

AGENDA

ROSSMOOR COMMUNITY SERVICES DISTRICT

PARKS AND FACILITIES COMMITTEE MEETING

IN-PERSON

RUSH PARK

West Room
3021 Blume Drive
Rossmoor, CA 90720

June 30, 2026

7:00 p.m.

A. ORGANIZATION

1. CALL TO ORDER: 7:00 p.m.
2. ROLL CALL: Directors DeMarco, Maynard
3. PLEDGE OF ALLEGIANCE: Director DeMarco
4. PRESENTATIONS: None

B. PUBLIC FORUM

Any person may address the members of the Parks and Facilities Committee at this time on any subject within the jurisdiction of the Parks and Facilities Committee of the Rossmoor Community Services District.

C. REGULAR CALENDAR

1. DISCUSS THE COMMITTEE MAKING A RECOMMENDATION TO THE ROSSMOOR COMMUNITY SERVICES DISTRICT BOARD OF DIRECTORS REGARDING POTENTIAL REVISIONS TO RCSD POLICY NO. 6050 REGARDING EVENING WALK-ON COURT USE FOR PICKLEBALL AND TENNIS, RESERVATION REQUIREMENTS, AND RESIDENCY VERIFICATION.
2. DISCUSS THE COMMITTEE MAKING A RECOMMENDATION TO THE ROSSMOOR COMMUNITY SERVICES DISTRICT BOARD OF DIRECTORS REGARDING STRATEGIES TO HELP MAINTAIN CLEAR BUFFER ZONES AT THE DISTRICT'S TENNIS AND PICKLEBALL COURTS INCLUDING REVISING THE DISTRICT'S CURRENT POLICIES.

3. DISCUSS THE COMMITTEE MAKING A RECOMMENDATION TO THE ROSSMOOR COMMUNITY SERVICES DISTRICT BOARD OF DIRECTORS REGARDING CLARIFICATION OF POLICY NO. 6050 THROUGH SUPPLEMENTAL COURT SIGNAGE RELATED TO INSTRUCTIONAL EQUIPMENT AND UNAUTHORIZED INSTRUCTION AND POSSIBLY A POLICY REVISION.
4. DISCUSS THE COMMITTEE MAKING A RECOMMENDATION TO THE ROSSMOOR COMMUNITY SERVICES DISTRICT BOARD OF DIRECTORS REGARDING THE DEVELOPMENT OF A FORMAL PARK AMBASSADOR PROGRAM.

D. ADJOURNMENT

CERTIFICATION OF POSTING

I hereby certify that the attached Agenda for the June 30, 2026, 7:00 p.m., Parks and Facilities Committee Meeting of the Rossmoor Community Services District was posted at least 24 hours prior to the time of the meeting.

ATTEST:



SHARON LANDERS
General Manager

Date: _____



ROSSMOOR COMMUNITY SERVICES DISTRICT

AGENDA ITEM C-1

Date: June 30, 2026

To: Parks & Facilities Committee

From: General Manager Sharon Landers
Recreation Superintendent Chris Argueta

Subject: DISCUSS THE COMMITTEE MAKING A RECOMMENDATION TO THE ROSSMOOR COMMUNITY SERVICES DISTRICT BOARD OF DIRECTORS REGARDING POTENTIAL REVISIONS TO RCSD POLICY NO. 6050 REGARDING EVENING WALK-ON COURT USE FOR PICKLEBALL AND TENNIS, RESERVATION REQUIREMENTS, AND RESIDENCY VERIFICATION

RECOMMENDATION

It is recommended that the RCSD Park/Facilities Committee discuss potential revisions to RCSD Policy No. 6050 related to evening walk-on use of the District's tennis and pickleball courts and provide direction regarding resident walk-on opportunities, reservation requirements for non-residents, residency verification procedures, and associated operational practices during prime time periods when Attendants are on duty.

BACKGROUND

RCSD Policy No. 6050 currently establishes the rules for reservations and public use of the District's tennis and pickleball courts. Under the current policy, both residents and non-residents may reserve courts or walk onto an available court when one is not reserved.

As demand for the courts has continued to increase, particularly during evening peak hours, the Board is considering approving funding as part of the FY 2026–2027 Budget for the hiring of Attendants whose primary function would be to monitor the courts. Attendants are anticipated to be assigned during priority evening hours, seven days per week, to assist with court operations, including preventing courts from being used for something other than their intended purpose educate patrons regarding District policies, monitor reservations, verify residency when necessary, and support consistent implementation of court rules.

The anticipated presence of Attendants provides the District with an opportunity to evaluate whether modifications to evening walk-on procedures could improve resident access during periods of highest demand while providing Attendants with clear operational procedures for administering the courts.

One concept for discussion would allow Rossmoor residents to continue utilizing walk-on opportunities when courts are available during designated evening hours while requiring non-residents to obtain a reservation before using a court during those same periods. Attendants would verify residency through photo identification as part of the check-in process. Implementation of this concept would require revisions to RCSD Policy No. 6050 and corresponding updates to court signage to ensure District policy and public information remain consistent.

DISCUSSION

The intent of the proposed policy is to support resident priority during peak evening periods while continuing to provide non-residents with access to the courts through the District's existing reservation system. Under this approach, non-residents would not be excluded from using the facilities; rather, they would be asked to reserve a court in advance during prime time and particularly the hours when Attendants are available to administer the policy. This provides a consistent and manageable process while helping ensure that Rossmoor residents receive the intended benefit of resident priority during the busiest periods of the day.

Attendants are expected to be present during designated evening hours, this period provides the greatest opportunity to consistently verify residency, administer reservations, educate patrons regarding District policies, and provide customer service. Without Attendants, implementing residency verification during daytime hours would be significantly more difficult and would likely result in inconsistent administration.

Revisions to Policy No. 6050 would be necessary to clearly define these operational procedures and provide Attendants with consistent direction regarding administration of the courts. Corresponding updates to court signage would help educate patrons and support consistent implementation of the revised policy.

Another important operational benefit is the increased ability for Attendants to monitor compliance with existing court rules. Attendants would have greater opportunities to educate patrons regarding unauthorized activities, including the use of tennis courts for pickleball play. This is particularly important because the tennis courts located closest to the residences along the north side of Hedwig Road are not equipped with sound blankets. Preventing pickleball play on these courts remains an important operational objective intended to reduce noise impacts on nearby residents while supporting compliance with District policy.

FISCAL IMPACT

No significant fiscal impact is anticipated beyond the Attendant positions if approved by the Board as part of the FY 2026–2027 Budget.

Should the Board adopt revisions to Policy No. 6050, staff would update court signage, reservation procedures, educational materials, and Attendant training to reflect the revised operational practices. These costs are expected to be minimal and can likely be accommodated within existing operating and signage budgets. There is a possibility that the District will see an increase in fees for reservations by non-residents during the hours non-residents would no longer be allowed to walk on the court.

ATTACHMENTS

1. RCSD Policy No. 6050 – Facilities – Tennis and Pickleball Courts

Rossmoor Community Services District

Policy

No. 6050

FACILITIES – TENNIS AND PICKLEBALL COURTS

6050.00 Appropriate Etiquette: All people playing on or visiting the Rossmoor tennis and pickleball courts shall use commonly accepted pickleball etiquette. All attempts shall be made not to disturb other players. The Rossmoor courts are primarily intended for the playing of games by two or more people. A reservation does not take effect until two or more people are present and ready to play.

6050.10 Use Limitation For Non-Reservation Players: Court use is limited to one hour for non-reservation players when there are people waiting. This does not mean that someone must wait one hour, only that the party occupying the court has to surrender the court after one hour of use whenever anyone else appears and wishes to use the court to play or immediately if someone appears with a reservation in hand or posted on the Court Tennis/Pickleball Schedule at the east entrance to the tennis and pickleball courts.

6050.20 Use Limitation For Players With Reservation: Court use for persons making a reservation is limited to a maximum of one hour with a maximum of two reservations per day.

6050.30 Expiration of Reserved Time: Courts shall be surrendered to the next waiting party when their playing time has expired. When a game is in progress at the time of expiration, play may continue up to a maximum of five (5) minutes to complete the game in progress. No new game, other than the concluding game of a set, should commence with less than five (5) minutes remaining on the allowable playing time.

6050.40 Advance Reservation: All reservations must be made no later than 4:00 p.m. PST. for use that evening or 4:00 p.m. on Friday for use that evening or the weekend through Monday at 4:00 p.m. Times during PDT shall be 3:00 p.m. The posting of the Court Tennis/Pickleball Schedule shall be done in a manner to give proper notice of courts and times reserved. The charge for reservations shall be established by Policy No. 6015 Establishment of Fees and Charges for use of District Parks, Buildings and Facilities.

6050.41 Reservation Limit: No reservations may be made for more than two weeks in advance by residents and one week in advance by non-residents.

6050.42 Method of Payment: Payment for the use of reserved play time may be made at the District office during normal business hours with a check or credit card. Payment may also be made by credit card on the Rossmoor Community Services District website through RecDesk with a verified account.

6050.43 Rain Check: A "rain check" or refund may be given, upon request, for a reservation that is not usable due to inclement weather, acts of God or other reasons deemed sufficient by the General Manager. A refund will be given for a reservation that is cancelled no less than twenty-four hours prior to the reserved time.

6050.50 Use By A Single Player: A single player may occupy a court for practice so long as it is available and there are no groups of two or more waiting. The court shall be vacated by the single player upon determination that there is a group of two or more waiting to play.

6050.60 Challenge Match: A challenge match, that may consist of up to six people playing doubles, shall occupy a court for no more than two hours when there are people waiting to play.

6050.70 Appropriate Footwear Required: All players shall use footwear which is appropriate for the hard court surface found at the Rossmoor courts. Such footwear shall not mark, chip, or otherwise damage the surface of the courts.

6050.80 Court Maintenance: The tennis and pickleball courts will be closed for washing or maintenance each Wednesday morning from 7:00 a.m. to 10:00 a.m.. This provision is in effect even if there is no one actually washing or performing maintenance during this time.

6050.90 Court Reserved For Instruction: Courts may be reserved at various times for use in both private and group classes sponsored by the District. Reserved times will be posted on the reservations board adjacent to the courts.

6050.100 Prohibited Uses on Courts: Tennis and Pickleball courts are for tennis and pickleball play only. The courts may not be used for other sports, rollerblading or skating, skate boarding, bicycling or any other wheeled device. Courts may not be used for picnicking, barbequing, or any other group activity. Dogs, whether leashed or unleashed are not permitted within the tennis/pickleball court complex. Failure to comply with these restrictions will subject the person or persons to eviction from the courts and the park facility in accordance with Policy No. 6010.60.

6050.110 Tennis and Pickleball Instruction: Tennis and Pickleball instruction by any individual shall not be offered for compensation without a permit approved by the General Manager pursuant to a written agreement approved by the Board.

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Approved renumbering & format: October 8, 2002
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Amended: March 11, 2008
Amended: July 10, 2012
Readopted by Ordinance 2014-01: January 14, 2014
Amended to include Pickleball: January 9, 2024

ROSSMOOR COMMUNITY SERVICES DISTRICT

AGENDA ITEM C-2

Date: June 30, 2026

To: Parks & Facilities Committee

From: General Manager Sharon Landers
Recreation Superintendent Chris Argueta

Subject: DISCUSS THE COMMITTEE MAKING A RECOMMENDATION TO THE ROSSMOOR COMMUNITY SERVICES DISTRICT BOARD OF DIRECTORS REGARDING STRATEGIES TO HELP MAINTAIN CLEAR BUFFER ZONES AT THE DISTRICT'S TENNIS AND PICKLEBALL COURTS INCLUDING REVISING THE DISTRICT'S CURRENT POLICIES

RECOMMENDATION

It is recommended that the RCSD Park/Facilities Committee discuss strategies to help maintain clear buffer zones at the District's tennis and pickleball courts and provide direction regarding whether any additional operational practices, policy language, or future facility enhancements should be considered as part of a long-term approach to improving court operations, player safety, and the overall user experience.

BACKGROUND

The RCSD tennis and pickleball courts continue to experience extremely high levels of community use. As participation has increased, staff has observed a growing number of personal items being placed within the court buffer zones, including folding chairs, backpacks, bags, coolers, bicycles, and other recreational equipment. Court buffer zones are the areas immediately surrounding each playing surface that provide players with additional space to safely move during active play, retrieve balls, and reduce potential interference with adjacent courts, fencing, or spectators. Maintaining reasonably clear buffer zones is considered a good recreational facility practice and helps promote safe, organized, and enjoyable court operations.

While staff does not consider personal belongings within these areas to represent a significant safety concern, maintaining clear buffer zones is an important operational objective and helps

encourage consistent court use while minimizing unnecessary obstacles within active playing areas.

As part of ongoing operational improvements, staff intends to install supplemental court signage reminding patrons to keep buffer areas clear during active play and letting them know that they play at their own risk and to install fence-mounted hooks along the sidelines of the courts to provide convenient locations for bags and personal belongings. These improvements are intended to educate patrons, encourage voluntary compliance, and provide designated locations for personal items without restricting normal recreational use.

Each tennis court includes one metal park bench for players to sit on between games or to place personal belongings on or underneath during play. The four pickleball courts share one metal park bench located along the fence closest to the Community Center. Each bench is paired with a shade awning attached to the adjacent fence at a height that does not interfere with safe play.

Although the benches are located within the court buffer area, they have been intentionally placed at mid-court along the sideline. On the tennis courts, the benches are positioned directly across from the net. On the pickleball courts, the shared bench is located directly across from the divider net that separates the courts. These locations are generally the least likely areas where players would leave the court during normal play, helping minimize potential conflicts while still providing convenient seating and a place for personal belongings. This placement provides a practical balance between player safety, comfort, and overall court usability.

Staff also recommend revising RCSD Policy No. 6050 to mirror the language used on court signage to clarify that buffer zones are to be kept clear and that playing on the courts are at player's own risk. Consistent District policy and posted signage will improve public understanding, reduce ambiguity, support consistent education and implementation of court rules, and reduce the District's liability in the event of an accident. Similar to the newly adopted policy and signage prohibiting the operation of e-bikes in the District parks, this clear buffer policy and signage would not trigger a requirement that the District hire staff to enforce it. Instead, it is intended to provide clear and unambiguous requirements for safe court usage that players should themselves follow.

DISCUSSION

Staff would like the Committee to discuss both short and long-term strategies for maintaining clear buffer zones while continuing to provide a positive experience for players, spectators, and individuals waiting to use the courts.

Staff has already identified several operational improvements intended to encourage voluntary compliance, including supplemental signage, fence-mounted storage hooks, public education, and continued communication regarding keeping personal belongings only within designated areas outside the active playing and buffer zones. These improvements are intended to educate patrons regarding appropriate court etiquette.

One concept for future consideration is the addition of fixed spectator amenities outside the court fencing. Potential options may include low-profile bleachers, benches, or other permanent seating designed to encourage spectators and players waiting between games to remain outside the buffer areas rather than bringing portable folding chairs into active court surroundings. There is currently only one metal park bench on a concrete surface outside of the pickleball courts on the side adjacent to the Community Center.

Any future seating improvements would need to be carefully located to preserve pedestrian circulation, ADA accessibility, emergency access, maintenance operations, and sight lines into the courts. In locations where sound blankets are installed along fencing, seating placement should also be evaluated to minimize impacts to court visibility while continuing to support noise mitigation efforts.

Potential Advantages for adding permanent seating outside of the Courts

- Encourages personal items and chairs to remain outside court buffer zones.
- Provides designated locations for spectators and players waiting between games.
- Supports the District's goal of maintaining unobstructed buffer areas during active play.
- May reduce the potential for trips or other accidents involving personal belongings within buffer areas. While staff does not consider this to be a high-risk issue, maintaining clear buffer zones is recognized as a good operational practice.
- May improve the overall appearance and organization of the court facilities.

Maintaining clear buffer zones is generally a greater consideration for the pickleball courts than the tennis courts because pickleball players often remain courtside while waiting for the next game.

Conversely, pickleball players typically remain within the court boundaries during active play and generally pursue balls shorter distances than tennis players. As a result, the need for completely unobstructed buffer areas may not be as critical for pickleball as it is for tennis. These differing patterns of play should be considered when evaluating future improvements.

Even if fixed seating is provided, some patrons may continue bringing folding chairs and placing them adjacent to the courts while waiting to play. As a result, maintaining clear buffer zones may continue to rely primarily on public education and voluntary compliance rather than strict enforcement.

The Committee may also wish to consider:

- Limited space available outside the existing court fencing.
- Potential impacts to ADA accessibility and pedestrian circulation.
- Estimated costs associated with purchasing and installing bleachers or benches.
- Concrete pads, anchoring requirements, and site preparation.
- Whether shade structures should be considered in conjunction with future seating.
- Long-term maintenance responsibilities.

The Committee may also wish to discuss whether the combination of policy language, educational signage, operational practices, and future facility improvements represents an appropriate approach to supporting safe recreational use of the courts. We have received guidance from our risk management team at CJPIA that the best approach to reduce liability is to update our policy to address clear buffer zones and to add signage providing clear notification to court users

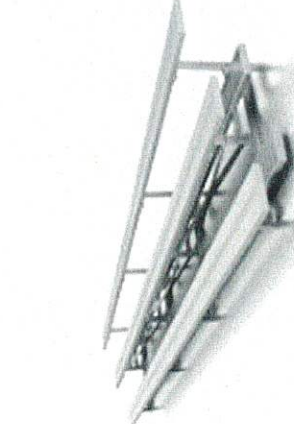
FISCAL IMPACT

The installation of supplemental signage and fence-mounted storage hooks is expected to have a minimal fiscal impact. Since no additional capital improvements are being recommended at this time, no additional funding is requested as part of this agenda item. Should the Committee request further evaluation of seating options or other facility enhancements, staff will return with conceptual layouts, estimated project costs, funding alternatives, and implementation recommendations for future consideration.

ATTACHMENTS

1. Bleacher and Bench Examples
2. RCSD Policy No. 6050 – Facilities – Tennis and Pickleball Courts

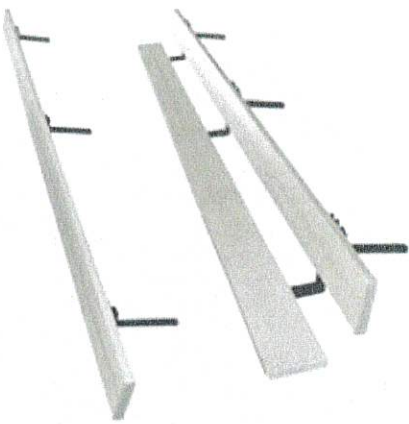
Bleacher Options



Crowd Control Warehouse 3 Row Low Rise Aluminum Bleachers
 \$3,015.50 • CrowdControlWarehouse.com



4 Row 21' All Aluminum Standard Bleacher
 \$3,742.85 • SchoolOutlet + others



Teammate Fixed Outdoor Player Benches
 \$432.00 • Half Court Sports

Best use	Daily public use	Tournaments/high demand	Minimalist waiting areas
Capacity	Moderate	High	Low-moderate
Maintenance	Low	Low	Very low
Visual impact	Moderate	Higher	Low
Portability	Limited	Limited	Fixed
Space efficiency	Good	Fair	Excellent

Rossmoor Community Services District

Policy

No. 6050

FACILITIES – TENNIS AND PICKLEBALL COURTS

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6050.10 Use Limitation For Non-Reservation Players: Court use is limited to one hour for non-reservation players when there are people waiting. This does not mean that someone must wait one hour, only that the party occupying the court has to surrender the court after one hour of use whenever anyone else appears and wishes to use the court to play or immediately if someone appears with a reservation in hand or posted on the Court Tennis/Pickleball Schedule at the east entrance to the tennis and pickleball courts.

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6050.80 Court Maintenance: The tennis and pickleball courts will be closed for washing or maintenance each Wednesday morning from 7:00 a.m. to 10:00 a.m.. This provision is in effect even if there is no one actually washing or performing maintenance during this time.

6050.90 Court Reserved For Instruction: Courts may be reserved at various times for use in both private and group classes sponsored by the District. Reserved times will be posted on the reservations board adjacent to the courts.

6050.100 Prohibited Uses on Courts: Tennis and Pickleball courts are for tennis and pickleball play only. The courts may not be used for other sports, rollerblading or skating, skate boarding, bicycling or any other wheeled device. Courts may not be used for picnicking, barbequing, or any other group activity. Dogs, whether leashed or unleashed are not permitted within the tennis/pickleball court complex. Failure to comply with these restrictions will subject the person or persons to eviction from the courts and the park facility in accordance with Policy No. 6010.60.

6050.110 Tennis and Pickleball Instruction: Tennis and Pickleball instruction by any individual shall not be offered for compensation without a permit approved by the General Manager pursuant to a written agreement approved by the Board.

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Amended: July 10, 2012
Readopted by Ordinance 2014-01: January 14, 2014
Amended to include Pickleball: January 9, 2024

ROSSMOOR COMMUNITY SERVICES DISTRICT

AGENDA ITEM C-3

Date: June 30, 2026

To: Parks & Facilities Committee

From: General Manager Sharon Landers
Recreation Superintendent Chris Argueta

Subject: DISCUSS THE COMMITTEE MAKING A RECOMMENDATION TO THE ROSSMOOR COMMUNITY SERVICES DISTRICT BOARD OF DIRECTORS REGARDING CLARIFICATION OF POLICY NO. 6050 THROUGH SUPPLEMENTAL COURT SIGNAGE RELATED TO INSTRUCTIONAL EQUIPMENT AND UNAUTHORIZED INSTRUCTION AND POSSIBLY A POLICY REVISION

RECOMMENDATION

It is recommended that the RCSD Park/Facilities Committee review RCSD Policy No. 6050 – Facilities – Tennis and Pickleball Courts and discuss recommending that the Board authorize supplemental court signage intended to clarify the District's existing policy regarding instructional equipment and unauthorized instruction occurring on the tennis and pickleball courts.

BACKGROUND

The RCSD tennis and pickleball courts continue to experience extremely high levels of community use and demand. As participation has increased, staff has observed instructional equipment being brought onto the courts during public recreational play. Equipment such as ball hoppers, teaching carts, training cones, instructional targets, and large quantities of tennis or pickleball balls are commonly associated with private lessons, clinics, coaching, and drilling activities.

District Policy No. 6050 currently prohibits unauthorized instruction on the tennis and pickleball courts. However, the existing policy language and posted court signage are relatively general and do not clearly identify the types of instructional equipment commonly associated with these activities. As a result, patrons may not always understand what equipment is inconsistent with recreational court use, creating unnecessary ambiguity for both court users and District staff.

Rather than creating additional restrictions, staff is recommending supplemental signage that provides clearer guidance regarding the District's existing policy. The proposed signage is intended to educate patrons, improve consistency in policy implementation, and support recreational use of the courts. An additional option would be to provide the suggested clarification in a revised policy.

DISCUSSION

The intent of the proposed signage is to clarify existing District policy. By identifying examples of instructional equipment commonly associated with private lessons and organized instruction, the District can provide patrons with a clearer understanding of acceptable recreational court use while reducing misunderstandings regarding Policy No. 6050.

Examples of equipment that may be identified on the signage include:

- Ball hoppers
- Teaching carts
- Training cones
- Instructional targets
- Teaching aids
- Large quantities of tennis or pickleball balls associated with lessons or drilling activities
- Similar equipment primarily intended for coaching or organized instruction

Staff believe that providing this clarification will improve consistency when educating patrons. To maintain a clean appearance, the supplemental language could be incorporated into the District's existing court signs or installed as companion signs near court entrances. The objective is to provide users with a better understanding of the District's existing policy while maintaining the courts for their intended recreational purpose.

Example Sign Language

Instructional equipment associated with private lessons, clinics, coaching, organized instruction, or drilling activities, including ball hoppers, teaching carts, training cones, instructional targets, teaching aids, and similar equipment—is prohibited unless specifically authorized by the Rossmoor Community Services District. These courts are intended for public recreational play.

FISCAL IMPACT

The proposed action is expected to have minimal fiscal impact. Costs would primarily consist of the design, production, and installation of supplemental signage.

ATTACHMENTS

1. RCSD Policy No. 6050 – Facilities – Tennis and Pickleball Courts

Rossmoor Community Services District

Policy

No. 6050

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ROSSMOOR COMMUNITY SERVICES DISTRICT

AGENDA ITEM C-4

Date: June 30, 2026

To: Parks & Facilities Committee

From: General Manager Sharon Landers
Recreation Superintendent Chris Argueta

Subject: DISCUSS THE COMMITTEE MAKING A RECOMMENDATION TO THE
ROSSMOOR COMMUNITY SERVICES DISTRICT BOARD OF DIRECTORS
REGARDING THE DEVELOPMENT OF A FORMAL PARK AMBASSADOR
PROGRAM

RECOMMENDATION

It is recommended that the RCSD Park/Facilities Committee review the District's Pilot Park Ambassador Program and discuss recommending that the Board authorize development of a formal Park Ambassador Program through the establishment of recruitment standards, selection criteria, training requirements, operational guidelines, program oversight, and any necessary amendments to District policy to formally establish the program and define the role of Park Ambassadors.

BACKGROUND

The District recently implemented a pilot Park Ambassador Program to provide a visible and welcoming presence at the tennis and pickleball courts. The primary purpose of the pilot has been to educate patrons regarding District policies, encourage courteous behavior, answer general questions, and serve as additional eyes and ears for District staff.

The pilot program has demonstrated that volunteers can positively contribute to the overall park experience by providing friendly customer service, promoting compliance with District policies through education, and helping create a welcoming environment for park users.

As public use of Rossmoor Park continues to grow, there may be opportunities to expand the Ambassador Program beyond the tennis and pickleball courts to support additional park areas and District events. Before doing so, staff believes the program should transition from a pilot effort into a structured District program with clearly established expectations, procedures, and oversight.

While the pilot program has been implemented administratively, the District's current policies do not specifically establish or define a formal Park Ambassador Program. As the program evolves beyond its pilot phase, staff believes it would be appropriate to consider amendments to District policy that formally recognize the program, establish its purpose, define the role and responsibilities of ambassadors, and provide clear operational guidance.

DISCUSSION

As the Ambassador Program continues to evolve, the Committee may wish to discuss the long-term vision for the program and whether ambassadors should continue serving primarily at the tennis and pickleball courts or gradually expand their presence throughout Rossmoor Park during periods of high public use, community events, and other District activities.

Rather than viewing the program solely as court support, the Committee may wish to consider developing the Rossmoor Park Ambassador Program as a broader community volunteer program that provides assistance throughout District parks and facilities while continuing to support the courts during peak usage.

A formal Park Ambassador Program may include:

- Ambassador Handbook
- Volunteer Code of Conduct
- Standardized Training Program
- Operational Procedures
- Defined Roles and Responsibilities
- Customer Service Expectations
- Communication Guidelines
- Conflict De-escalation Training
- Emergency Procedures
- Reporting Procedures
- Staff Supervision and Evaluation

If the Committee supports moving beyond the current pilot phase, staff recommends developing a policy amendment that outlines the program's purpose, volunteer eligibility, recruitment process, training requirements, operational expectations, reporting structure, limitations of authority, and staff oversight. Establishing these standards through policy will provide consistency and ensure the program continues to operate professionally as it grows.

The success of the Ambassador Program will depend largely on selecting individuals who possess the personal qualities necessary to positively represent the District. The District should seek ambassadors who are friendly, welcoming, approachable, dependable, respectful, patient, and professional. Volunteers should possess strong communication and interpersonal skills, demonstrate good judgment, maintain a positive attitude, and be comfortable interacting with individuals of all ages and backgrounds.

Since ambassadors would serve as educators rather than enforcement personnel, candidates should demonstrate emotional maturity, sound decision-making, and the ability to remain calm in challenging situations. Individuals who become argumentative, confrontational, or easily frustrated may not be well suited for the program. The goal is to recruit volunteers who educate through positive interaction rather than escalate disagreements.

The District seeks ambassadors who serve as positive representatives of the Rossmore Community Services District by welcoming patrons, providing information, promoting courteous behavior, encouraging compliance with District policies through education, and helping create a safe, friendly, and enjoyable park environment for all users.

Possible Ambassador Selection Process

- Volunteer application
- Staff interview
- Evaluation of communication skills and suitability
- Reference checks, when appropriate
- Completion of orientation
- Completion of required training
- Probationary observation period prior to independent assignments

Ambassador Training Program Training topics may include:

- RCSD policies and procedures
- Customer service
- Effective communication
- Conflict de-escalation
- Working with difficult personalities
- Park operations
- Emergency procedures
- Knowing when to contact District staff or law enforcement
- Professionalism and ethics
- Representing RCSD in a positive manner

FISCAL IMPACT

Development of a formal Park Ambassador Program is expected to have minimal initial fiscal impact. Costs may include volunteer apparel, identification badges, training materials, educational resources, and administrative support. Additional costs associated with future expansion would be evaluated during the annual budget process and presented to the Board for consideration.

ATTACHMENTS

1. Volunteer Ambassador Program Agreement
2. Volunteer Ambassador Handout

VOLUNTEER AMBASSADOR PROGRAM AGREEMENT INCLUDING ASSUMPTION OF RISK WAIVER AND RELEASE OF LIABILITY

Section 1. Volunteer Status and Duties.

I am volunteering to be an Ambassador for Rossmore Community Services District (District) as part of its Pilot Ambassador Program (Program). The Program is intended to bring together volunteer resources and augment District services including, but not limited to the following areas: recreation and leisure services, park maintenance, public safety, information and service referrals, and maintenance of District facilities and other public grounds. In consideration of being allowed to participate in the Program, I understand and agree that:

- I am volunteering my services to the District.
- I am not an employee of the District, and I am not entitled to any compensation or benefits from the District whatsoever.
- I must comply with all District policies and instructions from District staff.
- I will generally be stationed at the entrance to the pickleball courts at Rossmore Park, and I commit to be there on Tuesdays from 9:00 a.m. to 11:00 a.m. beginning February 24, 2026, for a period of three (3) months.
- My role as an Ambassador is limited to providing public outreach and education regarding the applicable rules related to use of District parks and pickleball courts, and that I have no authority to enforce District rules.
- I will report to Recreation Superintendent Chris Argueta.
- My volunteer service may be terminated at any time by myself or the District.
- This Agreement may be extended by mutual written agreement of the parties hereto.

Section 2. Assumption of Risk, Waiver and Release of Liability.

Assumption of Risk. I fully understand that my participation as a volunteer in the Ambassador Program may expose me to the risk of personal injury, illness, death and/or property damage. I hereby acknowledge that participation in the activities as an Ambassador is voluntary and I agree to assume the full risk of any injuries and/or damages and/or losses of property, regardless of severity and including death, that may occur in connection with my participation in the Ambassador Program and hold the District, its elected officials, officers, employees, agents and volunteers harmless therefrom.

Waiver and Release of Liability. I, intending to be legally bound for myself and my heirs, personal representatives, next of kin, and anyone who might make a claim on my behalf, hereby waive, release, and discharge the District and its elected officials, officers, agents, employees, and volunteers from any and all claims for damages and/or liability, whether caused by any active or passive negligent act or omission of the

District, or its elected officials, officers, agents, employees, and/or volunteers, or otherwise related to my participation in the Volunteer Ambassador Program, and promise not to sue the District, or its elected officials, officers, agents, employees, and/or volunteers for any damages I incur in connection with the Volunteer Ambassador Program. This release and waiver extends to all claims of every kind or nature whatsoever, foreseen or unforeseen, known or unknown.

Binding Effect; Severability; Governing Law. I acknowledge and agree that this Agreement and Waiver and Release of Liability is binding upon my heirs, assigns and legal representatives. I agree that this Agreement and Waiver and Release of Liability is intended to be as broad and inclusive as is permitted by California law. I further agree that this Agreement and Waiver and Release of Liability is severable and that if any clause, phrase, sentence or word is found invalid, the balance of the Agreement and Waiver and Release of Liability will remain in effect, valid, and enforceable. This Waiver is governed by California law.

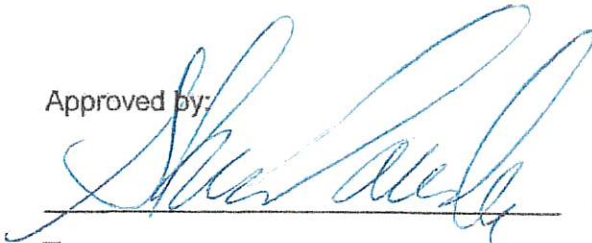
I, Diana Abruscato, HAVE READ THE FOREGOING AGREEMENT, INCLUDING ASSUMPTION OF RISK, WAIVER AND RELEASE OF LIABILITY, KNOW, UNDERSTAND AND AGREE TO BE BOUND BY ITS CONTENTS, AND SIGN IT OF MY OWN FREE WILL.



Diana Abruscato

Date: 2-12/26

Approved by:



Sharon Landers, General Manager
Rossmoor Community Services District

Date: 2/12/2026



ROSSMOOR PARK PICKLEBALL



Pickleball Court Rules & Courteous Behavior Guidelines

Court Hours

Open Daily: 7:00 AM – 9:00 PM

Court Usage

Maximum of 4 people playing per court

No pets allowed on the courts

No pickleball play on tennis courts

Noise Control

Keep noise levels down to respect neighbors

No music allowed on the courts

Equipment

Please use quiet paddles and balls to help minimize noise

Courteous Behavior

Respect Others: Be courteous to fellow players and nearby residents

Wait Your Turn: If courts are busy, please wait patiently

Clean Up: Leave the courts clean after your play session

Be Mindful: Avoid disruptive behavior and help maintain a friendly atmosphere

Thank you for your cooperation with keeping our courts enjoyable for everyone.

Enjoy your game!



ROSSMOOR PARK PICKLEBALL



Online account is needed to reserve a court.

To create new account visit:

<https://rossmoorcsd.recdesk.com/Community/Member/Login>

TENNIS & PICKLEBALL	RESIDENT	NON-RESIDENT
DAY RATE:	\$6.50/HR	\$10.50/HR
MON-FRI: 5PM-9PM & WEEKENDS	\$8.50/HR	\$12.50/HR

To View
Court
Schedule

Scan
QR Code



OR

Check Monitor At The
Community Center Building



District Policy 6050.51 – No reservation may be made for more than two weeks in advance by residents and one week in advance by non-residents. The District will cancel any reservations that do not meet these requirements and will refund your account if any refund is warranted.

Rossmoor Community Services District – 3001 Blume Drive, Rossmoor CA, 90720

Phone: (562) 430-3707 e-mail: rcsd@rossmoor-csd.org