

The Voices of Oakmont 2015



Report on Research among Residents
Conducted for
The Long-Range Planning Committee

May 2015

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- A - Transcripts of Listening Sessions (link)
- B - Focus Group PowerPoint Presentation (link)
- C - Focus Group Transcripts (link)
- D - Complete list of open-ended comments (link)

OVA MEMBERS ONLY

OVERVIEW

BACKGROUND

Long Range Planning Committee

In October 2013, the Board of Directors of the Oakmont Village Association tasked the Long-Range Planning Committee (LRPC) with preparing a long-range strategic plan for Oakmont. The purposes of the plan were to:

- Enable greater continuity in decision-making as new OVA Board members are elected annually
- Help the OVA Board prioritize expenditures
- Reduce uncertainty about Oakmont's future
- Coordinate Board and committee decisions
- Involve residents in their future
- Be a central source for information.

Research Steering Committee

In the course of preparing the plan, it became evident that more information was needed from the residents themselves with a view to learning:

- Who they are – demographics, housing, health and challenges
- Their current use of Oakmont facilities
- What is important to them about Oakmont
- What needs to be preserved and what needs to change
- Their priorities among potential Board initiatives
- Their vision for the future of Oakmont.

The LRPC appointed a Research Steering Committee to obtain this information through a three-phase program consisting of listening sessions, focus groups and a resident survey.

Members of the Research Steering Committee included academics and business professionals who brought considerable experience to the task. Three people were the key contributors to the research effort and volunteered many hours of their time, stretching over more than ten months:

- Lisa Berman, Chair of the Research Steering Committee and member of the LRPC, who initiated the idea for a survey and shepherded it through, using her skills as a communications professional to publicize the research and encourage residents to speak up.

- Dr. Kathy Cirksena who developed the overall research plan and was involved in the design and execution of all phases – listening sessions, focus groups and the survey, including presenting the preliminary findings to the community.
- Dr. Sue Dibble who was responsible for all aspects of the survey, including questionnaire design and distribution, data collection, and the subsequent analysis and presentation of the preliminary findings, along with Dr. Cirksena.

Outside Professionals

Research Arts

- The Research Committee recognized the importance of conducting unbiased research in its decision to seek an outside company to conduct the focus groups. Because focus group moderating is a highly specialized skill, it was deemed unwise for the committee members to conduct the groups themselves.
- Hiring an outside moderator also underscored the extent to which the groups would be unaffected by unintentional biases introduced by having resident volunteers conduct the groups.
- An RFP was sent to five research companies with the requisite skills and reputations.
- Based on the scope of the response and the budget proposed, Research Arts of Sonoma CA, led by Francesca Johnson, was chosen by the Committee as the company to conduct the focus groups, and to later assist with the analysis and write the final report.

SSU School of Nursing collaboration

- The Research Steering Committee was also fortunate to receive advice and support from senior faculty and students from Sonoma State University, Department of Nursing. Four students were available to help residents complete the survey, pass out paper questionnaires and make phone calls to remind people to return their surveys.
- A more complete explanation can be found in Appendix B of this report.

Timeline: 2014 / 2015

July – Board approval; research planning

August / September – Listening sessions

October / November – Email collection begins; focus group recruitment & prep

December – Eight focus groups conducted

January – Oakmont Gardens group; focus group report; survey designed

February – Survey launched to residents

March – Data collection and analysis

April – Preliminary results; analysis continues

May – Final report.

ACKNOWLEDGEMENTS

Many people contributed to this research effort, but four members of the Research Steering Committee were responsible for doing the lion's share of the work involved. They are:

Lisa Berman (Chair)
Dr. Kathy Cirksena
Dr. Sue Dibble
Francesca Johnson (Consultant, Research Arts, Inc.)

Other members of the committee contributed their valuable time and ideas. They are:

Tony Lachowicz (past Chair, LRPC)
Dr. Jason Wilkenfeld (current chair, LRPC)
Dr. John Williston
Dr. Arthur Shostak

Andie Altman, Board member, contributed to the committee meetings, and spearheaded the effort to gather email addresses and safeguard the confidentiality of the survey responses.

Cassie Turner and her OVA staff contributed greatly to the effort to collect names, arrange meeting spaces, publicize the research, and liaison with the outside consultant and Sonoma State University.

Sonoma State University provided assistance from senior faculty and students. They are:

Dr. Deborah Roberts (Chair, Dept. of Nursing)

And students:

Jenna Fenton, Breanna Caton, Kiley Tonsing and Sean Rogers

Thanks to all!

APPROACH

Three-Phase Research Design

The research project had three main components to explore the opinions and preferences of Oakmont residents. The three phases were complementary, and the first two provided an important source of input for the third.

1. **Listening sessions** were designed in a forum format so that residents could have an unstructured and open opportunity to express their views about the long-range plan and the research. The listening sessions fed into the focus groups and provided an important source of themes to be covered in the discussion guide.
- **Focus groups** allowed small-group discussions of major themes to generate new insights about known issues, and to unearth new issues and concerns being raised by the participants.
- **Resident Survey:** Based on the findings of these two phases of research and the input of individual residents, the LRPC and the Board, the resident survey was designed to provide a profile of residents' demographics, lifestyle and activities and their preferences and opinions about directions for long term planning for OVA.

Publicity and communication efforts

- Few communications channels exist within Oakmont, and, at the outset of the research project, the OVA office had few resident email addresses. As a result, the first public relations effort was aimed at obtaining a significant number of qualified email addresses. After that, extensive communications were aimed at persuading Oakmont residents to participate in the three activities: listening sessions, focus groups and the survey.
- To achieve a significant email database and to obtain meaningful resident participation, the following communications activities were performed, some repeated many times:
 - Oakmont News articles, ads and boxes explained the research project, and provided updates, informed residents about how to participate, and directed them to a dedicated research project email and to the office to register their participation.
 - Table tents, asking for email addresses and participation, were placed at the Oakmont Golf Course Quail Inn.

- Posters and fliers were placed at area businesses, on the bulletin board, at various Oakmont facilities and handed out at events.
- Postings on the social media site, Oakmont Next Door were made regularly.
- A letter from the OVA was sent to all residents requesting participation. A follow-up letter from the OVA was sent to residents who had not provided their email addresses.
- An incentive program offered prizes in a weekly drawing to those who provided email addresses.
- A message was included in the OVA monthly dues bills.
- Regular updates and requests for email addresses and participation appeared in the manager's weekly blog.
- Residents involved in Oakmont activities were recruited to hand out email address forms in person.
- Speeches were made to residents of Oakmont Gardens, Rotary, Kiwanis, clubs and other organizations affiliated with Oakmont.
- Presentations to the Board asked for assistance in gaining participation and for funding to pay for some of the efforts.
- Cooperation was gained from various clubs, including the Hiking Club, Boomers and Single Boomers, asking members to provide email addresses and to participate in the various aspects of the research project.

Data Collection

- During the fall and winter of 2014, residents' email addresses were gathered and collated into an Excel spreadsheet, through an exhaustive process of collecting and processing email forms.
- Residents were invited to take the survey online using the Survey Gizmo online platform. Each resident was provided with a unique login code in order to prevent duplicate entries. Every member of an OVA household was invited to take part.

- Residents also had the option of completing a paper survey. Help from students was available to those needing it.
- A total of 1,250 online surveys and 389 paper surveys were completed.
- A full explanation of the survey design and execution is available in Appendix B, along with a copy of the survey questionnaire in Appendix C.

A Note about Anonymity

- In the original spreadsheet, email addresses were linked to names and street addresses and held by a Board member. Only the email addresses were transmitted to the research team for purposes of sending the survey. Finally, the database that linked the completed surveys to specific email addresses was destroyed, ensuring that answers could not be traced back to any individuals.
- Furthermore, any identifying names in the recordings of the focus groups were redacted in the transcripts.

HOW REPRESENTATIVE IS THE SURVEY?

- A total of 1,639 people completed the survey out of 4,634 dues paying residents of Oakmont. However, that number includes vacant, weekend and vacation property owners, many of whom provided no email address and did not respond to requests.
- The number of rental properties in Oakmont also reduced the potential pool of respondents since renters were less likely to participate. It is estimated that 30% of residents currently rent in Oakmont (approximately 1390) – far more than the number of renters who took the survey (126).
 - Out of the estimated 1390 renters, only 9% took the survey.
 - Out of the estimated 3244 owners (including absentee owners), almost half (47%) took the survey.
- Even though not everyone in Oakmont participated, the authors feel confident that the survey provides the Long Range Planning Committee and the OVA Board with “The Voices of Oakmont”:
 - The age and gender distribution closely mirrors what we know about Oakmont from the latest census figures.
 - Every effort was made to reach all residents. Anyone who wanted to be heard was given multiple opportunities, including the option to complete a paper survey if they were uncomfortable online.
- Furthermore, participants could express in their own words their feelings about Oakmont, and share opinions on issues that may not have been covered by the structured survey questions.
 - Their comments are presented verbatim throughout the report and in Attachment D, [\(link\)](#) allowing us to hear the many voices of Oakmont.
- Despite an heroic effort to reach and involve every resident of Oakmont, two groups are underrepresented in the survey:
 - Renters, as already discussed.
 - Women over 85 years old. Of the oldest group of Oakmont residents, only about half taking the survey were women – below the level we would expect from the census data.
- For a full explanation of the survey design and execution, please see Appendix B.

DELIVERABLES

This Report

- This report is intended as an overview of the research findings with emphasis on the resident survey. The hope is that we have delivered the findings in a simple and readable form.
- In addition to its availability on the OVA website, this report and its accompanying materials will be available in the OVA office by request.
- The title "The Voices of Oakmont 2015" reflects the fact that this report includes not only the numerical answers to the structured questions, but also a generous sampling of residents' comments.
- These comments were made in response to three open-ended questions:
 - What residents like about Oakmont and want to be preserved.
 - What improvements they want in the near future.
 - And what they want to tell the Board about their hopes for the long-term future of Oakmont.

Appendices

The following materials are included as appendices to this report:

- A - Discussion guide for focus groups
- B - Survey design and execution
- C - Survey questionnaire

Attachments with links

The following materials are large documents that can be reached by clicking on the links provided:

- A - Transcripts of listening sessions (link)
- B - Focus group PowerPoint presentation (link)
- C - Focus group transcripts (link)
- D - Complete list of open-ended comments (link)

KEY FINDINGS FROM THE RESEARCH

The following is a mere summary of the wealth of information obtained from residents who completed the survey. We invite you to read the report in full, especially the thousands of comments written by residents about what they love about Oakmont and what they want for its future.

Characteristics of Survey Respondents

- A profile of Oakmont residents obtained through the survey shows that they are predominantly women, people living with a spouse or partner, with an average age of about 72.
- Of the total number of respondents:
 - 38% are women who live with someone (usually a spouse)
 - 31% are men who live with someone
 - 26% are women who live alone
 - 5% are men who live alone
- While most participants are retired, almost half of the youngest respondents (under 66) are not – with one-fourth of them still working full-time.
- Respondents are largely non-Hispanic white, well-educated, feel healthy and think their memory is still very good. There are some people with hearing loss, more men than women. Most people with hearing loss have no trouble hearing at events in Oakmont facilities.
- Men tend to be older as a group and somewhat more likely to have physical and memory issues.
- Nearly everyone is still driving.
- Basic demographics of gender and age correspond well with previous census analysis for the Oakmont community. Other external sources confirm the better health and quality of life status that might be expected in a small, affluent and well-educated community.
- Residents are well connected to each other in the community, with most having a close friend here; and the vast majority has someone to call upon if they need help.
- About one-fourth of all respondents have young visitors who use the OVA facilities (pools, tennis, etc.) while staying here.

- Almost one-half are pet owners, with more dogs than cats sharing Oakmont homes.
- Finances are not currently of great concern for most respondents, although future financial situations are more of a worry, with a majority saying they are very or somewhat concerned about having enough money as they age.
 - People under 66 were more concerned about their finances than were older residents.

Housing

- Most respondents moved here from somewhere else in Northern California.
- Despite the known proportion of renters from other sources (approximately 30%), most of the survey takers (91%) were owners.
- A few owners (16%) rented before buying, men being slightly more likely to have done so.
- About one-third of respondents live in HOA-maintained homes.
- A total of 44% of respondents have lived here five years or less, rising to 74% of those under 66 years old.
- A total of 34% of respondents have lived here more than ten years, rising to 78% of those over 85 years old.
- When asked how long they plan to stay in Oakmont, most people either plan to stay for the rest of their lives or are not sure what the future holds.

Why Oakmont?

- When asked to put into their own words what they like about Oakmont and feel should be preserved, most comment on the beautiful surroundings, including open space, proximity to nature and the comfort that comes from living in a safe, tranquil place.
- Indeed, safety is the highest rated feature in terms of importance, especially for women residents.

- People also value the friendly, neighborly, small-town feel of Oakmont, as well as the volunteering and social opportunities.
- Access to Annadel is particularly important to the youngest respondents. Many people commented on how this played an important part in their decision to live in Oakmont.
- Fewer than half the respondents see golf as important; it is more important to men than women.
- While some people chaff at rules, most people welcome the enforcement of standards to maintain the appearance of the private and public buildings and landscapes, as well as the rules concerning street parking.
- However, many commenters complain about the way in which rules are enforced by the Architectural Committee, whose approach is often described as rude, arbitrary and outdated.
- Respondents want to preserve Oakmont's over-55 limitation. There was vocal opposition and very little support for a children's playground.

OVA Services & Dues

- Most people get information about the community from the Oakmont News; Cassie's Friday E-Blast is also a source for about half of respondents. Other sources include friends and neighbors and social media (Oakmont Buzz and Next Door.)
- Almost all find getting information about Oakmont to be easy or very easy.
- Nearly everyone has had an encounter with the OVA office and, by and large, they are satisfied with the office services.
- Focus group participants were more critical of the office, feeling that the staff could be more helpful and welcoming.
- In order to fund their priorities, 60% of residents are willing to pay at least \$10 more a month than the current OVA dues of \$63.
- Renters, people who live alone, HOA residents, and those over 85 years old are less willing to pay anything more in OVA dues.

Board Leadership

- A third of the participants do not have an opinion about Board leadership, and only 13% are "VERY satisfied" with the Board, pointing to an opportunity to increase both familiarity and satisfaction.
- In the open-ended responses to the question regarding what they wanted to tell the Board about their hopes for the long-term future of Oakmont, many respondents let loose with harsh criticisms and complaints about Board performance. These included:
 - Lack of transparency when it comes to how decisions are made.
 - Not listening to the many, but being unduly influenced by the "squeaky wheels".
 - Lack of financial constraint – spending too much on special projects that benefit the few, like pickleball.
 - Arbitrary decision-making with insufficient planning and information.
 - Lack of representation of younger residents and women on the Board.
 - Lack of vision and unwillingness to invest in the future.
 - Bickering among Board members; not focusing on the big picture.
- On the other hand, several respondents thanked the Board for their service, and praised the fact that they were doing a survey to connect with the residents.
- They were also happy that the Board had the wisdom to select Cassie as the new Manager.
- A selection of the verbatim comments begins on Page 121.

Activities and Facility Use

- The majority of people describe themselves as being very or somewhat active in Oakmont activities, clubs and events
 - Seven out of ten belong to at least one club. Over a third are members of three or more clubs
 - A third of the respondents volunteer in Oakmont – about the same proportion of men and women.
- Attendance at movies and other Berger Center events is also high and nearly half go to classes offered here.
- The main indoor facilities to get a lot of use are the Berger Center and the library. Others such as the Fitness Center, and East and West Rec Centers, are used by a majority of respondents. Just a few say they don't use any of the indoor facilities at Oakmont.
- The outdoor facilities used by the largest number of respondents are the pools and hot tubs, followed by the picnic areas.
- The sport or activity-specific facilities (tennis, bocce, pickleball and so on), get much less use - 10% or fewer respondents are using them.
- One-fourth of respondents use no OVA outdoor facilities at all. There are more non-users among those over 85 and women living alone.
- Golf is a major feature at Oakmont although owned by a private company and not the OVA.
- More than half of the participants have never played golf here, and only 19% have played within the past six months.
- More people make use of the Quail Inn Restaurant than the golf courses. A total of 57% are regular or occasional customers.
- Several people commented that they would like to see the Quail Inn improve its food, hours and appearance.

Residents' Priorities for Oakmont

- The majority of respondents (65%) want to upgrade and update Berger, rather than simply maintain it or do nothing. Many took the time to comment about the need to update Berger in their open-ended responses. This is a topic that people feel passionate about.
- Most people attach some importance to direct access to Annadel from Oakmont, with more than a third rating it as VERY important to them. This rises to more than half of the residents under 66 years old.
- When asked about the seventeen acres of mostly open land near the Community Garden, most (55%) want the land left as open space.
- People were given a list of five indoor and ten outdoor initiatives that the Board might consider, and asked to rate their priority for each one on a scale of 0-10, with 10 being the highest level of interest.
 - The three items garnering the most scores of 7 and higher are a central gathering space (like a coffee or wine bar), community-wide Wi-Fi, and working with the city for safer streets.
 - Interest is lowest in building a children's playground and in the arts related initiatives.

Initiative	% Rating 7,8,9 or 10	% Rating 10 only
Gathering Space (coffee/wine bar)	34%	14%
Community-wide Wi-Fi	33%	19%
Safety of streets & sidewalks	28%	14%
Expand Fitness Center	25%	12%
Solar Panels on OVA facilities	25%	11%
OVA sponsored Trips	23%	8%
Build Indoor Pool	19%	10%
Build a dog park	19%	11%
Create Adult Day Health	14%	5%
Expand Community Garden	13%	5%
Build Pickleball Courts	13%	7%
Update signage	10%	5%
Build a playground	9%	5%
Expand Art Room	6%	2%
Commission Public Art	4%	1%

- Most of respondents' open-ended comments reiterated what had already been asked in the structured questions. Residents wanted to underscore the strength of their feelings about certain issues. These included:
 - Preserving the open-space and beauty of Oakmont, including the golf courses, even if they no longer are used for golf.
 - Keeping Oakmont a safe and friendly community with "small-town values".
 - Maintaining and updating the assets of Oakmont, especially Berger and the fitness facilities.
 - Keeping Oakmont for adults with no children's playground.
 - Curbing expenditure on special projects for a relatively small group of users, with many comments about pickleball – both pro and con.

- Some issues were not directly asked in the survey but were often the subject of residents' comments. These included:
 - Landscaping / drought / water Use.
 - Walking paths, outdoor spaces, benches.
 - Commercial space / appearance.
 - Good rules.
 - Overreaching: Architectural Committee.

An extensive selection of these comments begins on page 113.

Summary of How the Youngest Respondents Differ from Total

- The following tables summarize the ways in which the youngest respondents, all under 66 years old, differ from the community at large.
- Younger respondents are more likely to be female, live with a spouse and still be working. The majority has lived in Oakmont less than 5 years.
- They are more worried about meeting their present and future financial needs than residents as a whole.
- They make greater use of the Fitness Center and pools, and attach more importance to access to Annadel.
- They give higher priority to a gathering space, Wi-Fi, solar panels, the community garden, adding a dog park and updating the signage.

	Total	Under 66
TOTAL	1639	294
Women	62%	71%
Retired	82%	55%
Live with Someone	68%	79%
Oakmont < 5 years	44%	74%
Very Concerned Current Finances	16%	23%
Very Concerned Future Finances	15%	24%
Use Friday E-Blast	45	55
Annadel Access is very important	36	53%
INDOOR USE		
Library	67%	62%
Berger	67	60
Fitness Center	57	69
OUTDOOR USE		
Pools	59%	71%
Hot Tubs	34%	49
No outdoor facilities	27%	17

	Total	Under 66
TOTAL	1639	294
Priority = 7+		
Gathering Space (coffee/wine bar)	34%	47%
Community-wide Wi-Fi	33%	44%
Safety of streets & sidewalks	28%	24%
Expand Fitness Center	25%	40%
Solar Panels on OVA facilities	25%	31%
OVA sponsored Trips	23%	22%
Build Indoor Pool	19%	21%
Build a dog park	19%	26%
Create Adult Day Health	14%	11%
Expand Community Garden	13%	20%
Build Pickleball Courts	13%	13%
Update signage	10%	15%
Build a playground	9%	11%
Expand Art Room	6%	7%
Commission Public Art	4%	4%

IMPLICATIONS AND NEXT STEPS

The research from both the survey and the focus groups shows that there are several strongly felt, clear priorities of Oakmont residents. These deserve inclusion in the long-range plan and in the Board's agenda.

- Preserve Oakmont's own **open space** and maintain access to **Annadel**. This means that any proposal should be evaluated in the context of its impact on open space and the peaceful nature of the community.
 - Many people see the bucolic setting of Oakmont, with its location in wine country, as being its key point of difference from newer communities that have to rely on activities and facilities to attract residents.
- Develop alternative plans to update the **Berger Center**, which is used by a high proportion of residents on a frequent basis. Some residents want a modest update while the majority wants extensive remodeling, even rebuilding.
 - Any plan, and its accompanying cost, should seek buy-in from residents and welcome their ideas for Berger's improvement before decisions are made for its future.
- Homeowners in Oakmont are concerned about preserving their **property's value**. They see that this can be achieved in a variety of ways:
 - Recognize that the preservation of the golf courses is crucial to the protection of property values. Every effort needs to go into keeping them as open space, even if one or both is no longer used for the game of golf.
 - Maintain the appearance of Oakmont and enhance the appeal of the common areas with improved landscaping and upkeep.
 - Work with the tenants of the commercial spaces near the entrance on Oakmont Drive to modernize, upgrade and reduce haphazard signage.
 - Keep up the appearance of private homes and streets through enforcement of CC&Rs, while improving how the Architectural Committee communicates with residents.
 - Use OVA influence with the city to keep Oakmont as a safe place by improving streets, sidewalks, lighting and traffic.

- When planning for the long-term future of Oakmont, it makes sense to pay particular attention to the wants and needs of the **youngest residents** who say, for the most part, that they plan to stay in Oakmont for the rest of their lives. Compared with the population of Oakmont as a whole, younger residents (under 66) are:
 - More concerned with fitness, as evidenced by their greater use of and interest in expanding the Fitness Center, and in safeguarding access to Annadel from Oakmont. They are also heavier users of the pools.
 - Not more likely to play court sports. More of them play bocce than pickleball or tennis.
 - More interested in having a gathering space like a coffee shop or wine bar to connect with their friends and neighbors.
 - More interested in ensuring that Oakmont is keeping up with trends in new technologies, specifically by expanding access to Wi-Fi/internet, exploring the viability of solar panels, and (in comments and focus groups) making Oakmont environmentally sustainable.
 - More interested in adding a dog park and expanding the community garden.
 - More likely to be facing financial difficulties, with almost one-fourth saying they are very concerned about meeting their current and future financial needs. However, despite this, two-thirds of the youngest residents are willing to pay at least \$10 more a month in OVA dues.
 - Less likely to be retired, with almost one-fourth still working full-time. Their access to daytime Board meetings and to the OVA office during opening hours is limited as a result.
- And given that the majority of residents are 66 and older, and that the youngest residents expect to age in place, we cannot ignore the needs and wishes of **older residents**.
 - While they do tend to be more financially conservative, older residents still want Oakmont to be well maintained, with its assets preserved.
 - Older women want to see more walking paths suitable for physically challenged residents, with benches placed at close intervals.

- Finally, many residents would like to see changes in the way in which the **Board** responds to the community.
 - The biggest complaint concerns the perception that the Board listens to a few “squeaky wheels” without considering the opinions of the majority of residents. There were numerous comments to this effect.
 - This relates to a broader perception that Board decision-making is sometimes arbitrary, opaque and hasty.
 - The survey was applauded and was taken as a good sign that this Board wants to hear from residents regarding the future of Oakmont.
 - While some residents preach financial constraint and sensitivity to the limited resources of retired people, others want to have a Board more willing to invest in the future, beyond maintaining the status quo.
 - But both sides appear to agree that it is indeed necessary to spend money on keeping up the appearance and quality of Oakmont. It is only when it comes to expenditure on new projects rather than maintenance that they differ.
 - Needless to say, if the Board were to ignore all “voices of Oakmont” and continue to listen only to the loudest when making decisions, then the good will generated by the survey would no doubt be lost.

Next Steps

Based on this research, we are recommending the following actions for the near term:

- Continue to develop a long-term strategic plan that has buy-in from a wide swath of Oakmont’s residents, and incorporates the findings of this research. Be open and communicate the planning process to residents as it unfolds.
- Encourage more involvement from groups that are underrepresented on the Board, especially younger women.
- Recognize that the golf courses are important not only for the golfers, but for everyone in Oakmont concerned about property values and the preservation of open space. Reframe the issue this way, and make every effort to explore alternatives with the OGA and course owners before the issue becomes more urgent.

- Put time and effort into initiatives that may improve Oakmont without incurring any significant cost. These include:
 - Work with the city to improve streets, lighting, sidewalks and other non-OVA infrastructure with a view to safeguarding the appearance of the community and the safety of its residents.
 - Work with commercial businesses to improve the appearance of the strip along Oakmont Drive, the main entrance into Oakmont.
 - Retrain and refocus staff of the Architectural Committee so that rules may be enforced without upsetting, or even insulting residents.
 - Ensure that access to Annadel from Oakmont is a priority.
 - Study the cost and feasibility of upgrading Oakmont's Wi-Fi system, solar panels and drought management.
- Continue to reach out to residents for their opinions on key issues by using inexpensive online surveys. One group that has not been heard are the renters – representing about 30% of residents but only 9% of those completing this survey.
 - The OVA has no control over the number of renters, but the community could benefit from finding ways to encourage them to become more involved residents of Oakmont.
- Other initiatives that involve the significant expenditure of funds should also be the subject of more resident research once plans and costs are more fully developed. These include:
 - Updating or expanding Berger
 - Central gathering space – coffee shop, wine bar
 - Expanding Fitness center
- Some projects will continue to raise opposition because they are seen as benefiting the few at the cost of the many. Serious thought should be given to funding these projects using payment-for-use rather than raising dues or debt for all residents. These include:
 - Dog Park
 - Pickleball
 - Community Garden expansion
- Finally, let us not forget that the residents of Oakmont love it here!

LISTENING SESSIONS

Conception and Organization

- The listening sessions were created to provide all Oakmont residents with a forum where they could air concerns and ask questions. Their comments would provide input to the long-range planning and research process.
- The sessions were intended to ensure that residents felt a sense of inclusion in the research project as things progressed, and that transparency about developing the focus groups and survey was maintained.
- Multiple announcements for the listening sessions were made through the OVA Manager's e-blast and the Oakmont News as well as signs throughout Oakmont.
- There were four listening sessions, each focused on a specific topic:
 - Community Appearance and Surroundings
 - Facilities and Recreation
 - Administration and Community Services
 - General Topics
- Sessions were held in late August and early September 2014. Each lasted approximately two hours.
- Two members of the Research Steering Committee, Lisa Berman and Kathy Cirksena, facilitated the sessions.
- At each session, the Berger Center was used and set up so that speakers could come to a microphone and pose their questions or comments. Each speaker was asked to limit themselves initially to three minutes, and also had the option to speak a second time if no others were waiting to speak.
- Response from the community to these sessions was very positive.

Attendance

- Attendance ranged from a high of about 100 to a low about 40 residents.
- Sessions were all transcribed and the transcriptions are available in Attachment A. ([link](#))
- Comments from the listening sessions were mined for themes to use in the focus groups and the survey.
- An article appeared in the Oakmont News reporting on the substance of the sessions.

Summary of Key Findings

Community Appearance (Aug. 28)

- Comments indicated that Oakmont looks dull and dated and that both landscaping and home appearance needs to be addressed.
- HOAs seem to have a particular problem keeping up landscaping and paint.
- Some residents asked for more modern paint color choices and the option to use brighter colors.
- Landscaping issues need to be addressed in Oakmont common areas.

Facilities (Aug. 29)

- Residents expressed the strong desire for pools, rec centers and other facilities to be updated and enlarged.
- Artists, in particular, need more space and equipment to meet needs.
- Incoming Boomers continue to demand a larger, more up-to-date fitness center and other athletic facilities.
- Some asked for pools to be retrofitted to meet the needs of handicapped residents and those who need to use them for therapy.
- The Berger Center was particularly noted as being old and worn, lacking enough space for some events and not the best representation of Oakmont's vitality.

Administration (Sept. 3)

- General comments indicated that office staff, other staff and the Architectural Committee need to provide more information, be friendlier and more service-minded.
- There is a need for much better communication in Oakmont, with residents calling for online activities and calendars, electronic signboards, closed-circuit TV and fewer billboards.

Other Comments (Sept. 9)

- At the final listening session, residents offered a wide range of comments. Many were reflective of comments made at previous sessions.
- In addition, requests were made for more arts events and art classes, improved sound systems, more community gardens, more ADA-compliant facilities with better handicapped access and balancing spending funds on current needs and future needs.
- Comments were made both against and in support of the planned Central Park and its pickleball courts.
- A request that all members of a household be allowed to vote in Oakmont elections received enthusiastic applause.

FOCUS GROUPS

Introduction

- Nine focus groups were conducted for the Research Steering Committee of the Long-Range Planning Committee. The main purpose was to provide guidance for designing the community-wide resident survey.
- All attendees were residents who had volunteered to take part in a focus group about Oakmont. Ten were recruited for each group, though not all came.
- The groups were defined as follows, (# attending):
 - 1 – Men, 66-75 – (7)
 - 2 – Women, 66-75, live with someone – (10)
 - 3 – Women, 66-75, live alone – (9)
 - 4 – Women, 55-65, live alone – (9)
 - 5 – Working, men and women, 55-65 – (7)
 - 6 – Women, 55-65, live with someone – (9)
 - 7 – Women, 75+ (8)
 - 8 – Men, 75+ (6)
 - 9 – Residents of Oakmont Gardens, men & women (10)
- Each discussion was held in Oakmont at the CAC or the East Rec in December 2014. The Oakmont Gardens group was held there in January 2015.
- Focus group discussions are free flowing, allowing for spontaneous comments. The moderator uses a topic guide. A copy of this is included on Appendix A.
- Each two-hour session was audio-recorded. Complete transcripts are available in Attachment B. ([link](#))
- The groups were recruited and moderated by Francesca Johnson of Research Arts, Inc.
- A PowerPoint presentation of the results was made to the Research Steering Committee in late December 2014. A copy of this is available in Attachment C. ([link](#))

Key Findings of Focus Groups

OAKMONT'S STRENGTHS

- Across all demographic groups, there was widespread agreement that Oakmont is a wonderful place to live with multiple benefits.

LOCATION

- The beauty of the valley and Oakmont's setting within it
 - Peace, tranquility, quiet
 - Nature, wildlife, mature trees
- Annadel, and the proximity to hiking
- Proximity to Wine Country, Sonoma, Santa Rosa and San Francisco
- Northern California with its more progressive population
- The weather, no snow, lacking the heat of AZ and the desert

HOUSING

- Detached, single-level homes - not apartment-style like Rossmoor
- Affordable / good value for the Bay Area
- Low OVA fee compared with other communities with amenities,
- Spacious yards – for pets, gardening and privacy.
- No children or teens disturbing the peace
- Classic, traditional, “leave it to Beaver” style

PEOPLE

- Friendly and welcoming, kind and supportive
- Bright, well-educated, professional; curious, interested and interesting
- Young-at-heart, and increasingly made up of younger Boomers
- Accepting, progressive (especially important to gay residents)
- Similar to themselves in socio-economic characteristics; but some people felt that Oakmont is “very white” and would prefer it to be more ethnically diverse
- Big enough to meet people with similar interests, but not too big

VARIETY OF PHYSICAL ACTIVITIES

- The Fitness Center, plus classes like yoga and the chair classes at the Gardens
- Hiking, especially in Annadel
- Dog walking
- Swimming
- Tennis and pickleball
- Bocce ball
- Gardening in the community gardens
- Golf, though very few people played regularly (mostly men)

ENGAGEMENT

- Lifelong learning
- Concerts and performances
- Bridge
- The library
- Arts and crafts
- Clubs for diverse interests and socializing

SAFETY

- Women who lived alone felt safe living in Oakmont.

CHALLENGES for OAKMONT

- Despite their professed love of Oakmont, focus group participants still felt it faces challenges.

AGING BUILDINGS

- Concern that the public buildings are not being adequately maintained.
 - Berger - seen as in dire need of modernization, including an updated kitchen, floor, sound system, and a larger auditorium.
 - The commercial / retail area – seen as outdated, shabby, and not worthy of a “premier adult community”.
 - The Golf Course facilities – outdated and poor quality compared with places like Del Webb.
- Focus group attendees wanted to see rules reinforced regarding upkeep of private homes, recognizing that elderly residents may need physical or financial assistance in order to comply.

ENTRANCE

- Attendees saw the entrance to Oakmont as key to projecting an image of a vibrant, well-maintained community.
- Many people cited the current entrance and commercial area of Oakmont Drive as giving a very poor first impression – not projecting an image of a vibrant, well-maintained community.
- The entrance sign was seen as unattractive and dated. Boomers did not care for the description as “An Active Adult Community.”
- The commercial buildings on Oakmont Drive were seen as dowdy, dated, downscale and lacking any cohesive architectural design. Residents did not like the mish-mash of signage.

LANDSCAPE

- Peoples' concern about maintaining the public and private buildings extended to the landscaping.
 - Some HOAs show little consistency and arbitrary rules when it comes to maintaining the landscaped area.
 - Some owners in OMAs are not keeping up appearances.
- Several complained about the architectural committee – an unhelpful attitude and arbitrary rule enforcement.
- Access to Annadel was a very important issue for users of the park.
- A few people wanted to see the community gardens expanded.

FITNESS

- Some wanted the fitness facilities expanded – more space and more machines.
- A fitness center was seen as important - attracts younger buyers.
- Some younger attendees wanted pickleball courts, bike lanes and a softball field.
- Some older attendees wanted an indoor therapy pool with walking lanes, more chair fitness classes and level walking paths with enough benches for the physically challenged.

GOLF

- A relatively small group of people was knowledgeable about the golf courses in Oakmont and knew that the OVA does not own the courses.
- People who were knowledgeable did express strong feelings about golf:
 - Concern about the viability of the courses
 - Recognition that golf is declining nationally
 - Concern about the negative impact on property values should the golf courses fail or be sold for development
- Several people suggested that one course could be repurposed as a park. Suggestions included adding natural landscaping, walking paths, a dog park, gazebos for meetings, performance spaces and picnic areas.

STREETS / TRAFFIC

- The traffic both within and outside of Oakmont was a key concern, despite most knowing that this is a city issue.
- Residents felt that the OVA should muster the considerable political clout of Oakmont and put pressure on the city to address their concerns.
- Inside Oakmont, issues included lack of ADA-compliant curbs, poor street lighting, speeding and other traffic violations, and emergency preparedness
- Outside Oakmont, issues included traffic on Highway 12 and cars entering Oakmont from surrounding communities.

GOVERNANCE

- Residents wanted to see the Board act for the majority not a few "squeaky wheels".
- They wanted a well-considered master plan rather than reactions to the requests of a noisy few.
- Men with leadership experience noted that there was difficulty in recruiting volunteers for the Board and committees. They saw a problem with term limits – knowledge and experience leaves with the person.
- Some women felt that they were underrepresented on the OVA Board and not sufficiently respected by the men.

STAFF

- Several residents praised Cassie, seeing her as an improvement over recent managers. They like her email blasts and positive attitude.
- However, there was some criticism of the OVA office, including an unwelcoming, unhelpful attitude, and limited hours for working people.
- There was also criticism of the standards of maintenance, with complaints that the facilities were dirty, especially the floors.
- The most scathing criticism was of the person heading the Architectural Committee as rude and arbitrary.
- In general, residents wanted greater use of technology and availability of information and forms online.

COMPETITION

- Some residents who were relatively new to Oakmont and/or had experience with other retirement communities compared it to the newer communities built by Del Webb and Trilogy.

FUTURE VISIONS of OAKMONT

- Many ideas emerged from the focus groups when asked about the Oakmont of tomorrow. These ideas were helpful in developing the survey questionnaire.
- An overarching suggestion was for the development of a holistic master plan following the work of the LRPC. Participants praised the Board for initiating the research among residents.
- Here, not in any order of importance, is the wish list that emerged from attendee's comments.
- **A Bigger Better Berger**, though not one connected to CAC
 - Possibly two-story, with offices and meeting rooms above
 - Incorporate meeting rooms into auditorium for expansion
 - New floor, kitchen, sound system
 - Better acoustics, hearing loop
 - Fireplace room as "gathering place"
- **An expanded central complex**, combining Berger and CAC, consisting of:
 - Main offices
 - Gathering places – coffee shop, wine bar or pub
 - A new auditorium / performance space
 - Commercial kitchen
 - Expanded and state-of-the-art fitness center
 - Indoor therapy pool with walking lanes
 - Library
 - Meeting rooms
 - Art rooms, wood shop, tech center
- **A healthier commercial environment**
 - Help restaurants succeed – too many have failed
 - A grocery store like Oliver's or Trader Joes with ready-to-eat prepared meals and healthy, organic alternatives
 - Subway sandwich shop + pizza
 - A gas station
 - Consignment shop
- **Expanded Fitness**
 - More machines that people use
 - Chair classes outside of the Gardens
 - Indoor therapy pool
 - Extended hours for trainers, supported by OVA not club dues
 - Brighter, bigger space

- **Replace One Golf Course with a Park**
 - Walking paths with benches
 - Flowers, natural landscaping, shade trees
 - Pavilions and gazebos for meetings and gatherings
 - Performance spaces
 - Dog park, fenced
 - Expanded community gardens
 - Softball field (+ food trucks for watchers)
 - Children's play area (though some people want no kids in Oakmont)
 - Pickleball (away from homes)
- **Architectural / Landscape**
 - Enforcement of guidelines / CC&Rs
 - Solar panels on public and private buildings
 - More responsive staff – online access
 - Knowledgeable landscapers (not just mow-blow-go)
- **Improved access to Annadel**
 - For hikers, bikers and trikers
 - Improved parking
- **Safer streets**
 - More police patrols for traffic stops
 - ADA-compliant sidewalks and curbs; wheelchair access
 - Better lighting
 - COPE plan – communicated to all residents
- **HOAs**
 - Consolidate into one "super" HOA with common rules and shared buying power
 - No confusion about HOA vs OMA when purchasing
 - Consistent landscaping
 - A cap on the number of renters
- **Support for residents:**
 - Go-to person for information on service providers, etc., especially for newcomers.
 - Located in a visitor center and supported by volunteer docents
 - A Big-Sister program, pairing newcomers with long-time residents (suggested by women only)
 - Bulk-buying discounts

- **Medical services**
 - Urgent care
 - Pharmacy
 - Relief for caregivers by providing outings to shut-ins

- **Use of tech:**
 - Online access to forms, calendar, room availability, all communications
 - Community-wide free Wi-Fi

OVA MEMBERS ONLY

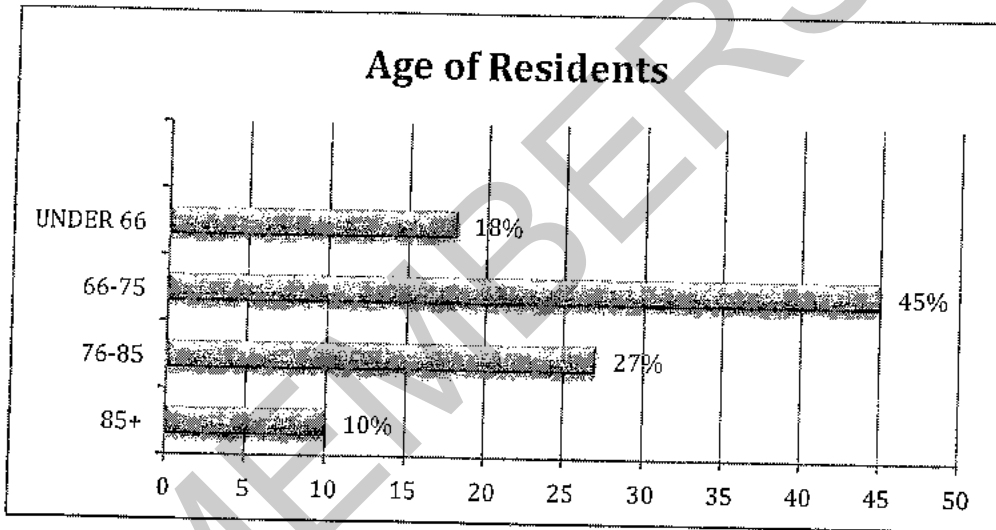
DETAILED FINDINGS FROM RESIDENT SURVEY

DESCRIPTIVE FINDINGS

Profile of Survey Participants

Age and Gender

- The majority of survey participants (62%) are women, consistent with the proportion reported by the US census.
- The median age of participants is 72, meaning about half are older. The youngest is 47; the oldest is 103.
- The largest group participating in the survey is made up of residents in the 66-75 age range - almost half the respondents.



- Male respondents are a little older on average than the women taking the survey. A total of 43% of the men are over 75, versus only 32% of the women.

Age/Gender	TOTAL	Women	Men
Under 66	18%	21%	14%
66-75	45	47	43
76-85	27	24	32
85+	10	8	11
	100%	100%	100%

Race, Education and Retirement

- Almost all the respondents identify as non-Hispanic white, with English as their native language.
- A total of 83% are retired, with 7% working full-time. However, only 55% of the youngest residents are retired and 22% of them are still working full-time.

Age/Work	Total	Under 66	66-75	76-85	86+
Retired	82%	55%	82%	94%	96%
Work full-time	7	22	5	1	1
Work part-time	9	16	11	4	0
Disabled/unemployed	2	7	2	1	3
	100%	100%	100%	100%	100%

- The majority of Oakmont residents have a college degree. The level of education is usually higher among younger people, with the exception of those holding a doctorate degree.
- A total of 5% of women have a doctorate degree versus 18% of men (includes MD, PhD, JD, etc.)

Age/Education	Total	Under 66	66-75	76-85	86+
No college	7%	5%	5%	10%	13%
Some college / AA	25	22	25	26	33
Bachelor's Degree	35	41	34	34	31
Master's	23	25	26	19	13
Doctorate	10	7	10	11	10
	100%	100%	100%	100%	100%

Gender/Education	Women	Men
No college	7%	6%
Some college / AA	30	18
Bachelor's Degree	36	33
Masters	21	24
Doctorate	5	18
	100%	100%

At Home in Oakmont

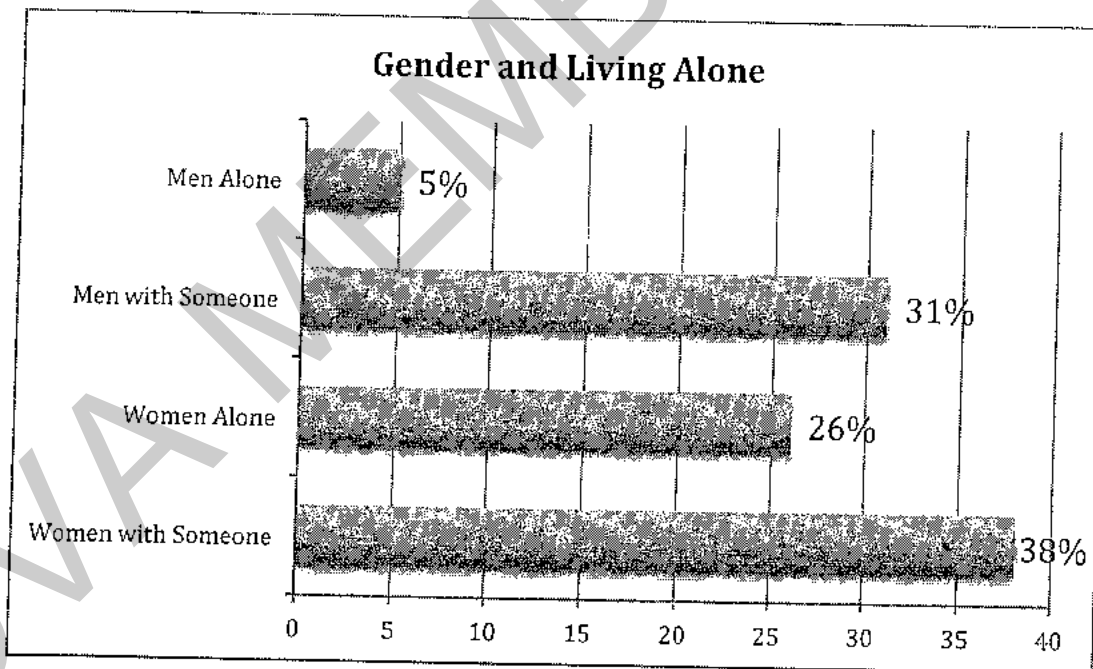
Sharing a Home

- In total, 68% of all residents live with someone, in almost all cases a spouse or partner. The older the resident, the more likely are they to live alone.
- Women are far more likely to live alone than are men – 42% of women versus only 14% of men.

Age/Live Alone	Total	Under 66	66-75	76-85	86+
Live with someone	68%	79%	71%	64%	49%
Live alone	32	21	29	36	51
Total	100%	100%	100%	100%	100%

Gender/Live Alone	Women	Men
Live with someone	58%	86%
Live alone	42	14
Total	100%	100%

- The largest group consists of attached women (38%); the smallest group consists of men who live alone (5%).

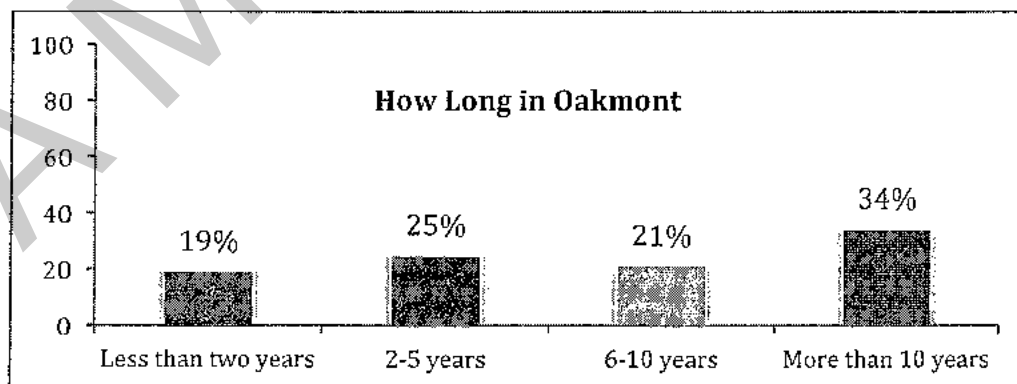


Housing

- Of the people completing the survey, nine out of ten own their homes.
 - 15 people (1%) who live in Oakmont Gardens completed the survey.
 - A total of 9% of respondents rent their home – a lower rental percentage than the approximately 30% gleaned from OVA data. (Renters were less willing to take the survey or feel it was relevant for them).
- A total of 16% of current owners had rented prior to buying in Oakmont.
- A little over a third (37%) live in an area maintained by an HOA. This is similar to the known proportion for Oakmont, where two-thirds of residents live in owner maintained homes.
- Ownership and type of maintenance does not vary by any key demographics including gender, age or length of time in Oakmont.

The Move to Oakmont

- Immediately prior to moving to Oakmont, most people (70%) lived in Northern California, 22% came from another state, 7% from Southern California, and 1% from another country.
 - Clearly, the majority of people who move to Oakmont are already familiar with the Bay Area.
- A total of 44% of the participants have lived in Oakmont less than five years compared with 34% who have lived here more than ten years.



- As might be expected, younger people have moved here more recently than older residents:
 - 74% of residents under 66 years old have lived in Oakmont less than five years.
 - 78% of residents over 85 have lived here more than ten years.

Moved to Oakmont	Total	Under 66	66-75	76-85	86+
> 2 years	19%	34%	22%	11%	5%
2-5 years	25	40	27	17	12
6-10 years	21	17	29	17	6
+10 years	34	9	23	55	78
Total	100%	100%	100%	100%	100%

- Almost half (45%) of those who live alone have been here more than ten years while half (49%) of those living with another person have been here less than five years.

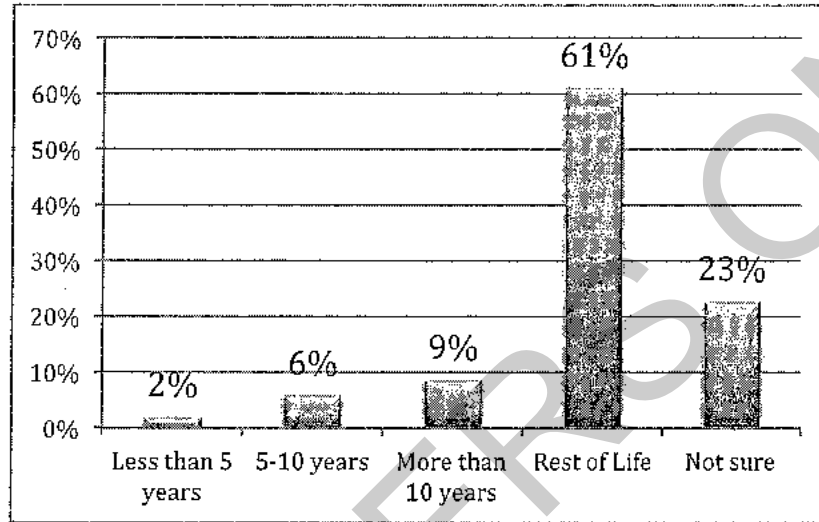
Moved to Oakmont	Total	Live Alone	Live With
> 2 years	19%	16%	21%
2-5 years	25	20	28
6-10 years	21	20	22
+10 years	34	45	29
Total	100%	100%	100%

- Renters have come more recently (67% in the past five years) compared with owners (43%).

Moved to Oakmont	Rent	Own
> 2 years	39%	18%
2-5 years	28	25
6-10 years	16	22
+10 years	18	36
Total	100%	100%

- When asked how long they plan to stay in Oakmont, very few people (8%) have definite plans to move on in the next ten years.
- Most people either plan to stay the rest of their lives or are not sure what the future will bring.

How long plan to stay in Oakmont



Health & Happiness

Quality of Life

- Participants were asked to rate their quality of life from 0-10, with a higher number meaning better quality of life.
- 82% rate their quality of life at 8 or higher.
- Women are somewhat more likely to be "perfectly" content, with 32% rating their QoL at a 10, versus 24% of men.

Physical Health

- A total of 69% rate their physical health as excellent or very good.
- This varies by gender, with 64% of men and 71% of women rating their health this positively.
- A total of 7% of residents feel their health is fair or poor. This rises to 17% among people over 85 years old.

Memory

- When asked about memory, 71% of participants rate theirs as excellent or very good.
- Among residents over 85, this drops to 48%. A total of 18% of these oldest residents describe their memory as fair at best.

Hearing

- A total of 43% of men and 26% of women say they have some level of hearing loss – 33% of all residents
- 8% of all residents report they have trouble hearing at OVA events - less than a fourth of those with some hearing loss.

Driving

- A very small number of people (4%) are no longer driving; most of them are over 85 years old.

Connections

Family

- Among survey participants, one-third say being in close proximity to their family is VERY important to their life in Oakmont. Another third say it is NOT important at all, with the remainder falling between these two views.

(Grand)Children

- A total of 43% of residents have visits from children under 18, presumably their grandchildren. The majority (63%) of them report sharing the Oakmont facilities (like the pools or tennis) with visiting children.
- When asked about their interest in a children's playground, only 17% of residents who have children visiting them express strong interest by rating it as 7 or higher. This may be because the children who visit them are too old to enjoy a playground.
- In the open-ended responses, several people expressed their strong opposition to building a children's playground in Oakmont.

Pets

- A large minority (44%) of residents has at least one pet – 28% have a dog and 18% have a cat.
- Almost half of dog owners (45%) express strong interest in having a newly built dog park.
- In the open-ended responses, several dog owners voiced their hope that the polo field would continue to be available for their use. However, most dog owners would prefer to have a fenced dog park.
- The main reasons given by non-owners for not wanting a dog park in Oakmont concern the potential noise and opposition to spending money on anything not used by the majority of residents.

Social Support

- A total of 74% say that they have a close friend in Oakmont.
- Even more (85%) have someone on whom they can call for help when needed.
- In the open-ended responses, we find numerous references to the kind and caring people of Oakmont.

Financial Concerns

Current Financial Concerns

- When asked about meeting their **current** financial needs, half (52%) report that they are not at all concerned.
- A total of 16% are VERY concerned about their current finances. This rises to 23% of the younger residents under 66.
- Women and residents who live alone are more concerned than men and couples about their current finances.

Current Financial Need	Total	Under 66	66-75	76-85	86+
Very Concerned	16%	23%	15%	14%	12%
Somewhat Concerned	32	34	32	30	37
Not at all Concerned	52	43	53	56	51
Total	100%	100%	100%	100%	100%

Current Financial Need	Women	Men	Live Alone	Live With
Very Concerned	18%	12%	19%	14%
Somewhat Concerned	33	32	33	32
Not at all Concerned	49	56	48	54
Total	100%	100%	100%	100%

Future Financial Concerns

- When asked about meeting their **future** financial needs as they age, only 32% are not at all concerned. Again, the youngest residents are the most concerned.

Future Financial Need	Total	Under 66	66-75	76-85	86+
Very Concerned	15%	24%	15%	11%	10%
Somewhat Concerned	53	55	54	52	48
Not at all Concerned	32	21	31	37	42
Total	100%	100%	100%	100%	100%

WHY OAKMONT?

What is Important about Oakmont?

Overview

- Respondents were asked to rate a list of 13 items in terms of importance to their life in Oakmont, as well as rate the importance of access to Annadel.
- In general, these results indicate that the ambience of Oakmont, its sense of community and housing stock tend to be more important features than types of specific activity opportunities.
- The following table shows the percentage of importance for each of the features.
 - Safety, single-level homes, the rural setting, good neighbors, open space and property values were cited as "very important" by more than half the residents.
 - The only item that was not at all important to more than half the residents was golf.

Importance ratings for 13 Oakmont Features

	% Very Important	% Important	% Somewhat Important	% Not Important
Safe environment	74	22	4	1
Single-level house	65	21	8	6
Rural Surroundings	54	32	10	3
Good Neighbors	53	35	10	2
Open Space	51	34	11	4
Property value	51	34	9	6
Facilities	49	38	11	3
Fitness Opportunities	40	31	20	8
Annadel Access	36	18	20	26
Social opportunities	35	37	27	1
Close to my Family	33	18	15	34
Clubs	22	29	30	10
Cultural Events	20	34	32	14
Golf Courses	17	13	15	56

Gender and the Importance of Community Features

- As shown in the following table, with the exception of clubs and Annadel access, significant differences exist between women and men in what they deem to be VERY important about Oakmont.
- For men, golf is significantly more important than for women, ranking higher than clubs and cultural events. Nevertheless, only a minority of men (22%) rates the golf courses as very important to their life in Oakmont.
- For all other features, with the exception of Annadel, more women than men see them as very important.

% Rating VERY Important to Living in Oakmont by Gender

	WOMEN	MEN
Safe Environment	80%	64%
Single-level homes	70%	56%
Rural surroundings	60%	44%
Good neighbors	56%	47%
Open space	58%	40%
Property values	56%	42%
Facilities	53%	42%
Fitness Opportunities	45%	33%
Annadel Access	36%	38%
Social Opportunities	37%	25%
Close to Family	36%	27%
Clubs	24%	18%
Cultural events	24%	13%
Golf Courses	14%	22%

Age and the Importance of Community Features

- As shown in the following table, for the most part, people under 85 tend to be similar in the importance they attach to the various aspects of life in Oakmont.
- The most marked differences are between residents over 85 and their younger counterparts. The oldest residents place less importance on fitness and the rural environs, and more importance on being close to family.
- Younger residents (under 66) place greater importance on access to Annadel than any other age group.

% Rating VERY Important to Living in Oakmont by Age

	Under 66	66-75	76-85	86+
Safe Environment	73%	78%	72%	68%
Single level homes	65%	69%	63%	64%
Rural surroundings	56%	57%	53%	43%
Good neighbors	58%	55%	49%	52%
Open space	56%	56%	47%	39%
Property values	54%	54%	52%	49%
Facilities	53%	50%	49%	40%
Fitness Opportunities	42%	44%	40%	29%
Annadel Access	53%	42%	22%	23%
Social Opportunities	38%	35%	29%	26%
Close to Family	32%	32%	33%	38%
Clubs	26%	23%	20%	15%
Cultural events	23%	20%	21%	12%
Golf Courses	19%	17%	14%	22%

A Closer Look at Oakmont's Strengths: Like and Want Preserved

- In addition to rating a list of factors in terms of their importance to living in Oakmont, residents were also asked to comment on what they like and want to preserve about Oakmont.
- Their comments tend to focus on the following major themes:
 - Oakmont's beautiful setting; living in a peaceful and safe community surrounded by nature.
 - The small-town feel of the community and the friendliness of its people.
 - The importance of keeping up the maintenance of both private and public areas of Oakmont.
 - The attractiveness of the homes and landscaping.
 - The variety of things to do, and the need to keep the facilities up to date and worthy of a premier adult community.
- Here is a selection of the comments about what people like and want to keep about Oakmont.

Environment / Feel Safe

- When asked to put in their own words what they like about Oakmont and feel should be preserved, most people's comments centered around the environment, including open space, proximity to nature and the comfort that comes from living in a safe, tranquil place.
- Comments clustered around the following:
 - Open space, area, land
 - Beauty
 - Quiet / peaceful / tranquil
 - Safe
 - Nature, natural, rural
 - Annadel (access)
 - Trees, oaks
 - Wildlife, deer, quail
 - Golf course (When talking about preserving the golf courses, people were usually talking about open space rather than the game itself).

Comments - Environment / Feel Safe

- *I like the peaceful setting in a beautiful valley*
- *The gorgeous natural beauty of the Valley of the Moon surrounded by Annadel, Hood Mtn & vineyards. It's peaceful, quiet & safe. Please keep the open space; that's what I moved here for.*
- *Access to nature via Annadel and sharing our space with wildlife; the green, open space of the Deer Hill (and the field across from it) and climbing its path*
- *It is a quiet, tranquil and very beautiful area. I would like to this be preserved. We live on the Golf Course, which adds to our view and our enjoyment of the beauty of the area. To me, this is the most essential thing to preserve.*
- *It is a quiet, tranquil and very beautiful area. I would like to this be preserved.*
- *I like that it is a quiet community and that you can walk safely in a beautiful rural atmosphere.*
- *I love the ahhhh feeling as you drive into this beautiful place. The wildness, nature and peacefulness should be preserved.*
- *Safe place to walk, access to Annadel, peace and quiet and natural beauty, including the wildlife.*
- *Personally, I enjoy the open spaces; the beauty of the rural area is what drew me here.*
- *Countryside atmosphere. Access to walking in parks. Would like to retain open and undeveloped hills and ridges.*
- *Active, clean, organized, well located in the wine country, with access to state parks and within Santa Rosa city limits so we have reliable essentials services. We especially like feeling safe and secure in our home.*
- *We love the beauty, quiet and amenities. If too much building both in and around Oakmont occurs it will detract from the overall experience of living here. Shouldn't always be about growth and profit, but "quality of life".*
- *Peace and quiet. I also like the wildlife--I would like to see open areas so the deer and wildlife still wander around.*

Community / People

- Residents also like the friendly, neighborly, small-town feel of Oakmont, and they want that to be preserved.
- Volunteering and the social opportunities in Oakmont add to the feeling of neighborliness.

Comments – Community / People

- *Keep it quaint and like a small town.*
- *Sense of community, that I do not feel like we are Santa Rosa, but we are Oakmont Village.*
- *People here are very friendly - especially to newcomers. As a newcomer who worked full time, I walked and was always greeted with smiles and hellos.*
- *The character of the neighborhoods, many of which include people of diverse income levels living in close proximity*
- *I like the atmosphere here in Oakmont where everyone seems very friendly and people can drive their golf carts down the street. Oakmont has a small town feel to it that we like very much.*

- *Everyone I've met is so kind and friendly. I think some of that is because we are a relatively small community. Keep the size small.*
- *Keep it a friendly and enjoyable community. Do not let rules and regulations make it feel like a police state.*
- *The "quaintness" should be maintained. I do not want Oakmont to become like all the other cookie cutter retirement communities*
- *The current character of the community: relaxed, active, relying on volunteers to get lots done, modest rather than high-end, open to the surrounding community.*
- *Spirit of volunteerism, which lets us live better and accomplish more than communities where everything is done by paid staff.*
- *The sense that if you want it to happen here you have every opportunity to make it happen - volunteers are our driving force and just since I've lived here have made so many improvements and additions to what was already available for residents' physical/mental well-being. It feels like a real community to me, not at all a collection of individuals who just happen to occupy the same space. Residents volunteering and reaching out to neighbors is the backbone of Oakmont.*

Appearance / Maintenance

- *Residents value the attractive homes, grounds and common areas.*
- *Many open-ended comments point up the importance of maintaining the appearance of the community, both the private and public areas.*

Comments – Appearance / Maintenance

- *The overall appearance is great. Every visitor has commented on how fortunate we are to live in such a beautiful area.*
- *The neatness and general clean appearance of the yards and homes.*
- *The beauty of the community, which includes well-maintained houses and lawns and open space.*
- *The pride that people take in their own properties and in the community's appearance.*
- *It is quiet, clean, people maintain their property*
- *The common grounds are lovely and should be well maintained*
- *Making sure that Oakmont yards and open spaces are well maintained.*
- *Maintain clean and caring appearance of all buildings and homes*
- *Making sure properties are well maintained is important.*
- *That the unmaintained yards are kept up and the ones that aren't be maintained for small fee for those who aren't able. Seeing many messy weed-laden yards.*
- *All areas are very well-maintained, Oakmont always looks neat & clean and should be kept that way.*
- *Maintain streets and insist residents maintain their landscaping.*
- *The pride that people take in their own properties and in the community's appearance.*
- *Maintenance of homes is important for overall aesthetic appearance.*
- *Continue focus on the appearance of the property with flowering scrubs, etc. Signage is OK now. Let's focus on more attractive common spaces, medians, and the policing our rules regarding yards.*

Facilities

- Residents like the variety of activities, facilities and events available to them in Oakmont. The facilities available to people in their retirement years are a key reason for living in Oakmont.
- Several people commented on how much they valued Oakmont's facilities and were concerned that they be maintained and kept up to date.

Comments - Facilities

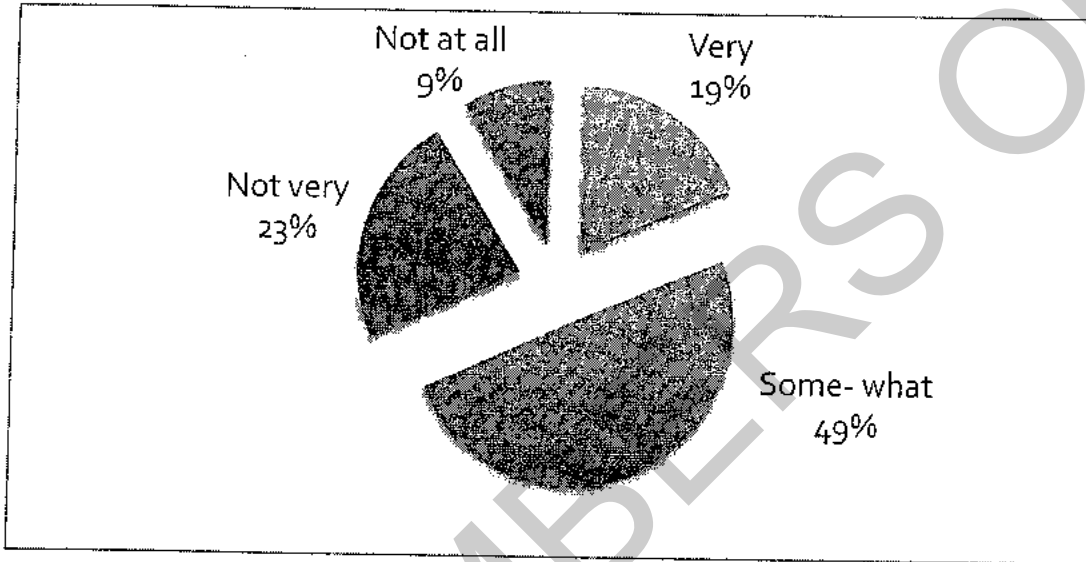
- *I think Oakmont has a nice balance of activities for its residents. However, Oakmont is 50 years old and needs to continually work on updating their facilities in order to stay competitive and increase property values.*
- *Facilities should be maintained and improved where necessary.*
- *I am glad to see the existing facility maintenance so improved. I think that should be the priority, not new facilities.*
- *Keeping its high level of physically active facilities current*
- *Our OVA facilities should be maintained and upgraded to keep our property values high.*
- *Rec facilities, keep them up to date, we're behind now.*
- *Concerned with all the new houses and facilities [fitness and pools] that there will be too many demands and not enough room.*
- *Facilities are good but need upgrading*
- *In general, like and enjoy facilities and living here. Facilities and housing should be well maintained and updated as needed*
- *Simple, nice and well-kept facilities designed for a variety of aging seniors. At this time of life exotic and elaborate are not high on many residents priority of quality-of-life.*
- *We need to expand and add facilities that promote fitness to really live up to our moniker of Active Adult Community!*
- *I like living here. I think that all of the facilities should be maintained and upgraded or replaced when needed.*
- *The facilities that were built over the years were a good start, but need major upgrades to bring them into the condition necessary for residents in 2015.*

ACTIVITIES AND FACILITY USE

General Activity Level

- Seven out of ten people describe themselves as very or somewhat active in Oakmont activities, clubs and events.

How Active in Oakmont



- The group most involved in Oakmont activities, clubs and events are those in the 76-85 age group. Younger respondents are the least involved. There is no significant difference by gender.

Age/Activity Level	Very/somewhat active	Not very / not at all active
Under 66	60%	40
66-75	67%	33
76-85	77%	23
85+	67%	33

- A total of 71% belong to at least one club. More than a third of the respondents are members of three or more clubs.

Belong to how many clubs?

	Belong to club(s)
None	29%
1	17
2	17
3	16
4	11
5+	9
	100%

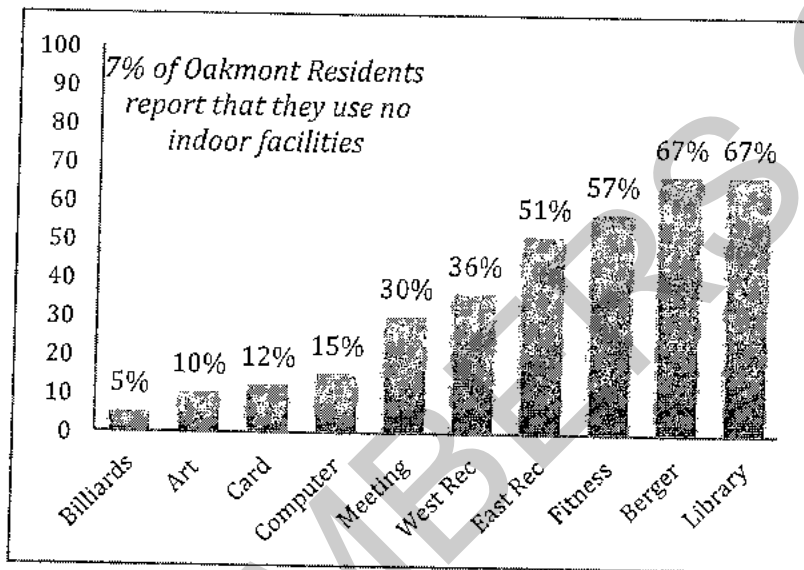
Volunteering

- A third of the respondents volunteer in Oakmont. Residents aged 76-85 are somewhat more likely to volunteer. There is no significant difference by gender.

	% Volunteer in Oakmont
TOTAL	33%
Women	32%
Men	35%
Under 66	27%
66-75	32%
76-85	38%
85+	31%

Use of OVA Indoor Facilities

- The indoor facilities used by the largest number of residents are the Library, Berger, the Fitness Center and East Rec.
- Relatively few people are using the Computer Center, Card Room, Art Rooms and Billiards Room.
- A total of 7% are not using any of the indoor facilities listed.
- The indoor facility used most often by the youngest residents is the Fitness Center. The Library and Berger are used by a majority of all age groups, but less so by the youngest group.

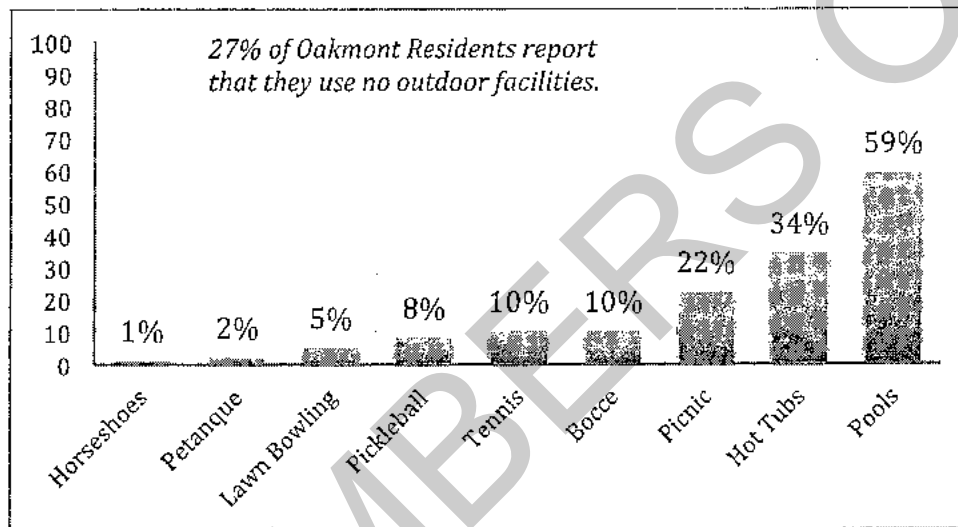


Indoor Facility Usage

% Using by Age	TOTAL	<66	66-75	76-85	86+
Library	67%	62%	67%	71%	63%
Berger	67	60	66	74	64
Fitness Center	57	69	59	57	36
East Rec	51	50	49	57	47
West Rec	36	33	35	44	26
Meeting Rooms	30	24	30	36	30
Computer Center	15	9	14	22	12
Card Room	12	4	10	19	19
Art Rooms	10	12	11	9	6
Billiards	5	8	5	5	2

Use of OVA Outdoor Facilities

- The outdoor facilities used by the largest number of residents are the pools and hot tubs, followed by the picnic areas.
- Apart from these, none of the outdoor facilities is used by more than 10% of the residents.
 - Self-reported pickleball users are approximately 8% or 133 people - which is close to the actual number of members reported.
- A total of 27% of residents use no OVA outdoor facilities.
- Use of the outdoor facilities varies considerably by age, with 49% of the oldest residents using none of those listed versus only 17% of the youngest residents.



Outdoor Facility Usage

	TOTAL	<66	66-75	76-85	86+
% Using by Age					
Pools	59%	71%	65%	54%	36%
Hot Tubs	34%	49	37	27	15
Picnic	22%	24	22	22	14
Bocce	10%	15	9	9	8
Tennis	10%	13	10	11	5
Pickleball	8%	11	11	4	1
Lawn Bowling	5%	7	4	4	5
Petanque	2%	1	1	4	3
Horseshoes	1%	1	1	1	0
None of these	27%	17	23	32	49

Golf

- Golf is a major feature at Oakmont although owned by a private company and not the OVA.
- Of non-OVA outdoor facilities, 42% have used the golf course at some point.
- However, more than half the participants have never played golf here, and only 19% have played within the past six months.
- Women are less likely to use the courses than men.
- A total of 17% (22% of men and 14% of women) rate the golf courses as VERY important to them - very close to the proportion that have played golf on an Oakmont course in the past six months.

Golf Course Usage by Gender

% Playing	TOTAL	WOMEN	MEN
Within last 6 months	19%	15%	24%
6 months or more	23	21	27
Never	58	64	49
	100%	100%	100%

- Frequency of playing golf does not vary greatly by age, with the exception of the oldest residents being the least likely to play at all.

Golf Course Usage by Age

	<66	66-75	76-85	86+
% Playing:				
Within last 6 months	22%	18%	19%	17%
6 months or more	25	26	20	11
Never	53	56	61	72
	100%	100%	100%	100%

Comments about Golf Courses

- Many people list the golf courses as an essential Oakmont asset because of their beauty and the open space they provide, rather than the opportunities to play the game.
- Many comments concern the urgent need to support the golf courses, with some suggesting an increase in dues to do so.
- Most people appear to want to keep the courses as open space, with several people suggesting the repurposing of one course into a park.

Maintain the open space

- *Golf course adds so much to my happiness even though I don't use it.*
- *The quiet, safety and beauty of the community. Much of the beauty is due to the Golf Courses...we need to support the golf club's green belt.*
- *Golf course is beautiful and provides a great scenic backdrop to the entire area.*
- *We live on the Golf Course, which adds to our view and our enjoyment of the beauty of the area. To me, this is the most essential thing to preserve.*

Property Values / Financial Support

- *The golf course is an important asset to Oakmont and should be supported by the OVA. Losing the course would affect property values more than anyone wants to admit... Looking out at the beauty of the course from our home is the reason we originally moved here.*
- *Preserve the golf courses. They are critical not only for golfers, but for all residents. They provide a green belt that is lovely and adds to our property values.*
- *Our green belt, the golf courses, should be kept viable so the value of our homes does not depreciate with the closure of the golf courses. OVA should be ready to enter into some kind of mutually beneficial agreement with the OGC should the need arise.*
- *Without the golf course our values would go down. OVA should consider subsidizing OGC if the golf club is in danger of default.*
- *Like to see Oakmont Golf Course subsidized by OVA to secure its future. It offers beauty and increased value to my property. Without the golf course, the want to live in Oakmont will be diminished. Don't let the golf course fail.*
- *I have always thought every household should contribute to the golf course. It adds value to each home. So a small monthly fee would not be a big thing but would benefit all residence.*
- *Please keep an eye on the long-term health of the Golf Club and develop contingency plans if necessary. The golf course has the potential to significantly impact our home values if the status quo were to change.*
- *Maintain golf courses, through OVA support, if necessary as an asset to Oakmont and a benefit to all residents in so far of increasing property values.*
- *The golf courses are very important to Oakmont. OVA need to do more to help with the maintenance of this great open space. Without the courses Oakmont would be just another development.*

Alternative Uses

- *The Board and all of Oakmont will have to consider different options regarding the golf course. It may very well be the major problem of the future.*
- *If the golf course becomes available to purchase, we should buy it and keep as open space*
- *Let people and their dogs walk the golf paths during non-golfing hours*
- *Additional walking trails need to be developed on the southern edge of the village. The golf courses need to be part of an investigation on how to increase such walking opportunities.*
- *Walking access to Golf Course Cart Paths during very early morning hours*
- *Utilize golf course property for additional activities. Walking, bird watching, night movies, concerts*
- *I would hope the golf course gets turned into a park that we could all enjoy all the time. What a wonderful blessing this would be.*
- *I would love it if OVA could make arrangements with the golf course owner to share the paved paths. The East course is used fairly infrequently at certain times, and if we could have access to walking on a couple of the fairway paths at specified times (esp. in the evening after golfers), that would be awesome. Even kick in to help patch rough spots. Come to an agreement on the legality and liability issues. The golf course property is a huge component of Oakmont and we can't use it unless we play golf. That is sad!*
- *Consider buying up one golf course and turning it into a park/natural area for walking*
- *If the golf course flounders, buy the East Course and turn it into a park with gazebos, walking trails and picnic areas.*
- *We do not need two golf courses. The smaller one should be closed and made into a park for Oakmonters, with picnic areas, outside dancing, walking and biking paths.*
- *Turn one of the golf courses into a nature park for more pleasant walking and better access for wildlife*

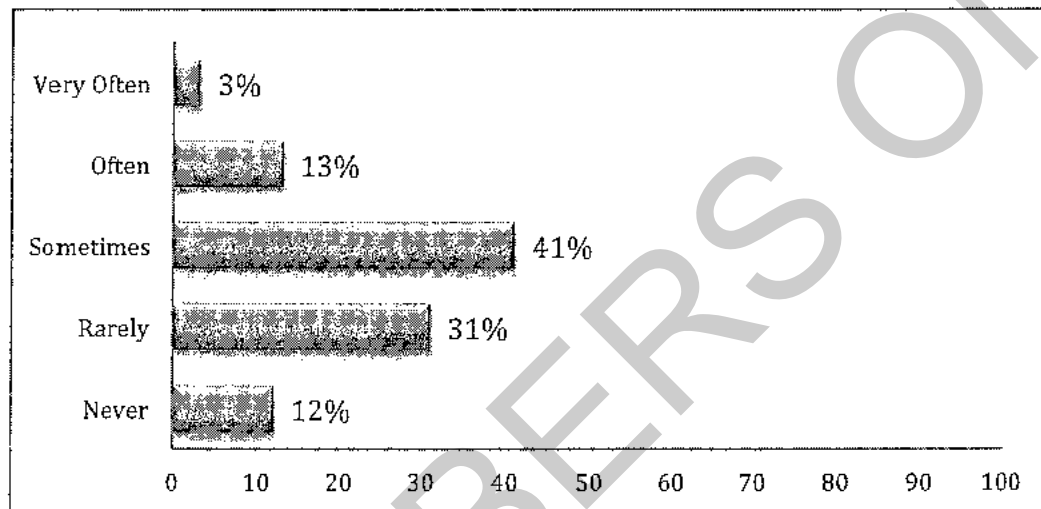
Landscape issues

- *Less fresh water use on golf course. Recycle water was best. Holding ponds for runoff so it can be reused. I hate using fresh water*
- *Replace all grass (including golf course) with native, low water plants*
- *Keep watering all areas around golf courses including areas between golf course and homeowner patios. I moved here for that view and not watering lowers my satisfaction and home value.*
- *STOP the Golf course from poisoning the beautiful Cat Tails and weed whacking the grasses that provide habitat for migrating birds.*
- *Have the runoff from the golf course checked to make sure it is not harming stream water.*

Quail Inn

- More people make use of the Quail Inn Restaurant than the golf courses. A total of 57% are regular or occasional customers.
- 12% have never had food or drink there. Despite not playing the game, only 16% of non-golfers have never been customers of the restaurant.

Frequency of Eating or Drinking at the Quail Inn



Comments about Quail Inn

- Most of the comments about the Quail Inn were critical.
- Several people wanted the hours to be extended.

Negative / Need to Improve

- *There should be a restaurant with great food! Healthy and well-selected items with taste! The Quail Inn is unappetizing!*
- *I feel the quality of the food at the Quail Inn varies. I've had good and then poor meals as well as lackluster service. Oakmont should have at least one restaurant that offers more than the Inn can offer.*
- *There are so many foodies here. The food at the Quail Inn is in a time warp. Most unappealing and unhealthy. The setting is so pretty--they are missing a huge opportunity for Boomers who like to go out and eat*
- *Update menu and quality of food at Quail Inn.*
- *Quail Inn needs to modernize their look to include furniture and decor. It would be nice if they had a wine/coffee bar to help attract more than golfers. Also, it would be great if they would incorporate the deck as an addition to the bar. It would be fabulous if they extended their hours during the summer to enjoy drinks/food on the deck.*

- *Get a good chef for Quail Inn. Don't charge residents for use of the banquet rooms*
- *The little restaurant at the golf club need to be open later so that people can have a nice dinner experience with friends. Not fancy, but it feels kind of tacky the way it is now. Very utilitarian. I never bring our friends who belong to other communities there as it brings down the prestige of the golf course and Oakmont in general.*
- *Extend Quail Inn hours; does not meet the needs of people that work full time. Additionally, update the restaurant and bar.*
- *The Quail Inn is sleepy and old. And it closes too early!*
- *The Quail Inn is a diamond in the rough. So many residents that work full time and commute would love to have the ability to dine there after a long day but the hours prohibit that opportunity. Extend the hours, update the bar and restaurant, open the deck for regular service and increase the staff.*
- *The Quail Inn needs an update and the bar needs to stay open for the evening hours- I would suggest 10:00. A lot of people would enjoy a place to go in the evening.*

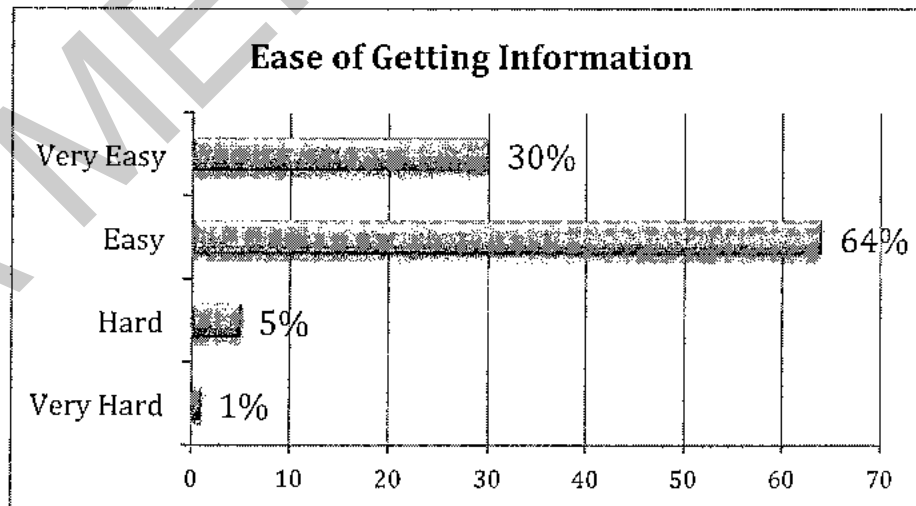
OVA SERVICES

Communication

- Residents use multiple sources to obtain information about Oakmont. Most people get their information from the Oakmont News (97%), with almost half also using Cassie's Friday E-Blast as a source of information.
- About a fourth of the residents are getting some of their information from social media (Oakmont Buzz and Next Door.)
- The E-Blast is reaching more younger residents than those over 85 – also the case with the website and social media.
- Other sources include friends, neighbors and "word of mouth".

	TOTAL	<66	66-75	76-85	86+
% Using by Age					
Oakmont News	97%	98%	98%	98%	96%
Friday E-Blast	45	55	47	41	33
Social Media	23	26	25	21	18
Website	16	16	18	15	8
Calling OVA office	5	6	5	4	6
Online Videos	4	6	5	3	3
Other	18	23	18	16	12

- Almost all find getting information about Oakmont to be easy or very easy. This does not vary by length of time in Oakmont, age or gender.



OVA office

- Many residents (90%) had interactions with OVA office staff in the past year, either by calling or going into the office. The oldest residents are somewhat less likely to have had contact.

Called or Visited OVA office in past year:	TOTAL	<66	66-75	76-85	86+
Yes	90%	89%	90%	92%	83%
No	10	11	10	8	17
	100%	100%	100%	100%	100%

- Of those having contact with the office, about half (46%) were "VERY satisfied" with the experience. This fell short of complete satisfaction but very few were outright dissatisfied.
- In the focus groups, several people felt that the office staff could be friendlier and more helpful.
- In the comments, several people praised Cassie and her management acumen.

Satisfaction with OVA office	TOTAL	<66	66-75	76-85	86+
Very satisfied	47%	40%	46%	52%	50%
Satisfied	48	52	48	45	46
Dissatisfied	5	8	5	2	3
Very dissatisfied	1	1	1	1	0
	100%	100%	100%	100%	100%

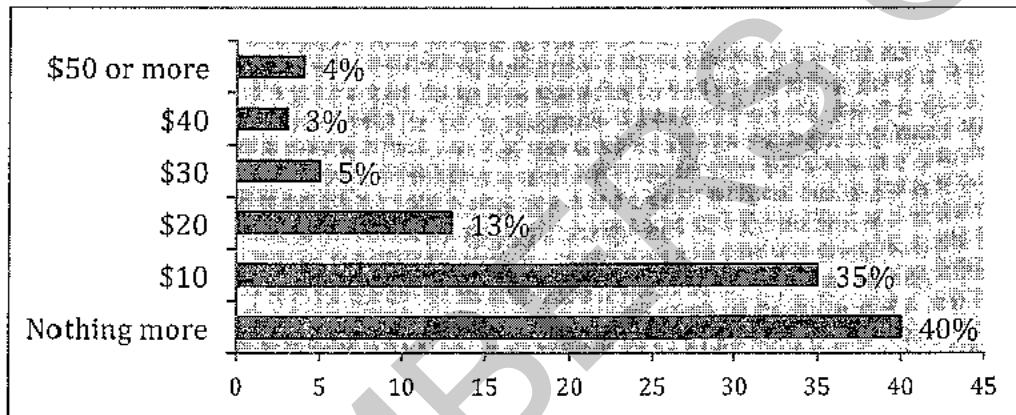
- Office hours from 9-5 meet the needs of 96% of the residents.
- A total of 7% of residents work full-time. One-fourth of those do not feel that the current hours (Mon-Fri, 9-5) meet their needs.

Current OVA hours meet my needs	TOTAL	Work Full-Time
Yes	96%	76%
No	4	24
	100%	100%

OVA Dues & Assessments

- In order to fund their priorities, 60% of residents are willing to pay at least \$10 more a month than the current OVA dues of \$63.
- One-fourth (25%) is willing to pay at least \$20 more.
- Obviously, willingness to incur an increase or special assessment depends on what specific proposals are being funded and may change as more information is available.

Willingness to Pay an Increase in Monthly OVA Dues



- Unsurprisingly, people who are comfortable with their finances are more willing to incur a dues increase.
- However, about half of the people who are struggling financially are also willing to pay at least \$10 more.

Current Finances	Pay no More	\$10+ more	
Very Concerned	52%	48	100%
Somewhat Concerned	46%	54	100%
Not at all Concerned	32%	68	100%

- As the following table shows, renters, those living alone, HOA residents and people over 86 years of age all are more likely to say 'no more' to dues increases. Newcomers to Oakmont are more willing to pay more than any other group.

Dues Increase by Subgroups

Characteristic	No more \$	\$10+ more
Female	39%	61%
Male	41%	59%
Age Groups		
<66	37%	63%
66-75	37%	63%
76-85	40%	60%
86+	54%	46%
HOA Member		
Yes	44%	56%
No	38%	62%
Live Alone		
Yes	45%	55%
No	37%	63%
Moved to Oakmont		
<2 years	35%	65%
2-5 years	40%	60%
6-10 years	41%	59%
>10 years	42%	58%
Ownership Status		
Own	39%	61%
Rent	49%	51%

- Willingness to pay a special assessment for improvements tracked with the support for a dues increase. Only 37% are not at all willing.
 - Interestingly, 44% of those saying no to a dues increase, are not saying a definite no to a special assessment.
 - Conversely, 22% of those willing to pay more in dues are not willing to pay a special assessment.
- As with dues, some of the same groups are saying no to special assessment. Those living alone and those over 86 years of age all are more likely to say 'no more' to special assessment. The following table shows the details.

Support for Assessments by Subgroups

Groups	None	Somewhat Willing	Willing	Very Willing
TOTAL	35%	50%	12%	3%
Women	35%	50%	12%	3%
Men	37%	48%	12%	2%
Ages				
<66	30%	53%	14%	3%
66-75	31%	51%	14%	4%
76-85	40%	48%	10%	1%
86+	51%	43%	5%	1%
Live Alone				
Yes	42%	45%	11%	2%
No	34%	51%	12%	3%
Moved to Oakmont				
<2 years	32%	53%	11%	3%
2-5 years	33%	48%	15%	4%
6-10 years	36%	52%	10%	2%
>10 years	40%	47%	11%	2%
Dues Increase				
Yes	22%	63%	11%	4%
No	56%	30%	13%	1%

RESIDENTS' PRIORITIES FOR OAKMONT

The Berger Center

Berger Use

- Among OVA sponsored activities, attending an event at Berger was the most common, with 78% having done so in the past year.
- Use of Berger was similar for men and women, and not significantly related to the length of time living in Oakmont.
- Younger respondents were somewhat less likely to have attended an event there than those in the 66-85 age group, perhaps because more of them are still working.

In the past year...	
Went to an event at the Berger Center	78%
Took a class	47%
Went to a movie at Berger Center or East Rec	39%
Participated in a discussion group	20%

	% Attending an Event at Berger in Past Year
TOTAL	78%
Women	78%
Men	76%
Under 66	71%
66-75	79%
76-85	82%
86+	74%
Retired	79%
Still working	71%

Berger Center Upgrade

- When asked about a list of options for the future of Berger, the majority of residents wants some form of an upgrade – at the very least a major renovation and update.

	TOTAL
MAINTAIN / DO NOTHING	35%
• Do nothing, let it be	5%
• Continue to maintain, but do no upgrading	30%
UPGRADE+	65%
• Update with improvements such as flooring, kitchen, sound system & other renovations	49%
• Implement significant expansion that would add space as well as update facilities	13%
• Tear it down and start over	4%

- The desire to upgrade Berger was higher among Berger users, women and younger residents.
- People willing to pay more in dues were the most likely to want to see their money going towards upgrading Berger.

	Maintain / Do Nothing	Upgrade +
TOTAL	35%	65%
Berger User	29%	71%
Non-User	48%	52%
Women	31%	69%
Men	40%	60%
Under 66	28%	72%
66-75	31%	69%
76-85	38%	62%
86+	52%	48%
No Dues Increase	56%	44%
\$10+ Dues Increase	20%	80%

Comments about Berger

Many residents took the time to write their comments about Berger in the open-ended responses. This was a topic that people felt passionate about.

Comments included the following suggestions:

Update the Berger Center to a standard worthy of its place as the centerpiece of Oakmont

- *The Berger Center is the centerpiece of our community but currently reflects an outdated, unattractive appearance both inside and outside. I'd like it replaced with an architecturally appealing building with internal attributes such as good acoustics for performing arts groups, decent backstage facilities plus a pleasant comfortable space for multiple use.*
- *I think the Berger center is completely unattractive. I feel like I'm in a high school gym...a run down one. The lighting is atrocious.*
- *An enlarged and integrated central facility that encompasses the present CAC and Berger buildings into a comprehensive center worthy of Oakmont.*
- *Update Berger to modern standard and look.*
- *Revisions to Berger Center should be a priority.*
- *Fix up the Berger center - it looks 1940's-ish!!!*
- *Improve Berger; take into consideration future growth and needs. Have a five and ten year plan that is updated yearly. I feel that infrastructure was not kept up and we are playing catch-up now. Be prepared for changes. Check other senior communities to see how we compare. Look to the future.*
- *The infrastructure is not keeping up with the resident's tastes and preferences. Newer residents are investing heavily in their homes. We have homes selling for 800k plus, and the Berger Center and other facilities (OVA offices) look like the 1950s.*
- *Berger Center and other entrance buildings updated to present a more welcoming and modern presentation. Reviewing other retirement community's entrances might be beneficial.*
- *Continue updating all so we compete well with new complexes. Start with the Berger for large project, keep track of and update small things.*
- *Berger Center renovations and expansions to be more Del Webb like to address the future and loss to other 55 + communities or exodus.*
- *The Berger Center looks very tired on the exterior and needs a facelift.*
- *I feel since so many clubs use the Berger Center for Socials it needs a total remodel. Everything in there is so outdated,*
- *The Berger Center needs to be totally updated, spiffed up, etc.*
- *Update the Berger Center; events should end at 11 not 10.*
- *Berger center complete redo!!*

Expand the space so more people and events can be accommodated

- *Berger Center really needs to be expanded so the special events aren't so terribly crowded. The lighting, sound system, air conditioning, flooring, and kitchen need to be redone.*
- *Enhanced community spaces where residents could congregate. Example: Outdoor stage / music and bbq area included at Berger Center.*
- *Berger Center enlarged and upgraded (much more important than landscaping around it). We have increased membership, but facilities have not kept up.*
- *Larger Berger Center of the Sun City quality.*
- *Modernize the Berger Center's interior and expand its capacity for events.*
- *Berger Center badly needs some remodeling, perhaps adding a 2nd story where OVA offices could be.*
- *The Berger Center should be made two stories and more modern.*

Update the kitchen, audio system, seating, dance floor, etc.

- *The Berger Center should be upgraded for better audio and visual presentations, plus a better kitchen.*
- *Audio system in Berger and East Rec needs to be improved ASAP.*
- *Updating "loop" hearing system in Berger, East and West. Overhaul of all aspects of same bldgs.*
- *Need new dance floor in Berger.*
- *Expansion of the Berger stage to accommodate dance recitals.*
- *The dance floor in the Berger Center is dangerous...just waiting for a broken hip and a lawsuit. Needs to be replaced very, very soon.*
- *Upgrade event seating at Berger Center.*
- *Remove the rugs and drapes from Berger. Replace windows with energy efficient windows. Put hardwood floors throughout. Remove kitchen. It is too small to service a large group.*
- *Upgrades in Berger Center and East Rec., as you are currently doing, i.e., sound systems, kitchens, etc.*
- *Updating the Berger Center, cafe inside Berger Center or main building. The seating in the Berger Center could be improved for attending events or watching movies, 2 hrs. in the chairs is too long.*
- *Update the Berger to better accommodate all of the groups including the kitchen.*
- *A kitchen in Berger that outside caterers can USE (not just reheat and plate) It is increasingly difficult to get new caterers for Oakmont Club events because of the East, West and esp. Berger.*
- *Shade area for outdoor sitting in the Berger center area. Coffee bar and/or snacks available in that area. Benches facing Hood Mountain!*
- *A true theater with comfortable seats that were staggered and ramped so sight lines could be used...big heads or hair at Berger Center aren't fun when you're trying to read sub titles...or listening to a Professor and trying to see the Power Point.*

A few residents talked about their wish to tear down Berger and rebuilt

- *Tear down the Berger Center and build a new facility with a theater, more meeting rooms, a ballroom, a great kitchen so we can have better caterers. Connect this facility to the CAC and expand the fitness center and library. Incorporate a coffee bar/cyber cafe/wine bar into this building with room for people to socialize.*
- *The Berger Center enlarged and made to look more 21st century, new commercial kitchen, knock down room G & the bathrooms, move the bathrooms to the enlarged extension, or build a new Berger next to the cabana and in the greensward area, then tear down the old Berger for parking spaces when the new building is complete.*
- *Berger torn down, rebuilt to 21st century standards.*
- *Total remodel of Berger that includes having connection between CAC.*

Other people talked about the need for careful planning when it came to the cost of a Berger upgrade.

- *Well maintained Berger Center with COMMON SENSE upgrades, continue the rich mix of activities for all.*
- *The Berger center likely should have something done following careful study to determine the most reasonable course for budget and future viability of the project.*

Access to Annadel

- The majority of residents attached some importance to direct access to Annadel from Oakmont, with over a third rating it as VERY important to them.
- There is no variation by gender. However, there were significant differences by age, with a higher proportion of younger residents considering access to Annadel to be very important.

	TOTAL	65 & Under	66-75	76-85	86+
Very Important	36%	54%	42%	22%	23%
Important	18	16	18	20	14
Somewhat Important	20	14	19	26	20
Not at all Important	26	16	21	32	43
	100%	100%	100%	100%	100%

Comments about Annadel

Many people took the time to write their comments about Annadel in the open-ended responses. Here is a sampling:

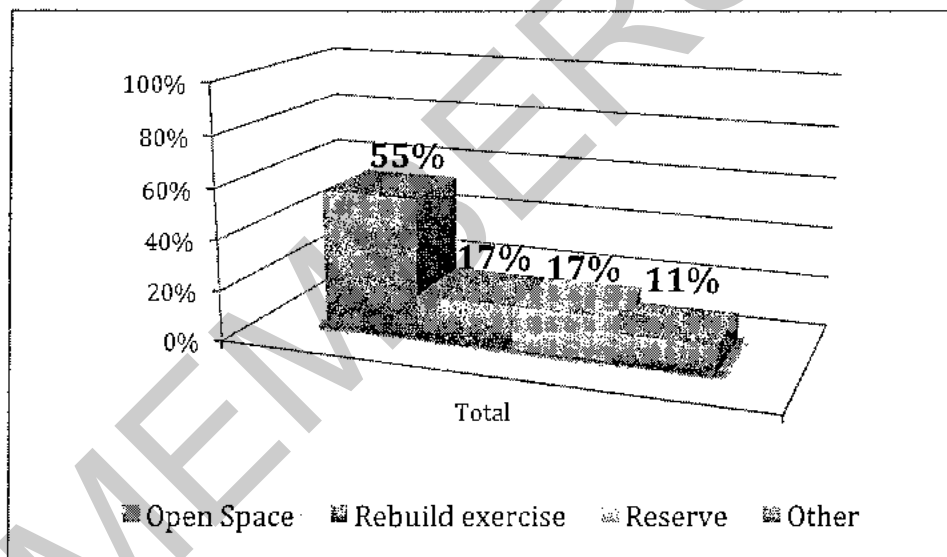
- *Most important is access to Annadel State Park*
- *Access to Annadel is critical; we all go hiking there.*
- *Access to nature via Annadel and sharing our space with wildlife;*
- *Safe place to walk, access to Annadel, peace and quiet and natural beauty, including the wildlife.*
- *I love biking in Annadel, please keep that access open*
- *As rural an atmosphere as possible, with access to Annadel and nearby parks,*
- *Access to Annadel. I like to hike and bicycle there with my husband. ... It is very important for my health and enjoyment of being in nature.*
- *Access to Annadel is the reason I moved here in 1999.*
- *The open space and the trail to Annadel Park should be given back to the people to use.*
- *Create better natural environment spaces for residents to explore. More access points into Annadel.*
- *Guaranteed access to Annadel from the Stone Bridge Road area.*

- *Unrestricted access for biking and walking into Annadel park.*
- *A walking bridge over to Annadel.*
- *Access to Annadel from Pathway at Lower RV Lot*
- *Building the access bridge to Annadel State Park that was proposed in a recent edition of the Oakmont News*
- *We came out here for the glorious surroundings of Annadel and nearby mountains--Oakmont just happened to be here.*
- *Proper access to Annadel Park, possibly one each in the western as well as the eastern part of Oakmont.*
- *I would like to see access to Annadel Park restored on the west side.*
- *Bridge across creek to Annadel that cannot be taken away.*
- *I would welcome some hiking paths, including paths leading into Annadel*
- *Keep access to Annadel at West and Central areas.*
- *Would like better access to Annadel. Benson is surely going to cut off the StoneBridge access. Need a way into the park without using a car and driving 5 miles.*
- *A bridge to Annadel where there once was one. Safety is the issue.*
- *Easier access to Annadel even for bicycle riders so they do not use the walking paths.*
- *I moved here primarily because of the access to Annadel on Stonebridge Rd. Access to even a small bit of nature provides physical, mental and emotional health.*
- *I would like to see Annadel Park access reopened and maintain low cost activities, walking, bicycle riding, etc.*
- *Annadel is to many newcomers as it was to me, a primary reason for selecting this as a retirement community. The health benefit, both physical and mental of access to open space is and has been documented for many decades. Please be aware that this is (along with reasonable dues) what sets us apart from other retirement communities. Thank you.*

Stonebridge Hillside Land

- When asked what the Board should consider doing with the approximately 17 acres of mostly open land near the Community Garden:
 - Most (55%) want the Board to leave the land as open space. This did not vary significantly by gender.
 - A minority (17%) wants to rebuild the existing exercise equipment, and improve the path and fencing. Support for this is lower (10%) among the oldest residents.
 - A total of 17% wants the land reserved for development by the OVA. This differs by gender, with 20% of men favoring development versus 15% of women.
 - The remaining 11% had other suggestions including expanding the Community Garden, creating a park with benches, creating walking/hiking trails, building a dog park or creating a "tot lot".

Stonebridge land use preferences



Comments about Stonebridge

There were only a few open-ended comments about this issue:

- *The hillside along Stonebridge with its hiking path is precious and needs to be retained, especially for those who can't hike into Annadel due to infirmity but can still use the hiking path.*
- *We have plenty of "green space". Large Stonebridge vacant property should be developed either with amenities such as a larger garden, off street parking with public restrooms and/or homes to complete the look of the neighborhood.*
- *The walking paths behind the West REC and the hillside path along Stonebridge is wonderful.*

Respondents' Priorities among Potential Board Initiatives

Overview

- People were given a list of five indoor and ten outdoor initiatives that the Board might consider, and asked to rate their priority for each one on a scale of 0-10, with 10 being the highest level of interest.
- The question read:
 - *What (indoor/outdoor) projects/amenities/initiatives should the Board consider? Select one number from 0 to 10 for each proposal - a higher number means it is a higher priority for you.*
- Respondents' ratings for each initiative have been grouped into the following categories:
- **Skipped**
 - Many people skipped giving some items on the list any rating at all. We cannot know their intention. Skipping may reflect one or more of the following:
 - The item is not a priority for them (equivalent to a 0 rating)
 - Lack of understanding as to what was meant by the description
 - The need for more information before making a decision
 - Survey fatigue or frustration with longer questions, especially when using the slider on the online survey.
- **'0' Rating** indicates no interest in the Board pursuing this initiative or project. It is not a priority for the resident.
- **'1-3' rating** indicates slight interest in the Board pursuing the initiative or project. It is a low priority for the resident.
- **'4-6' rating** indicates some interest in the Board pursuing the initiative or project. It is a moderate priority for the resident.
- **'7-9' rating** clearly indicates a positive interest in the Board considering the project or initiative. It is a high priority for the resident.
- **'10' rating** indicates very strong interest in the Board considering the project or initiative. It is a very high priority for the resident.

- In sum, while we do not know the intentions of the people who skipped answering, we can say with certainty that anyone giving an item a rating of 7 or higher was expressing positive interest, and anyone giving an item a 10 score was expressing maximum interest.
 - The three items garnering the most scores of 7 and higher were an indoor gathering space (like a coffee or wine bar), community-wide Wi-Fi, and working with the city for safer streets
 - Interest was lowest in building a children's playground and in the arts related initiatives.

% Rating Each Item as 7-10 and % Rating Each Item as 10.

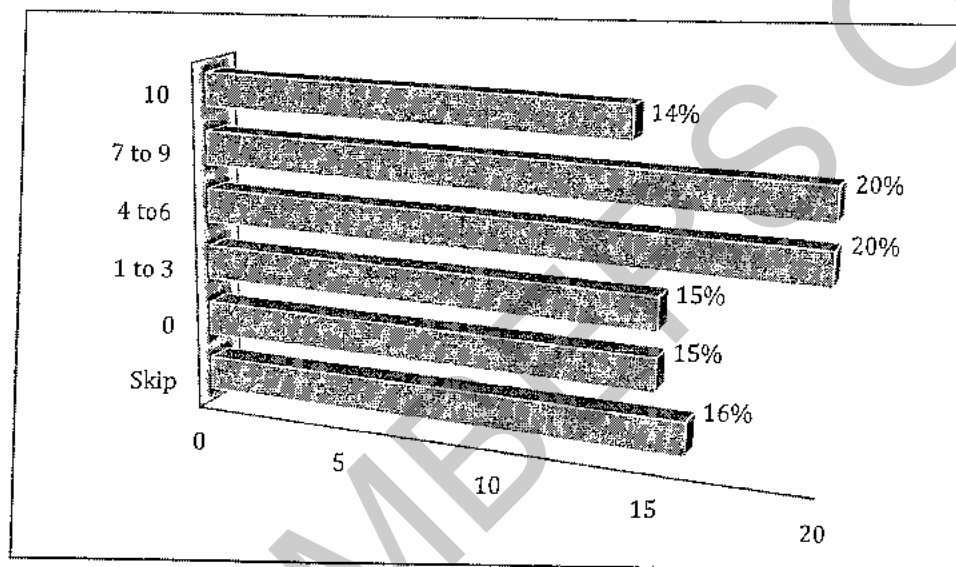
Initiative	% Rating 7,8,9 or10	% Rating 10 only
Gathering Space (coffee/wine bar)	34%	14%
Community-wide Wi-Fi	33%	19%
Safety of streets & sidewalks	28%	14%
Expand Fitness Center	25%	12%
Solar Panels on OVA facilities	25%	11%
OVA sponsored Trips	23%	8%
Build Indoor Pool	19%	10%
Build a dog park	19%	11%
Create Adult Day Health	14%	5%
Expand Community Garden	13%	5%
Build Pickleball Courts	13%	7%
Update signage	10%	5%
Build a playground	9%	5%
Expand Art Room	6%	2%
Commission Public Art	4%	1%

- Each of these potential initiatives is examined in depth in the pages that follow.

Central Gathering Space (like a coffee house or wine bar)

- This was one of the most highly rated initiatives.
 - One-third of the participants showed strong interest (7+ rating)
 - 14% gave this proposal the highest rating of 10.
- A total of 31% either skipped this question or indicated it was not a priority by rating it as 0.

Rating of Priority - Central Gathering Space



- The following table shows that certain groups found this initiative more appealing:
 - A total of 38% of women rated it as 7 or higher compared with only 27% of men.
 - Half of the newcomers (50%) rated it at 7 or higher, compared with only 23% of people who had lived in Oakmont more than ten years.
 - Similarly, 47% of the youngest residents rated this as 7 or higher compared with only 21% of the oldest residents.
 - Among people willing to pay for an increase in dues, 39% rated it as 7 or higher compared with 25% of those unwilling to pay more.

Support for Priorities by Subgroup: Central Gathering Space

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	29%	13%	20%	21%	17%
Men	35%	18%	21%	17%	10%
Age					
<66	21%	12%	20%	25%	22%
66-75	29%	15%	22%	21%	13%
76-85	33%	18%	20%	16%	12%
86+	48%	12%	19%	12%	9%
Live Alone					
Yes	32%	11%	20%	21%	16%
No	30%	17%	21%	19%	13%
Moved to Oakmont					
<2 years	20%	10%	21%	28%	22%
2-5 years	27%	14%	21%	24%	15%
6-10 years	34%	19%	18%	16%	13%
>10 years	39%	16%	22%	14%	9%
Dues Increase \$10+					
Yes	24%	16%	21%	24%	15%
No	41%	14%	20%	13%	12%

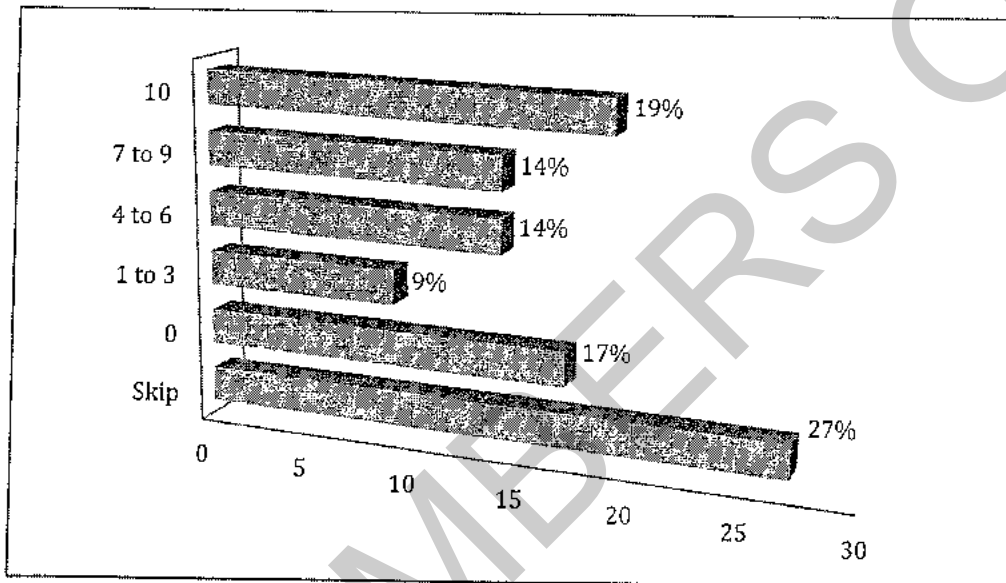
COMMENTS from Survey: Central Gathering Space (Like a Coffee House or Wine Bar)

- *Add space for a centrally located and easily accessible coffee shop and small menu restaurant serving breakfast thru at least mid afternoon (e.g. in Berger or buildings east of Berger)*
- *A gathering place for coffee, snacks, conversation & sometimes open mic so folks can meet outside of a prescribed event*
- *A gathering place with free Wi-Fi that's comfortable and where you can sit and use a laptop along with having some coffee.*
- *A café that serves good quality coffee, tea, and food (like Chloe's French Café). It can be a restricted menu but very fine. It should be inviting; places for people to meet, sit, and talk.*
- *Transform the underused patio behind the CRC into an enclosed coffee shop and social gathering place*
- *I would like to see a coffee shop here. I was sorry to see the last one close. Oakmont is a hard market to make a living in; limited customers, limited money, old codgers. But I would like to see someone try again.*
- *A coffee shop wine bar restaurant would be wonderful*

Community-Wide Wi-Fi

- This was one of the most highly rated initiatives.
 - One-third of the participants rated this as a priority of 7 or higher
 - 19% gave this proposal the highest rating of 10. No other initiative garnered this many 10 scores.
- A total of 27% skipped this question; there seemed to be some confusion as to what was meant by "community-wide" Wi-Fi.

Rating of Priority - Community-Wide Wi-Fi



- The following table shows that some groups found this initiative more appealing than others:
 - A total of 35% of women rated it as 7 or higher compared with 30% of men.
 - 41% of newcomers rated it at 7 or higher, compared with only 25% of people who had lived in Oakmont more than ten years.
 - 44% of the youngest residents rated this as 7 or higher compared with only 25% of the oldest residents.
 - Among people willing to pay for an increase in dues, 36% rated it as 7 or higher compared with 27% of those unwilling to pay more.

Support for Priorities by Subgroup: Wi-Fi

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	44%	8%	13%	13%	22%
Men	43%	10%	16%	16%	14%
Age					
<66	34%	8%	14%	16%	28%
66-75	42%	10%	14%	14%	21%
76-85	47%	10%	15%	14%	14%
86	61%	6%	15%	10%	8%
Live Alone	47%	11%	12%	11%	18%
Do not live alone	42%	8%	15%	15%	20%
Moved to Oakmont					
<2 years ago	36%	11%	13%	16%	25%
2-5 years	41%	7%	14%	18%	20%
6-10 years	47%	9%	12%	14%	19%
>10 years	48%	9%	17%	10%	15%
Dues Increase					
Yes	38%	10%	14%	16%	20%
No	52%	7%	14%	10%	17%

COMMENTS from Survey: Community-wide Wi-Fi

PRO

- *Leveraging our size and membership to get something like Google fiber and community-wide Wi-Fi.*
- *Install a Wi-Fi system so residents can have an alternative to high-priced cable TV. Repeater on top of Sugarloaf? Talk to Google.*
- *Negotiate preferred rates from Comcast and other cable providers for TV/Wi-Fi coverage. We're all paying too much. We have leverage and don't use it to get better deals for residents.*
- *Technology upgrades: availability of low cost Wi-Fi and TV (cable or satellite), cell phone reception,*
- *Make sure the internet and Wi-Fi in the public buildings work properly*

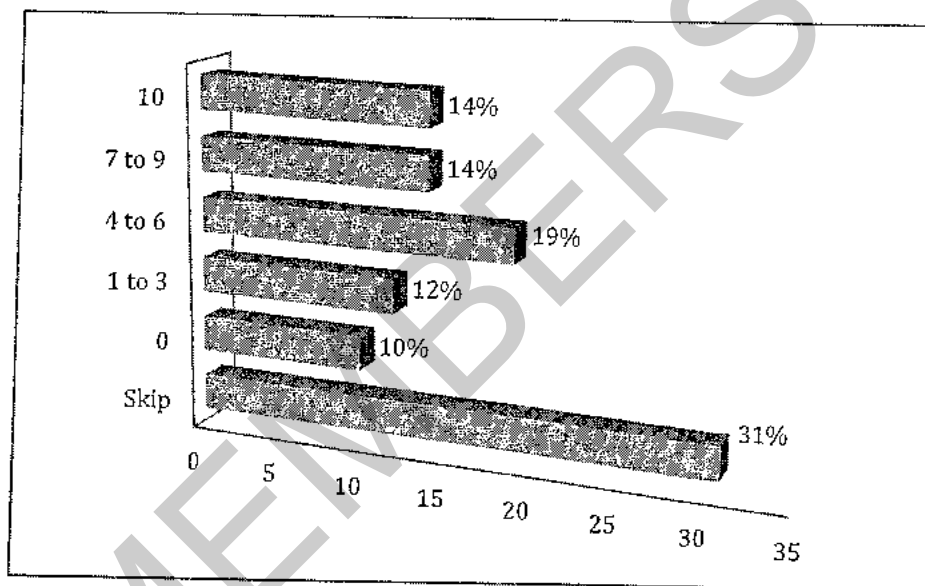
CON

- *Please DO NOT install area wide WI FI--it is dangerous and we do not use it at home, why would Oakmont want to be associated with a disputed safety issue?*

Work with City to Improve Safety of Sidewalks & Streets

- This was one of the most highly rated initiatives based upon the ratings and the number of people commenting on the issue in the open-ended questions.
 - While almost a third skipped answering, the number checking 0 was low (10%) compared to other proposals.
 - This may well be because this was seen as low-cost, low-risk option.

Rating of Priority - Safer Streets



- The following table shows that this initiative was less important to newcomers to Oakmont. Indeed, they were more likely to skip the question than were people who had lived here longer.
- Otherwise, response to this question was very similar across all groups.

Support for Priorities by Subgroup: Safe Streets

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	42%	11%	18%	14%	15%
Men	40%	14%	20%	14%	13%
Age					
<66	45%	10%	20%	12%	12%
66-75	45%	12%	16%	15%	12%
76-85	35%	12%	20%	16%	17%
86+	38%	12%	20%	12%	18%
Live Alone					
Yes	39%	13%	18%	15%	16%
No	42%	11%	20%	14%	13%
Moved to Oakmont					
<2 years	53%	10%	18%	11%	8%
2-5 years	39%	12%	19%	18%	12%
6-10 years	36%	14%	19%	18%	18%
>10 years	40%	11%	20%	13%	16%
Dues Increase					
Yes	40%	13%	19%	14%	14%
No	42%	10%	19%	14%	15%

COMMENTS from Survey:

Sidewalks

- *Somehow the roads, sidewalks and other passage ways need to be more user friendly. Most roads, especially the major ones, have nearly no lines, delineating the driving lanes, parking/ walking/ biking lane (many walk in streets due to dips in sidewalks and utilities in sidewalks.*
- *Repave rest of streets in Oakmont and repair sidewalks where needed. Get rid of above surface electrical wiring.*
- *Consistency in sidewalks and intersections. Ramps should be at all corners, not random.*
- *Complete sidewalks on Oakmont Drive by new subdivision. 2. Improve walk from upper West Rec to end of Mesa Oaks Court.*
- *More benches along sidewalks.*

- *Keep vegetation over sidewalks trimmed to improve walking clearance.*
- *Fix broken and unsafe sidewalks and curbs to ADA standards, particularly in older sections that have older residents with greater safety needs.*
- *Getting sidewalks and streets level and tree roots away so that walking is safer.*
- *Improve the sidewalks so that they are safe to walk on in our "active community".*
- *Repair the sidewalks - they are in terrible disrepair*

Streetlights

- *Better streetlights, most of the lights near us don't go on at night.*
- *I'd like the Board to work with the City to make ALL streetlights operational. It's unsafe now with so many (in the Orchard) out!*
- *The City needs to turn the streetlights back on. Too many are off to "conserve energy". Maybe OVA can subsidize the lights...our sight isn't getting better, and light is a necessity.*

Traffic

- *I am concerned about the traffic congestion that seems to be on the increase along Hwy 12. I know that progress can't be stopped, but the increased traffic along the Hwy 12 corridor seems to be becoming a blight on what was once a bucolic drive.*
- *Very concerned about traffic issues on Hwy 12 as more businesses open up along the road. Wish there was another route in and out of Oakmont.*

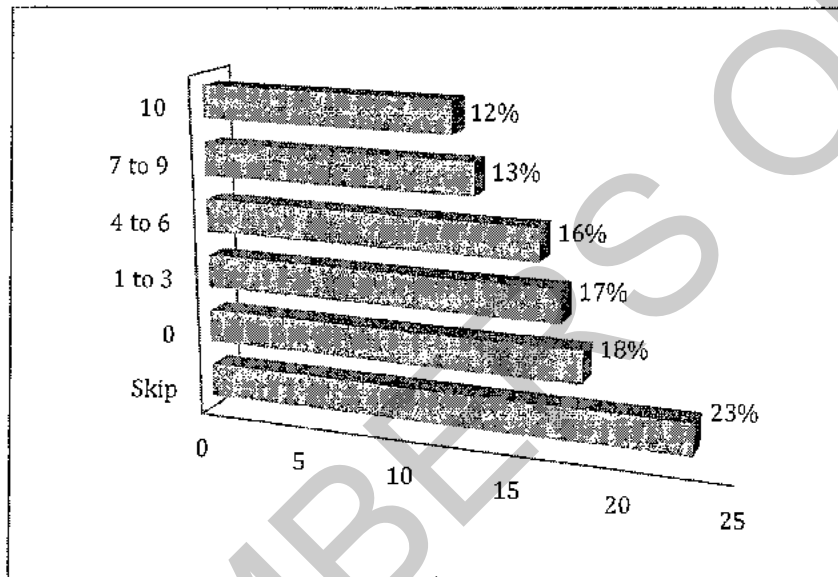
Speeding

- *Speed limit would be nice if everyone honored it, less deer killed*
- *The roads are terrible. People speed everywhere. We need speed bumps or some kind of electronic signs to monitor the speeders.*
- *Put in speed bumps to get people to slow down.*
- *People are driving 15 to 25 miles over the speed limit and I have no doubt that someone will be killed walking across the street here in Oakmont. The bicyclists come daily and in packs on the weekend and they NEVER stop at the stop signs. Something needs to happen to make it safer to walk the street here.*
- *Some signing to suggest to Oakmont drivers to "slow down a bit". Most residents drive at reasonable speeds, but there are others going at 40-60mph that can catch you off guard, even when you are being very diligent!*
- *Finding a way w/City of Santa Rosa to control speeding, etc. here before someone gets severely injured or killed.*
- *Speed bumps on Oakmont Drive. People drive too fast especially around corners with no line of sight.*
- *Ask the City of Santa Rosa to add more speed-limit signs and perhaps a few SLOW signs and/or speed bumps in areas where autos tend to speed up to 35 mph (or more), such as on Oakmont drive and on curved parts of other streets, such as Oak Trail Drive.*

Expand Fitness Center

- One-fourth (25%) of the respondents rated this initiative at 7 or higher, clearly signaling their positive interest in expanding the Fitness Center.
- A total of 12% gave this initiative the highest rating of 10.

Rating of Priority - Expand Fitness Center



- As the following table shows, support for expanding the Fitness Center was highest among newcomers, younger residents and those willing to pay for an increase in dues.
- Men and women did not differ significantly in how they rated this initiative.
- As might be expected users of the Fitness Center were far more likely to support expansion than non-users. However, it is somewhat surprising that less than a majority (36%) rated expansion as a strong (7+) priority.

Support for Priorities by Subgroup: Fitness Center

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	44%	16%	17%	12%	12%
Men	38%	19%	16%	15%	13%
Age					
<66	29%	15%	17%	17%	23%
66-75	35%	19%	18%	17%	11%
76-85	50%	18%	14%	9%	9%
86+	68%	11%	13%	3%	5%
Fitness Center User					
Yes	28%	17%	20%	18%	18%
No	62%	17%	11%	7%	4%
Live Alone					
Yes	49%	16%	15%	12%	8%
No	38%	18%	17%	14%	14%
Moved to Oakmont					
<2 years	34%	16%	17%	16%	16%
2-5 years	33%	17%	18%	19%	14%
6-10 years	39%	19%	16%	15%	11%
>10 years	54%	16%	15%	6%	8%
Dues Increase \$10+					
Yes	34%	18%	18%	17%	14%
No	53%	16%	13%	8%	9%

COMMENTS from Survey:

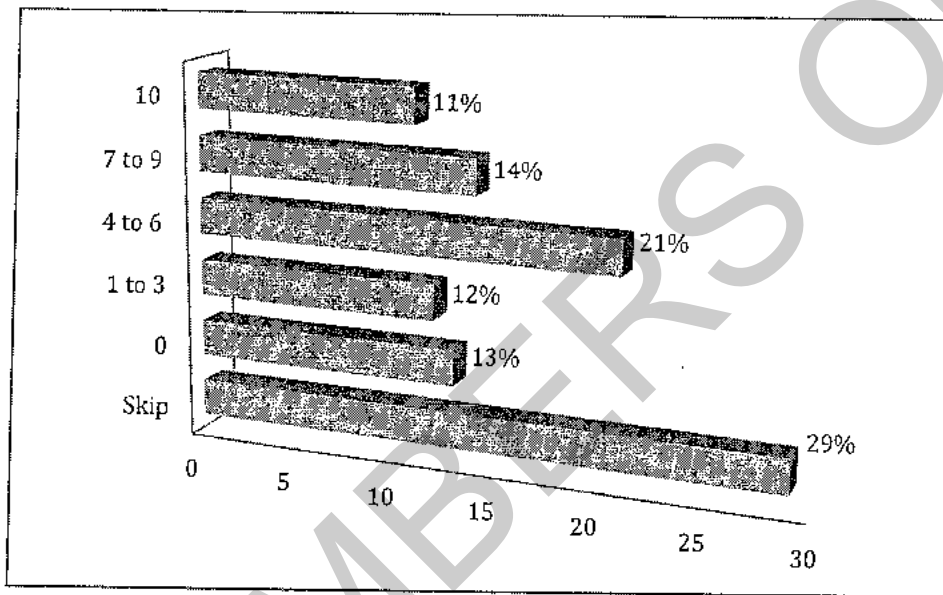
- *The fitness center and exercise classes are a top priority.*
- *The Fitness Center is very important. Also the availability of physical therapy right here in Oakmont is extremely important as we go through hip, knee and back issues.*
- *Enlarging and enhancing the fitness center - more and newer equipment, locker and shower facilities.*
- *Expand Fitness Center. Currently, not enough room to use free weights. More cardio machines. At busy times all are in use.*
- *Upgrade equipment in Fitness Center*
- *Add square footage to the physical fitness center*
- *Update and expand fitness center! The equipment is out of date!*

- *Much better fitness facilities! Coming from a Del Webb community with a state of the art fitness center and paying less in dues there, it's shocking how inadequate the Oakmont fitness center is.*
- *The fitness center is really not very good. I am used to working out in REAL athletic clubs, which get new equipment on an ongoing basis, and has a large variety of equipment and CHALLENGING classes. Ours is a joke. I belong to an outside athletic club because of this.*
- *Reprogram lighting at Berger fitness center so it doesn't go off at night while walking on treadmill or elliptical machine; better fitness equipment*
- *Keep fitness center open till 10 PM.*
- *More cardio machines in fitness center (elliptical machines specifically)*
- *Upgrade Fitness Center - Attract younger, active people*
- *Fitness Center much nicer than original, but there was no vision for the incoming generation of homeowners - and it requires expansion.*
- *Expand the fitness centers so people don't have to wait in line or limit their time on equipment.*
- *We are adding residents with the development of The Meadows, just as happened with the addition of The Orchard; however the recreation facilities stayed the same. That's going to have to be addressed, especially the need for rooms for the various exercise classes and expansion of the Fitness Center. Our society has become much more health-conscious, and people look for opportunities to exercise and stay fit.*

Solar Panels on OVA Facilities

- A total of 25% showed strong interest (7+ rating) in exploring the feasibility of adding solar panels to OVA facilities. 11% gave this proposal the highest rating of 10.

Rating of Priority - Solar Panels on OVA Facilities



- Interest was somewhat higher among women and younger residents.

Support for Priorities by Subgroup: Solar Panels

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	42%	10%	21%	14%	12%
Men	41%	15%	21%	14%	9%
Ages					
<66	39%	9%	21%	14%	17%
66-75	42%	12%	22%	14%	10%
76-85	41%	14%	21%	15%	9%
86+	45%	14%	21%	11%	8%
Live Alone					
Yes	44%	14%	19%	13%	10%
No	40%	12%	22%	14%	12%
Moved to Oakmont					
<2 years	41%	9%	22%	16%	12%
2-5 years	38%	13%	24%	14%	11%
6-10 years	40%	14%	19%	16%	11%
>10 years	46%	12%	20%	12%	10%
Dues Increase					
Yes	36%	13%	23%	17%	10%
No	50%	11%	18%	9%	12%

COMMENTS from Survey:

Comments about the use of solar were often made as part of a broader concern for green issues, including water conservation.

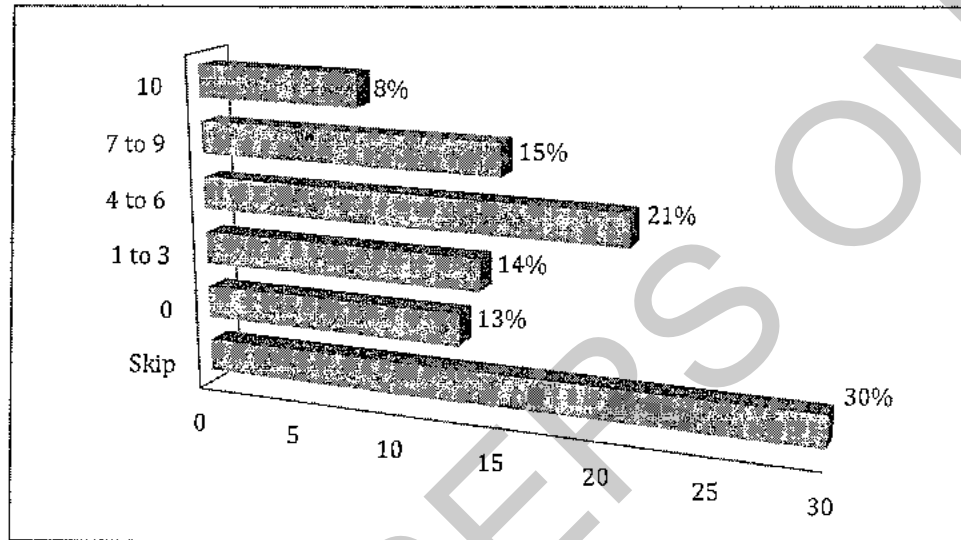
- *Solar farm, or more solar. Less fresh water use on golf course. Recycle water was best. Holding ponds for runoff so it can be reused. I hate using fresh water.*
- *Don't know if solar power is acceptable for individuals here, but would love seeing that as an option.*
- *Add solar panels to some roofs. Build covered public parking with solar on the roof. Have the runoff from the golf course checked to make sure it is not harming stream water. Perhaps there could be a system for ground water recharge instead of sending it downstream.*
- *We need a community solar array feeding the grid with the savings pro rated and credited against resident's dues.*

- *Solar on all facilities including pools, restaurants, etc. We could become a S-solar community think how much that would keep utility cost down. Also why not do what other facilities have done & build open covers on parking lots with solar panels on top for the facilities!! That way the panels don't affect the roofs of the buildings!*
- *We will all have to replace our roofs and decks (or those that have them). And many may wish to install solar panels. I would like to see an annual solicitation from local companies o various levels of product. It could get a little complicated, but it might help man of us save a few dollars.*
- *I would like the Board to look at more eco things. Like solar panels and letting people use clotheslines to save power and grow veggies in the backyard and encourage less grass. More bike-friendly lanes and access, hopefully along highway 12 and to Annadel.*
- *Solar. We are now in the future. Catch up.*
- *Let's get a handle on the water issue.... let's take leadership in applying green choices...SOLAR on all of our Oakmont buildings.... setting a great example for individuals*
- *I'd like to see more sustainability, such as more Solar, Community Garden promotions, fruit trees in abundance, and awareness about the health dangers of PG&E's Smart Meters, with information about how and why to have them removed. And more health awareness, like Organic, Gluten Free options in the community market, and on the menu at The Gardens.*

Trips to Nearby Activities

- Only 8% gave this proposal the highest rating of 10.
- A total of 23% showed strong interest by giving it a rating of 7 or higher.

Rating of Priority - Trips sponsored by OVA



- Interest was higher among women, newcomers and people who lived alone.
- Interest was somewhat lower among people under 75 years old.

Support for Priorities by Subgroup: Field Trips

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	40%	11%	22%	16%	10%
Men	47%	16%	20%	13%	4%
Age					
<66	48%	16%	15%	14%	8%
66-75	47%	11%	21%	16%	6%
76-85	34%	17%	23%	14%	11%
86+	34%	15%	27%	14%	10%
Live Alone					
Yes	39%	13%	22%	18%	9%
No	44%	14%	21%	13%	8%
Moved to Oakmont					
<2 years	44%	12%	17%	18%	9%
2-5 years	41%	17%	18%	16%	8%
6-10 years	46%	12%	20%	15%	7%
>10 years	41%	14%	26%	11%	8%
Dues Increase \$10+					
Yes	38%	14%	23%	16%	8%
No	49%	13%	18%	12%	7%

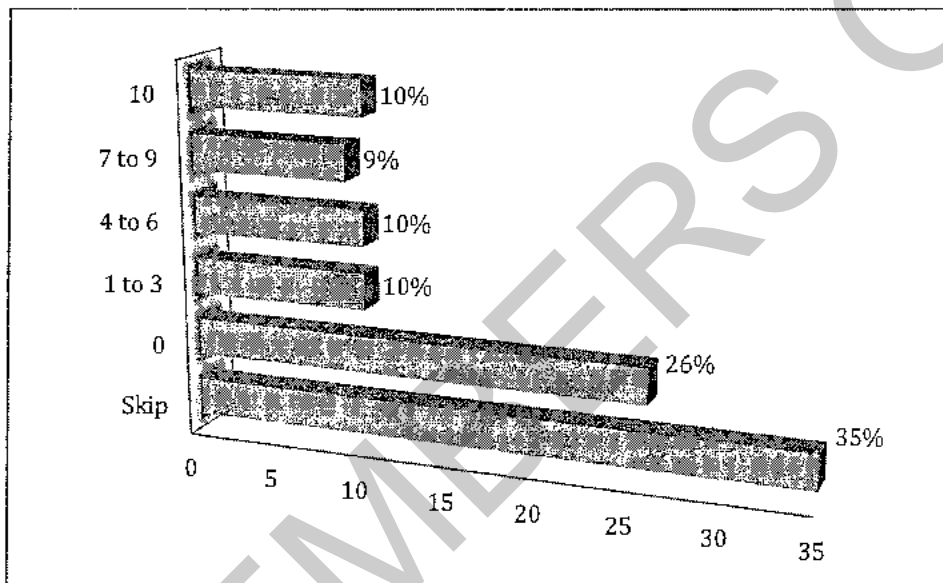
COMMENTS from Survey:

- *Reinstate the bus trips to the theater in San Francisco*
- *Would like to see the day trips brought back to Oakmont. Enjoyed the trips especially to San Francisco for theater, ballet etc.*
- *I would also like the OVA to take back the outings to SF instead of Day trippers. That is a huge corporation and the way they structure and charge for their trips is not appealing at all. It would be so enjoyable to have the trips for just Oakmont residents like before. It would also offer more socialization opportunities for residents.*
- *I would like to see the bus trips restored to plays in SF and the December shoppers' bus is missed. The loss of these trips is a sad one for so many of us. Perhaps an online survey of interest before scheduling would serve efficiency in planning.*

Build an Indoor Pool

- A total of 19% gave this proposal a rating of 7-10 signaling their strong positive interest.
- However, a higher number (26%) gave this initiative a 0, and a further 35% did not rate it at all – resulting in six out of ten respondents not recording any interest in building an indoor pool.

Rating of Priority - Indoor Pool



- Interest was slightly higher among women, newcomers to Oakmont and those who live alone.
- Residents who use the outdoor pools were more likely to show interest in building an indoor pool than were non-pool users, but their interest was still somewhat weak. Only 23% gave it a rating of 7 or higher.
- Several people commented that covering one of the existing pools would be a good alternative to building a new indoor pool.

Support for Priorities by Subgroup: Indoor Pool

Groups / Rating	0 or Skipped	1-3	4-6	7-9	10
Women	58%	9%	11%	9%	13%
Men	66%	12%	9%	9%	5%
Age					
<66	56%	10%	13%	10%	11%
66-75	60%	10%	10%	10%	10%
76-85)	60%	12%	10%	8%	10%
86+	74%	5%	5%	6%	9%
Pool User					
Yes	54%	12%	12%	10%	13%
No	71%	8%	8%	7%	6%
Live Alone					
Yes	57%	9%	11%	9%	14%
No	62%	11%	10%	9%	8%
Moved to Oakmont					
<2 years	53%	11%	11%	12%	14%
2-5 years	57%	12%	11%	11%	10%
6-10 years	65%	10%	9%	9%	8%
>10 years	66%	9%	10%	6%	9%
Dues Increase					
Yes	57%	11%	12%	9%	10%
No	67%	9%	7%	8%	10%

COMMENTS from Survey:

- Cover a swimming pool to prevent sun exposure to swimmers (easier than building an indoor pool to protect us)
- A covered indoor pool - or putting an enclosure on the West pool.
- I'd welcome an indoor pool, the East Rec one could possibly be converted.
- I would love an indoor pool for year-round aquatic exercise.
- An indoor therapeutic heated pool would be used by so many. We're seniors...lets make every day count!
- Preserve the central pool... Replace the tiles - maybe you need to do some improvement to that central pool itself before even thinking about an indoor pool - improve what now exists, please.
- Many of us who use the pool almost daily cannot tolerate the winter cold. I am using the YWCA pool in the winter. Not having an indoor pool in a community this large was a huge design failure. We need an indoor pool.

Support for Priorities by Subgroup: Indoor Pool

Groups / Rating	0 or Skipped	1-3	4-6	7-9	10
Women	58%	9%	11%	9%	13%
Men	66%	12%	9%	9%	5%
Age					
<66	56%	10%	13%	10%	11%
66-75	60%	10%	10%	10%	10%
76-85)	60%	12%	10%	8%	10%
86+	74%	5%	5%	6%	9%
Pool User					
Yes	54%	12%	12%	10%	13%
No	71%	8%	8%	7%	6%
Live Alone					
Yes	57%	9%	11%	9%	14%
No	62%	11%	10%	9%	8%
Moved to Oakmont					
<2 years	53%	11%	11%	12%	14%
2-5 years	57%	12%	11%	11%	10%
6-10 years	65%	10%	9%	9%	8%
>10 years	66%	9%	10%	6%	9%
Dues Increase					
Yes	57%	11%	12%	9%	10%
No	67%	9%	7%	8%	10%

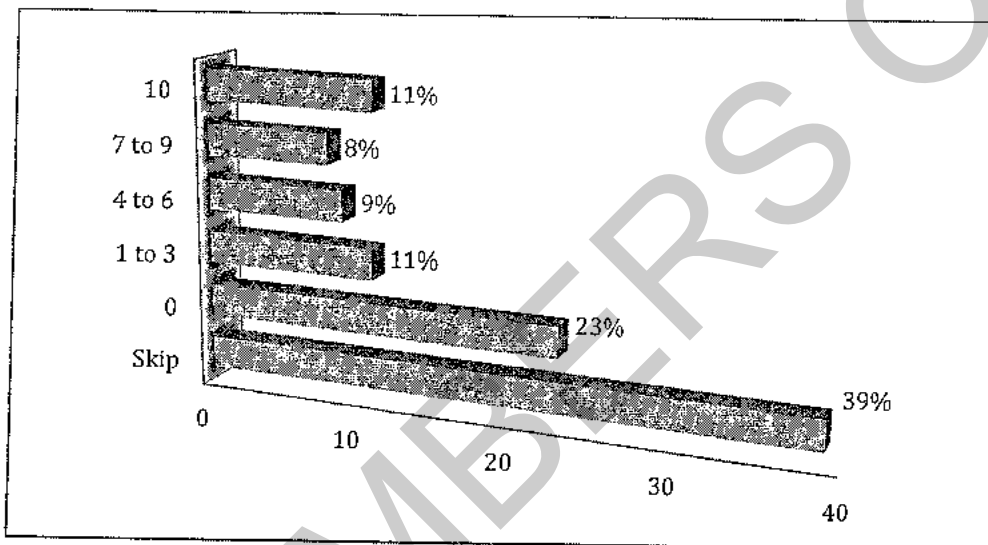
COMMENTS from Survey:

- *Cover a swimming pool to prevent sun exposure to swimmers (easier than building an indoor pool to protect us)*
- *A covered indoor pool - or putting an enclosure on the West pool.*
- *I'd welcome an indoor pool, the East Rec one could possibly be converted.*
- *I would love an indoor pool for year-round aquatic exercise.*
- *An indoor therapeutic heated pool would be used by so many. We're seniors...lets make every day count!*
- *Preserve the central pool... Replace the tiles - maybe you need to do some improvement to that central pool itself before even thinking about an indoor pool - improve what now exists, please.*
- *Many of us who use the pool almost daily cannot tolerate the winter cold. I am using the YWCA pool in the winter. Not having an indoor pool in a community this large was a huge design failure. We need an indoor pool.*

Build a Dog Park

- A total of 19% showed strong interest (7+ rating) in building a dedicated dog park in Oakmont.
- 11% gave this proposal the highest rating of 10.

Rating of Priority - Dog Park



- Interest was highest among dog owners, 30% of whom gave this initiative the maximum rating of 10, and almost half rated it strongly at 7 or higher.
- Interest also varied by age, with the youngest residents showing the most interest.
- Most comments were in support of a dog park. Opponents cited the cost and potential noise.
- There was concern that the polo field might cease to be available for dogs. It also falls short in that it is not fenced.

Support for Priorities by Subgroup: Dog Park

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	59%	10%	9%	8%	13%
Men	66%	11%	8%	7%	8%
Age					
<66	52%	11%	11%	12%	14%
66-75	59%	11%	9%	8%	14%
76-85	67%	9%	9%	7%	8%
86+	73%	11%	6%	6%	4%
Has Dog Companion					
Yes	35%	10%	10%	15%	30%
No	72%	11%	8%	5%	4%
Live Alone					
Yes	62%	11%	9%	7%	11%
No	61%	11%	9%	8%	11%
Moved to Oakmont					
<2 years	56%	12%	10%	8%	14%
2-5 years	53%	11%	9%	13%	14%
6-10 years	61%	12%	11%	6%	10%
>10 years	71%	9%	7%	5%	8%
Dues Increase					
Yes	59%	11%	10%	8%	12%
No	65%	11%	8%	7%	10%

COMMENTS from Survey:

PRO:

- *Would also like a fenced in dog park where all dogs (there are many) are safe.*
- *An off leash, fenced dog park where my dogs can socialize and I can walk safely too*
- *2 dog parks - one east and one west*
- *A separate dog park for both small and big dogs. We cannot depend on the polo field remaining. Also the dog parks should have controlled access for residents only - or for a fee include wild oak residents.*
- *East Course turned into a park with walking trails, dog park, climbing wall, etc.*

- *Enclosed dog park for small and large dogs. Some of our pets need more exercise and would benefit from socialization. Would create more opportunities for pet owners to socialize as well.*
- *We need a safe place for people to bring their dogs! A gated dog park not the unfenced polo field.*
- *Build a fenced small dog park. The polo field is no solution for small dogs. It's not contained and the large dogs that run wild are a danger to the smaller dogs.*
- *I would like to see a fenced dog park where dog owners can bring their dogs to without fear of losing their pet. The Polo Field is great, but it is not an enclosed area, so some pets can escape it.*
- *I think a small-dog park is a good addition for those who have little ones of whom there are many. It sounds as if the large dogs have a good place at the polo field.*
- *Dog park! Dog park! Dog park!! Polo field is not fenced.*
- *Create a dog park -- we should not have to rely on the good nature of the Triones family for a place to exercise the hundred if not thousand of Oakmont dogs.*
- *It would also be wonderful to have a dog park available in case we lose access to the polo field.*
- *Oakmont needs at least one dog park where small dogs can play together and are separated from larger dogs.*
- *And last but not least important - a dog park. One that is fenced and chemically safe where our little ones can run and play. You should come to the polo field sometime and see how many dog owners use it, and the smiles on the dogs faces (and their people).*
- *Dogs, especially small dogs, are comforting and often essential to the welfare of older people who live in Oakmont. Daily you see many, many small dogs being walked on leashes on the streets of Oakmont. A dog park where these dogs can run and play together is essential. The Polo Field is a poor substitute for a dog park--it gets sprayed with chemicals, dogs can run into the street and into oncoming traffic or into the horse corral, and big dogs pick on small dogs. A dog park is not a major expense--I believe Oakmont dog owners would help maintain it. We desperately need a dog park.*

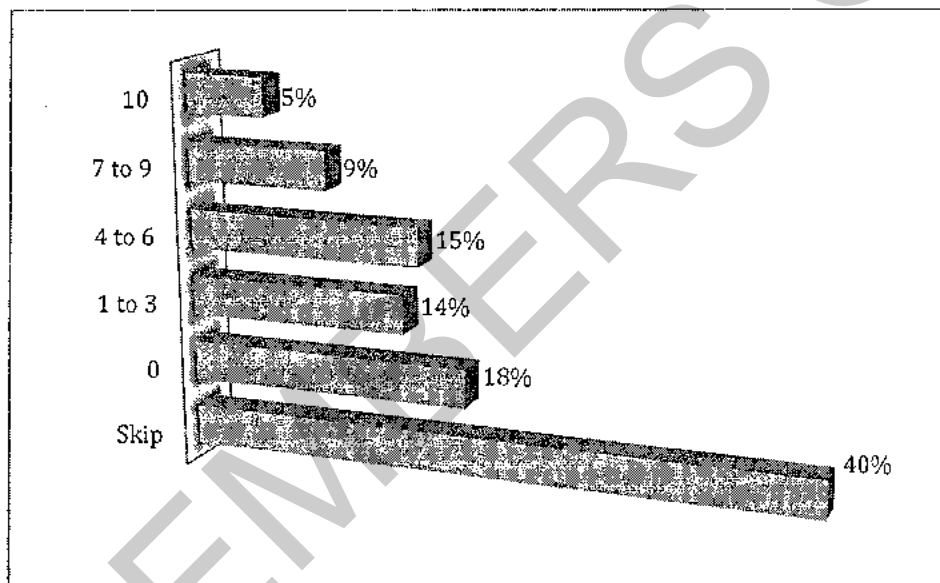
Con:

- *Peace and quiet - no dog park; no playground.*
- *Quiet life style, no resident children or young adults, no playgrounds or dog parks.*
- *I would ask that they only fund items that NEED to be funded rather than items that are just nice to have or only benefit a few residents. If residents have a dog and want a dog park, they should fund and maintain it.*

Adult Day Health Care

- Only 14% showed strong interest (7+) in having an adult day health care.
- Interest was not significantly higher among older residents.
- However, feedback from the students assisting with the project indicated that residents did not seem to understand the concept of Adult Day Health Care, no doubt contributing to the high number who skipped this question.

Rating of Priority - Create an Adult Day Health Program



Support for Priorities by Subgroup: Adult Day Health Program

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	56%	14%	15%	9%	6%
Men	61%	14%	15%	8%	3%
Age					
<66	63%	12%	14%	9%	2%
66-75	59%	14%	15%	9%	5%
76-85	54%	15%	15%	10%	6%
86+	54%	16%	15%	8%	8%
Live Alone					
Yes	60%	14%	15%	7%	5%
No	57%	14%	15%	10%	5%
Moved to Oakmont					
<2 years	62%	12%	12%	11%	4%
2-5 years	58%	15%	13%	10%	4%
6-10 years	59%	13%	15%	9%	4%
>10 years	54%	15%	17%	7%	6%
Dues Increase					
Yes \$10+	54%	16%	16%	10%	5%
No	63%	11%	13%	8%	4%

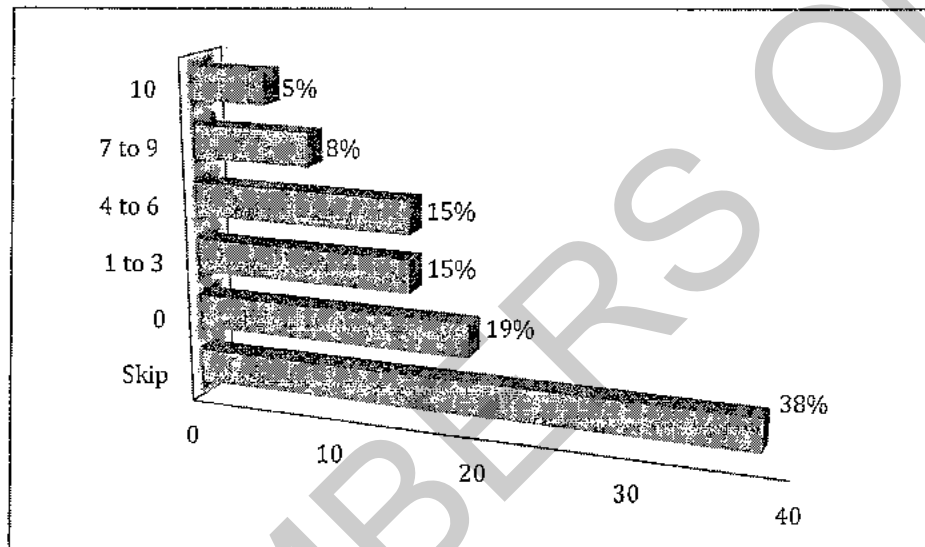
COMMENTS from Survey:

- *Would love to have a day care facility for spouses with memory loss.*
- *I really like the idea of good day care facilities and other assistance becoming more available for our older citizens.*
- *Keep the community an "active community"--not a day care facility that requires a huge expense. There are more and more baby boomers moving into the community that should be taken into consideration. There are other nearby facilities for that. We are not Spring Lake Village. That niche is filled.*

Expand Community Garden

- A total of 13% showed strong interest (7+ rating) in exploring the feasibility of expanding the Community Garden.
- Only 5% gave this proposal the highest rating of 10.

Rating of Priority - Expand Community Garden



- Interest was higher among younger residents. A total of 20% of the youngest residents rated this as 7 or higher, versus only 9% of the oldest residents.

Support for Priorities by Subgroup: Community Garden

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	58%	13%	15%	9%	6%
Men	57%	17%	16%	6%	4%
Age					
<66	50%	14%	16%	11%	9%
66-75	58%	13%	16%	8%	4%
76-85	58%	17%	15%	6%	4%
86+	63%	16%	12%	5%	4%
Live Alone					
Yes	59%	15%	13%	8%	5%
No	56%	15%	17%	8%	5%
Moved to Oakmont					
<2 years	61%	15%	12%	7%	6%
2-5 years	49%	15%	18%	11%	6%
6-10 years	56%	16%	18%	6%	4%
>10 years	62%	15%	13%	6%	4%
Dues Increase \$10+					
Yes	53%	17%	17%	8%	5%
No	64%	12%	13%	7%	5%

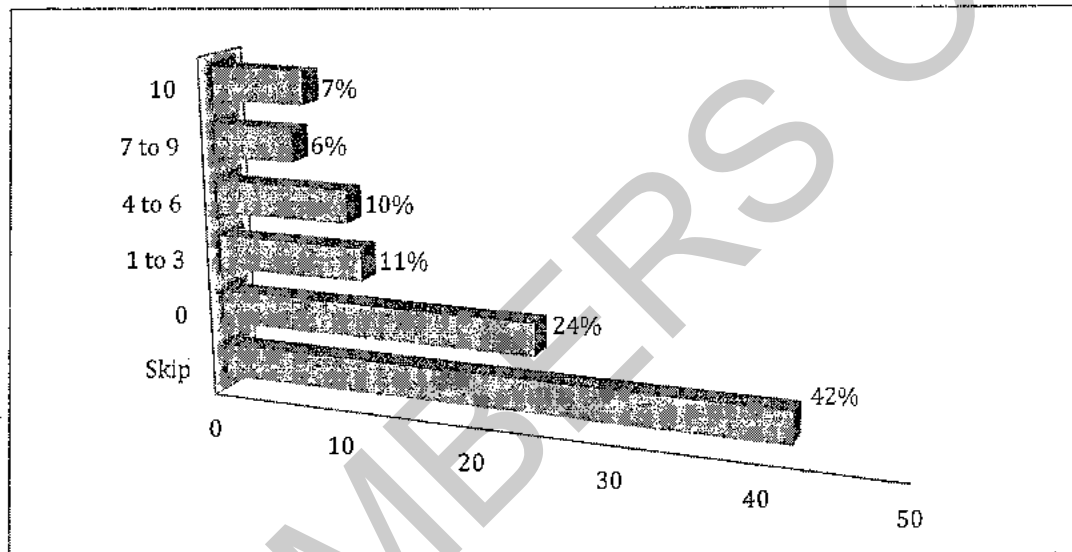
COMMENTS from Survey:

- *I enjoy the community garden, and if the waiting list gets too big, an expansion of the garden would be good. Fresh, organic, locally grown food is becoming more and more important to more and more people.*
- *I love the community garden, that's what sold us on Oakmont. A water meter should be first priority for the garden.*
- *Please add another community garden, closer to the east end of Oakmont.*
- *Also respect, expand and support the community garden as an asset to Oakmont and as important as sports activities*
- *More gardening opportunities must be allowed in association maintained neighborhoods; the community garden needs to be expanded; xeriscaping and more natural landscaping*
- *Keep the community garden, as we are in the heart of the organic, Luther Burbank (God's Country) epic center of gardening.*
- *Abandon the community garden. If people live in a home such as a maintained area that was their choice when purchasing a home. They can make a beautiful and productive garden on their patio.*

Build Pickleball Courts

- A total of 13% of survey participants showed strong interest in building pickleball courts by rating this as 7 or higher.
 - 7% gave this proposal the highest rating of 10.
- When asked about their activities, 8% of all residents responded that they play pickleball.

Rating of Priority - Pickleball Responses



- As the following table shows, a total of 74% of pickleball players showed strong interest in building new pickleball courts by rating this initiative at 7 or higher.
- More than half (56%) gave it the maximum rating of 10.
- Tennis players were also more supportive than the population at large, but less so than the pickleball players. A total of 32% of tennis players rated their interest in new pickleball courts at 7-10, and 24% gave it the highest rating of 10.

Support for Priorities by Subgroup: Pickleball

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	67%	10%	10%	7%	6%
Men	64%	12%	10%	6%	7%
Age					
<66	66%	10%	11%	6%	7%
66-75	64%	11%	10%	8%	8%
76-85	68%	9%	11%	5%	6%
86+	70%	15%	11%	4%	1%
Live Alone					
Yes	70%	10%	10%	5%	4%
No	64%	11%	10%	7%	8%
Pickleball Player					
Yes	9%	4%	13%	18%	56%
No	72%	11%	10%	5%	2%
Tennis Player					
Yes	50%	8%	11%	8%	24%
No	68%	11%	10%	6%	5%
Moved to Oakmont					
<2 years	69%	11%	10%	5%	5%
2-5 years	62%	13%	10%	6%	9%
6-10 years	65%	9%	12%	8%	5%
>10 years	68%	10%	10%	6%	6%
Dues Increase \$10+					
Yes	60%	11%	12%	9%	9%
No	76%	10%	8%	2%	3%

COMMENTS from Survey:

- Here is just a sampling of the numerous comments about pickleball – both pro and con.
- The supporters of pickleball were especially vocal, and the number of their comments is in contrast to the fact that only 8% play pickleball.
- Some tennis players were in support of pickleball courts simply to get their tennis courts back.

PRO

- *Help promote the active lifestyles; if pickle ball is the latest invention for sports and isn't a fad, then make the courts.*
- *Finish this pickle ball project*
- *Pickle Ball Courts - it has become a way of life for seniors.*
- *Build pickle ball courts to keep home values up. Younger folks want activities they are used to doing*
- *I think a pickle ball area is important to draw people to Oakmont as it is one of the fastest growing sports in America and it is easier for seniors than some other sports. Many people in Oakmont play pickle ball and they need the space. The tennis courts with pickle ball are not a good match because the noise levels are so very different. Pickle ball space is an imperative.*
- *Be open to new ideas and trends, like Pickle Ball.*
- *I would like to see us keeping up to date with various activities. Although I don't play pickle ball, I would like to see a few pickle ball courts added.*
- *I am 100% in favor of installing pickle ball courts, most of the negative comments about tennis and pickle ball courts are from non-players who don't appear to know "their ass from a hole in the ground"*
- *Better Pickleball courts vs. the one tennis court that is now 2 Pickleball courts.*
- *The specific and primary purpose for this corporation is formed is to provide athletic and recreational and club facilities for the use of members and guests." I feel we need to meet this article by maintaining current facilities and to add facilities, such as Pickleball, to remain competitive with like type communities.*
- *5 pickleball courts built. Lincoln Hills has 6 now and wants 6 more. Ratio is for every 500 residents:1 court*
- *Build the damn pickleball courts - I don't play, but I think it is extremely popular and may attract a more active resident. These poor people deserve a place to play.*
- *The Central Park area, including Pickleball courts. It is very necessary to have more than two courts available to play on. I am a tennis player but I think Pickleball is in the future for Oakmont residents. Easy to play and easy to learn and easy on the body.*
- *I think pickleball will become very popular, so we will need a number of courts. I'm not sure how many.*
- *If you want to attract younger homeowners, you should seriously think about building pickleball courts as an active outdoor sport. Takes up less land to build more courts than tennis. I'm totally hooked on Pickleball and the game. Please do everything possible to make it happen !!! I'm tired of driving to Finley to play and complain about the bureaucracy of Oakmont and the resistance of the community to consider pickleball courts.*
- *I especially want permanent dedicated Pickleball courts since that is my primary formal fitness activity. Our club is quite large and growing!*
- *I don't play pickleball but know people that do - so I'm for it.*

RETURN TENNIS COURTS

- *Pickle ball court construction so that the existing tennis courts can return to being exclusively for tennis players.*
- *Tennis courts should be maintained and upgraded. Pickleball courts should be built to alleviate having to use the tennis courts.*
- *We are very concerned about the situation about pickleball. If they do not get their own courts there will be friction between them and tennis players regarding the use of the courts. More and more tennis players are moving into Oakmont, and court usage is up. Many people have told me that they purposely moved here partly for the good tennis facilities (I know that I did)*
- *Immediate removal of the pickle ball courts from the East Tennis courts. The Tennis Club graciously agreed to allow pickle ball players to use a court for a short period of time. It has impacted available courts for tennis players. It's time for them to go.*

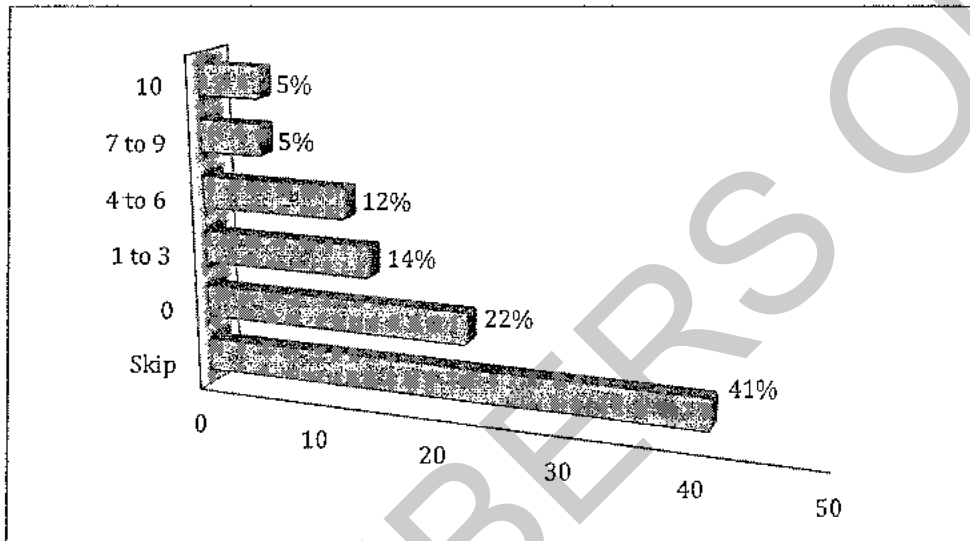
CON

- *I do not currently support putting in pickle ball courts at central activity center. Keep our open green space. Use courts already in existence at East for that activity.*
- *Pickle ball should NOT be give any more tennis courts unless this issue is first investigated.*
- *\$200,000 for pickle ball as planned is same malfeasance. Use West Rec tennis that is rarely used instead.*
- *Keep expenses down with simple improvements. Have social get togethers where all Oakmonters are encouraged to participate. A healthy Oakmont does not mean more pickle ball, tennis or bowling ball courts*
- *Pickleball is a derivative of tennis and it would make more economic sense to convert one or two existing tennis courts to Pickleball rather than spend limited OVA funds to build new courts in an area really not suited to building new courts.*
- *Be careful about building Pickle Ball courts. Small vocal group is pushing this. Not sure this isn't the current fad that will disappear in a few years. Monitor number of participates for the next 3 or 4 years to see if Pickle Ball is more than a fad. If interest has increased, then consider multiuse complex.*
- *The Board needs to stop wasting our money on foolish things such as Pickle Ball courts that will more then likely not be used after awhile*
- *I feel that the pickle ball courts can be accommodated by taking a court from existing tennis courts and we should not build expensive pickle ball courts outside of the central rec center pool, which will bring noise and change the existing tranquility, spaciousness of the area for a small group of players.*
- *We need more transparency from the Board prior to committing large sums of money (our dues) on projects. For example, the pickle ball project should have been fully disclosed (rather than pushed through by a small number of players).*
- *Building the pickleball courts is crazy. Maybe 1 court but 4 courts? No way. Taking a tennis court has really taken 2 courts as you cannot play tennis next to pickleball.*

Update Oakmont Entrance Sign

- A relatively low number of people (10%) saw this as a strong priority for them by rating it at 7 or higher.
- Only 5% gave this proposal the highest rating of 10.
- Four out of ten people skipped giving any rating at all.

Rating of Priority - Update Entry Signage



- No one group appears to consider this an important priority for Oakmont. However, with more information about design and cost this could change,
- This was an area where we learned more from the focus groups. Some younger respondents objected to the "Active Adult" wording on the sign since they did not want to be seen by their friends to be living in a "senior community."

Support for Priorities by Subgroup: Update Entrance Sign

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	64%	13%	11%	6%	6%
Men	61%	17%	13%	5%	5%
Age					
<66	56%	20%	9%	6%	9%
66-75	64%	14%	11%	6%	4%
76-85	63%	14%	14%	4%	5%
86+	68%	11%	13%	4%	4%
Live Alone					
Yes	67%	13%	10%	5%	4%
No	60%	15%	13%	6%	6%
Moved to Oakmont					
<2 years	64%	13%	10%	7%	6%
2-5 years	58%	18%	14%	6%	4%
6-10 years	62%	15%	11%	7%	6%
>10 years	67%	13%	12%	3%	5%
Dues Increase					
Yes	58%	16%	13%	7%	6%
No	70%	13%	10%	3%	4%

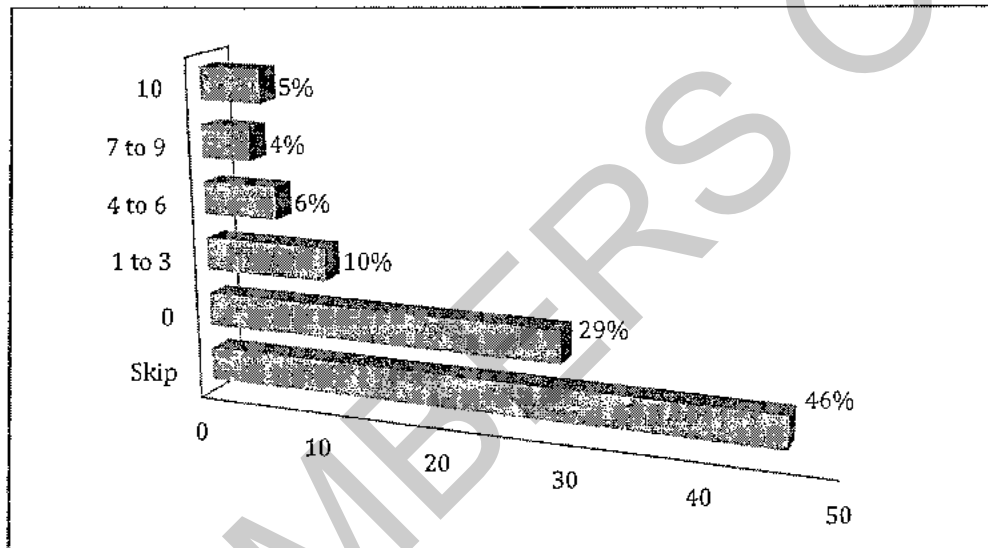
COMMENTS from Survey:

- *The western entrance sign is an eyesore and should be modernized. The one at the Pythian entrance is good.*
- *Entrance sign gives a negative impression to visitors & potential home-owners, looks dated and cheaply done. "Active Adult" has the reverse effect - sounds like we're "inactive!" - Recommend simplify to: "Oakmont" and implement new signage that's simple and contemporary to project an upscale image.*
- *Update the Oakmont Drive Entrance sign to match the Pythian Road Sign- leave off the "Active Adult Community". It's outdated!!!*
- *Remodel the main entrance sign to match the one at the corner of Pythian Road and Hwy 12. Get rid of the "fake" wood. Extend the veneer stones between the columns. Replace the lettering with the proper (Board adopted) font matching the one at Pythian.*
- *Redesign the entrance signs to a quality simple tasteful sign that can be seen at both entrances day and night.*

Build a Children's Playground

- Only 9% showed strong interest in building a children's playground in Oakmont by giving it a rating of at least 7.
- Only 5% gave this proposal the highest rating of 10.
- Almost half the respondents skipped rating this item, and a further 29% rated it as 0.

Rating of Priority – Children's Playground



- Even among people who had children visiting them, support for this initiative was weak. Only 17% of them rated it as 7 or higher.

Support for Priorities by Subgroup: Children's Playground

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	76%	9%	6%	4%	6%
Men	73%	11%	8%	5%	4%
Age					
<66	69%	11%	9%	4%	7%
66-75	74%	10%	6%	5%	5%
76-85	78%	9%	7%	2%	4%
86+	80%	9%	5%	4%	3%
Children under 18 visit					
Yes	61%	11%	11%	7%	10%
No	86%	9%	3%	2%	1%
Live Alone					
Yes	80%	8%	5%	4%	3%
No	73%	11%	7%	4%	6%
Moved to Oakmont					
<2 years	75%	10%	4%	5%	5%
2-5 years	72%	12%	7%	4%	6%
6-10 years	72%	10%	8%	5%	5%
>10 years	79%	8%	7%	3%	4%
Dues Increase					
Yes	71%	11%	8%	5%	5%
No	80%	8%	5%	3%	4%

COMMENTS from Survey:

PRO

- *Add the children's playground and dog park as a convenience for residents and a fun place to hang out ... these all are all opportunities and excuses for people to get out and socialize.*
- *I want to be alive to see a playground. My grandsons are 2 years old.*

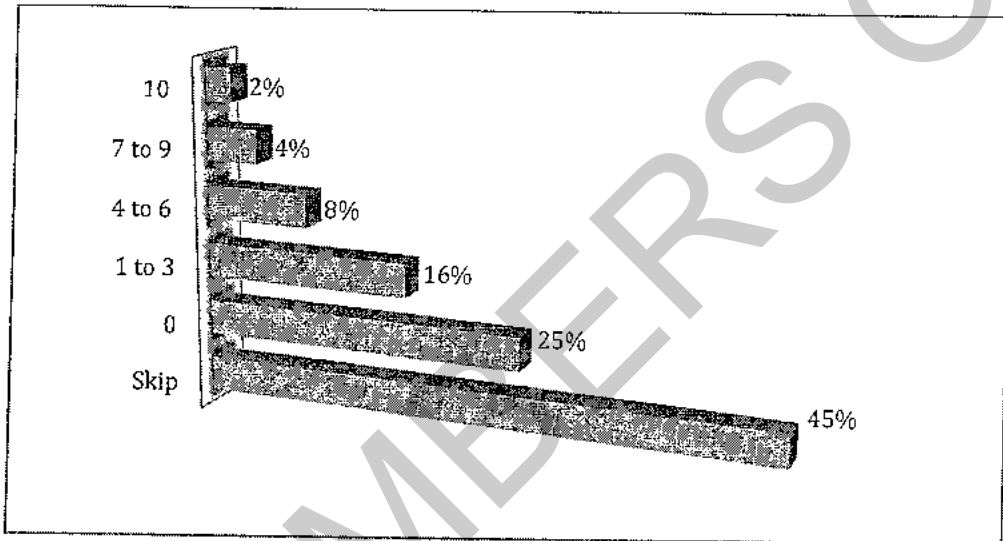
CON

- *Peace and quiet are number one. No kids' playground, tot lot---ever. This is a retirement community for retirees, not kids.*
- *Quiet life style, no resident children or young adults, no playgrounds*
- *Return to the original premise for which Berger developed this community. Playgrounds are a ludicrous idea - if people want this and all the current fads they belong in a Del Webb. We entertained our grandchildren ourselves with no imposition on our neighbors or the community.*
- *Keep Oakmont at its current age of 55 years old, for living in this community. This is not a community of children. Children have many playground and park access in this county.*
- *NOT extending children's pool hours or adding playground facility. This is 55 and over that's why we live here. We like it quiet, but do understand that there are grandchildren vitiating. There are other parks and facilities in the area that are close by. We have grandchildren and are content to abide by current time restrictions.*
- *I would ask that they only fund items that NEED to be funded rather than items that are just nice to have or only benefit a few residents. This applies to a children's playground. Don't ask your neighbors to fund your special interest.*

Expand Arts Rooms

- When it came to prioritizing expanding the art rooms, seven out of ten respondents either gave it a 0 or skipped rating altogether.
- Only 6% rated the expansion as a strong priority of 7 or higher.
- Only 2% gave this proposal the highest rating of 10.

Rating of Priority - Expand Art Room



- Among people who currently used the art rooms, only 28% rated it as a priority at 7 or higher – still much higher than non-users.

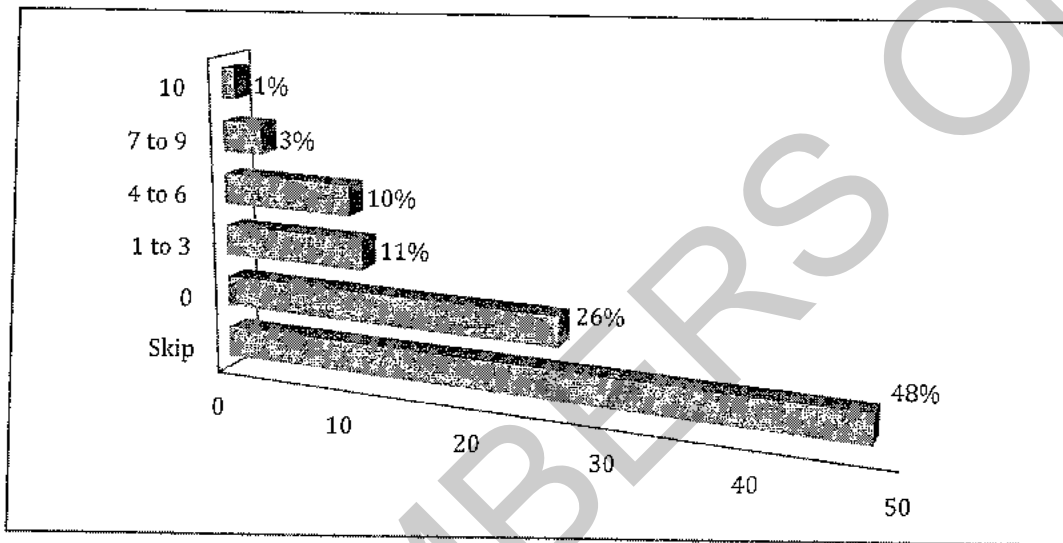
Support for Priorities by Subgroup: Art Room

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	68%	14%	10%	5%	3%
Men	74%	18%	6%	2%	1%
Age					
<66	65%	18%	10%	5%	2%
66-75	68%	17%	8%	5%	2%
76-85	73%	13%	9%	3%	2%
86+	82%	9%	4%	2%	3%
Art Rooms User					
Yes	33%	17%	22%	15%	13%
No	74%	16%	6%	3%	<1%
Live Alone					
Yes	72%	16%	6%	4%	2%
No	69%	16%	9%	4%	2%
Moved to Oakmont					
<2 years	69%	15%	8%	7%	2%
2-5 years	62%	19%	12%	6%	2%
6-10 years	68%	20%	6%	3%	4%
>10 years	78%	11%	7%	2%	1%
Dues Increase \$10+					
Yes	65%	18%	10%	5%	2%
No	77%	13%	6%	3%	1%

Commission Outdoor Public Art

- With only 6% showing strong interest (a rating of 7 or higher) in exploring the feasibility of commissioning outdoor public art, this was the least popular proposal on the list.
- Interest was low across all groups, though users of the art rooms were somewhat less negative than non-users.

Rating of Priority - Public Art



Support for Priorities by Subgroup: Commission Public Art

Groups / Rating	0 or skipped	1-3	4-6	7-9	10
Women	73%	12%	10%	4%	2%
Men	75%	11%	10%	3%	1%
Art Rooms User					
Yes	60%	14%	17%	5%	3%
No	75%	11%	9%	3%	1%
Dues Increase					
Yes	69%	13%	12%	4%	2%
No	81%	9%	7%	2%	1%

Respondents' Priorities not asked in the Survey

- A number of open-ended comments made by respondents concerned priorities that fell outside of the scope of the structured questions. These issues were not measured numerically, but the themes were common enough to deserve attention. These include:
 - Landscaping / drought / water Use
 - Walking paths, outdoor spaces, benches
 - Commercial space / appearance
 - Good rules: parking, over 55 rule, rentals, upkeep of private homes
 - Overreaching: Architectural Committee
- The complete list of comments has been sorted by age and gender, and is available to read in Attachment D ([link](#))

Landscaping / Drought / Water Use

Landscaping Appearance

- *I will say that landscape improvements around the Rec centers, Berger, and the median entrance are making the place look pretty spruced up compared to when I moved here 8 years ago.*
- *Some of the landscaping in the common areas needs replanting, for instance on the west side of Pythian Rd. near the entrance from Hwy 12. It looks like the irrigation there has failed and many shrubs are dead.*
- *Landscaping in the medians on Oakmont Drive should be improved (it looked much better before shrubs were replaced by mulch and crepe myrtles).*
- *Improve the landscaping in front of the CAC*
- *Homeowner's Landscaping is often terrible and needs attention.*
- *Keep working on getting poor landscape at homes updated. Too many junipers and rocks make the area look older. Recently overheard 3 Real estate agents discussing showing property to buyers and mentioned they did not show Oakmont because it looked old and tired*
- *Upgrade horrible old landscaping in yards and public areas.*
- *I'd like to see some of the old, tired landscaping updated.*
- *Relandscape the huge grass expanse at the Oakmont Dr. entrance. Relandscape the field at the front Oakmont Dr. entrance and the berm. Quail Run Association should not have to do it alone. Improve interior and exterior of the Berger Center. Get rid of grass around Berger & landscape. Get rid of sculpted plants along Oakmont Dr.*
- *Better landscape maintenance, (outlaw noisy leaf blowers, perhaps require electric ones)*
- *Beautiful and welcoming landscaping at the entrance.*
- *Landscape improvements - less grass, less juniper, more natural plants.*
- *Entrance landscaping is hideous and unwelcoming. More creative landscaping in public spaces with more shade trees.*
- *When you modernize area make sure they have a current modern touch to them. Case in point all the new landscaping around Berger Center was out of date several years ago. The herringbone brick is old looking because it was out of style 10 years ago. Waste of time and money for a bad look.*

Water / Drought (also in the Golf section)

- *I see ads for a hybrid grass that requires little water but never see the subject discussed in Oakmont.*
- *Twin Lakes and other maintained landscape upgraded to drought tolerant plants.*
- *LESS LAWN. We are an area that needs to be planted with drought tolerant plants. spend less money re-doing landscape*
- *The landscaping at both entrances. They keep planting small plants of this and that type and 6 mos. later I see them being replaced. If they would keep it simple with LARGE drought tolerant plants maybe they would last.*
- *I'd like Oakmont to not waste our money on replacing landscaping in center medians, especially not plant things that require more water.*

Walking paths, outdoor spaces, benches

- *Turn one of the golf courses into a nature park for walking, picnicking, allowing for wild animals who need grazing sites and more shelter for feeding/nesting.*
- *More benches for the people who like to walk.*
- *Walking paths with benches, tables, trees, flowers, bird baths; gathering places in the shade or sun, e.g., convert the greensward into a shady "Central Park," and develop "pocket parks" scattered throughout Oakmont, each within walking distance of a group of blocks so folks have somewhere pleasant to walk to.*
- *Add off-street walking paths in the golf space area for use by non-golfers*
- *Improved off-road walking paths wherever possible. I would like to see dog walking permitted over at least a part of the golf course area at certain times of day (it has been done in other places)*
- *Why don't we have some benches where "old" folks can sit when they walk?*
- *Would love to see a park setting with a meditation garden, some benches, maybe a labyrinth. Would not be as expensive as many of the other suggestions and would certainly preserve the views.*
- *More resting benches throughout the community. i.e.: "in memory of..." "donated by..."*
- *More benches along sidewalks.*
- *More benches so older people can sit down when going for a long walk.*
- *Benches in many more areas, on many more streets, where you can relax, hopefully with a view, during long walks or hikes.*
- *Would very much like to see benches added along the streets. They would encourage more walkers among the elderly.*
- *Work w/City to install [to code] benches at bus stops---would be very helpful to walkers as well.*
- *Flat walking trail at least 1/2 mile with benches for those aging or in recovery from illness*
- *More park benches on Oakmont Drive*
- *Make the Greensward a park like setting with paths and benches.*
- *More benches for those who like to walk but can't walk very far*
- *Add several mini plazas across Oakmont, with a couple of benches, extending the community gatherings throughout Oakmont, not only at the Rec Centers.*
- *More benches for older folks who like to walk and sometimes they need a little rest.*
- *If the golf course flounders, buy the East Course and turn it into a park with gazebos, walking trails and picnic areas.*

Commercial space / appearance

- *I was surprised that the survey asked nothing about the general appearance of Oakmont, which I think is sorely lacking. It does not reflect well on the quality of today's residents. The commercial part of Oakmont looks unattractive, especially the signage - sandwich signs, plastic signs, balloons, etc.*
- *Find a way to attract business. Use empty commercial space that has remained empty. Had hoped for a commercial use for the property that is now being developed as residential near the main Oakmont drive entrance. Visibility of commercial spaces in Oakmont is poor. They needed to be situated closer to Highway 12. Many people do not even realize that there are restaurants within the Oakmont community.*
- *A full-service grocery store in the commercial district would be the most important improvement of all, creating a true Oakmont Village Center.*
- *Improve appearance of commercial area on Oakmont Drive.*
- *A commercial area that would include a larger deli, a pharmacy and associated parking.*
- *Improvement of appearance of commercial buildings*
- *Improving the signage and condition of commercial buildings.*
- *Appearance of empty commercial buildings. I know that many were not in favor of renovating the old beauty shop space but to me, even if it costs a little more, we are better off bringing existing buildings up to code than abandoning and building something new in our green space.*
- *Would love for the commercial area to be more cohesive and clean-looking, and less ragtag, haphazard, and old looking.*
- *Standardize the exterior appearance of commercial buildings/signage. Grocery store expansion/ offer more fresh veggies/fruits. Increase land use fees on real estate companies and require them to standardize the outward appearance of their buildings/signage.*
- *I most would like to see more commercial activity: a larger market, pharmacy, coffee shop etc.*
- *Overall appearance of commercial buildings on Oakmont Drive should be improved*
- *Please find a way to preserve the beauty and "feel" of Oakmont while attracting quality commercial establishments such as restaurants, stores such as trader Joes and Whole Foods (along those lines) maybe a small gift shop where talented Oakmont artists could sell their creations.*
- *I think the Board needs to maintain and upgrade (where reasonable) the facilities of Oakmont. As Oakmont ages (and it shows!!), it will take some creativity, money and leadership to maintain the community. I feel strongly that the Board needs to get more involved with the outward appearance of Oakmont. I think it is critical that the Board forge a relationship with the commercial tenants who are at the entrance to Oakmont. It has been ignored long enough. The hands-off policy has not worked.*

Good Rules

Most residents welcome the rules that qualify who is eligible to live in Oakmont, and how they maintain their homes.

For the most part, people want rules to be enforced regarding:

- Parking
- Over 55 Community
- Rentals (though not a rule per se)
- Upkeep of private homes

Parking

- *It's good that the rule about parking cars on the street seems to be recently enforced. The feeling of safety is extremely important.*
- *We should see that rules and regulations regarding cars parked in driveways or on streets are adhered to!!*
- *The enforced of rules regarding parking of cars, upkeep of homes etc. that give Oakmont a look of order and beauty.*
- *I would like to see less long-term parking on the street & driveways. If it keeps up we may start to look like Santa Rosa & RP campers & boats next. Lower Property values!*
- *Enforce the parking restrictions! People need to use their garage for parking cars, not as storage unit for boxes!*
- *Enforcement of various codes such as parking vehicles in garages--- Oakmont used to look very neat and tidy and is becoming very sloppy looking.*

Over 55

- *I am pleased to see that OVA is getting stricter about under age residents*
- *Enforce residents' age of 55 to be eligible to live here. Do not support child play areas, as this is an adult community.*
- *The adults only over 55 years in age. NO children or children's activities.*
- *55+ community. Keep the community an "active community"--not a day care facility that requires a huge expense. There are more and more baby boomers moving into the community, which should be taken into consideration. There are other nearby facilities for that. We are not Spring Lake Village. That niche is filled.*

Rentals

- *I am concerned that such a large fraction of the houses in Oakmont are rentals. Rental owners and renters generally don't maintain their properties as well as owners do, and they are more transient, and thus less likely to participate in community support and activities. I think rental units should have to pay a significantly higher membership fee to discourage renting and to encourage ownership. This could also be a source of funding for new facilities.*
- *We should control the number of renters in our village and perhaps establish rules/guidelines for the owners of these rentals.*
- *I think there are too many rentals. There should only be 20% rentals.*

Upkeep of private homes

- Homeowners should improve and maintain their landscaping.
- Making sure homes and landscaping are kept up.
- I would like to see the landscape committee crack down on older poorly maintained homes so our home values can be preserved.
- Would like to see homeowners maintain front landscaping
- The improvement of some neglected front yards (homes) -Employ "landscape" designers -Enforce present regulation
- Better enforcement by the Architectural Committee re some of the run-down yards that are overgrown with dead and/or dying plants, plus better enforcement by the AC to control trees that overhang walkways and streets, creating a hazard to vehicles such as motor homes and/or fire trucks that are forced into the opposing lane in order to avoid the limb hazard.
- Better maintenance of outdoor features like pathways and landscaping in common areas. Also better enforcement of CCR provisions concerning maintenance of homes and landscaping by owners. A few badly kept homes bring down the entire neighborhood.
- I think we should preserve the entire community and enforce the rules regarding the maintenance and appearance of homes. No garbage cans left in front, no weeds and no golf carts parked in front of homes.
- A strong Architectural Committee to follow through with the CC&Rs and keep up the community's appearance
- Support of the CC&R's that keep Oakmont homes looking attractive and real estate values up.

Overreaching Architecture Committee

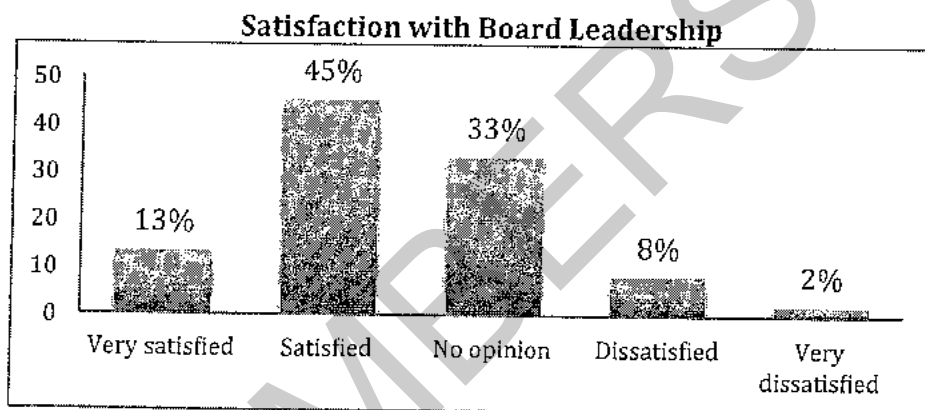
- I would hope that more of the homes are upgraded and that the Oakmont architectural committee makes it easier to do so. I've heard that the process is cumbersome and that they are not flexible so homeowners avoid them. It seems a bit much to ask first to paint or do some landscaping on property you own
- Homeowners in HOA's should be allowed to landscape or fence exclusive use common area. The AC should definitely include one or two members who own in one of the HOA's. Mary Patricia should not be so adversarial with homeowners.
- The biggest issue I have living in Oakmont are the people who volunteer and then use their positions to be 'enforcers'. For example, the architectural and landscape committee people could play a more helpful role (i.e. encourage people to plan with the drought in mind), rather than the reputation they have now - clipboards and out looking for every little violation.
- Rein in architectural committee Nazis
- The architectural committee must upgrade outdated policies and procedures.
- Less stringent architectural committee/HOA requirements with genuine appeal process

- *Review some of the outdated rules of the Architectural Committee. While 90% of the regs. are appropriate, some are outdated and should be reexamined*
- *An architectural committee that is open to new ideas and willing to work with homeowners who have a sense of design. Stop the attitude that it can't be done before you even look at the possibilities.*
- *A new architectural committee, the current Gestapo approach is VERY upsetting.*
- *I believe that the architectural committee should help maintain landscaping standards--very important for property values and attracting new residents*
- *Train people in the OVA and architectural committee how to communicate with residents and possible buyers. So many comments of rudeness and they are "God" here. This is a community of people that needs to work together, not be at odds and many of us are open to change but as a community not top down.*
- *I don't care for the Architectural Committee and the attitude of the lady in charge.*
- *Also, please reign in the Architectural Committee. We did not move here to be told how to use our private property. We are firm believers in an attractive appearance to our property but should not be told how to achieve that.*
- *The architectural committee needs better leadership and more objective policies and not be ruled by a agenda based individual.*
- *Not so many regulations (especially the architectural committee) - we are all responsible homeowners!*
- *Get the Architectural Committee under control. They are impinging on people's sense of security and privacy. I have lived here almost 10 years and they have NEVER sneaked around and took pictures of your property and harassed the residents. If something is an eyesore I agree it needs to be fixed but they are going after STUPID things. I am looking into selling my house and so are 2 other people I know....all due to the AC!!!*

RESIDENTS' FEEDBACK TO THE BOARD

Satisfaction with Board Leadership

- When asked how satisfied they were with the OVA's Board leadership, a third of the participants had no opinion, pointing to possible lack of familiarity.
- Only 13% are "VERY satisfied" with the Board. While most of the remainder is "satisfied", there does seem to be opportunity for increasing both familiarity and satisfaction.
- This is borne out by the large number of open-ended comments regarding Board responsiveness. Many people wanted to see the Board listen to the opinions of all the residents, not just a select few. These comments, and many more, are extracted in the next section.



- As the following table shows, outright dissatisfaction with the Board is low across all groups,
 - Newcomers and younger respondents are less likely to have an opinion about the board's performance. Older and long-time residents have the highest levels of satisfaction.
 - There is no difference by gender.
 - People unwilling to pay an increase in dues or a special assessment are somewhat less satisfied with the Board than those willing to do so.

Satisfaction with the Board by Group

Groups	Satisfied	No opinion	Dis-satisfied
Women	57%	34%	9%
Men	57%	33%	10%
Age			
<66	49%	38%	13%
66-75	54%	36%	10%
76-85	65%	29%	6%
86+	70%	23%	6%
Live Alone			
Yes	54%	38%	8%
No	59%	31%	10%
Moved to Oakmont			
<2 years	43%	50%	7%
2-5 years	60%	30%	10%
6-10 years	55%	33%	12%
>10 years	65%	27%	9%
HOA			
Yes	57%	35%	8%
No	57%	32%	11%
Dues Increase			
Yes	66%	28%	6%
No	45%	41%	15%
Assessment			
Not Willing	51%	36%	13%
Somewhat willing	60%	32%	8%

Residents' Comments

In response to the question: "What would you like to tell the Board about your hopes for the long-term future of Oakmont?" many respondents voiced their desire to see improvements in how the Board responds to the residents and makes decisions for Oakmont.

Their comments have been categorized into the following broad areas:

- Be Transparent and Listen
- Govern Wisely
- Attract younger residents, stay up-to-date
- Be Financially Smart: Invest in the Future
- Be Financially Smart: Control Costs
- Kudos

These comments are just a selection of the thousands of comments made by residents. These have been sorted by demographic group and are available in Attachment D. ([Link](#))

Be Transparent and Listen (not to just the "squeaky wheels")

- *I would hope that the Board would become more transparent to our community. Most people don't even know who is on the Board!*
- *BE TRANSPARENT! Be accountable. Hold Town Hall style meeting. There are too many decisions being made based on personal biases and values. Stop catering to minority voices in the community. Example: pickle ball courts and tot lots and building office building. Focus on what essentials make Oakmont a desirable place to live. Be leaders rather than a closed "clique".*
- *Keep residents better informed about Board's thinking regarding plans, projects (some progress has been made on this, so thanks for that).*
- *Some of us work full time. All the meetings are during the day, which excludes anyone who works. This is unfair and creates an atmosphere of a one-sided discussion.*
- *Actual transparency of significant expenditures for new additions or altering present facilities, before being acted on, e.g. current matter of adding "Pickle Courts". No one I've talked to was ever asked what they thought, (most had only heard a little about Pickle), no survey was taken, with results posted in the Oakmont News. There has been a lot of negative chatter about this intended action of the OVA Board going ahead with the new special space designated for it and approving the over \$200,000 cost. This type of OVA Board action certainly mirrors the negative reaction to the "New Office" multi-million addition proposed a couple of years ago. Doesn't the Board listen to the Community?*
- *Transparency of the Board/members and meetings. No secret Board meetings to get rid of a member that has a differing view point. Accountability of all Board members. I would hope the Board would be less "free wheeling" with our money. It seems like ridiculous amounts have been paid for various improvements- i.e. the strip as you enter on Oakmont Drive. Then there's the whole C.A.C. debacle. It seems like we need leadership with common sense. Some of the decisions that have been made are so random, and seem to be decided by a few, for a few. Even the Pickle ball courts- Wasn't it something like 10% of the community that pushed for them, and now they want spectator seating?? There doesn't seem to be any balance or prioritizing. Are "needs" being addressed before "wants"?*
- *Transparency about governance structure and decision making process; involve the population in decision making by communicating and perhaps voting on some issues. Do not allow special interest groups to railroad decisions about how to spend money or set priorities for the whole community. Keep Oakmont affordable for a broad spectrum of seniors-do not create an enclave for wealthy only*
- *I'd like to see the Board be more inclusive of divergent opinions and learn how to lead openly. Currently, it's a farce - and very, very small - even petty - in the way it does things.*
- *We need more transparency from the Board prior to committing large sums of money (our dues) on projects. For example, the pickle ball project should have been fully disclosed (rather than pushed through by a small number of players). This survey is a good step in the right direction!*

- *Drop your personal agendas and listen to the residents. Be more transparent and only meet in executive session when required by Davis Sterling. Too much is done behind closed doors.*
- *Be OPEN to new ideas as new people move here and current with what is happening in other retirement communities. Don't get stuck in what "used to work." We have the most beautiful setting of any retirement community and need to value and honor all people living here and their desires. This survey is a GREAT beginning. Thank you.*
- *I would hope that the Board conducts itself in a transparent, open environment of dedicated service to the Oakmont Community - with plenty of opportunity allowed for input from as many Oakmont people as possible - including putting major improvements to a community vote.*
- *I would like to see us viewed as a RESPONSIBLE well run community. I would like to see the residents be able to vote on important matters that are going to cost us more.*
- *The Board should represent all residents, not only those with the loudest voice.*
- *Listen to ALL the residents, not just the noisy few.*
- *Not allow a few squeaky wheels (i.e. sheep) to derail projects. Correct the injustice of having two dues-paying ova members from the same address only having one vote!*
- *Get the facts before acting. Don't react to the noisy few, but dig deeper for the real facts.*
- *Remember why you serve on the Board; to best serve the needs of ALL Oakmont residents, not just a vocal few. Don't sacrifice the long-term goals for short-term gains.*
- *That they listen to everyone NOT just the small group with the loudest voices.*
- *Recognize that Board member are fiduciaries whose basic job is to represent their constituents and not simply to propose and advocate those projects and policies which they personally consider important.*
- *Stay the course. Resist endorsing feel good concessions to any elements who want favors, that cost everybody, but don't stand up to some measure of continuing benefit for most of our residents.*
- *Please do not succumb to the squeaky wheels who represent just a handful of residents like the pickle ballers*
- *I am tired of the few angry complainers making and getting their way and this simply to try to shut them up. Why not use this survey system to get it right and keep a record of the results to really get and keep it right.*
- *Pay attention to the results of the survey, instead of approving personal agendas by a small vocal group of residents.*
- *Be careful about the perceived need to compromise. The challenge will be how to balance the wants and desires of the new residents with the needs of the existing residents, which are the majority of Oakmont.*
- *Plan ahead. Don't be pressured by loud group to put their request ahead of others that are on the planning Board.*

- *Stop fighting among yourselves and truly listen to all residents.*
- *Less bickering, and listen to the whole suburb*
- *I'm glad the Board finally let go of the plan for building new offices. With the number of existing empty office buildings that seemed to me to be a big waste of money. It also reassured me that the Board was (eventually) willing to listen to the majority and change course, even after investing time and money in a plan that turned out to be unpopular.*
- *Take the visions of people from survey and let us participate and support the necessities for the future of our lives here.*
- *The Board should not make decisions based on who can scream the loudest but rather by those who have invested time and money to establish the current life style.*
- *Be careful of the many small groups urging pet projects of limited usage by the majority of the residents such as dog parks, children's' playgrounds etc.*
- *Continue listening to residents' opinions, needs and desires. Develop better communications methods so all Oakmonters feel informed, included and appreciated. Develop better relations with the local communities so we don't seem like a bastion of crotchety old people.*
- *The Board should ask residents often what should be done to the Oakmont facilities, such as changes and improvements, both in writing and in town hall meetings.*
- *I think the Board, as with any Board will always have dissenters and different agendas. Hopefully as residents, they can come together to do what's in the best interests of the community as a whole to preserve the uniqueness of Oakmont rather than pursue special interests, i.e., if the majority wants something such as a dog park then that should be pursued. But if it's only a few, then take it off the drawing Board and revisit at a later time. This survey is s good way to determine what the majority of residents see as priorities.*
- *Einstein said ignorance is doing the same thing over and over but expecting different results! The Board must stay current with the desires of the community and be ever vigilant regarding what each generation values so as to never exclude an idea because it isn't your idea or you think it's not going to be popular. **WE WANT TO BE INCLUDED AND INFORMED CITIZENS OF OAKMONT!!***
- *The Board should focus on long-lasting improvements and changes which are needed and will be of value to ALL residents, and not entertain thoughts or discussions of trendy, temporary desires and wants of a few Oakmont residents.*

Govern Wisely

- *We're sick of things being approved and started on their way and then new officers being elected and starting out by negating or delaying these plans. The residents need to cooperate with what a Board has finally decided. We are suffering from paralysis with all this constant second-guessing, delaying etc.*
- *I like to see improvements but sometimes I do not think they are well thought out. Many of the cost of the projects seem excessive. Board members need to pay more attention to cost. Bring back old advisory committees. Don't micro manage. It is hard to attract new Board members with good ideas when there are too many meetings.*
- *The Board as a whole has to be a working Board. Too many Board members just slide by and don't assist with the projects on hand. Some fall asleep at meetings and this is ridiculous. This makes the workers frustrated and this causes future candidates to not want to run for the Board. There should be more rules as to Board member behavior and expectations, signing of a contract, and a quick resolution to slackers.*
- *I would hope that you would encourage more women candidates to serve on the Board. The population of Oakmont is 2/3 female and there is only one woman on the Board at this time. Less contentiousness from the residents and amongst the Board members would help accomplish this. Many women who could serve do not want to be the target of anger and even threats if they run. Try to not copy our Congress!*
- *I want to see Oakmont managed by Board members who understand their responsibilities and have the experience and skills required to carry out those responsibilities.*
- *We need younger members on the BOD. It would help to have a good representation from newer residents of the community.*
- *For all Board member to be more familiar with governing documents.*
- *I hope we can blend our personalities and individual skills so that we can work together to make this community one of ease and opportunity. Presently, the OVA Board, in my opinion, needs to work more efficiently via public relations in applying their ideas. Perhaps a training session for members to teach them how would be beneficial. Once the Board is approachable and working as a cohesive, effective team, I think professionals who are "in the back seat now" will come forward.*
- *I'd like to Board to lead the community to develop a vision for Oakmont in 2025 or 2035 and then for the steps to realize the vision. Oakmont Board's spend too much time on day-to-day operations that can be delegated to staff and not enough time dealing with the "big picture".*
- *If the Board were run more business-like, the participation would be greater with more meaningful input.*
- *I believe we need a stronger, younger-leaning Board that is willing and able to get things approved and done after an appropriate amount of invited comment by the owners. Improvements are being made too slowly, in my opinion.*

Attract younger residents; stay up-to-date

- *Build/update facilities that appeal to all age groups of the community, even though it might upset some legacy (and more vocal) residents.*
- *Boomers have different interests than many current residents. Keep abreast of their interests through surveys such as this.*
- *Those of us who are younger -- in our early 60's -- expect to age here in Oakmont. However, I (for one) hope to see Oakmont always have a mix of ages. When we first moved here, there was little to do if you were not fully retired and a bit of an attitude towards "boomers." It's better now, but still could be improved.*
- *I would hope we continue to garner younger homeowners. Activities for these younger homeowners should be a goal for long-term interest in moving to Oakmont for a second childhood.*
- *Generations are changing. Are we looking at future generations and what they will want?*
- *Younger age people are moving in and with that a new generation of more progressive and liberal thinking. I think that the Board should welcome that and not hang onto out dated thinking and try to hang on to what was. Change is good.*
- *Keep in mind that there will be many younger people entering Oakmont in future, and their needs will be different than many of current members. The Board needs to have some younger members to represent the new arrivals.*
- *In the future, perhaps Board meetings could be alternated each month; during the day one month, in the evening the next. In doing so, all residents, including those that work full time could attend Board meetings, offer their suggestions and share their opinions.*
- *I hope that it starts to change Oakmont to make it more appealing to the boomers, who want an entirely different experience from our parents, who currently seem to run Oakmont, make most of the decisions, and direct most of the changes.*
- *Oakmont needs to stay in the current century with its ideas and try to appeal to a younger group of baby boomers that would like to move to Oakmont. Oakmont is in a transition stage as the elderly pass on their properties to their heirs and to new younger residents.*
- *I think it is imperative that we stay current with needs and interests of our varied age groups and look ahead to those people to come because there are a lot of them!*
- *That it will be appealing to the next generation of retirees. With income inequality not going away, my guess is that people who can retire in 20 years will be even more wealthily than retirees today. Please keep that in consideration because tomorrow's retirees are going to expect a lot.*
- *Ensuring that facilities meet the needs on the changing demographic and that Oakmont continues to be attractive to the next generation of retirees.*
- *With the median age getting younger, planning should keep up with the life style of more active residents.*
- *Get more younger people involved in the Board who have more modern thinking and ideas*

Be Financially Smart: Invest in the Future

- *I think it is important to be willing to invest in facilities improvements, both for the benefit of residents and enhancement of property values. I realize many don't want to spend any money or pay an assessment for improvements, but we really need to keep abreast of the times in our community's quality.*
- *Do not be penny-wise and pound-foolish. Invest now to keep the facilities in top-notch shape.*
- *We need to increase the dues to enable Oakmont to maintain its way of life. Right now we are patching up instead of replacing worn out buildings. Our dues are too low compared to other over 55 communities. We should be at the \$100.00 level. But let's not take on too much debt.*
- *I feel very strongly that the best way to keep the value of our homes up and have Oakmont continue to be the best retirement community is to spend whatever money is needed to keep the facilities first rate. For example, the tennis courts, the swimming pools, hot tubs, etc. I and my wife are not rich by any means but we are willing to pay extra fees to keep Oakmont the premier facility that it is. This protects our investment in Oakmont and gives us the best quality of life.*
- *Although I don't want to spend a fortune, I believe Oakmont has to renovate buildings to attract new people. Please be conservative and find ways to do the job without overspending.*
- *We must stop giving away our facilities. \$63.00 per head is ludicrous. Unless we step up the dues, we will really be behind in a few more years.*
- *Raise the dues, initiate special assessments and find other ways to raise money for the needed and desired changes to Oakmont. Create a strategic plan that creates a roadmap for the next five to 10 years so we have a planful way to address budgeting and projects.*
- *Improvements that will keep Oakmont competitive with the top retirement communities so that property values are maintained.*
- *Keep up with trends in other retirement communities to assure home values*
- *Your leadership is essential to the health of Oakmont. The community needs some upgrades to stay competitive with other senior housing developments. They will be controversial but I hope you have the fortitude to get things accomplished.*
- *I would like the Board to start "thinking bigger." Lessen the small ideas and truly prepare for the future.*
- *I would like the Board to create a long term master plan and stop spending our funds to patch our facilities - A new larger Berger Center should be at the top of the list,*
- *Everything we do here affects our property values, thus, indirectly, our wealth. And the look of this place affects our overall happiness. This is serious and important work and proceeding without mission & vision means we will wander from one objective to the next - muddle through - and degrade rather than improve our environment.*

- *Continual upgrades are crucial. Current residents will generally be satisfied with the community as it is (or as it was when they moved in - they chose Oakmont as-it-was-then). Prospective residents will expect Oakmont to be what it should be now.*
- *Get more competitive. See what actually Del Webb is planning. Not has. Look at Trinity. Look at Palm Desert. Look at Arizona has. Compare and plan for and develop. Look at what Spring Lake Village has and will develop. Plan for the future. Do not just maintain the pass and present. Get with it. Think short range, mid range and long term. Have something to hand off to the next Board of Directors that will change and re-change leadership.*
- *Prioritize expenditures, create long-range plan, and research needs. Recent projects have required additional expenditures due to poor initial requirements. It is easy to spend money, but making sure we get most bang for the money spent should be a priority.*
- *The phrase "If it ain't broke, don't fix it" has an application where Oakmont is concerned. However, improvements are needed on an ongoing basis, and keeping the look and feel of Oakmont vibrant and fresh should be of paramount concern. Nothing turns away prospective Oakmont residents faster than tired facilities, outdated decorating, and "business as usual" attitudes.*
- *Study other retirement communities around the country such as Hilton Head Island in South Carolina or even closer in Chico. Use a best practices approach to develop long-range plans for the aging population of the future.*
- *I hope that Oakmont stays fluid, and willing to change with the times. A community that is just a well-maintained, old concept will wither. Be willing to eliminate facilities that aren't used (billiards? bocce? whatever..) in order to make space for new things -- be willing to reconceptualize our available space.*

Be Financially Smart: Control Costs

- *Keep fees at reasonable low level while maintaining current level of services. Don't need expensive dog park - have polo grounds, or more pickle ball courts, or kids' playgrounds - all speak to niche groups only. Bigger is not better. Keep in mind most retirees have to live on relatively fixed social security.*
- *Stop wasting money on architects for projects that contractors can do themselves*
- *We have wealth of amenities right now. I am concerned about raising dues or adding assessments to build new amenities that we don't really need, for instance, pickleball. We already have many unused tennis courts that can be converted. We aren't even finished paying off the CAC improvements. Let's finish that assessment before we consider adding more.*
- *I hope the Board will stop wasting money on professional services such as all these architectural drawings and plans unless and until a firm decision is made to proceed with a project.*
- *Focus resources on maintaining the EXISTING facilities at a high level of quality. DO NOT overspend on costly new facilities that result in increases in fees/assessments.*

- *I hope that the current Board can keep things mostly as they are. Obviously we need to maintain and update or facilities as time goes on. We have good bones here in that we have three Rec Centers and that is enough to support all of the residents that choose to use those facilities. The Board should try to keep the dues as close to the \$50 mark after we pay off the remodel we did a few years ago. I believe that a low maintenance fee will attract the middle-income retired couples to Oakmont. If the cost(s) are too high, then only the couples with the ability to pay those fees will be able to afford to live in Oakmont*
- *Don't spend money that we don't already have or will be recaptured through current dues. Safe and dependable economics is what attracts people to retirement communities where people are on or will be on fixed incomes. From the past economics woes there is a very large number of residents that have down graded out of necessity and come here.*
- *Use our dues for real needs rather than personal interests of members of the Board. Be sure you have community support before major financial investment are made, which is required by the "By Laws"!*
- *We hope that our Board is fiscally responsible and does not spend our money on embellishments over critical infrastructure.*
- *It is an excellent senior community. Keep it attractive but don't worry about "keeping up with the high end Jones'."*
- *We are blessed to be living in this beautiful valley. Try to keep the monthly dues increase to a minimum.*
- *Work on ways to keep HOA fees as low as possible without having the property appearance decline over time.*
- *I would hope that you, the Board of Directors, can forget about your personal "legacy" and leave well enough alone. They spend too much money on unnecessary projects which requires our retirees to annually increase their living budgets to keep up. Do the things that REQUIRE doing and stop adding new items to the meeting agendas. Oakmont is a pretty nice place as it is. We are not a Del Webb community, thank God. Let those that want to change Oakmont into a Del Webb move to Del Webb*
- *I hope the Board will stop wasting money on professional services such as all these architectural drawings and plans unless and until a firm decision is made to proceed with a project.*
- *Keep us fiscally solvent. Be aware that some earlier residents may not have the same resources as temporary residents. We should appear as contemporary as other similar retirement facilities, but, offer better value.*
- *I'd like to remind the Board that this is a "retirement" community. Many, maybe even most, have fixed incomes and those incomes don't go up at the rate living in Oakmont has gone up in the last 10 years. What we have is nice. Lets maintain and replace what we need to.*
- *While attracting "younger seniors" to Oakmont, those of us who are over 65 should not be forgotten. It would be sad to see older residents have to leave Oakmont because they can no longer afford to live here. There are many widows and widowers here that live on a single income and are stretching their budgets to be able to be in this wonderful place.*

- *To keep the budget in the positive at all times. Never go in debt!! There is nothing that is so urgently needed or required to force an overspending!! Do not become the U.S. Government. We cannot and do not need more than we can afford. Earn it, not take it!*
- *I would like to see more resident input and control of projects involving large financial projects, assessments/reassessments of projects and investments needed that will enhance Oakmont's long term financial stability (and thereby protect our personal investments in the community), maintain open spaces, maintain/update the infrastructure we currently have....more is not necessarily better.*
- *We do not want this community to be turned into an exclusive island in Santa Rosa through grandiose schemes concocted by the Board. People continue to move here because of the inherent characteristics of the community. Those that want/need "fancier" facilities and communities have sufficient options within Santa Rosa and the region, aside from Oakmont.*
- *Focus resources on maintaining the EXISTING facilities at a high level of quality. DO NOT overspend on costly new facilities that result in increases in fees/assessments. Continue the current emphasis on vigorous enforcement of CC&Rs. Nothing will drag down our quality of life and competitive standing more than out-of-control parking, poorly maintained properties and overcrowded rentals to below age residents.*

Kudos

- *I would like to tell the Board that their work and diligence to serve our Oakmont community are highly appreciated by this survey taker! Thank You!*
- *First, Cassie is doing a fantastic job - she is forward thinking about making our community attractive to prospective future residents.*
- *First, thank you Board members for your work... Thank you to all who created this survey!*
- *Thank you for your good work.*
- *I appreciate their service and due diligence. I hope others of quality will continue to serve.*
- *Thanks for doing 'what you're doing'.*
- *I am encouraged by the discussions and decisions displayed by our current Board. Our current manager is doing an excellent job. Please give her and her staff your support and cooperation.*
- *The Board has hired a good manager. Follow the manager's advice. Develop a 5,10 and 20 year general plan that is reviewed and updated once every 5yrs.*
- *Keep up the good work.*
- *Please know you are appreciated, the Board strives for the benefit of all. It is a thankless job. Our future with your input, research and knowledge will keep us up to date and keep us focused toward long-term health. Thank you.*
- *Great idea to create this survey. Make every effort to get feedback from residents so decisions are made based on hearing from all, not just those attending Board meetings or the loudest. Thank you for your service.*

- *I would like to thank the Board for working so hard for the betterment of the community we've recently begun to call "home." Both my husband and I are so happy we decided to make the move.*
- *The Board is doing a good job and going in the right direction in carefully considering how money should be spent to ensure the successful future of Oakmont, and we hope they keep on truckin'*
- *We have a good manager right now. Keep her happy.*
- *It appears that Cassie and the Board are working very hard to continue making Oakmont a very pleasant place to live at their point in our lives. I hope this continues*
- *Keep up the good work*
- *You are doing just fine. This survey is a good idea!*
- *Thank you for caring about my opinions.*
- *Let's all work together and I think they are doing a GREAT job.*
- *You are doing well---keep up the good work.*
- *It's good to see the awareness of the present Board and OVA, the facilities are being well maintained and ongoing maintenance is important.*
- *The present manager is doing a good job.*
- *The Board members are to be commended for hiring a competent and proactive manager, Cassie.*
- *The Board has been diplomatic and productive in the face of increasing demands that Oakmont be all things to all people. I don't know much about other retirement communities, but I like to think that Oakmont is outstanding as a low-key "village" that has room for lots of life-styles, moving forward with care and clear thinking. So my long-term hope is that we will keep on that course: no Grand Visions, just day-by-day progress.*

APPENDIX

- A - Discussion guide for focus groups
- B - Survey design and execution
- C - Survey questionnaire

APPENDIX A - Discussion guide for focus groups

OAKMONT FOCUS GROUPS Interviewing Guide

EXPLANATION (5)

- Gathering information to provide guidance for the future of Oakmont. Part 2 of 4 phase research project for LRPC.
- Audio recording so we don't miss anything you say.
- Confidential – no names will be used in reporting your comments. I am an independent researcher.
- Want to hear your personal opinions. Not looking for consensus – ok to disagree but please respect other's right to be heard.
- Going to move through a lot of topics in less than 2 hours, so forgive me if I cut you off in order to move on.

INTRODUCTIONS (Round table) – (10)

- How long lived in Oakmont?
- Why chose to move here?
- Where else did you consider moving? Why NOT there? (Newcomers)

POSITIVE ASPECTS OF LIVING IN OAKMONT (Easel) – (10)

- Best things about living in Oakmont?
- What is Oakmont doing right?
- Pick your top 2 and write down

CHALLENGES FACING OAKMONT TODAY (Easel) – (15)

- Most important issues facing Oakmont today? (broadly, rather than specific projects or amenities)
- Write down your top 3
- Focusing on 3 that rise to top in group:
 - What to do / change in order to tackle these issues today?

GOVERNANCE (5)

Read Definition "the governance structure of the OVA Board of Directors and committees and their decisions, actions and communications"

- What is leadership doing well?
- How could it improve?

MEMBER SUPPORT (5)

- Specific services to residents that could be improved
- What services would you like to see added?

NEW AMENITIES / PROJECTS (Easel) (15 - 20)

"There are always a lot of proposals for new construction or new amenities that the Board should consider. what amenities and projects or initiatives should be the priority for the Board at this time?"

- Write down your top 1-3
- Gather list on easel / Discuss most popular

FINANCING (5)

- How should new projects be financed if there is not enough money from current income to fund them?
- Assessments / Fund Raising / Fee for new purchases / Raise monthly dues?
- Please write down a number from \$0 to \$50 that represents how much additional dues you would be willing to pay to have your #1 priority completed.

FUTURE (15 - 20)

Brainstorm in 3 small groups:

Describe what Oakmont should ideally look and be like in 5 years - your wish list (don't think about \$ or problems implementing)

FOLLOW-UP (5)

If you think of other things that may be relevant or you forgot to say, please email us at OakmontResearch@gmail.com. We will pass your comments along to the LRPC.

Please do not share what you have discussed in the group. We want everyone else to be "fresh" when we talk to them in future research.

APPENDIX B - Survey design and execution

Survey Information

Preparatory Work

The resident survey was created by Kathy Cirksena and Sue Dibble, with input from the Research Committee of the Long Range Planning Committee in conjunction with various members of the Long Range Planning Committee and the OVA Board of Directors. The content was greatly influenced and enhanced by the four listening sessions and the findings of nine focus groups; defining the survey topics was a main goal of conducting those two phases of the overall research project.

Feedback was also sought and given by Dr. David Vlahov, Dean at the University of California, San Francisco School of Nursing and Dr. Deborah Roberts, Department Chair of Nursing at Sonoma State University. We were also fortunate to receive input from Francesca Johnson, CEO of Research Arts who had done the focus groups. A draft questionnaire was presented to the Board of Directors for their feedback and received their stamp of approval.

During the fall and winter of 2014, residents' email addresses were gathered and collated into an Excel spreadsheet, through an exhaustive process of collecting and processing email forms. Multiple requests for resident emails were made through the OVA Manager's e-blast and the Oakmont News as well as signs throughout Oakmont and appeals to various clubs and groups. The number of email addresses available to the OVA grew from 800 to over 2300 by the time the survey began. Those 2300 did contain a number of duplicates.

Survey Data Collection Process

Online: On February 1, 2015 invitations were sent via email to 1652 unique residents, however some of those addresses were wrong resulting in 1639 emails that were received. This is the invitation that was sent:

Dear Resident,

The Oakmont Village Association (OVA) is in the process of preparing a Long Range Plan. We are conducting a survey of residents to ask your priorities for the future.

What facilities are you using now and what would you like to see in the future? What are your priorities for activities living in Oakmont? To provide a portrait of Oakmont residents, the survey also asks some background questions

If there are two residents in your household please have each person complete the survey either using your invitation or their invitation – not both for obvious reasons. It should take about 10-15 minutes. Please complete as soon as possible; the survey will close on 2/21/15.

The link below will take you to the survey. There are no identifiers (names or addresses) in the survey so you can feel free to respond honestly. All data will be reported as a group.

Password = oakmontlife (copy and paste is easiest)

Questions – contact oakmonthelp@gmail.com and someone will get back to you within 24 hours.

Begin

Thank you in advance for your help in planning our future!

Within one day, a glitch in the system surfaced which did not allow the second person in a household to take the survey. A Sunday call with the survey software vendor showed us the problem: by allowing the participant to 'save' and come back

to the survey, a second person could not take it. Problem fixed, we resent the survey link with the following message:

Dear Resident,

We apologize. There was a glitch in the survey so we are sending again. If you filled it out, please don't do it again. The Oakmont Village Association (OVA) is in the process of preparing a Long Range Plan wants to know what you think!

What facilities are you using now and what would you like to see in the future? What are your priorities for activities living in Oakmont? To provide a portrait of Oakmont residents, the survey also asks some background questions.

Whether you have your own email address or share with another, please be sure EACH person in the household completes the survey. It should take about 10-15 minutes. Please answer as soon as you can; the survey will close on 2/21/15.

The link below will take you to the survey. There are no identifiers (names or addresses) in the survey so you can feel free to respond honestly. All data will be reported as a group.

Password = oakmontlife (copy and paste is easiest)

Questions – contact oakmonthelp@gmail.com and someone will get back to you within 24 hours.

Begin

Thank you in advance for your help in planning our future!

Don't click below unless you really do not want a reminder to complete the survey. You will not get a reminder if you have completed the survey.

We sent out three reminders: one on 2/12, one on 2/17 and one on 2/21.

Dear Residents,

This is a quick reminder that the survey continues and we really want to know what you think about now and in the future. Where should we spend our money?

What facilities are you using now and what would you like to see in the future? What are your priorities for activities living in Oakmont? To provide a portrait of Oakmont residents, the survey also asks some background questions.

Whether you have your own email address or share with another, please be sure EACH person in the household completes the survey. It should take about 10-15

minutes. Please answer as soon as you can; the survey will close on 2/21/15.

There are no identifiers (names or addresses) in the survey so you can feel free to respond honestly. All data will be reported as a group.

Password/code = oakmontlife (no caps and no spaces)

Questions – contact oakmonthelp@gmail.com and someone will get back to you within 24 hours.

Click here to Begin

Thank you in advance for your help in planning our future!

Students: On February 2, four students began their class in Community Health Nursing in Oakmont. A contract between Oakmont and Sonoma State was approved by all parties in January. The study received an “exempt” review by the Human Subject’s Committee at Sonoma State. Umpqua Bank gave us a place to meet and the OVA office gave the students vendor tags so they could get into the CAC. Their job was to be available to help residents with the survey whether that be in the home, on the phone, at Oakmont Gardens, or handing out surveys. The best places to pass out paper surveys were Bingo and the CAC. Students also made a series of reminder phone calls to those that had not turned their paper survey into the office. No one received more than two calls.

Volunteers: A number of folks from the Long Range Planning Committee and their friends volunteered to pass out paper surveys at Oakmont events.

OVA Office: The staff at the OVA office had four important functions – they fielded phone calls, passed out paper surveys, collected paper surveys, and sent a letter to all residents who did not have an email on file informing them of how they could participate in the study. The letter went out on February 9th to 1112 households. A copy of the letter is below.

LETTER SENT TO NON-EMAIL HOUSEHOLDS:

Your invitation to participate in the OAKMONT RESIDENT SURVEY

You're important—speak up!

- >A short survey is being sponsored by the Oakmont Village Association Board of Directors and your participation is needed.
- >The OVA Board is seeking input from all members to guide decision making and long range planning.
- >Every paying member of OVA is eligible to complete the survey.
- >Every member in Oakmont has a chance to respond to the survey by choosing one of the options below.

There are several ways for you to take the survey. Please choose one of the following:

1. Email your name and address to oakmontsurvey@gmail.com to receive a link to the online survey
2. Go to the Computer Learning Center in the CAC during the following hours to do the online survey:
 - Feb. 3 1 p.m. to 4 p.m.
 - Feb. 13 9 a.m. to noon
 - Feb. 14 10 a.m. to 2 p.m.
3. Call or go to the OVA office (707-539-1611) if you:
 - a. Need a paper survey to complete
 - b. Would like a volunteer to help you complete the survey by phone or in person
 - c. Have questions about completing the survey

Survey closes February 21, 2015

Special email addresses were set up to accommodate questions and feedback from the residents.

Oakmonthelp@gmail.com: We responded to 151 questions about the survey.

Oakmontsurvey@gmail.com: We responded to 348 questions about the survey.

The most common questions were what was and how to use the survey passcode; requests for links for themselves or their spouse; and to remove “unsubscribe” because they hit that link rather than the survey link.

Important Message about Anonymity

In the original spreadsheet email addresses were linked to names and street addresses. Those data were held by a Board Member, Andie Altman, so that only the email addresses were transmitted to one person on the research team for purposes of sending the survey. The email addresses were utilized to send survey and reminders. They were not downloaded with the data into the program used to create the findings so they are not available to match with the individual data.

In addition we collected names, addresses, phone numbers and email addresses on forms completed when we handed out the paper surveys. That information was only used to have the students complete reminder calls and to insure that no one completed more than one paper survey. Those pages were given to the Andie Altman to harvest the email addresses and then they will be destroyed. There is no way to match an individual to their data by the research team.

Important Message about Duplicate Entries

The only duplicate entries that we found were when data was being entered and the WiFi at the CAC failed -- resulting in the need to start over. This happened over 25 times. The WiFi when it worked was so slow that it took almost 12 minutes to enter data that should have taken less than five. We saw no evidence of same person filling out the survey multiple times.

RESPONSE RESULTS: 34% of all residents and 48% of available residents

Online and Paper Surveys: Paper surveys were completed by 389 residents. In looking at the paper survey response

- ◆ **Paper Surveys Handed Out = 440**
 - **Handed out by office staff = 187**
 - **Handed out by volunteers = 45**
 - **Handed out by students = 208**

The **completion rate** for the paper surveys that were distributed, including 2 reminder phone calls for those that had not returned the survey, was **88%**.

A total of 1250 online surveys were completed, which included 31 home visits, phone surveys, and personal interviews. By deducting those 31 non-online completes, we would have a total number of surveys completed via the internet of 1219. Three reminders were given to those who received the email invitation. Since some respondents shared email addresses, calculating an actual response rate is challenging.

The OVA reported that there are 4634 dues paying Oakmonters in the month of February – the survey month. Included in that number are those that are using their homes as vacation or weekend properties, those living in Oakmont gardens (n=186), those properties being “flipped”, being held vacant during probate etc. However, even using 4634 as a denominator and 1639 as the numerator, the response rate would be 35.4%, as a worst-case scenario. Another approach to calculating a response rate could include the following:

- Initial Emails (no duplication) = 1639
- +
- Surveys Handed Out = 440

- +
➤ Unique email requests for a survey link = ~200
- +
➤ Letters to residents without email = 1112

The sum of these methods for reaching residents is 3391. If we then used 3391 as the denominator and 1639 and the numerator, the response rate would be 48%.

Students: The students were a significant contributor to our research in that they:

- Provided 280 hours of data collection and data entry
- Phone Surveys Completed = 6
- Home Visits = 6
- In person interviews = 18
- Reminder calls = 126
- Handed out 208 paper surveys

The most important factor in working with students on this project was that these future nurses learned that seniors are not defined by their diseases but by their activities and friends.

APPENDIX C - Survey questionnaire (Paper Version)

Oakmont Resident Survey - February 2015

Survey number _____

The OVA Board of Directors is sponsoring this survey of all Oakmont residents to get your input into planning for future projects and initiatives. What are your priorities? What do you participate in now? How can OVA better meet the needs and interests of the residents? Your answers will be important input into the Board's planning for the near future and long term. All data will be reported as group information, not as individuals. Thank you for all your help.

Please **circle** the number of your answer. Please provide one answer for each question unless otherwise directed.

1. Do you live in Oakmont?

- (1) Yes (2) No - please contact OVA to get the non-resident survey

2. Where did you live just prior to Oakmont?

- (1) Northern California (2) Southern California
(3) Another State (please specify): _____
(4) Another Country (please specify): _____

3. Do you own or rent the house you are living in?

- (1) Own (GO TO 3B) (2) Rent (SKIP TO 4)
(3) Live at Oakmont Gardens (GO TO 3A)

3A. Did you live in Oakmont before moving to Oakmont Gardens?

- (1) Yes (2) No

3B. Did you rent in Oakmont before you bought?

- (1) Yes (2) No

4. How long ago did you move to Oakmont?

- (1) Less than two years (2) 2-5 years
(3) 6-10 years (4) More than 10 years

5. What things are important to you about living in Oakmont? (please rate the following):

	Very Important	Important	Somewhat Important	Not Important	Not Applicable
Close to my Family	(1)	(2)	(3)	(4)	(5)
Clubs in Oakmont	(1)	(2)	(3)	(4)	(5)
Cultural Events	(1)	(2)	(3)	(4)	(5)
Fitness Opportunities	(1)	(2)	(3)	(4)	(5)
Golf Courses	(1)	(2)	(3)	(4)	(5)
Good Neighbors	(1)	(2)	(3)	(4)	(5)
Oakmont Facilities	(1)	(2)	(3)	(4)	(5)
Open Space in Oakmont	(1)	(2)	(3)	(4)	(5)
Property Value	(1)	(2)	(3)	(4)	(5)
Rural Surroundings	(1)	(2)	(3)	(4)	(5)
Safe environment	(1)	(2)	(3)	(4)	(5)
Single level house	(1)	(2)	(3)	(4)	(5)
Social Opportunities	(1)	(2)	(3)	(4)	(5)

6. Where do you get most of your information about things that are happening in Oakmont?
(Circle all that apply)

- [1] Oakmont News [2] Calling OVA Office
[3] Friday E-Blast from Cassie [4] Oakmont Website
[5] Online Videos of Oakmont Activities [6] Social Media (Oakmont Buzz, Next Door)
[7] Other: _____

7. Finding information about living in Oakmont is:

- (1) Very Easy (2) Easy (3) Hard (4) Very Hard

8. Is your house in an area that is maintained by a Homeowners Association (HOA)?

- (1) Yes (2) No (3) Don't know

9. Are there children under the age of 18 who visit you in Oakmont?

- (1) Yes (2) No (SKIP TO 10)

IF YES: 9A. Do they use facilities like the pool or tennis courts?

- (1) Yes (2) No

10. What types of pets do you have? (Circle all that apply)

- [1] None [2] Cat
[3] Dog [4] Other

11. What was your age on your last birthday? _____

12. What is your gender?

- (1) Female (2) Male

13. Currently, how active are you in Oakmont activities, clubs, and events?

- (1) Very active (2) Somewhat active
(3) Not very active (4) Not at all active

14. How many Oakmont Clubs do you belong to? (If none, put in 0) _____

What club are you most involved with?

15. Do you volunteer in Oakmont?

- (1) Yes (2) No

16. Currently, do you drive a car?

- (1) Yes (SKIP TO 17) (2) No (3) Prefer not to say (SKIP TO 17)

IF NO: Since you have not been driving, how do you get around? (Circle all that apply)

- [1] Oakmont Bus
[2] Paid driver/taxi
[3] Volunteer/friend/spouse/child
[4] Walk
[5] Don't go out to Oakmont activities

17. Within the last year, when was the last time you played golf on an Oakmont course?

- (1) Last Week (2) More than a week ago but less than a month
(3) A month ago (4) More than a month ago but less than 6 months
(5) Six months or more (6) Never

18. How often do you eat or drink at the Quail Inn (at the Oakmont Golf Course)?

- (1) Never (2) Rarely
(3) Sometimes (4) Often
(5) Very Often

19. Which of the following OVA sponsored activities have you done in the past year? (circle all that apply)

- [1] Gone to a movie at the Berger Center or East Rec.
[2] Gone to an event at the Berger Center
[3] Taken a class
[4] Participated in a discussion group
[5] Other: _____
[6] None of the above

20. What indoor OVA facilities do you use? (Circle all that apply)

- | | |
|------------------------|-------------------|
| [1] Art room | [2] Berger Center |
| [3] Billards Room | [4] Card room |
| [5] Computer Center | [6] East Rec |
| [7] Fitness Center | [8] Library |
| [9] Meeting Rooms | [10] West Rec |
| [11] None of the above | |

21. How important to you is direct access from Oakmont to Annadel State Park?

- | | |
|------------------------|-------------------|
| (1) Very important | (2) Important |
| (3) Somewhat important | (4) Not important |

22. What outdoor OVA facilities do you use? (Circle all that apply)

- | | |
|------------------|------------------------|
| [1] Bocce | [2] Horseshoes |
| [3] Hot tub/spas | [4] Lawn bowling |
| [5] Petanque | [6] Pickle Ball |
| [7] Picnic areas | [8] Swimming Pools |
| [9] Tennis Court | [10] None of the above |

23. OVA owns about 17 acres of hillside land on Stonebridge Road which is mostly vacant. Which of the following options would you like to see for the future?

- (1) Leave as open space
- (2) Rebuild existing exercise equipment, improve the path and fencing
- (3) Reserve for development by OVA
- (4) Other: _____

24. The Berger Center receives heavy use and some residents think it needs to be upgraded. Which of the following comes closest to your opinion about what is needed at the Berger Center?

- (1) Do nothing, let it be
- (2) Continue to maintain the Berger Center but do no upgrading
- (3) Update the existing Berger Center with improvements such as flooring, kitchen, sound system or other renovations
- (4) Implement a significant expansion of the Berger Center that would add space as well as update facilities.
- (5) Tear it down and start over

25. Currently OVA dues are less than \$65/person. How much MORE are you willing pay per month in order to maintain/update Oakmont facilities and common areas?

- (1) \$10
- (2) \$20
- (3) \$30
- (4) \$40
- (5) \$50 or more
- (6) Nothing more

26. What indoor projects/amenities/initiatives should the Board consider? (Circle one number from 0 to 10 for each proposal - a higher number means it is a higher priority for you)

- Expand Fitness Center 0 1 2 3 4 5 6 7 8 9 10
- Expand Art Rooms 0 1 2 3 4 5 6 7 8 9 10
- Create an indoor central gathering space (like a coffee house or wine bar) 0 1 2 3 4 5 6 7 8 9 10
- Create Adult Day Health Care on site 0 1 2 3 4 5 6 7 8 9 10
- Build an indoor Pool 0 1 2 3 4 5 6 7 8 9 10

27. What outdoor projects/amenities/initiatives should the Board consider? (Circle one number from 0 to 10 for each proposal - a higher number means it is a higher priority for you)

- Work with city to improve safety of sidewalks and streets 0 1 2 3 4 5 6 7 8 9 10
- Update Oakmont entrance signage 0 1 2 3 4 5 6 7 8 9 10
- Trips to nearby activities such as plays, baseball games, or musical events 0 1 2 3 4 5 6 7 8 9 10
- Solar panels on OVA facilities 0 1 2 3 4 5 6 7 8 9 10
- Expand Community Garden 0 1 2 3 4 5 6 7 8 9 10
- Community wide Wifi 0 1 2 3 4 5 6 7 8 9 10
- Commission Public Art 0 1 2 3 4 5 6 7 8 9 10
- Build pickle ball courts 0 1 2 3 4 5 6 7 8 9 10
- Build a dog park 0 1 2 3 4 5 6 7 8 9 10
- Build a children's playground 0 1 2 3 4 5 6 7 8 9 10

28. Obviously some projects listed above will cost a significant amount of money that dues will not cover. One way of funding upgrades and new projects is a special assessment. Are you willing to support a one time assessment to fund the projects you want?

- (1) Very Willing
- (2) Willing
- (3) Somewhat willing
- (4) Not at all willing

How much money would you be willing to pay as a special assessment, if one were necessary? (please use numbers) _____

29. What is your employment status? (Circle all that apply)

- [1] Retired [2] Working full-time
[3] Working part-time [4] Disabled
[5] Unemployed

30. Do you live alone?

- (1) Yes (SKIP TO 31) (2) No (GO TO 30A) (3) Prefer not to say (SKIP TO 31)

30A. Who lives with you? (Circle all that apply)

- [1] Spouse or spouse equivalent [2] Adult child/grandchild
[3] Roommate [4] Caregiver

31. Do you have a close friend here in Oakmont?

- (1) Yes (2) No (3) Prefer not to say

32. Do you have people in Oakmont you can call on for help?

- (1) Yes (2) No (3) Maybe

33. How would you rate your quality of life today? (Please circle a number between 0 and 10. A higher number=a better quality of life)

0 1 2 3 4 5 6 7 8 9 10

34. Would you say that in general your physical health is:

- (1) Excellent (2) Very Good (3) Good
(4) Fair (5) Poor

35. Would you say that in general your memory is:

- (1) Excellent (2) Very Good (3) Good
(4) Fair (5) Poor

36. Do you experience hearing loss?

- (1) Yes (2) No

IF YES: 36A. Do you have trouble hearing at OVA events even when you are wearing your hearing aids?

- (1) Yes (2) No (3) Don't have hearing aids

37. Which of these categories describe you? (circle all that apply)

- [1] American Indian or Alaska Native [2] Asian
[3] Black or African-American [4] Hispanic, Latino, or Spanish origin
[5] Native Hawaiian or Other Pacific Islander [6] White
[7] Prefer not to say

38. Is English your first language?

- (1) Yes (2) No

39. What is the highest degree or level of school you have finished?

- (1) 12th grade or less (2) Graduated high school or equivalent
(3) Trade School (electric, cosmetology, etc) (4) Some college, no degree
(5) Associate degree (6) Bachelor's degree
(7) Master's degree (8) Doctorate (PhD, MD, JD, DC, ND, etc)

40. How concerned are you about meeting your current financial needs?

- (1) Not at all concerned (2) Somewhat concerned (3) Very concerned

41. Is Social Security (or a similar program) your only source of income?

- (1) Yes (2) No
(3) Not old enough for Social Security (4) Prefer not to say

42. How concerned are you about meeting your financial needs as you age?

- (1) Not at all concerned (2) Somewhat concerned (3) Very concerned

43. How long are you planning to stay in Oakmont?

- (1) Less than 5 years (2) 5-10 years
(3) More than 10 years (4) Rest of my life
(5) I'm not sure

44. Would you consider moving to Oakmont Gardens, if you needed more care?

- (1) Yes (2) No (3) Maybe

45. Have you had occasion to call or go to the OVA office in the past year?

- (1) Yes (2) No

46. How satisfied were you with your experience with the OVA Office?

- (1) Very Satisfied (2) Satisfied
(3) Dissatisfied (4) Very Dissatisfied

47. Currently the OVA office hours are Monday to Friday from 9-5. Do these times meet your needs?

- (1) Yes (2) No

IF NO: 47A. What additional hours would best meet your needs?

- (1) Extended daytime hours (2) Evening hours (3) Weekend hours

48. How satisfied are you with the OVA Board's leadership?

- (1) Very satisfied (2) Satisfied (3) No opinion
(4) Dissatisfied (5) Very dissatisfied

49. What do you like and think should be preserved about Oakmont?

50. What improvements in Oakmont would you most like to see in the near future?

51. What would you like to tell the Board about your hopes for the long-term future of Oakmont?

52. DID YOU HAVE SOME HELP COMPLETING THIS SURVEY? 1 YES 2 NO

Thank you for taking the time to share your views with the OVA Board.

OVA MEMBERS ONLY