shed litter seasonally, generally this is not an adequate reason to justify removal. However, if granted, removal/replacement may be at the resident's expense.
- Personal Preference: Because one does not like the appearance or other characteristics of the tree or plant generally does not justify its removal. However, if granted, removal/replacement is usually at the resident's expense.

Description & Location of Request

Please briefly describe the situation and the exact location of the subject of the request (e.g., "roots of pine tree in front of manor XYZ are lifting the sidewalk"). Attach pictures as necessary.

put stepping stones on front yard.
Reason: Help my husband walk on it so avoid
walk on stairs. Since he has hard time to climb stairs

Signatures of All Neighbors Affected By This Request

Because your request may affect one or more of your neighbors, it is imperative that you obtain their signatures, manor numbers, and whether they are for, undecided, or against this request.

Signature	Manor #	For	Undecided	Against
Muriel Wilkerson	2795B	X		
Caree Wei	2195D	X		

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

Acknowledgement - Owner

By signing, you are acknowledging this request.

mei Wang
Owner's Signature

mei Wang
Owner's Name

OFFICE USE ONLY

MOVE-IN DATE: _____

DATE: _____ INITIALS: _____

530 _____ 540 _____

570 _____ LAST PRUNED: _____

RELANDSCAPED: _____

NEXT TIME: _____

TREE SPECIES: _____

COMMENTS: _____

TREE VALUE: _____ TREE REMOVAL COST: _____





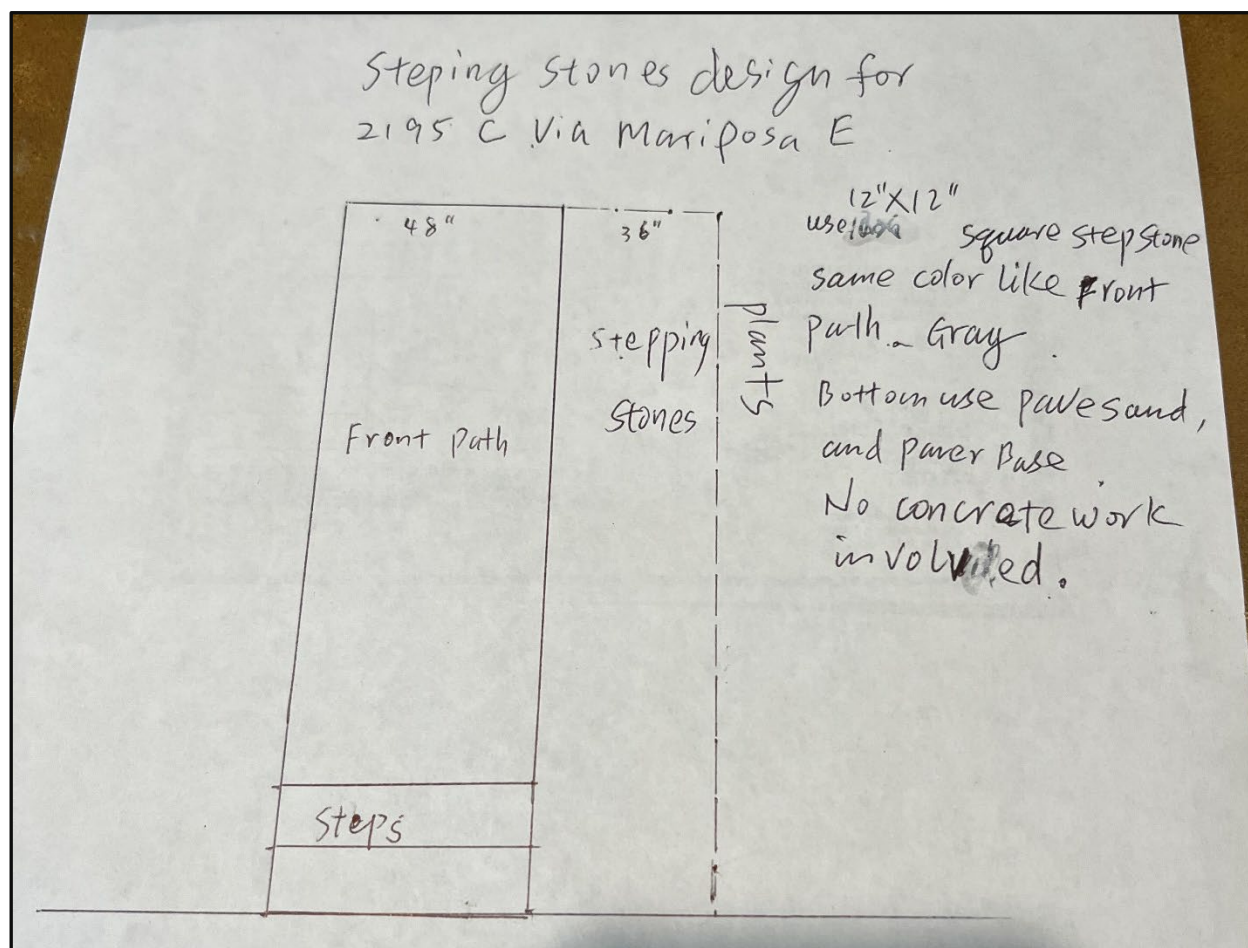














RESOLUTION 03-23-122

Stepping Stone Policy and Guidelines

WHEREAS, on January 16, 2007, that the Board of Directors adopted Resolution 03-07-02 Approval to Revoke Alteration Standard Section 36 – Stepping Stones; and

WHEREAS, Resolution 03-07-02, revoked the standard for stepping stones and required a variance application to the Architectural Committee; and

WHEREAS, the Landscape Committee determined that stepping stones are temporary in nature and are placed within common area landscaping; and

WHEREAS, the Landscape Committee determined that requiring a landscape request form application may unduly restrictive during the resale process and could be simplified by landscape management review;

NOW THEREFORE BE IT RESOLVED, October 17, 2023 the Board of Directors introduces the change from mandatory landscape request form and consideration thereof shall be performed by Landscape Management; and

RESOLVED FURTHER, all new stepping stone installations shall be performed following the attached Stepping Stone Guidelines and all existing stepping stone installations not previously approved by Variance or Standard shall be reviewed by landscape management staff for adherence to the Stepping Stone Guidelines; and

RESOLVED FURTHER, all existing stepping stone installations not previously approved by Variance or Standard, and found not in adherence to the Stepping Stone Guidelines may be reviewed through the landscape request form process; and

RESOLVED FURTHER, Resolution 03-22-17, adopted February 15, 2022, is hereby superseded in their entirety and no longer in effect; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution

THIRD LAGUNA HILLS MUTUAL

Stepping Stone Guidelines

PLANS: The Member applying for a Landscape Variance shall provide to the Landscape Department a Landscape Request Form with detailed plan(s), for approval, indicating all work to be done, i.e., size, location, description, and specifications.

2.0 PREPARATIONS

- 2.1 Stepping stones shall not be used to create a new path across common area for access to exclusive use patios, courtyards or parking areas.
- 2.2 No stepping stones will be allowed that will hinder yard drainage.
- 2.3 In no case will stepping stones cover over sprinklers, sprinkler lines, or other related items.
- 2.4 Stepping stones may not hinder access by maintenance crews.
- 2.5 Stepping stones will not be allowed farther than four feet from the walls of the manor. No stepping stones will be permitted in the grass.
- 2.6 Stepping stone layout will only be permitted to provide access from a point of ingress/egress to a hose bib, an existing patio gate or opening and/or personal plants.

3.0 APPLICATIONS

- 3.1 Stepping stones should be constructed of concrete. No wood or degradable products.
- 3.2 All stepping stones must have a non-slip/non-skid surface.
- 3.3 All stepping stones must have a minimum diameter or width of 12 inches.
- 3.4 Stepping stones should be spaced no more than eight inches apart.
- 3.5 The layout created with the stepping stones should be no greater than two feet wide.
- 3.6 No decorative material may be used to fill in the spacing between stepping stones (i.e. gravel, pebbles, etc.)

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2024 Third Paint Program							Estimated Maintenance PIP Dates	Estimated Paint Dates
Building Type	Building No.	Address	Floor Plans		Map Location	CDS		
Housing	3312	24631 SAN AMADEO	El Doble/Las Flores/La Reina		B7	333	COMPLETED	January 2024 - March 2024
Housing	3313	24631 SAN AMADEO	La Reina/La Reina		B7	333		
Housing	3314	24631 SAN AMADEO	La Reina/El Doble/La Reina		B6	333		
Housing	3315	24631 SAN AMADEO	El Doble/Las Flores/La Reina/La Princesa		B6	333		
Housing	3316	24631 SAN AMADEO	Las Flores/El Doble/La Princesa		B7	333	COMPLETED	March 2024-May 2024
Housing	3317	24512 VIA CARRIZO	Las Flores/El Doble/La Princesa		B6	328		
Housing	3318	24512 VIA CARRIZO	El Doble/Las Flores/La Reina		B6	328		
Housing	3319	24512 VIA CARRIZO	El Doble/Las Flores/La Reina/La Princesa		B6	328		
Housing	3320	24511 VIA CARRIZO	La Reina/La Reina/El Doble/La Reina		B6	328		
Housing	3321	24511 VIA CARRIZO	El Doble/Las Flores/La Reina/La Princesa		B6	328	COMPLETED	May 2024 -July 2024
Housing	3322	24511 VIA CARRIZO	La Reina/El Doble/La Reina		B6	328		
Housing	3323	24511 VIA CARRIZO	El Doble/Las Flores/La Reina		C6	328		
Housing	3324	24511 VIA CARRIZO	El Doble/La Reina		C6	328		
Housing	3325	24511 VIA CARRIZO	La Reina/El Doble/La Reina/Las Flores		B6	328	COMPLETED	July 2024 - September 2024
Housing	3326	24082 BAHIA BLANCA EAST	Catalina		B4	Group H		
Housing	3327	24102 BAHIA BLANCA EAST	Catalina		C4	Group H		
Housing	3328	24142 BAHIA BLANCA EAST	Navarro/Andaluz		C5	Group H		
Housing	3329	24142 BAHIA BLANCA EAST	Andaluz/Navarro		C5	Group H	IN PROGRESS	
Housing	3330	24182 BAHIA BLANCA EAST	Catalina		C5	Group H		
Housing	3331	24202 BAHIA BLANCA EAST	Catalina		C5	Group H		
Housing	3332	24232 BAHIA BLANCA EAST	Catalina		B5	Group H		
Housing	3333	24262 BAHIA BLANCA EAST	Andaluz/Navarro/Andaluz		B5	Group H	IN PROGRESS	
Housing	3334	24262 BAHIA BLANCA EAST	Navarro/Malaga		B5	Group H		
Housing	3343	24281 BAHIA BLANCA EAST	Andaluz/Navarro/Andaluz		B5	334		
Housing	3344	24301 BAHIA BLANCA EAST	Malaga		B6	334		
Housing	3345	24301 BAHIA BLANCA EAST	Andaluz/Malaga		B6	334	STARTING JUNE 15	September 2024 - December 2024
Housing	3346	24301 BAHIA BLANCA EAST	Andaluz/Malaga		B6	334		
Housing	3347	24301 BAHIA BLANCA EAST	Navarro/Malaga		B6	334		
Housing	3348	24301 BAHIA BLANCA EAST	Malaga		B6	334		
Housing	3349	24301 BAHIA BLANCA EAST	Navarro/Andaluz/Navarro		B6	334	September 2024 - December 2024	January 2025 - March 2025
Housing	3350	24301 BAHIA BLANCA EAST	Catalina		B6	334		
Housing	3351	24301 BAHIA BLANCA EAST	Navarro/Malaga		B6	334		
Housing	3352	24301 BAHIA BLANCA EAST	Malaga/Navarro		B6	334		
Housing	3353	24301 BAHIA BLANCA EAST	Andaluz		B6	334	September 2024 - December 2024	
Housing	4001	24521 CALLE SONORA	Villa Nueva		E7	401		
Housing	4002	24521 CALLE SONORA	Villa Nueva		D6	401		
Carport	4001	CALLE SONORA	Lot 2		E7	401		
Carport	4002	CALLE SONORA	Lot 2		E7	401	September 2024 - December 2024	
Housing	4003	24661 CALLE SONORA OESTE	Villa Nueva		E7	402		
Housing	4004	24661 CALLE SONORA OESTE	Villa Nueva		D7	402		
Housing	4005	24661 CALLE SONORA OESTE	Villa Nueva		D7	402		
Carport	4003	CALLE SONORA OESTE	Lot 2		E7	402		
Carport	4004	CALLE SONORA OESTE	Lot 2		E7	402		
Carport	4005	CALLE SONORA OESTE	Lot 2		E7	402		
Carport	4006	CALLE SONORA OESTE	Lot 2		E7	402		
Carport	4007	CALLE SONORA OESTE	Lot 2		E7	402		
Carport	4008	CALLE SONORA OESTE	Lot 2		E7	402		
Carport	4009	CALLE SONORA OESTE	Lot 2		E7	402		

Laguna Woods Village Design Schedule

<u>Task 1: Design and Concepts</u>		
Buildings 3312-3325	6/3/2024	7/2/2024
Buildings 3326-3353	7/3/2024	8/6/2024
Buildings 4001-4009 and C4001-C4010	8/7/2024	9/3/2024
<u>Task 2: Public Outreach</u>		
Buildings 3312-3325	n/a	7/9/2024
Buildings 3326-3353	n/a	8/13/2024
Buildings 4001-4009 and C4001-C4010	n/a	9/10/2024
<u>Task 3: Design Development 50%</u>		
Area 1 per Site Map	7/10/2024	9/4/2024
Area 2 per Site Map	8/14/2024	10/9/2024
Area 3 per Site Map	9/11/2024	11/6/2024
<u>Task 4: Construction Documents 100%</u>		
Area 1 per Site Map	9/5/2024	10/3/2024
Area 2 per Site Map	10/10/2024	11/7/2024
Area 3 per Site Map	11/7/2024	12/5/2024



NTS

SITE MAP

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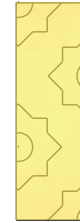
2023 Third Mutual Slope Repair and Plant List

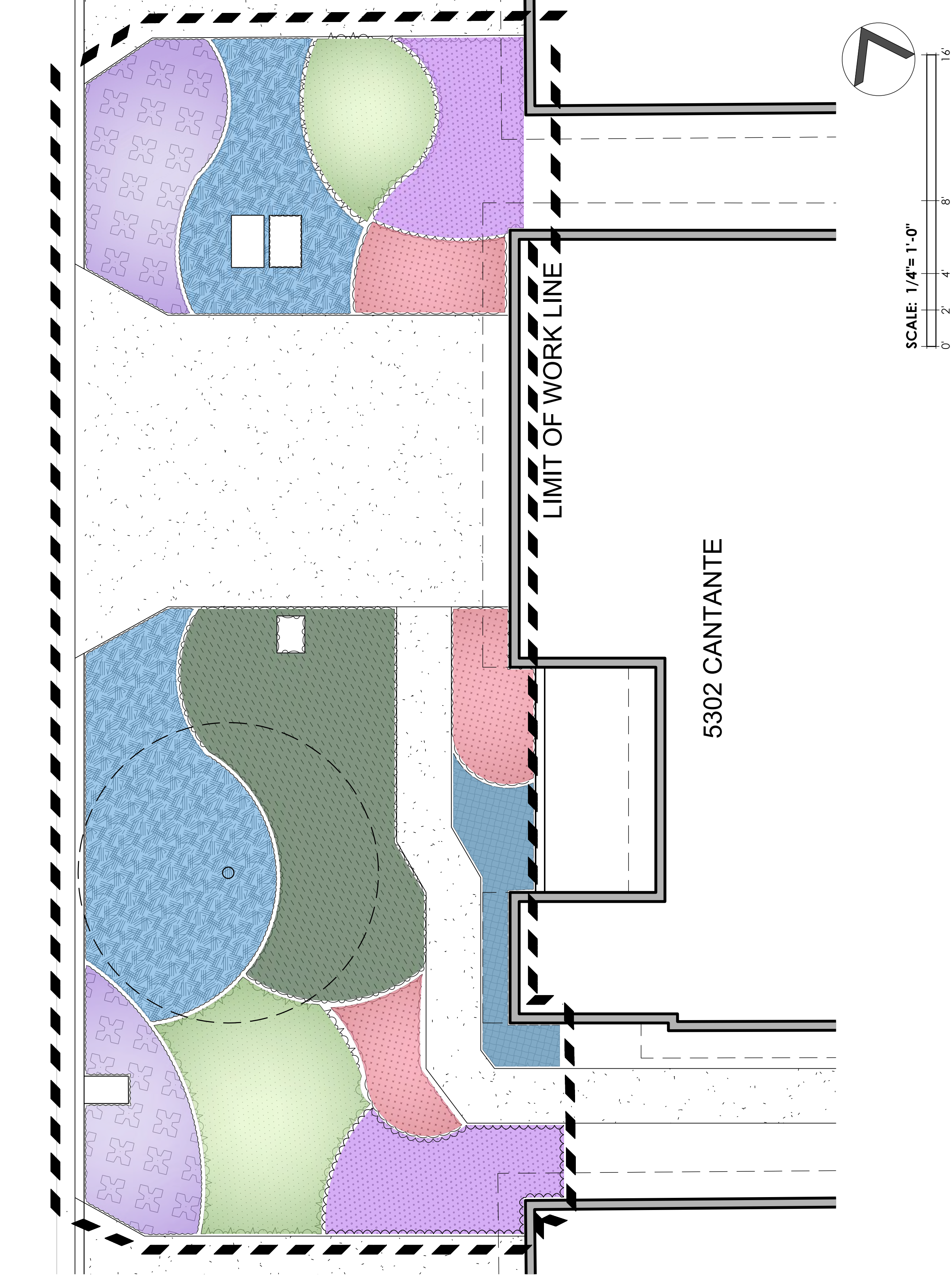
Building Number	Location Description	Plant Name
3420	Upslope behind building	Cistus, pink rose
3430	Upslope to the west of cul-de-sac	Lantana m. orange
5358	Upslope across Calle Azul from the building	Osteospermum Freeqay daisy white
3522	Downslope behind the building	Osteospermum Freeqay daisy white
3294	This is below manor on Sosiega near gate 9	Mypporum Parvifolium white
3466	Downslope to the west of the building	Osteospermum Freeqay daisy white

Planting Instructions: All plants are to be 1-gallon to the manufacturer's recommendations.

The Contractor is to install mulch that will be supplied by Laguna Woods Village.

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SYMBOL	CODE	BOTANICAL NAME	COMMON NAME	SIZE	CONT.	SPACING	QTY	MATURE HEIGHT	MATURE WIDTH
SHRUB AREAS									
	ACA CIT	Acacia cognata 'ACCOG01'	Cousin ltt Little River Wattle	5 gal.	Pot	48" o.c.	8	18 - 36in. ht.	3 - 6ft. w.
	ALO STR	Aloe striata	Coral Aloe	1 gal.	Pot	36" o.c.	21	18 - 36in. ht.	1 - 3ft. w.
	BAC PEA	Baccharis pilularis 'Twin Peaks'	Twin Peaks Coyote Brush	5 gal.	Pot	60" o.c.	6	6 - 18in. ht.	3 - 6ft. w.
	BUL FAN	Bulbine frutescens 'Orange'	Orange Bulbine	1 gal.	Pot	18" o.c.	7	18 - 36in. ht.	3 - 6ft. w.
	CAL HAE	Calliandra haematocephala	Pink Powderpuff	5 gal.	Pot	60" o.c.	5	10 - 15ft. ht.	6 - 10ft. w.
	CAR GRE	Carissa macrocarpa 'Green Carpet'	Green Carpet Natal Plum	5 gal.	Pot	48" o.c.	9	6 - 18in. ht.	3 - 6ft. w.
	LAN HYB	Lantana x 'New Gold'	New Gold Lantana	5 gal.	Pot	60" o.c.	6	6 - 18in. ht.	3 - 6ft. w.
	LEU LAN	Leucophyllum langmaniae 'Lynn's Legacy'	Lynn's Legacy Langman's Sage	5 gal.	Pot	48" o.c.	5	3 - 6ft. ht.	3 - 6ft. w.
	AGA RAY	Agave attenuata 'AGAWWS'	Agave attenuata 'AGAWWS'	5 gal.	Pot	48" o.c.	11	3 - 6ft. ht.	3 - 6ft. w.
	BOU JOL	Bougainvillea x 'La Jolla'	La Jolla Bougainvillea	5 gal.	Pot	60" o.c.	6	3 - 6ft. ht.	3 - 6ft. w.
	DIA LRV	Dianella revoluta 'DR5000'	Little Rev™ Flax Lily	1 gal.	Pot	24" o.c.	11	18 - 36in. ht.	1 - 3ft. w.
	LAN PUR	Lantana montevidensis	Purple Trailing Lantana	5 gal.	Pot	48" o.c.	11	6 - 18in. ht.	3 - 6ft. w.
	LEU THU	Leucophyllum candidum 'Thunder Cloud'	Thunder Cloud Texas Sage	1 gal.	Pot	36" o.c.	16	18 - 36in. ht.	1 - 3ft. w.
	SEN BLU	Senecio mandraliscae 'Blue Chalk Sticks'	Senecio	1 gal.	Pot	36" o.c.	30	6 - 18in. ht.	1 - 3ft. w.
	WES MUN	Westringia fruticosa 'WES05'	Mundi™ Coast Rosemary	1 gal.	Pot	48" o.c.	13	6 - 18in. ht.	3 - 6ft. w.

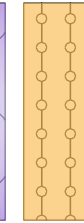
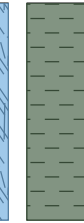


STANDARD LOTS

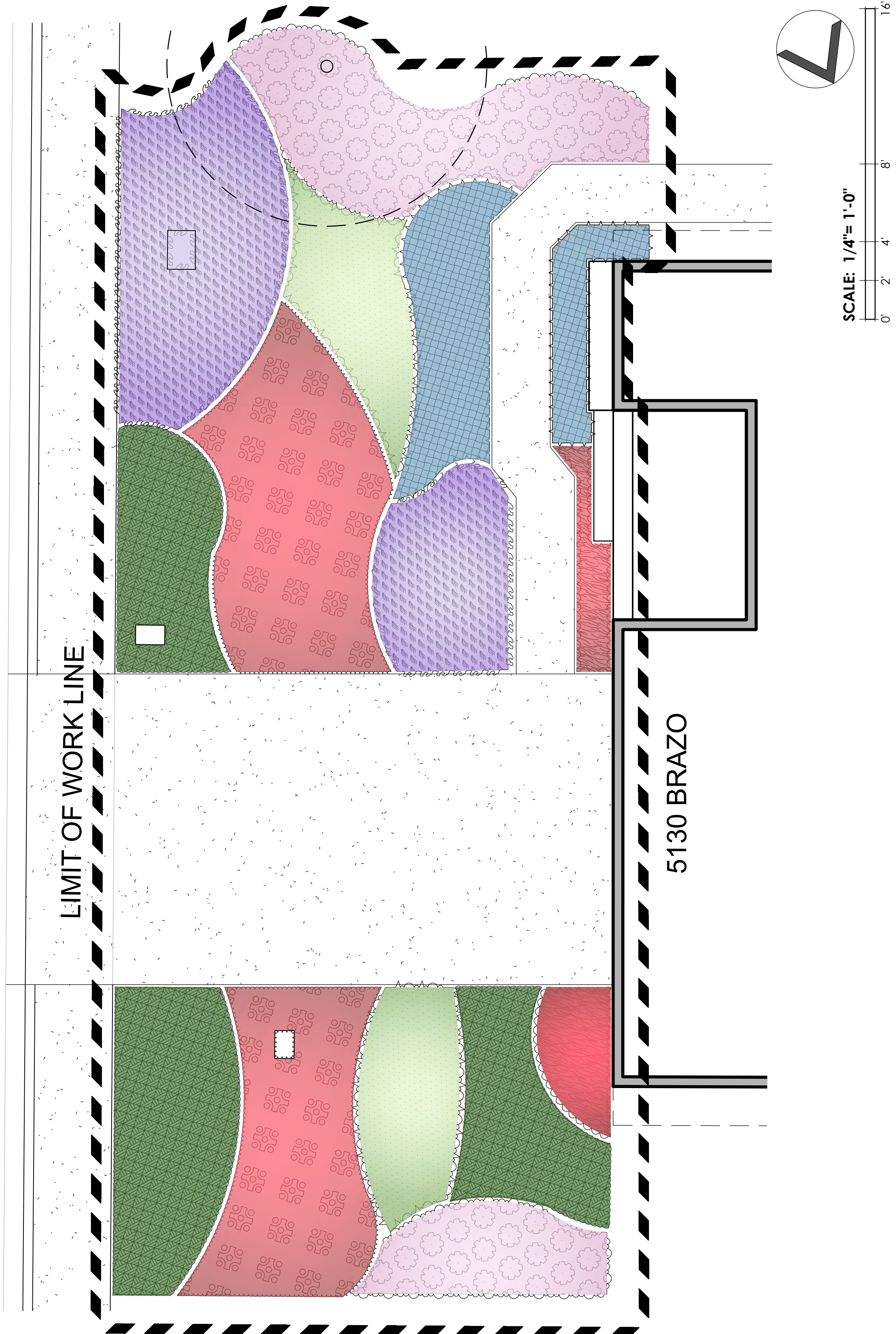
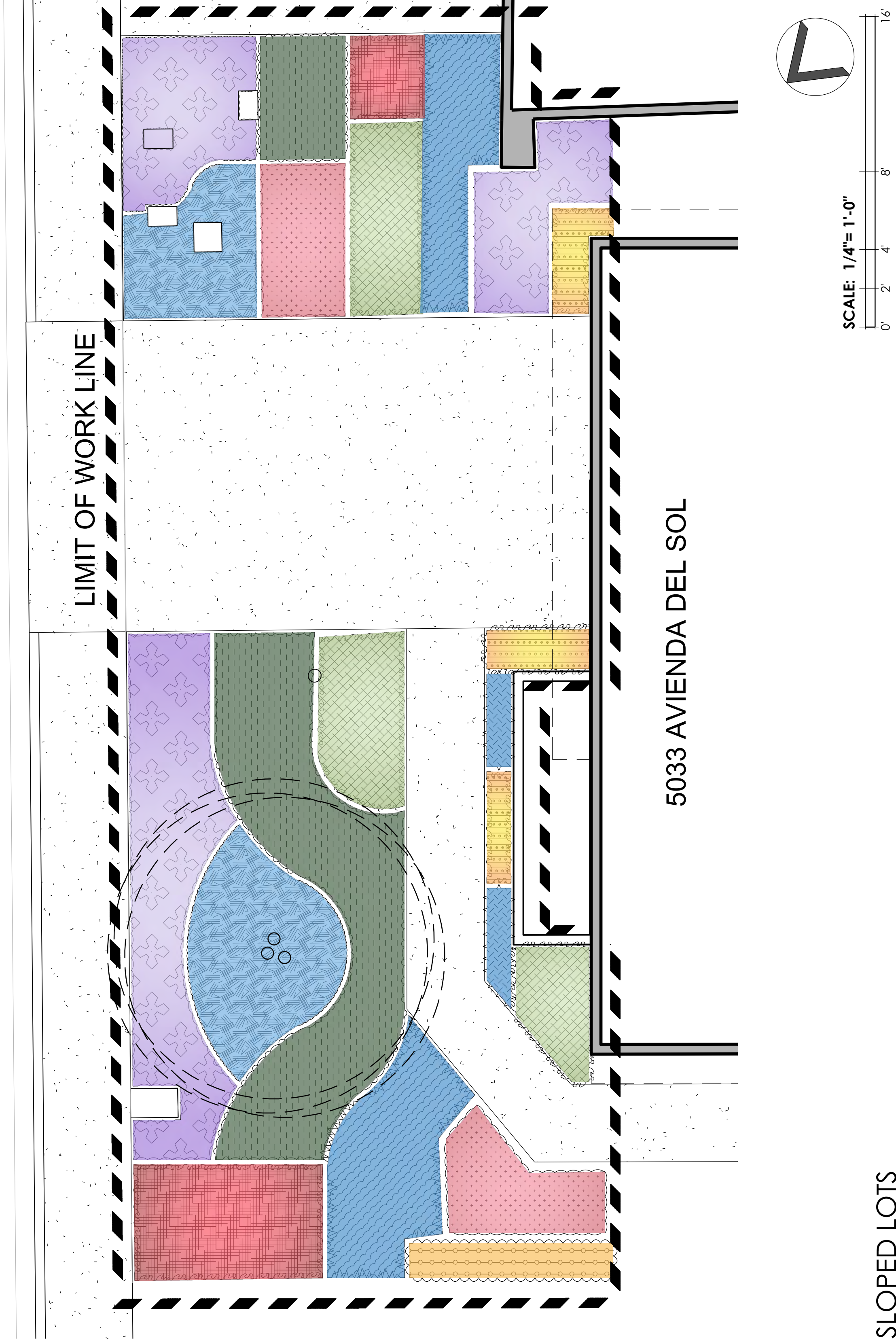
CONCEPT PLAN

TYPICAL FRONT YARD

LAGUNA WOODS, CA
LAGUNA WOODS VILLAGE

SYMBOL	CODE	BOTANICAL NAME	COMMON NAME	SIZE	CONT.	SPACING	QTY	MATURE HEIGHT	MATURE WIDTH
SHRUB AREAS									
	AGA BLF	Agave x 'Blue Flame'	Blue Flame Agave	5 gal.	Pot	36" o.c.	13	18 - 36in. ht.	1 - 3ft. w.
	ALO BLU	Aloe x 'Blue Elf'	Blue Elf Aloe	1 gal.	Pot	24" o.c.	4	6 - 18in. ht.	1 - 3ft. w.
	BOU JOL	Bougainvillea x 'La Jolla'	La Jolla Bougainvillea	5 gal.	Pot	60" o.c.	4	3 - 6ft. ht.	3 - 6ft. w.
	BUL FAN	Bulbine frutescens 'Orange'	Orange Bulbine	1 gal.	Pot	18" o.c.	15	18 - 36in. ht.	3 - 6ft. w.
	CAL LUN	Callistemon viminalis 'Little John'	Little John Weeping Bottlebrush	5 gal.	Pot	48" o.c.	6	18 - 1' ht.	3 - 6ft. w.
	DIA SIL	Dianella tasmanica 'Silver Streak'	Silver Streak Flax Lily	1 gal.	Pot	24" o.c.	26	18 - 36in. ht.	1 - 3ft. w.
	LAN PUR	Lantana montevidensis	Purple Trailing Lantana	5 gal.	Pot	48" o.c.	14	6 - 18in. ht.	3 - 6ft. w.
	LEU SAF	Leucadendron x 'Safari Sunset'	Safari Sunset Conebush	5 gal.	Pot	60" o.c.	3	6 - 10ft. ht.	3 - 6ft. w.
	SEN BLU	Senecio mandraliscae 'Blue Chalk Sticks'	Senecio	1 gal.	Pot	36" o.c.	13	6 - 18in. ht.	1 - 3ft. w.
	WES MUN	Westringia fruticosa 'WES05'	Mundli™ Coast Rosemary	5 gal.	Pot	48" o.c.	12	6 - 18in. ht.	3 - 6ft. w.

SYMBOL	CODE	BOTANICAL NAME	COMMON NAME	SIZE	CONT.	SPACING	QTY	MATURE HEIGHT	MATURE WIDTH
SHRUB AREAS									
	AGA RAY	Agave attenuata 'AGAVWS'	Ray of Light Foxtail Agave	5 gal.	Pot	48" o.c.	8	3 - 6ft. ht.	3 - 6ft. w.
	DIA LRV	Dianella revoluta 'DR5000'	Little Rev™ Flax Lily	1 gal.	Pot	24" o.c.	23	18 - 36in. ht.	1 - 3ft. w.
	HES PAR	Hesperaloe parviflora	Red Yucca	1 gal.	Pot	48" o.c.	17	3 - 6ft. ht.	3 - 6ft. w.
	MYO PAR	Myoporum parvifolium	Trailing Myoporum	1 gal.	Pot	48" o.c.	14	< 6in. ht.	3 - 6ft. w.
	NAN DWA	Nandina domestica 'Nana'	Dwarf Heavenly Bamboo	1 gal.	Pot	24" o.c.	12	18 - 36in. ht.	1 - 3ft. w.
	RHA MIN	Rhapidolepis umbellata 'Minor'	Dwarf Yedda Hawihorn	5 gal.	Pot	48" o.c.	12	3 - 6ft. ht.	3 - 6ft. w.
	ROS HUN	Rosmarinus officinalis 'Huntington Carpet'	Huntington Carpet Rosemary	5 gal.	Pot	60" o.c.	9	6 - 18in. ht.	3 - 6ft. w.



SLOPED LOTS

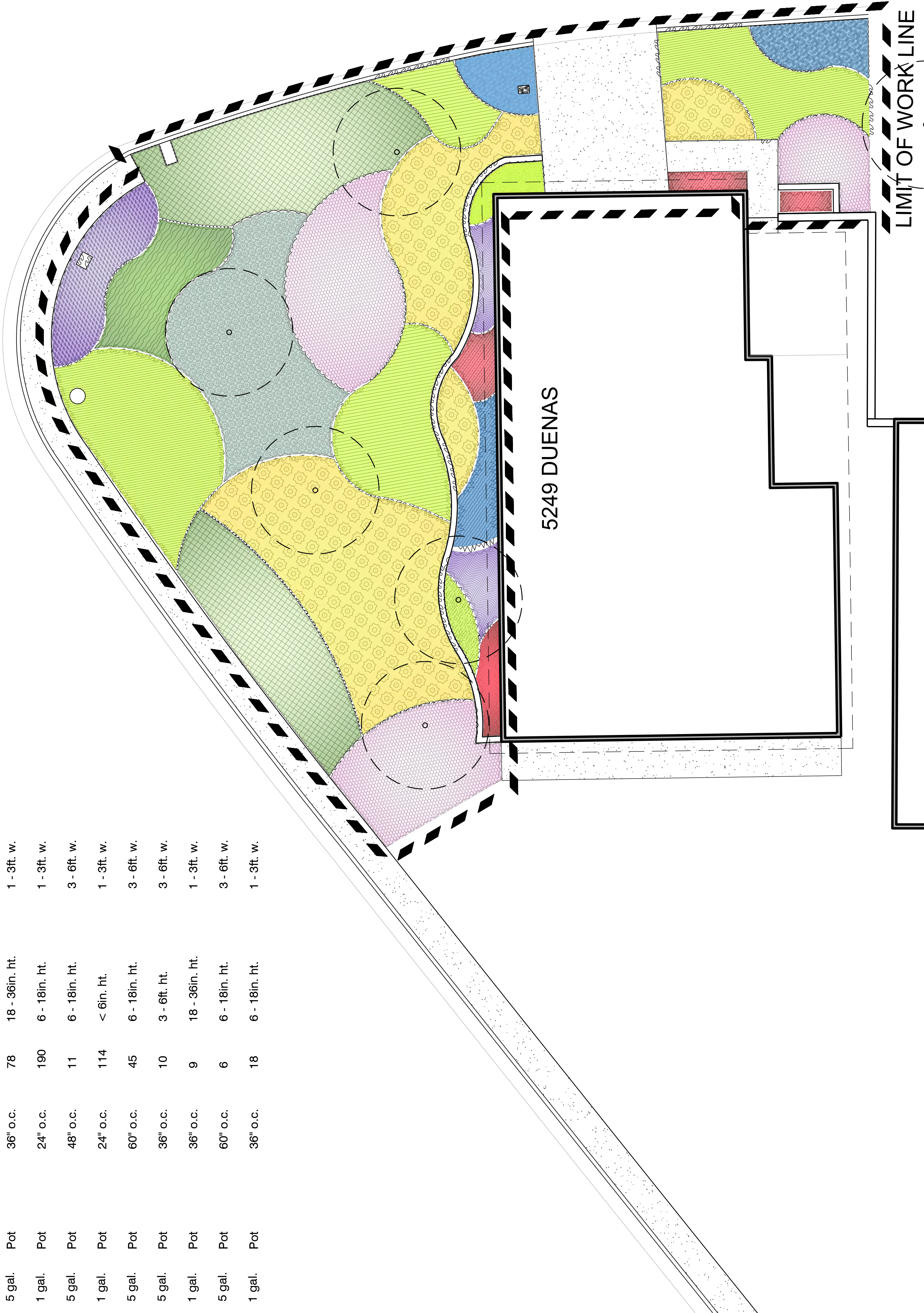
CONCEPT PLAN

TYPICAL FRONT YARD

LAGUNA WOODS, CA

LAGUNA WOODS VILLAGE

SYMBOL	CODE	BOTANICAL NAME	COMMON NAME	SIZE	CONTAINER	SPACING	QTY	MATURE HEIGHT	MATURE WIDTH
SHRUB AREAS									
	AGA BLF	Agave x 'Blue Flame'	Blue Flame Agave	5 gal.	Pot	36" o.c.	8	18 - 36in. ht.	1 - 3ft. w.
	BAC PEA	Baccharis pilularis 'Twin Peaks'	Twin Peaks Coyote Brush	5 gal.	Pot	60" o.c.	38	6 - 18in. ht.	3 - 6ft. w.
	BOU TOR	Bougainvillea x 'Torch Glow'	Torch Glow Bougainvillea	5 gal.	Pot	36" o.c.	14	6 - 10ft. ht.	1 - 3ft. w.
	CAL GFL	Calandrinia grandiflora	Rock Purslane	5 gal.	Pot	36" o.c.	78	18 - 36in. ht.	1 - 3ft. w.
	CAR DIV	Carex divulsa	European Grey Sedge	1 gal.	Pot	24" o.c.	190	6 - 18in. ht.	1 - 3ft. w.
	CAR GRE	Carissa macrocarpa 'Green Carpet'	Green Carpet Natal Plum	5 gal.	Pot	48" o.c.	11	6 - 18in. ht.	3 - 6ft. w.
	GRA PAR	Gratiopetalum paraguayense	Ghost Plant	1 gal.	Pot	24" o.c.	114	< 6in. ht.	1 - 3ft. w.
	LAN HYB	Lantana x 'New Gold'	New Gold Lantana	5 gal.	Pot	60" o.c.	45	6 - 18in. ht.	3 - 6ft. w.
	LEU SVC	Leucophyllum candidum 'Silver Cloud'	Silver Cloud Texas Sage	5 gal.	Pot	36" o.c.	10	3 - 6ft. ht.	3 - 6ft. w.
	LOM IRA	Lomandra longifolia 'Breeze'	Breeze™ Mat Rush	1 gal.	Pot	36" o.c.	9	18 - 36in. ht.	1 - 3ft. w.
	ROS HUN	Rosmarinus officinalis 'Huntington Carpet'	Huntington Carpet Rosemary	5 gal.	Pot	60" o.c.	6	6 - 18in. ht.	3 - 6ft. w.
	SEN BLU	Senecio mandraliscae 'Blue Chalk Sticks'	Senecio	1 gal.	Pot	36" o.c.	18	6 - 18in. ht.	1 - 3ft. w.



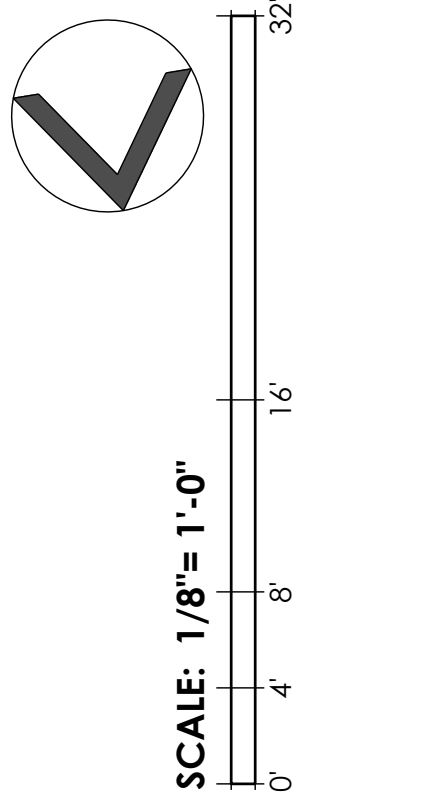
CORNER LOT-1

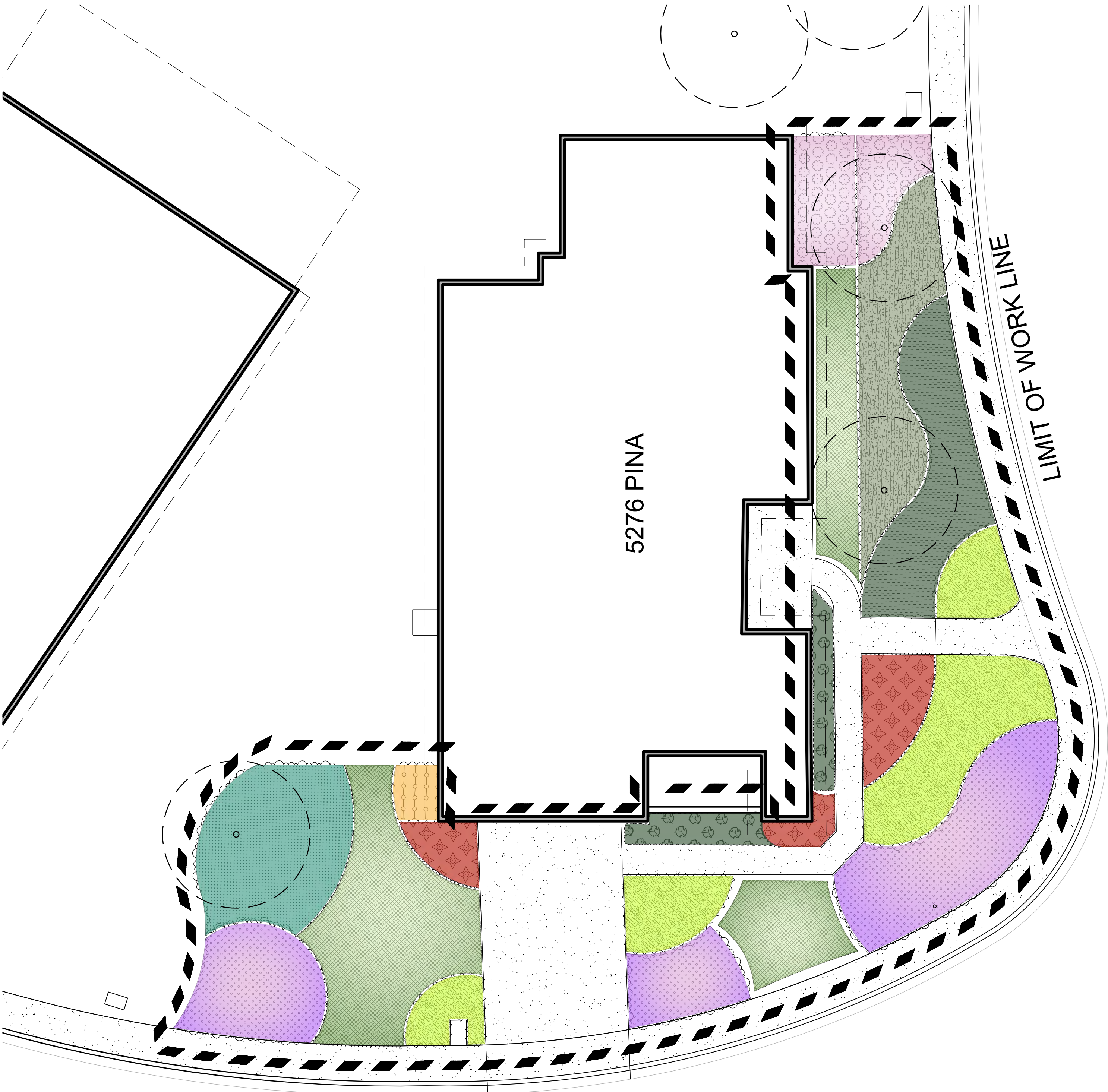
CONCEPT PLAN

TYPICAL FRONT YARD

LAGUNA WOODS, CA

LAGUNA WOODS VILLAGE





PLANT SCHEDULE 5276

SYMBOL	CODE	BOTANICAL NAME	COMMON NAME	SIZE	CONTAINER	SPACING	QTY	MATURE HEIGHT	MATURE WIDTH
SHRUB AREAS									
	CAR DIV	Carex divulsa	European Grey Sedge	1 gal.	Pot	24" o.c.	161	6 - 18in. ht.	1 - 3ft. w.
	CEA HRS	Ceanothus leucanthus	Hearst Ceanothus	5 gal.	Pot	60" o.c.	24	6 - 18in. ht.	3 - 6ft. w.
	HES BR2	Hesperaloe parviflora 'Perpa'	Brakeights® Red Yucca	1 gal.	Pot	24" o.c.	43	18 - 36in. ht.	1 - 3ft. w.
	JUN BL3	Juniperus horizontalis 'Blue Chip'	Blue Chip Creeping Juniper	5 gal.	Pot	60" o.c.	12	6 - 18in. ht.	6 - 10ft. w.
	JUN BUF	Juniperus sabina 'Buffalo'	Buffalo Juniper	5 gal.	Pot	60" o.c.	10	6 - 18in. ht.	6 - 10ft. w.
	LEU SAF	Leucadendron x 'Safari Sunset'	Safari Sunset Conebush	5 gal.	Pot	60" o.c.	2	6 - 10ft. ht.	3 - 6ft. w.
	LOM IRA	Lomandra longifolia 'Breeze'	Breeze™ Mat Rush	1 gal.	Pot	36" o.c.	49	18 - 36in. ht.	1 - 3ft. w.
	POR TEE	Portulacaria afra 'Minima'	Dwarf Elephant Bush	1 gal.	Pot	36" o.c.	12	6 - 18in. ht.	1 - 3ft. w.
	RHA MIN	Rhipidolepis umbellata 'Minor'	Dwarf Yedda Hawthorn	5 gal.	Pot	48" o.c.	12	3 - 6ft. ht.	3 - 6ft. w.
	WES MUN	Westringia fruticosa 'WES05'	Mundi™ Coast Rosemary	5 gal.	Pot	48" o.c.	16	6 - 18in. ht.	3 - 6ft. w.

CORNER LOT-2

CONCEPT PLAN

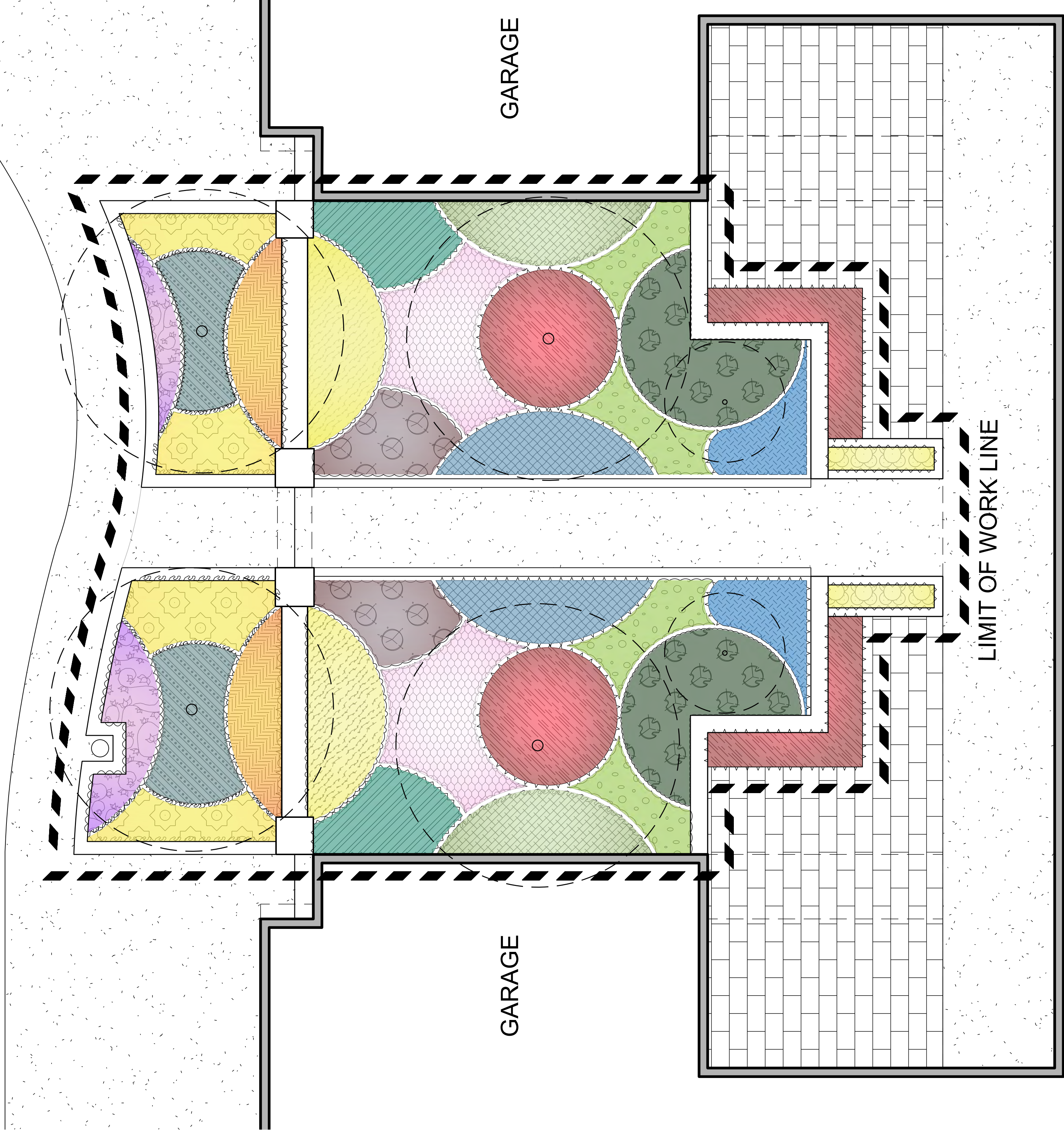
TYPICAL FRONT YARD

LAGUNA WOODS, CA

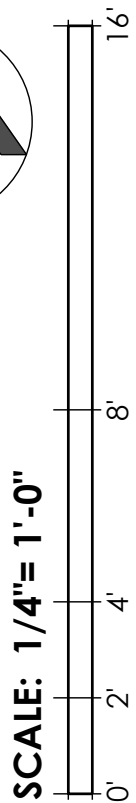
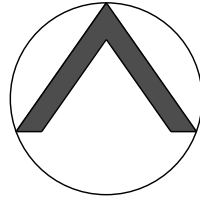
LAGUNA WOODS VILLAGE

PLANT SCHEDULE 4016

SYMBOL	CODE	BOTANICAL NAME	COMMON NAME	SIZE	CONTAINER	SPACING	QTY	MATURE HEIGHT	MATURE WIDTH
SHRUB AREAS									
	ACH MOO	Achillea x 'Moonshine'	Moonshine Yarrow	1 gal.	Pot	24" o.c.	6	6 - 18in. ht.	1 - 3ft. w.
	AGA ATT	Agave attenuata	Foxtail Agave	5 gal.	Pot	48" o.c.	4	3 - 6ft. ht.	3 - 6ft. w.
	ALO BLU	Aloe x 'Blue Elf'	Blue Elf Aloe	1 gal.	Pot	24" o.c.	12	6 - 18in. ht.	1 - 3ft. w.
	ALO SNS	Aloe x 'Safari Sunset'	Safari Sunset Aloe	1 gal.	Pot	36" o.c.	8	6 - 18in. ht.	1 - 3ft. w.
	BER RPS	Berberis repens	Creeping Mahonia	5 gal.	Pot	36" o.c.	10	6 - 18in. ht.	1 - 3ft. w.
	CAL GFL	Calandrinia grandiflora	Rock Purslane	5 gal.	Pot	36" o.c.	12	18 - 36in. ht.	1 - 3ft. w.
	DIA LRV	Dianella revoluta 'DR5000'	Little Rev.™ Flax Lily	1 gal.	Pot	24" o.c.	18	18 - 36in. ht.	1 - 3ft. w.
	DIA SIL	Dianella tasmanica 'Silver Streak'	Silver Streak Flax Lily	1 gal.	Pot	24" o.c.	18	18 - 36in. ht.	1 - 3ft. w.
	LAN HYB	Lantana x 'New Gold'	New Gold Lantana	5 gal.	Pot	60" o.c.	5	6 - 18in. ht.	3 - 6ft. w.
	NAN GUL	Nandina domestica 'Gulf Stream'	Gulf Stream Heavenly Bamboo	1 gal.	Pot	36" o.c.	20	3 - 6ft. ht.	1 - 3' w.
	POR TEE	Portulacaria afra 'Minima'	Dwarf Elephant Bush	1 gal.	Pot	36" o.c.	14	6 - 18in. ht.	1 - 3ft. w.
	SEM BLP	Sempervivum x 'Black Prince'	Black Prince Hen-and-Chicks	1 gal.	Pot	36" o.c.	8	< 6in. ht.	1 - 3ft. w.
	SEM EME	Sempervivum x 'Emerald Empress'	Emerald Empress Hen-and-Chicks	1 gal.	Pot	36" o.c.	10	< 6in. ht.	1 - 3ft. w.
	SEN EKC	Senecio ficoides 'Mount Everest'	Skyscraper® Senecio	1 gal.	Pot	24" o.c.	18	18 - 36in. ht.	1 - 3ft. w.
	VER SPR	Verbena canadensis 'Homestead'	Purple Spreader Garden Verbena	1 gal.	Pot	36" o.c.	5	6 - 18in. ht.	1 - 3ft. w.



4016 CALLE SONORA ESTE



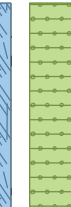
SIXPACK UNITS

CONCEPT PLAN

TYPICAL FRONT YARD

LAGUNA WOODS, CA
LAGUNA WOODS VILLAGE

PLANT SCHEDULE 4017

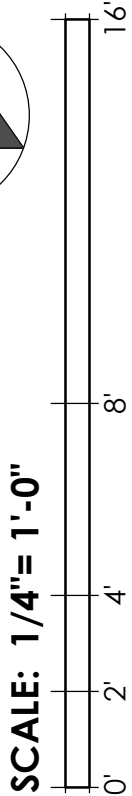
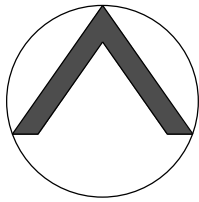
SYMBOL	CODE	BOTANICAL NAME	COMMON NAME	SIZE	CONTAINER	SPACING	QTY	MATURE HEIGHT	MATURE WIDTH
SHRUB AREAS									
	ACH MOO	Achillea x 'Moonshine'	Moonshine Yarrow	1 gal.	Pot	24" o.c.	26	6 - 18in. ht.	1 - 3ft. w.
	AEO ATR	Aeonium arboreum 'Atropurpureum'	Purple Tree Aeonium	1 gal.	Pot	36" o.c.	4	18 - 36in. ht.	1 - 3ft. w.
	AEO UND	Aeonium undulatum	Stalked Saucer Aeonium	1 gal.	Pot	36" o.c.	22	18 - 36in. ht.	1 - 3ft. w.
	ALO BLU	Aloe x 'Blue Elf'	Blue Elf Aloe	1 gal.	Pot	24" o.c.	26	6 - 18in. ht.	1 - 3ft. w.
	BER RPS	Berberis repens	Creeping Mahonia	5 gal.	Pot	36" o.c.	14	6 - 18in. ht.	1 - 3ft. w.
	BOU TOR	Bougainvillea x 'Torch Glow'	Torch Glow Bougainvillea	5 gal.	Pot	36" o.c.	11	6 - 10ft. ht.	1 - 3ft. w.
	CEA RBO	Ceanothus thyrsiflorus griseus 'Yankee Point'	Yankee Point Carmel Creeper	5 gal.	Pot	60" o.c.	6	18 - 36in. ht.	3 - 1' w.
	DIA SIL	Dianella tasmanica 'Silver Streak'	Silver Streak Flax Lily	1 gal.	Pot	24" o.c.	21	18 - 36in. ht.	1 - 3ft. w.
	GER INC	Geranium incanum	Trailing Geranium	1 gal.	Pot	24" o.c.	10	6 - 18in. ht.	1 - 3ft. w.
	POR TEE	Portulacaria afra 'Minima'	Dwarf Elephant Bush	1 gal.	Pot	36" o.c.	9	6 - 18in. ht.	1 - 3ft. w.
	SEM BLP	Sempervivum x 'Black Prince'	Black Prince Hen-and-Chicks	1 gal.	Pot	36" o.c.	8	< 6in. ht.	1 - 3ft. w.
	SEN BLU	Senecio mandraliscae 'Blue Chalk Sticks'	Senecio	1 gal.	Pot	36" o.c.	20	6 - 18in. ht.	1 - 3ft. w.
	YUC FIL	Yucca filamentosa	Adam's Needle	5 gal.	Pot	48" o.c.	10	3 - 6ft. ht.	3 - 6ft. w.

GARAGE

GARAGE

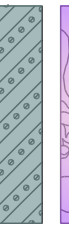
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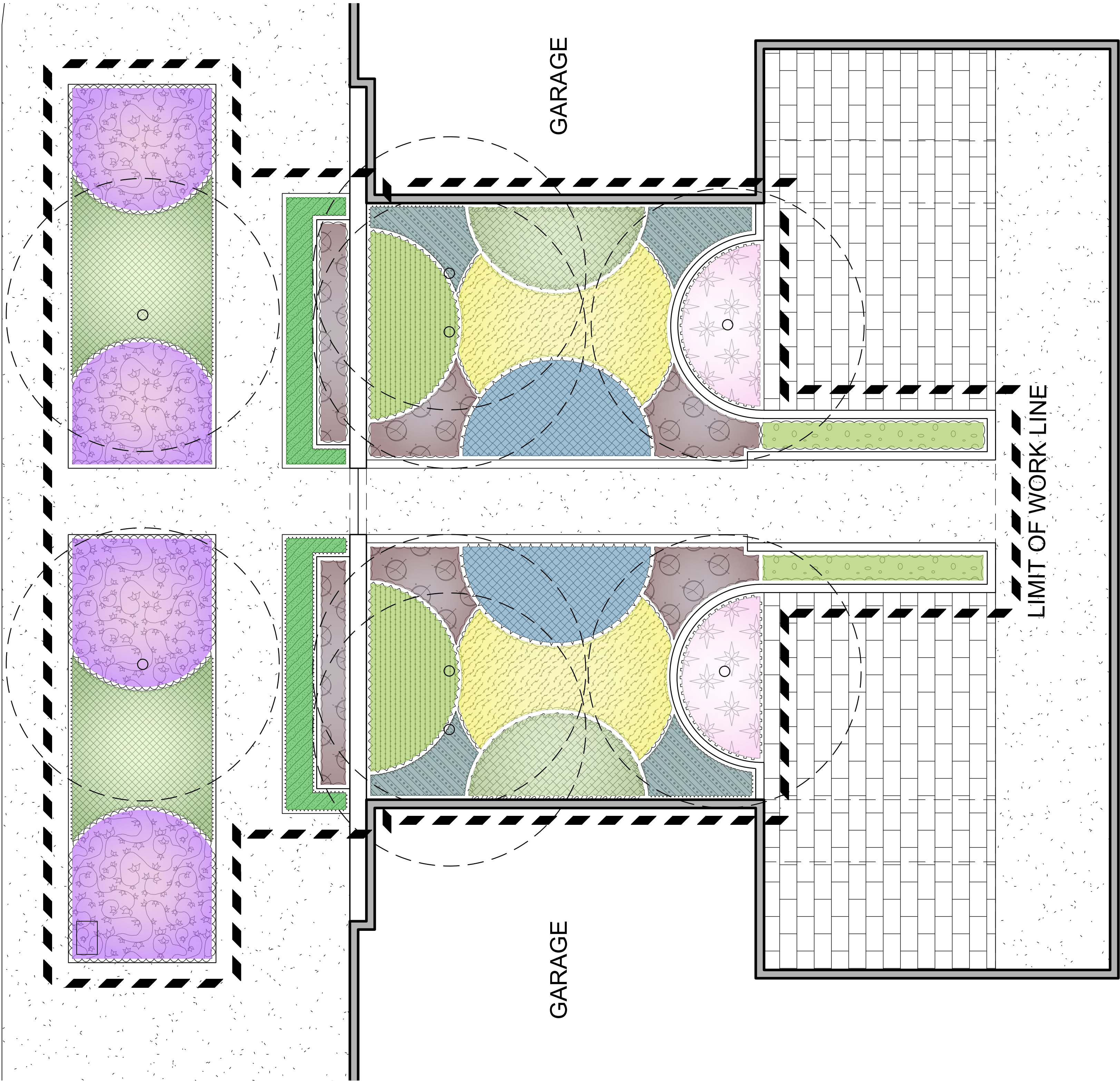
SIXPACK UNITS
CONCEPT PLAN
TYPICAL FRONT YARD
LAGUNA WOODS, CA
LAGUNA WOODS VILLAGE



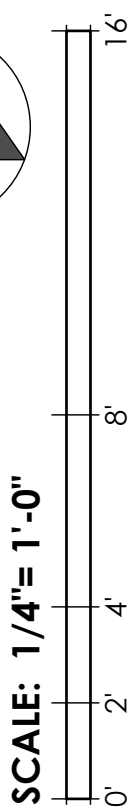
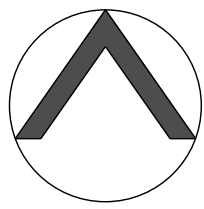
4017 CALLE SONORA ESTE

PLANT SCHEDULE 4018

SYMBOL	CODE	BOTANICAL NAME	COMMON NAME	SIZE	CONTAINER	SPACING	QTY	MATURE HEIGHT	MATURE WIDTH
SHRUB AREAS									
	ALO HMA	Aloe humilis 'Andhogp'	Spineless Hedgehog™ Aloe	1 gal.	Pot	18" o.c.	28	6 - 18in. ht.	1 - 3ft. w.
	BER RPS	Berberis repens	Creeping Mahonia	5 gal.	Pot	36" o.c.	18	6 - 18in. ht.	1 - 3ft. w.
	CAR DIV	Carex divulsa	European Grey Sedge	1 gal.	Pot	24" o.c.	38	6 - 18in. ht.	1 - 3ft. w.
	DIA LRV	Dianella revoluta 'DR5000'	Little Rev™ Flax Lily	1 gal.	Pot	24" o.c.	28	18 - 36in. ht.	1 - 3ft. w.
	DIA SIL	Dianella tasmanica 'Silver Streak'	Silver Streak Flax Lily	1 gal.	Pot	24" o.c.	22	18 - 36in. ht.	1 - 3ft. w.
	GER INC	Geranium incanum	Trailing Geranium	1 gal.	Pot	24" o.c.	20	6 - 18in. ht.	1 - 3ft. w.
	SEM BLP	Sempervivum x 'Black Prince'	Black Prince Hen-and-Chicks	1 gal.	Pot	36" o.c.	18	< 6in. ht.	1 - 3ft. w.
	SEM EME	Sempervivum x 'Emerald Empress'	Emerald Empress Hen-and-Chicks	1 gal.	Pot	36" o.c.	6	< 6in. ht.	1 - 3ft. w.
	SEN EKC	Senecio ficoides 'Mount Everest'	Skyscraper® Senecio	1 gal.	Pot	24" o.c.	20	18 - 36in. ht.	1 - 3ft. w.
	VER SPR	Verbena canadensis 'Homestead'	Purple Spreader Garden Verbena	1 gal.	Pot	36" o.c.	32	6 - 18in. ht.	1 - 3ft. w.
	YUC FIL	Yucca filamentosa	Adam's Needle	5 gal.	Pot	48" o.c.	6	3 - 6ft. ht.	3 - 6ft. w.



4018 CALLE SONORA ESTE



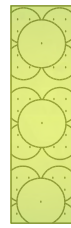
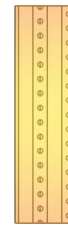
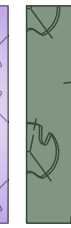
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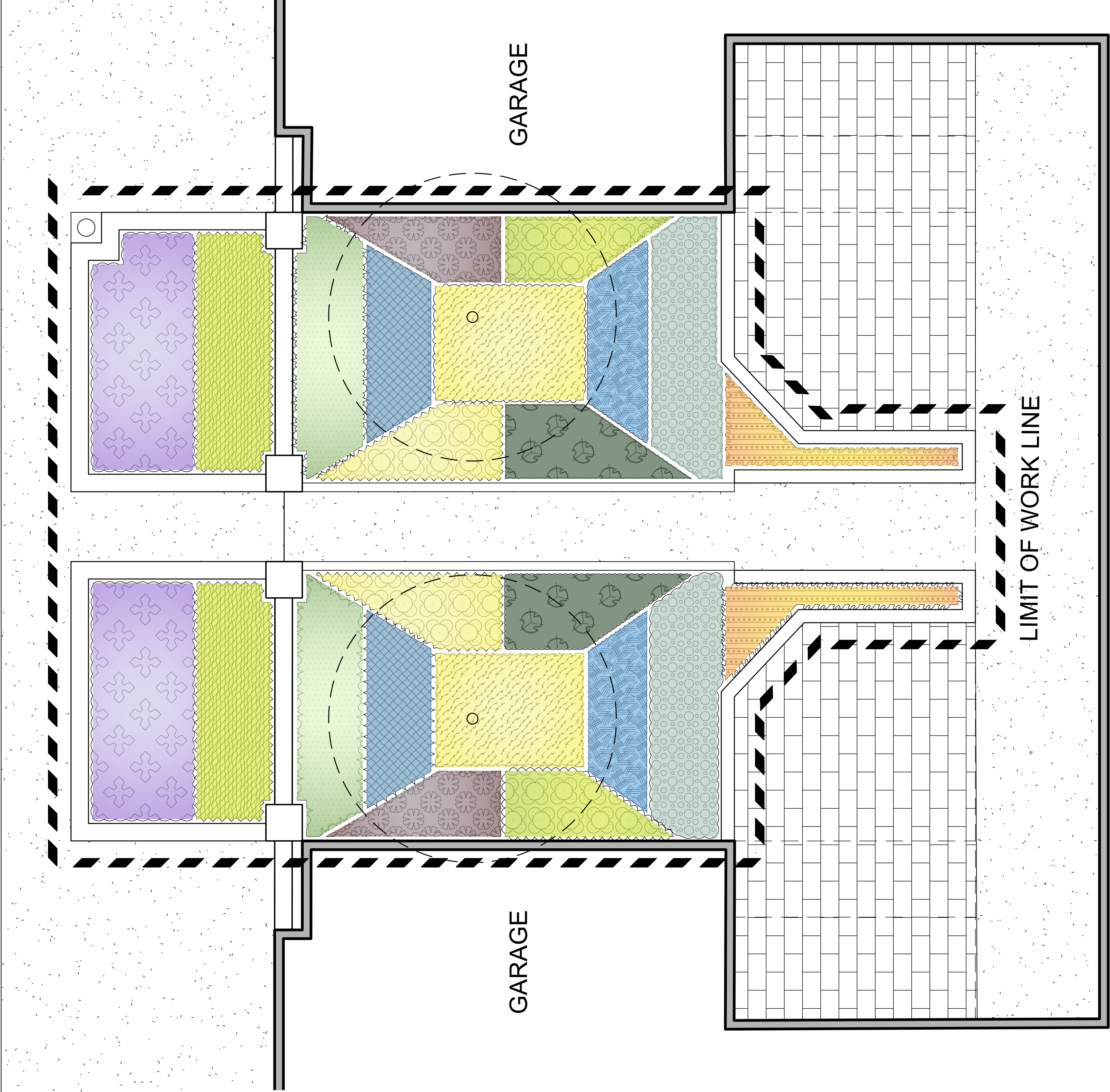
CONCEPT PLAN

TYPICAL FRONT YARD

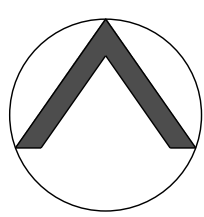
LAGUNA WOODS, CA
LAGUNA WOODS VILLAGE

PLANT SCHEDULE 4019

SYMBOL	CODE	BOTANICAL NAME	COMMON NAME	SIZE	CONTAINER	SPACING	QTY	MATURE HEIGHT	MATURE WIDTH
SHRUB AREAS									
	ACH MOO	Achillea x 'Moonshine'	Moonshine Yarrow	1 gal.	Pot	24" o.c.	16	6 - 18in. ht.	1 - 3ft. w.
	AEO ATR	Aeonium arboreum 'Atropurpureum'	Purple Tree Aeonium	1 gal.	Pot	36" o.c.	6	18 - 36in. ht.	1 - 3ft. w.
	AEO UND	Aeonium undulatum	Stalked Saucer Aeonium	1 gal.	Pot	36" o.c.	8	18 - 36in. ht.	1 - 3ft. w.
	AGA RAY	Agave attenuata 'AGAWWS'	Ray of Light Foxtail Agave	5 gal.	Pot	48" o.c.	8	3 - 6ft. ht.	3 - 6ft. w.
	BER RPS	Berberis repens	Creeping Mahonia	5 gal.	Pot	36" o.c.	14	6 - 18in. ht.	1 - 3ft. w.
	BUL FAN	Bulbine frutescens 'Orange'	Orange Bulbine	1 gal.	Pot	18" o.c.	22	18 - 36in. ht.	3 - 6ft. w.
	DIA LRV	Dianella revoluta 'DR5000'	Little Rev™ Flax Lily	1 gal.	Pot	24" o.c.	18	18 - 36in. ht.	1 - 3ft. w.
	FUR MED	Furcraea foetida 'Mediopicta'	Mauritius Hemp	5 gal.	Pot	60" o.c.	6	3 - 6ft. ht.	3 - 6ft. w.
	GRA PAR	Graptopetalum paraguayense	Ghost Plant	1 gal.	Pot	24" o.c.	30	< 6in. ht.	1 - 3ft. w.
	LAN PUR	Lantana montevidensis	Purple Trailing Lantana	5 gal.	Pot	48" o.c.	11	6 - 18in. ht.	3 - 6ft. w.
	POR TEE	Portulacaria afra 'Minima'	Dwarf Elephant Bush	1 gal.	Pot	36" o.c.	8	6 - 18in. ht.	1 - 3ft. w.
	SEN BLU	Senecio mandraliscae 'Blue Chalk Sticks'	Senecio	1 gal.	Pot	36" o.c.	8	6 - 18in. ht.	1 - 3ft. w.



4019 CALLE SONORA ESTE



SCALE: 1/4"= 1'-0"

0 2' 4' 8' 16'

nuvis
LANDSCAPE
ARCHITECTURE
714-754-7311
CA 3945, NV 1097, AZ 75045 | SBE DBE
23-241.01 03/28/2024
SHEET 8 OF 10

SIXPACK UNITS
CONCEPT PLAN
TYPICAL FRONT YARD
LAGUNA WOODS, CA
LAGUNA WOODS VILLAGE

ACCENTS (CONT.)



ALOE SAFARI ORANGE
SAFARI ORANGE ALOE



BULBINE FRUTESCENS 'ORANGE'
ORANGE BULBINE



FURCRAEA FOETIDA 'MEDIOPICTA'
MAURITIUS HEMP



HESPERALOE PARVIFLORA
'BRAKELIGHTS' RED YUCCA



SENECIO FICOIDES 'MOUNT EVEREST'
SKYSCRAPER SENECIO



SEMPERVIVUM 'EMERALD'
EMERALD SEMPERVIVUM



SEMPERVIVUM HYBRID 'ONYX'
ONYX SEMPERVIVUM



YUCCA FILAMENTOSA
ADAM'S NEEDLE

GROUND COVER



BACCHARIS PILULARIS 'TWIN PEAKS'
COYOTE BRUSH



CARISSA MACROCARPA 'GREEN
CARPET' | GREEN CARPET



CEANOTHUS HEARSTIORUM
HEARTS RANCH BUCKBRUSH



CEANOTHUS 'YANKEE POINT'
YANKEE POINT CEANOTHUS



EREMOPHILA GLABRA 'GREY
HORIZON' | GRAY EMU BUSH



GERANIUM INCANUM 'CARPET
GERANIUM' | CARPET GERANIUM



GRAPTOPETALUM PARAGUAYENSE
'PINKY' | GRAPTOPETALUM



JUNIPERUS HORIZONTALIS 'BLUE
CHIP' | BLUE CHIP CREEPING JUNIPER



JUNIPERUS SABINA 'BUFFALO'
BUFFALO JUNIPER



MYOPORUM PARVIFOLIUM 'WHITE'
GROUND COVER MYOPORUM



LANTANA X 'NEW GOLD'
NEW GOLD LANTANA



LANTANA MONTEVIDENSIS 'TRAILING
PURPLE' | LANTANA 'TRAILING PURPLE



PORTULACARIA AFRA 'MINIMA'
DWARF ELEPHANT FOOD



ROSMARINUS OFFICINALIS
'PROSTRATUS' | PROSTRATE
ROSEMARY



SENECIO MANDRALISCAE
KLEINIA



SENECIO SERPENS 'KLEINIA REPENS'
DWARF BLUE CHALKSTICKS

(OPTIONAL) DG AND METAL EDGING



DG TO BE 3" THICK ORGANIC LOCK- GOLD, AVAILABLE AT GAIL MATERIALS.
METAL EDGING TO BE GALVANIZED STEEL, AVAILABLE AT VODALAND.



VERBENA CANADENSIS 'HOMESTEAD
PURPLE' | ROSE VERBENA

PLANT LEGEND
TYPICAL FRONT YARD
LAGUNA WOODS, CA
LAGUNA WOODS VILLAGE

ACCENTS (CONT.)



HESPERALOE PARVIFLORA
'BRAKE LIGHTS' RED YUCCA



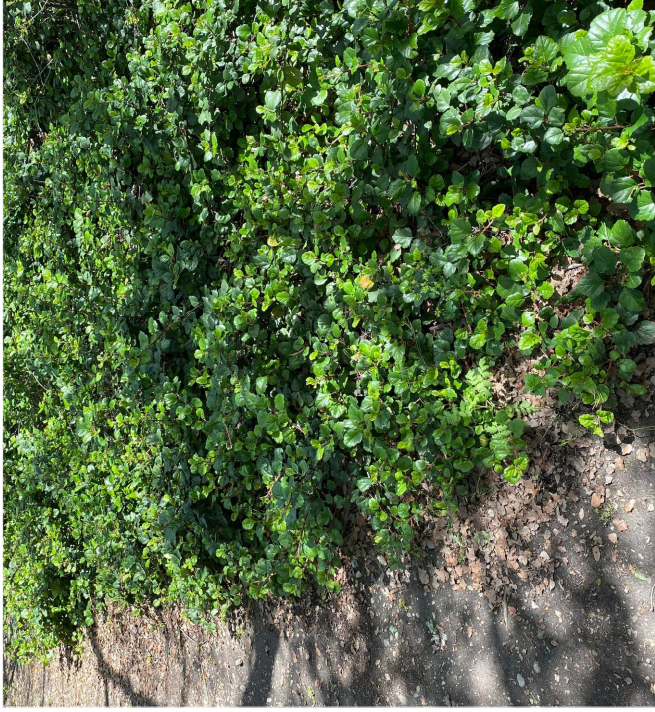
SENECIO FICOIDES 'MOUNT EVEREST'
SKYSCRAPER SENECIO



SEMPERVIVUM 'EMERALD'
EMERALD SEMPERVIVUM



SEMPERVIVUM HYBRID 'ONYX'
ONYX SEMPERVIVUM



CEANOTHUS 'YANKEE POINT'
YANKEE POINT CEANOTHUS



EREMOPHILA GLABRA 'GREY
HORIZON' GRAY EMU BUSH



GERANIUM INCANUM 'CARPET'
GERANIUM CARPET GERANIUM



GRAPTOPETALUM PARAGUAYENSE
'PINKY' GRAPTOPETALUM



LANTANA MONTEVIDENSIS 'TRAILING
PURPLE' LANTANA TRAILING PURPLE



PORTULACARIA AFRA 'MINIMA'
DWARF ELEPHANT FOOD

(OPTIONAL) DG AND METAL EDGING



DG TO BE 3" THICK ORGANIC LOCK- GOLD, AVAILABLE AT GAIL MATERIALS.
METAL EDGING TO BE STAINLESS STEEL, AVAILABLE AT VODALAND.

GROUND COVER



BACCHARIS PILULARIS 'TWIN PEAKS'
COYOTE BRUSH



YUCCA FILAMENTOSA
ADAM'S NEEDLE



JUNIPERUS SABINA 'BUFFALO'
BUFFALO JUNIPER



JUNIPERUS HORIZONTALIS 'BLUE
CHIP' BLUE CHIP CREEPING JUNIPER



VERBENA CANADENSIS 'HOMESTEAD
PURPLE' ROSE VERBENA



SENECIO SERPENS 'KLEINIA REPENS'
DWARF BLUE CHALKSTICKS



CARISSA MACROCARPA 'GREEN
CARPET' GREEN CARPET



MYOPORUM PARVIFOLIUM 'WHITE'
GROUND COVER MYOPORUM



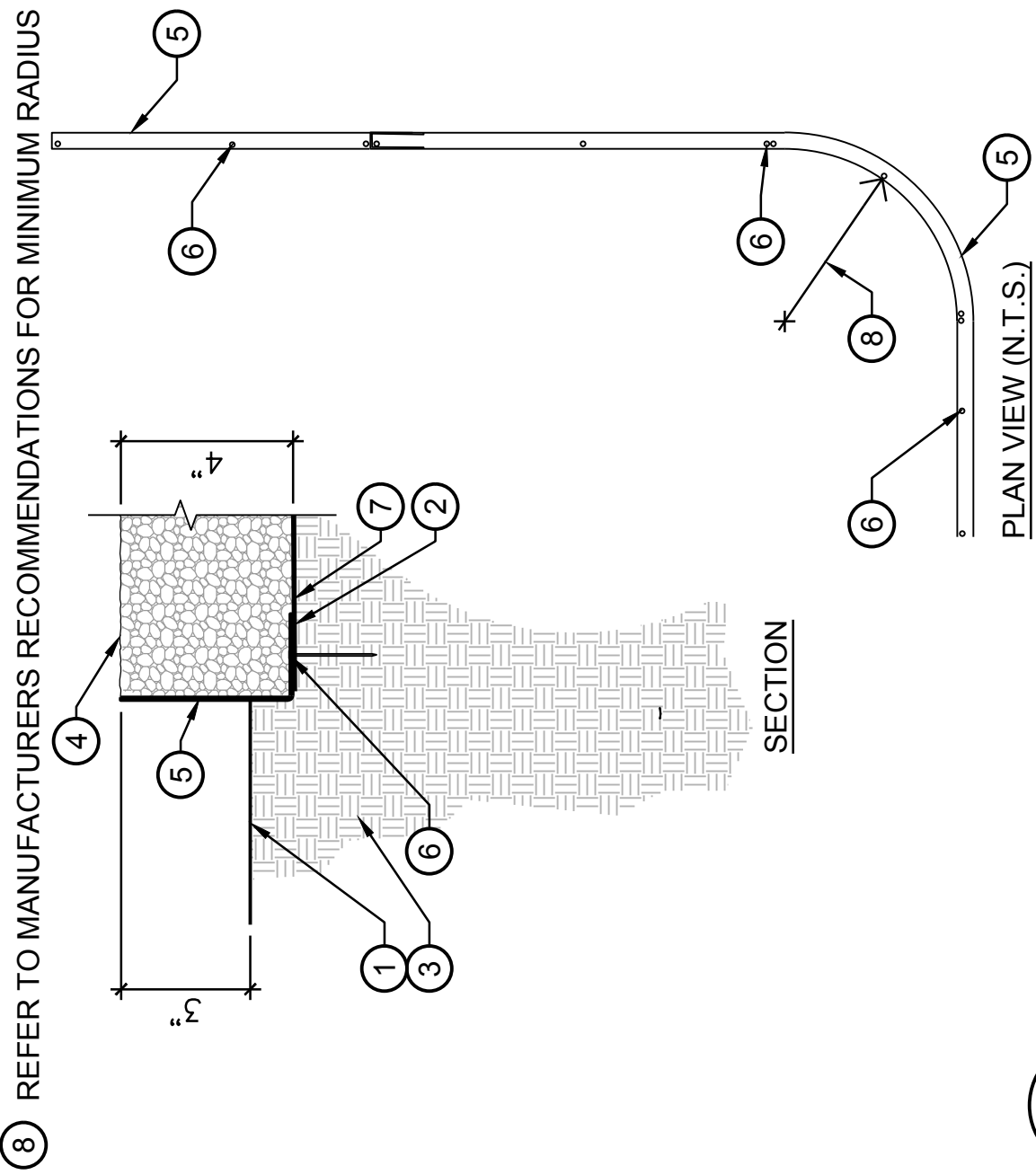
CEANOTHUS HEARSTIORUM
HEARTS RANCH BUCKBRUSH



LANTANA X 'NEW GOLD'
NEW GOLD LANTANA

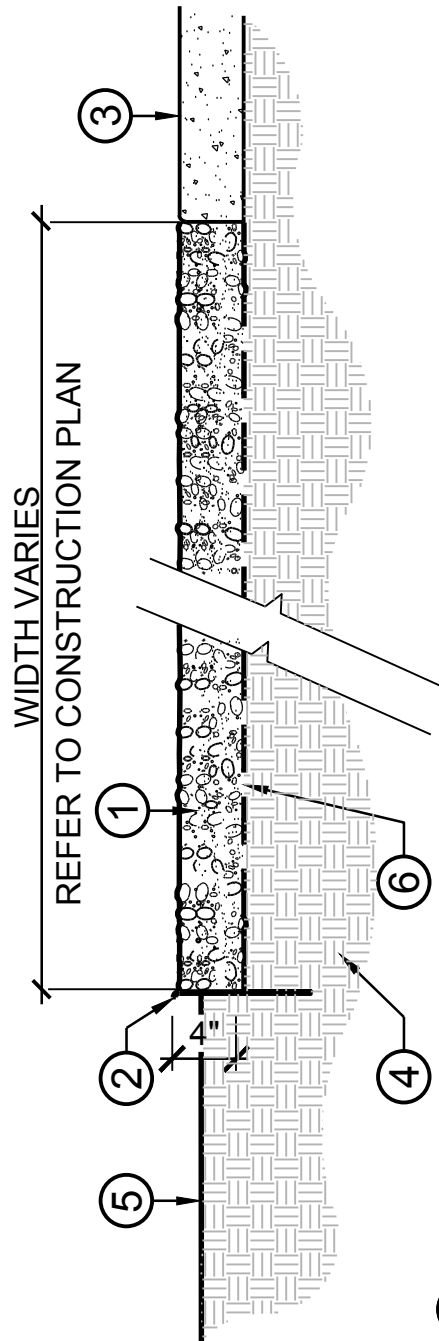
- NOTES:
1. MATERIAL TO BE "VODALAND" OR APPROVED EQUAL. ALL PRODUCT AND ACCESSORIES AVAILABLE FROM VODALAND (314) 717-1551, OR AN APPROVED EQUAL.
 2. CONTRACTOR SHALL INSTALL PER MANUFACTURERS RECOMMENDATIONS AND SPECS.
 3. TOP OF STAINLESS STEEL EDGE SHALL ALWAYS BE FLUSH WITH ADJACENT PAVING.
 4. FINISH GRADE ADJACENT TO "VODALAND" EDGING SHALL BE: 3" BELOW FOR SHRUB AREAS, 4" BELOW FOR D.G./GRAVEL AREAS
 5. ALL METAL SHALL BE STAINLESS STEEL.
 6. THIS DETAIL IS FOR REFERENCE ONLY AND IS NOT TO BE USED FOR CONSTRUCTION OR PERMITTING.

- 1 FINISH GRADE FOR SHRUB AREAS SHALL BE 3" BELOW TOP OF EDGING BOARD TO ALLOW FOR 3" OF MULCH
- 2 FINISH GRADE UNDER D.G. SHALL BE 4" BELOW TOP OF EDGING BOARD
- 3 UNDISTURBED NATIVE GRADE OR CERTIFIED 95% COMPACTED SUBGRADE
- 4 4" DEEP STABILIZED DECOMPOSED GRANITE - REFER TO DETAIL '1', THIS SHEET
- 5 VODALAND STAINLESS STEEL EDGING- $\frac{3}{8}$ " x4" OR APPROVED EQUAL - SEE NOTES ABOVE
- 6 STAINLESS STEEL SPIKE
- 7 INSTALL MIRAFI MISCAPPE WEED BARRIER FABRIC UNDER DG PER MANUFACTURERS SPECIFICATIONS.
- 8 REFER TO MANUFACTURERS RECOMMENDATIONS FOR MINIMUM RADIUS



2 METAL EDGING

SCALE: 3"=1'-0"



- 1 4" THICK DECOMPOSED GRANITE (D.G.) WITH ORGANIC-LOCK BINDER. INSTALL FLUSH W/ CONCRETE PAVING. COLOR SHALL BE 'GOLD'. SUBMIT SAMPLE FOR APPROVAL PRIOR TO ORDER & INSTALLATION. INSTALL DG AND ORGANIC LOCK BINDER PER MANUFACTURER'S SPECIFICATION. AVAILABLE AT GAIL MATERIALS, CORONA CA, 951-667-6106 WWW.GAILMATERIALS.COM

- 2 METAL EDGING - REFER TO DETAIL '1', THIS SHEET
- 3 CONCRETE PAVING - REFER TO LANDSCAPE CONSTRUCTION PLAN
- 4 UNDISTURBED NATIVE GRADE OR CERTIFIED 95% COMPACTED SUBGRADE
- 5 FINISH GRADE-2" BELOW HEADER FOR SHRUB/GROUND COVER AREAS
- 6 WEED FABRIC BARRIER BENEATH DECOMPOSED GRANITE - MIRAFI MISCAPPE WEED FABRIC OR AN APPROVED EQUAL

1 STABILIZED DECOMPOSED GRANITE

SCALE: N.T.S.

PLANT LEGEND
TYPICAL FRONT YARD
LAGUNA WOODS, CA
LAGUNA WOODS VILLAGE

Cost Estimate for Turf Removal

Gate 11			
SF	900,654	Acres	20.68
Potential Rebates		\$2,701,962	
	\$/SF*	\$/Acre	Total Cost
*Cost range from PPRP Bid	\$7.22	\$314,503	\$6,502,722
	\$10.12	\$440,827	\$9,114,618
Gate 14			
SF	488,371	Acres	11.21
Potential Rebates		\$1,465,113	
	\$/SF*	\$/Acre	Total Cost
*Cost range from PPRP Bid	\$7.22	\$314,503	\$3,526,039
	\$10.12	\$440,827	\$4,942,315
Range Totals			
		\$10,028,761	*no design
		\$14,056,933	*design incl.

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Irrigation Usage for Gate 14

Meters	Sum of Usage	% Turf	Total Turf Usage	Total Shrubs Usage	Total Slopes Usage	Total Usage
B4003 CALLE SONORA OESTE IRRIG	1,662	63.22%	1,051	291	320	1,662
B4006 CALLE SONORA OESTE IRRIG	2,623	32.96%	865	507	1,251	2,623
B4010 CALLE SONORA OESTE IRRIG	3,127	57.30%	1,792	855	481	3,127
B4013 CALLE SONORA OESTE IRRIG	2,931	37.98%	1,113	358	1,460	2,931
B4014 CALLE SONORA OESTE IRRIG	2,166	30.32%	657	319	1,190	2,166
B4016 CALLE SONORA ESTE IRRIG	1,137	53.01%	603	196	338	1,137
B4020 CALLE SONORA ESTE IRRIG	2,943	73.62%	2,167	776	0	2,943
B4026 CALLE SONORA ESTE IRRIG	3,297	37.23%	1,227	488	1,582	3,297
IRRIG CALLE SONORA	288	0.00%	0	288	0	288
Grand Total CCF	20,174		9,474	4,078	6,622	20,174
Total Gate 14 Turf Sq.Ft.	488,371		0.01940	Total CCF/SF		
Total Gate 14 Turf Acres	11.211		845.01	Total CCF/Acre		
Total Gallons per Sq.Ft.			14.51	Total Gallons/SF		

530 Grounds Maintenance
Third Mutual - Open/Closed Tickets
Received January 1, 2024 - May 24, 2024

Ticket Type	Total Closed Tickets	Total Open Tickets	Total Tickets	Service Level %
Simple (1-7 Days)	932	6	938	
Within Service Level	910		910	98%
Outside of Service Level	22		22	2%
Medium (Within 21 Days)	431	67	498	
Within Service Level	408		408	95%
Outside of Service Level	23		23	5%
Complex (Within 35 Days)	320	170	490	
Within Service Level	297		297	93%
Outside of Service Level	23		23	7%
Total Tickets	1,683	243	1,926	
Within Service Level	1,615			96%
Outside of Service Level	68			4%
Closed/Open %	87%	13%		

2024 Landscape (w/c 500 Level)

